



**INSPECTOR GENERAL**  
**DEPARTMENT OF DEFENSE**  
4800 MARK CENTER DRIVE  
ALEXANDRIA, VIRGINIA 22350-1500

July 1, 2019

## **INSPECTOR GENERAL INSTRUCTION 1440.2**

### **REASONABLE ACCOMMODATION PROCEDURES**

#### **FOREWORD**

This instruction provides policies, assigns responsibilities, and prescribes procedures within the DoD Office of Inspector General for providing reasonable accommodations to individuals with a disability.

This instruction will expire 10 years from its issuance date.

The office of primary responsibility for this instruction is the Office of Equal Employment Opportunity. This instruction is effective immediately.

FOR THE INSPECTOR GENERAL:

A handwritten signature in black ink, appearing to read "Steven A. Stebbins", written over a faint, illegible background.

Steven A. Stebbins  
Chief of Staff

5 Appendices

**REASONABLE ACCOMMODATION PROCEDURES**

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## CHAPTER 1 GENERAL

**A. Purpose.** This instruction implements references (a) and (b), which instructs Government agencies to establish procedures and processes for employees and job applicants with disabilities to receive reasonable accommodations. This instruction provides guidance and direction for delivering prompt accommodations to personnel within the DoD Office of Inspector General (OIG).

**B. Cancellation.** This instruction cancels IG Instruction 1440.2, *Reasonable Accommodation Procedures*, January 25, 2018.

**C. Summary of Changes.** This instruction provides changes and additional reasonable accommodation instructions for approving officials and supervisors.

**D. Applicability.** This instruction applies to the OIG.

**E. References.** (See Appendix A.)

**F. Definitions.** (See Appendix B.)

**G. Acronyms and Abbreviations.** (See Appendix C.)

**H. Scope.** The provisions of this instruction apply to any Government civilian employee (permanent, temporary, or probationary) or job applicant with the OIG.

**I. Policy.**

1. The OIG policy fully complies with the reasonable accommodation requirements of reference (c). Under this law, Government agencies must provide reasonable accommodations to qualified employees and job applicants with disabilities unless doing so causes an undue hardship. The reasonable accommodation process is limited to employees with a known disability and is not intended for employees requesting assistance to prevent occupational injury or illness, as defined by the Safety and Occupational Health Program. The OIG provides reasonable accommodations as follows:

a. When a job applicant with a disability needs an accommodation in order to be considered for employment.

b. When an employee with a disability needs an accommodation to perform essential job functions, gain access to the workplace, or receive equal benefits and privileges of employment.

2. The approving official, which may be any OIG leader within the employee's supervisory chain, will immediately initiate the Interactive Process after receiving a reasonable accommodation request. (See Appendix B for the definition of the "Interactive Process.")

3. Employees may refer to reference (d) for additional information on the rights and responsibilities of employees who request reasonable accommodation, as well as the responsibilities of Government agencies in responding to those requests.

**J. Responsibilities.**

1. The **Inspector General (IG)** will:

- a. Ensure the development and implementation of reasonable accommodation procedures.
- b. Promote the use of reasonable accommodations throughout the OIG.
- c. Provide sufficient resources for efficient and successful operation of the reasonable accommodation process.

2. The **Component Heads** will:

- a. Ensure wide dissemination, understanding, and implementation of reasonable accommodation procedures at all levels within their respective Component.
- b. Actively support and promote reasonable accommodation procedures and remain informed of, and sensitive to, accommodations made within their areas of responsibility.
- c. Take proactive measures to ensure all employees, job applicants, and approving officials comply with the reasonable accommodations procedures.
- d. Ensure personnel who interact with job applicants understand how to recognize and process reasonable accommodation requests.

3. The **Director, Office of Equal Employment Opportunity (EEO)** will:

- a. Exercise overall responsibility for managing the reasonable accommodation processes and procedures.
- b. Institute a process to ensure individuals understand the reasonable accommodation procedures.
- c. Monitor the progress and results of requests for reasonable accommodations.
- d. Provide advice to the IG, Component Heads, approving officials of employees requesting a reasonable accommodation, and employees requesting reasonable accommodations.

e. Compile and maintain data for reporting requirements to Congress, the Equal Employment Opportunity Commission (EEOC), and the Office of the Principal Deputy Under Secretary of Defense for Personnel and Readiness regarding the OIG's reasonable accommodation activity.

f. Provide training to OIG employees on the reasonable accommodation process and help Human Capital Management (HCM) train new employees and supervisors.

4. The **Disability Program Manager (DPM)** will:

a. Ensure individuals requesting a reasonable accommodation meet the Americans with Disabilities Act (ADA) regulatory requirements according to reference (c).

b. Review all medical documentation to determine that an employee requesting a reasonable accommodation has a sufficiently documented disability covered by reference (c). The DPM has the primary responsibility of determining if medical documentation is needed, and if so, may request such information from the employee or their representative, appropriate health professional, or both.

c. Facilitate the interactive process between the approving official and the employee requesting reasonable accommodation.

d. Receive and review the IG Form 1440.2-5, *Reasonable Accommodation Request*, and medical documentation, and coordinate with the approving official and employee for further processing.

e. Work collaboratively with the approving official, employee, and representatives from HCM, Office of General Counsel (OGC), Office of the Chief Information Officer (OCIO), and Facilities and Space Management Division (FSD), as appropriate, to facilitate the reasonable accommodation process.

f. Serve as the custodian who maintains a record of the employee's reasonable accommodation.

g. Follow up with the employee receiving an approved reasonable accommodation to ensure their accommodation has been implemented and to create open dialogue should the accommodation need to be amended or extended. These actions may include a request for updated medical information.

5. The **OCIO** will:

a. Ensure employees requesting a reasonable accommodation and their approving officials are provided the necessary information regarding assistive technology pertaining to the reasonable accommodation request. This information includes how equipment needs to be acquired and the steps to be taken to acquire the equipment, such as Job Access with Speech.

b. Authorize assistive technology from the Computer or Electronic Accommodation Program (CAP) within 5 business days after receiving the specific technological request. Recommend alternative solutions, offered through CAP, when the requested technology is not compatible with OIG system requirements.

c. Acquire assistive technology for an approved reasonable accommodation request, when appropriate, in coordination with Acquisition Division staff.

6. The **FSD** in the Logistics Management Office will work collaboratively with representatives from the Office of EEO, HCM, and OCIO, as appropriate, to:

a. Install CAP procured furniture and equipment.

b. Modify or adjust employee workstations procured as part of an approved reasonable accommodation.

c. Provide furniture and equipment for an approved reasonable accommodation.

d. Coordinate with the appropriate building or facilities management personnel to modify an employee's existing workspace as part of an approved reasonable accommodation and to ensure employees have full access to the Mark Center or field site facilities.

e. Review all SD Forms 474, *OSD Office Services Request Form*, and will:

(1) ensure the form contains the approving official's signature;

(2) confirm approved reasonable accommodation with the Office of EEO; and

(3) make workplace adjustments prior to procuring items, if applicable.

f. Return any SD Form 474 to the Office of EEO that does not contain the appropriate signatures for a reasonable accommodation.

7. The **HCM** will work collaboratively with representatives from the Office of EEO, OGC, OCIO, and FSD, as appropriate, to:

a. Provide guidance and advice about OIG personnel decisions.

b. Ensure job applicants receive the reasonable accommodation required to apply for OIG positions.

c. Advise and assist approving officials regarding reasonable accommodation requests in conjunction with the investigation or initiation of disciplinary or performance-based actions.

d. Compile data for the Office of EEO for reasonable accommodation requests from job applicants.

e. Help the Office of EEO train OIG personnel performing the application process to recognize requests for reasonable accommodation and to handle them appropriately.

f. Collaborate with the Office of EEO, FSD, approving officials, and employees, when applicable, to facilitate timely issuance of accommodation solutions.

g. Ensure a copy of the employee's reasonable accommodation is not included in the employee's official personnel files.

8. The **Approving Official** will work collaboratively with representatives from the Office of EEO, HCM, OGC, OCIO, and FSD, as appropriate, to:

a. Approve or deny properly supported requests for reasonable accommodations for OIG employees within 15 business days. (See Appendix B for a definition of "approving official.")

b. Ensure employees complete IG Form 1440.2-5, attach the completed SD Form 474, and any other received documents, and forward it to the Office of EEO for recordkeeping purposes. (See Appendix E for IG Form 1440.2-5.)

c. Advise the employee that a reasonable accommodation request may need supporting medical documentation and that they should consult with the Office of EEO.

d. Protect the employee's right to privacy and limit access to accommodation related information to those individuals with a need to know.

e. Engage in dialogue with the employee to assess their needs and to identify the appropriate reasonable accommodation. This dialogue is known as the Interactive Process.

f. Consult with the Office of EEO, HCM, and OGC, as necessary, to ensure timely reasonable accommodation processing.

g. Ensure a copy of the employee's reasonable accommodation is not included in the employee's official personnel files.

h. Complete the SD Form 474 and ensure that the document contains all required signatures before submitting the form to the FSD to procure furniture, equipment, or initiate a workplace modification in connection with an approved reasonable accommodation.

i. Ensure all furniture, chairs, and other equipment purchased by the OIG for an approved reasonable accommodation at the Mark Center are turned into the FSD upon the employee's departure from the OIG. Similar items purchased for use at field sites will be retained there under the control of the property custodian until needed to fulfill another reasonable accommodation request.

j. Sign the justification section on SD Form 474, for approved reasonable accommodation requests.

9. The **Employee, Job Applicant, or Employee Representative** will:

a. Request, either orally or in writing, an adjustment or modification to their work environment or business process due to a disability, when appropriate.

b. Engage in the Interactive Process, including answering relevant questions from the approving official, the Office of EEO, or HCM, as necessary, who will collectively assess the employee's needs and identify the appropriate reasonable accommodations.

c. Complete and submit the IG Form 1440.2-5, to the approving official after orally requesting a reasonable accommodation. (A recurring reasonable accommodation only needs a written confirmation with the first request.)

d. Provide appropriate notice, as defined in Chapter 4, to the approving official or the Office of EEO each time they need a recurring reasonable accommodation, such as a sign language interpreter or communication access real time translation (CART) services.

e. Provide sufficient medical documentation to the Office of EEO to substantiate the existence of an ADA disability and explain the need for reasonable accommodation, whether the disability is obvious or not.

f. Submit a request to the DoD CAP for any computer and electronic equipment the CAP office can provide to the employee.

g. Coordinate with their approving official and representatives from the OCIO to provide the specifications of the requested assistive technology, in advance of CAP acquisition to ensure the requested items will function properly on the OIG network. (Failure to properly coordinate assistive technology may result in delays or denial of the requested technology.)

h. Submit a written request for reconsideration to the approving official, if the initial request is denied.

i. Contact the Office of EEO if the individual wishes to file an EEO complaint related to the request for a reasonable accommodation.

j. Use the approved accommodation only for official purposes. Employees may not take Government property home for personal use or use such resources for unofficial purposes.

k. Respond by the suspense date, for requests for additional information, such as medical documentation.

## CHAPTER 2 REASONABLE ACCOMMODATIONS

**A. General.** An accommodation is a change in the workplace or policies or procedures that enables an individual with a disability to obtain equal opportunities in employment or application for employment. A reasonable accommodation removes barriers, absent an undue hardship, that prevent an individual with disabilities from applying for or performing jobs for which they are qualified. A reasonable accommodation can also provide access to a benefit or privilege of employment, such as use of medical benefits, access to facilities, training and development, and all other employment related activities.

**B. Job Applicants.** Job applicants are not governed by this process. Job applicants will work with HCM representatives to request a reasonable accommodation.

**C. Types of Reasonable Accommodations.** Reasonable accommodations for qualified employees with disabilities may consist of, but are not limited to:

1. **Job Restructuring.** Job restructuring reallocates or redistributes a qualified individual with a disability's nonessential job functions, if the employee cannot perform them due to a disability. This may require altering when and/or how a function is performed. Approving officials are not required to reallocate or eliminate essential functions as a reasonable accommodation. (See reference (c).)

2. **Leave.** Employees may use accrued paid or unpaid leave as a form of reasonable accommodation, when necessitated by a disability. The approving official may allow the use of limited, unpaid leave when an employee exhausts accrued paid leave. Employees may use Family and Medical Leave Act leave in conjunction with a reasonable accommodation (must consult with HCM).

a. Absent undue hardship, an employee with a disability who receives leave as a reasonable accommodation can return to the same position if they are still qualified and able to perform the position's essential functions, with or without a reasonable accommodation.

b. If the approving official can demonstrate the reasonable accommodation imposes an undue hardship, the approving official will follow the guidance contained in Chapter 2, paragraph C.5. (See Appendix B for further information regarding "undue hardship.")

c. Approving officials do not have to grant frequent, unpredictable, and unscheduled leave as a reasonable accommodation due to the hardship such leave may impose on the OIG.

3. **Modified or Part Time Schedule.** Approving officials may create a part time work schedule for an employee as a form of reasonable accommodation, provided there is no undue hardship. The approving official may also modify an employee's work schedule by adjusting arrival or departure times, altering when certain functions are performed, or allowing the use of leave as described in Chapter 2, paragraph C.2.

4. Modified Workplace Policies. Workplace policy modification, such as positions that would not normally qualify for telework, may serve as a form of reasonable accommodation, when necessitated by the limitations of an employee's disability and when the modification will not present an undue hardship on the mission. An approving official, in coordination with the Office of EEO, HCM, and OGC, when necessary, will determine when such policy modifications may take place.

5. Reassignment.

a. Approving officials, in consultation with representatives from the Office of EEO, HCM, and OGC can offer a reassignment as a form of reasonable accommodation, if it has been determined that no other reasonable accommodation, within Components, will permit the employee to perform the essential functions of the current position or if all other possible accommodations impose an undue hardship on the OIG. Reassignment is the accommodation of last resort.

b. Reassignment is available only to employees, not to job applicants. When reassignments are considered as a reasonable accommodation, employees do not need to compete for the vacant position.

c. In considering whether there are positions available for reassignment, the first step is for the employee to submit an updated resume to HCM. The approving official will work with the Office of EEO, HCM, OGC, and the employee requesting the accommodation to determine eligibility for reassignment.

d. To determine whether an employee is qualified for a new position, HCM will:

(1) Review the employee's resume to determine whether the employee satisfies the requisite skill, experience, education, and other job-related requirements of vacant OIG positions. An employee does not have to be the best qualified candidate for a position in order to be reassigned to the position.

(2) Collaborate with the Office of EEO regarding medical information to determine whether the employee can perform the essential functions of current or future vacancies.

(3) Focus on positions equivalent to the employee's current job, pay, status, and other relevant factors.

(a) If HCM cannot identify an equivalent position, it will review all projected vacancies available within 60 business days from the date the reassignment is being considered.

(b) The HCM review will consider all positions, including those at lower grades, that the employee is qualified for with or without a reasonable accommodation. Approving officials and HCM have no obligation to assist the employee to become qualified for a vacancy.

(4) Coordinate with the Office of EEO, OGC, and any other required personnel before a position is offered.

6. Telework or Remote Work. Approving officials may permit workplace location modifications, as a form of reasonable accommodation, including the employee's home, alternate designated work locations, and designated work centers so long as it does not create an undue hardship. The approving official will work with the Office of EEO, HCM, OGC, and the employee requesting the accommodation to determine eligibility for telework or remote work. (See reference (e).)

## CHAPTER 3 PROCEDURES

### A. Request for Reasonable Accommodation.

1. The reasonable accommodation process begins when an individual with a disability, or their representative, requests an adjustment or modification to enable the employee to perform the essential functions of the position, to complete the application process, or to allow the individual to obtain equal access to a term, benefit, or privilege of employment. Employees are required to participate in the interactive process to find an accommodation that is responsive to their limitation. Employees are not entitled to the accommodation of choice, but it must be effective for the OIG and the employee.

2. A healthcare professional, family member, or any other person, may serve as a representative to request an accommodation on behalf of an individual. This request should be in writing, but is not mandatory.

3. The OIG official who receives the request, if other than the approving official, will promptly forward the request to the approving official for action within 3 business days. Absent undue hardship, the approving official will verify the request with the employee needing the accommodation. Regardless of which OIG official receives the initial notification, the approving official must provide a decision approving or denying the request for reasonable accommodation within 15 business days of receipt of all relevant documentation to support the reasonable accommodation request. Reasonable accommodation requests can be made orally or in writing, at any time, to any of the OIG officials or Components listed:

- a. An employee's first-line supervisor.
- b. An employee's second or third line supervisor, or any senior management official.
- c. HCM.
- d. EEO.

4. An individual does not have to use special words, such as "reasonable accommodation," "disability," or "Rehabilitation Act" when requesting an accommodation. A simple statement that an employee has a medical condition that is interfering with the performance of their duties is sufficient to initiate the process. Employees and approving officials should consult with the Office of EEO for further information or assistance initiating or processing a request for reasonable accommodation. If the employee does not complete the IG Form 1440.2-5, anyone who received the request and is listed in Chapter 3, paragraphs A.3.a. through A.3.d., can complete the form on behalf of the employee.

5. The approving official and the employee with a disability should engage in an informal discussion to clarify the employee's needs and identify the appropriate reasonable accommodations. This discussion begins the interactive and flexible process between the employee and the first-line supervisor. This process may include communicating with the employee to clarify the request, obtaining and exchanging information with the employee to the extent necessary regarding needs and alternatives, searching for solutions, consulting outside resources, and evaluating possible accommodations. (See Chapter 3, paragraph C., for more information on the Interactive Process.)

a. In the interactive process, the approving official will consult directly with the DPM or OGC if they do not immediately grant the reasonable accommodation. The DPM will request legal reviews by OGC for all proposed denials of a reasonable accommodation.

b. The approving official will immediately communicate their decision to provide a reasonable accommodation orally or in writing to the employee. The approving official must follow up in writing, if they initially communicate the determination orally. A human resources specialist in HCM will document this discussion in cases involving a job applicant's request.

c. An approving official granting a request is responsible for following through and making any necessary arrangements to ensure that the accommodation is provided within the applicable timeframe. (See Chapter 3, paragraph D.2.a., for applicable timeframe.) The respective Component will fund approved reasonable accommodations not covered through the CAP.

d. Information that must be kept confidential includes the fact that someone is receiving an accommodation or has a disability. Should questions arise from coworkers about what is perceived as "different" or "special" treatment of an accommodated employee, managers may explain the privacy policy and point out that many of the workplace issues encountered by employees are personal, and that, in these circumstances, it is the OIG's policy to respect employee privacy.

**B. Written Request for Recordkeeping Purposes.**

1. To enable the OIG to keep accurate records of accommodation requests, employees seeking a reasonable accommodation, or in some cases HCM on behalf of applicants, should complete the IG Form 1440.2-5. In the absence of an employee's written request, the approving official's written decision to grant or deny the reasonable accommodation will be sufficient for recordkeeping. A written decision is needed because an approved reasonable accommodation is legally binding on the OIG and may travel with the employee if they rotate among positions within the OIG.

2. While an employee should submit a written request for an accommodation as soon as possible following the oral request, the approving official who receives the request will immediately begin the interactive process with the DPM, rather than waiting for the written request. In all instances where the employee's disability is not obvious, the DPM will request medical documentation to substantiate the issuance of an accommodation solution.

3. Recurring reasonable accommodations, such as the assistance of sign language interpreters, readers, or CART services, do not need a written confirmation for each request. Only the first request requires a written confirmation. Thereafter, the employee must give appropriate notice each time they need the accommodation. (See Chapter 4 for further guidance on requesting sign language interpreters and CART services.)

**C. Interactive Process.** This process involves an open, continuous dialogue among the approving official, the Office of EEO, OGC, Safety, FSD, and in some cases HCM (on behalf of the applicant or the individual making the request for the applicant) to expedite and facilitate the best possible solutions. During this process, the applicant may be asked to provide additional information to assist the OIG in clearly understanding the disability and in developing effective accommodations. Employees are expected to reply promptly to all such requests.

**D. Timeframes for Processing Requests.**

1. The amount of time it takes to respond to a request for reasonable accommodation depends on the nature of the accommodation and whether medical documentation is needed to confirm the existence of an ADA or Rehabilitation Act disability and the need for a reasonable accommodation. (See Appendix B for a definition of "disability.")

2. Approving officials should respond to reasonable accommodation requests as soon as possible. The timeframe for processing reasonable accommodations begins when an employee makes an oral or written request for an accommodation.

a. An approving official receiving a request for reasonable accommodation may be able to grant the request immediately. Absent extenuating circumstances, the approving official must begin the Interactive Process and use the existing information to approve or deny the reasonable accommodation request within 15 business days. The requirement to provide a decision within 15 business days stops when the DPM requests medical documentation to support the request from the employee. (See Chapter 3, paragraph H., for more information on medical documentation.)

b. However, if the approving official can provide a particular reasonable accommodation in less time than is authorized under these procedures, the approving official must respond promptly to the request to ensure consistency with reference (c). An approving official's failure to do so could lead to a violation of reference (c). For example, a supervisor denies leave to an employee who has a known disability that requires them to require leave. (See Chapter 3, paragraph G., for more information on approval notifications.)

3. If an OIG official other than the employee's approving official receives the initial accommodation request, the official must forward it to the employee's approving official or the DPM within 3 business days from the date received. Family members and coworkers may request an accommodation on behalf of employees. Once the request is received, the reasonable accommodation process is initiated as described in Chapter 3, paragraphs C., and D.2.

a. If approved, the employee will normally receive the accommodation within 15 business days unless extenuating circumstances delay implementation. Extenuating circumstances include factors that could not have reasonably been anticipated or avoided in advance of the request for accommodation.

b. When delays occur, approving officials must consider interim accommodations and provide them, absent undue hardship. (See Appendix B for definition of "interim accommodation.") Approving officials will notify the employee or HCM on behalf of an applicant, within 5 business days if such delays exist. Examples of extenuating circumstances include, but are not limited to:

(1) The employee has not responded to the initial or follow up request for medical documentation or the medical documentation they provided to the DPM is not sufficient to substantiate a reasonable accommodation. Chapter 3, paragraph H., describes in detail what constitutes sufficient medical documentation.

(2) Equipment purchases that take longer than 15 business days to deliver according to reference (f).

(3) Back ordered equipment, a vendor unexpectedly goes out of business, or the vendor cannot promptly supply the needed goods or services and another vendor is not immediately available.

(4) The OIG needs to hire or contract for new staff, or an accommodation involves the removal of architectural barriers or reconfiguration of an employee's workspace.

(5) Receipt of an appliance permit from the building landlord that takes longer than 15 business days to obtain.

4. When there is a delay, any official from the Office of EEO, HCM, OCIO, or FSD who is involved in facilitating an effective accommodation solution must notify the employee's approving official. In such cases, the approving official must then confer with the employee to discuss providing an interim accommodation. For example, when an employee requests telework or an alternative work schedule as an accommodation due to their impairment, the approving official may grant the accommodation on an interim, provisional basis while evaluating the request.

a. If a delay exists in either processing a request or delivering a reasonable accommodation and the delay is not attributable to the requesting employee, the approving official will notify the employee, in writing, of the specific reasons for the delay and provide an interim accommodation, absent undue hardship.

b. The approving official should keep the employee informed of the OIG's expected completion date which is 15 business days from the request date.

5. In special circumstances, reasonable accommodations may require expedited processing, which may reduce the 15-business day timeframe. Examples of special circumstances include an individual applying for a job, or an employee requesting to participate in a specific OIG activity scheduled to occur on short notice.

**E. Requests for Computer and Electronic Equipment.** When funds are available, CAP provides computer and electronic equipment to all DoD employees with disabilities. In order to maximize the use of all available resources, OIG employees with a disability will first request assistive technology from CAP to fulfill a reasonable accommodation request. When funding or equipment is not available from CAP or the CAP technology is not compatible with the OIG network, the OCIO will provide the assistive technology.

1. Computer and Electronic Equipment. This may include, but is not limited to:

- a. Teletypewriter (TTY).
- b. Modified computer screens or peripherals.
- c. Voice activated specialized software.
- d. Screen readers.
- e. Cueing and memory aids.

2. System Compatibility. Prior to completing a request with the CAP office, employees or their approving officials must provide the OCIO the assistive technology specifications in order to ensure the accommodation equipment is compatible with OIG systems. The CAP office and approving officials will ensure correct specifications.

3. Requests. Employees and approving officials may directly submit equipment requests to CAP via their Internet website. All information will be kept confidential. Employees or approving officials must provide a copy of the CAP request to the Director, Office of EEO. Additional information is available on the CAP website at [www.cap.mil](http://www.cap.mil).

4. CAP Procurement Exceptions. The OCIO will acquire assistive technology equipment for an approved reasonable accommodation when CAP has notified the OIG that funding or the equipment is not available. If the approving official receives notification about a delay of 30

days or more, they must immediately consult with the Office of EEO and OGC to determine if an interim accommodation is necessary or needs to be extended. The approving official's signature on the SD Form 474 certifies the necessity of an accommodation to aid an employee with a disability to accomplish an essential job requirement.

5. Property Accountability. All equipment used as a reasonable accommodation is and remains OIG property. Equipment maintenance beyond the initial warranty period and additional supplies after receipt of equipment are the responsibility of the FSD or OCIO, depending on the type of property involved. (See reference (g).)

**F. Recurring Requests.** Once granted, recurring requests for reasonable accommodations, such as a sign language interpreter, CART, or some other accommodation, do not need to be resubmitted each time the accommodation is needed.

**G. Approval of Reasonable Accommodation Requests.** Approving officials, who are leaders in the requesting employee's supervisory chain, to include the IG or Principal Deputy Inspector General, must provide reasonable accommodation decisions in writing. An approving official does not need to provide specific reasons for the decision to approve or partially approve a request. Within 5 business days of providing the written decision to the requesting employee, the approving official will provide a copy of the final official reasonable accommodation decision to the Director, Office of EEO for recordkeeping.

**H. Requests for Medical Documentation.**

1. Requested medical documentation must be on official letterhead and signed by a healthcare professional. The requesting employee should provide all medical documentation within 15 business days of making the request for a reasonable accommodation to the DPM. A medical expert of the OIG's choice, obtained at the OIG's expense, may review the medical documentation. This expert is usually the same expert used to determine an employee's fit-for-duty status. Without an obvious disability, the employee must provide medical documentation to the DPM regarding the disability and any resulting functional limitations that show the need for a reasonable accommodation. Documentation must:

a. describe the nature, severity, and duration of the employee's disability, the activities the disability limits, and the extent to which the disability limits the employee's ability to perform the essential job functions; and

b. explain why the individual requires reasonable accommodation or identify the reasonable accommodations being sought and explain why they will help the individual apply for a job, perform the essential functions of the job, or enjoy a benefit of the workplace.

2. The approving official, in coordination with the Office of EEO, must confirm that an employee requesting a reasonable accommodation has a disability covered by reference (c). Medical documentation is not needed when:

a. the disability and need for reasonable accommodation is obvious; or

b. the employee previously provided the DPM with sufficient and current information to substantiate the need for a reasonable accommodation.

3. The DPM/Office of EEO will determine if the submitted medical documentation is sufficient or additional medical documentation is necessary. In some instances, HCM and OGC may assist the DPM/Office of EEO in explaining how the submitted documentation is insufficient. Documentation is insufficient if it, for example:

a. Does not specify the existence of an ADA disability or fails to identify the accommodation sought according to reference (c).

b. Is provided by a healthcare professional who does not have the expertise to give an opinion about the employee's medical condition or cannot provide the functional limitations imposed by it as specified by reference (d).

c. Appears fraudulent or not credible.

d. Is not provided on letterhead, dated, and signed by a healthcare professional with the expertise to substantiate the required reasonable accommodation request.

4. The approving official will approve or deny the employee's request when additional documentation is not necessary.

5. The approving official may provide an interim reasonable accommodation until the employee provides sufficient documentation. The Office of EEO, HCM, or OGC, as required, will work with the approving official and the requesting employee to acquire sufficient documentation to substantiate the reasonable accommodation.

6. If the employee requesting a reasonable accommodation cannot provide sufficient medical documentation to the DPM in support of the request, the approving official, in conjunction with the Office of EEO, HCM, and OGC, may request that a healthcare professional of the OIG's choice and expense examine the employee.

7. The DPM may ask the employee to sign a limited release allowing the DPM to submit a list of specific questions or to otherwise contact the employee's healthcare professional to obtain relevant information, and the employee must assist in obtaining a timely response. The failure to provide sufficient documentation or cooperate with the OIG's efforts to obtain such documentation will result in a denial of the reasonable accommodation. The responsibility to provide sufficient medical documentation always resides with the employee.

8. In cases of long term accommodations, the DPM may require periodic medical updates from employees undergoing medical treatment (without a permanent disability).

**I. Rules against Acquiring Genetic Information.** The following applies to any OIG personnel who may obtain genetic information during the course of their duties. All OIG personnel will follow reference (h). When collecting information for reasonable accommodations:

1. Approving officials, or any official in the reasonable accommodation process, will not request the genetic information of any employee.
2. If approving officials, or any official in the reasonable accommodation process, lawfully obtains an OIG employee's genetic information during the course of normal duties, that individual must keep this information confidential, refrain from adding this information to normal employment records, and not share this information with anyone without a need to know.

**J. Denial of Reasonable Accommodation Requests.**

1. When an approving official denies an employee's request for reasonable accommodation, the approving official must complete the IG Form 1440.2-5 in its entirety and record the reason for the denial in Part 16. (See Appendix E.) The approving official must ensure that the signed decision to deny the request is provided to the employee and the Director, Office of EEO, within 5 business days of the decision. The form must be in writing and contain one or more of the following reasons for the denial:

- a. Stating why the requested accommodation would not be effective.
- b. Stating why the requested accommodation poses an undue hardship.
- c. Stating why the request for accommodation lacked medical information.

2. Approving officials must write the reasons for the denial in plain language with as much detail as possible.

3. If the approving official denies the specific requested reasonable accommodation, but offers an alternate solution in Part 14 of the IG Form 1440.2-5, then the OIG official should explain the reasons for the denial of the employee's requested reasonable accommodation, and the reasons why the alternative accommodation may be more effective.

4. The approving official, for concurrence, will ensure that the IG Form 1440.2-5 is provided to the Office of EEO, HCM, and OGC, prior to providing a denial to an employee.

**K. Confidentiality Requirements.**

1. Under the *Rehabilitation Act*, medical information obtained in connection with the reasonable accommodation process must be kept confidential. All medical information that the OIG obtains in connection with a request for reasonable accommodation must be kept in files separate from the employee's personnel file. This includes the fact that an accommodation has been requested or approved and information about functional limitations. Any OIG employee who obtains or receives such information is strictly bound by these confidentiality requirements. Supervisors will provide medical documentation related to a reasonable accommodation request to the Office of EEO. Supervisors will not retain copies of medical documentation.

2. The DPM may share certain information with the approving official or other OIG officials as necessary to make appropriate determinations on a reasonable accommodation request. The DPM will inform the recipients of their confidentiality requirements. The information disclosed will be no more than is necessary to process the request. In certain situations, the DPM will not necessarily need to reveal the name of the requestor, the office in which the requestor works, or the name of the disability.

3. The Office of EEO will keep a copy of all records, including medical documentation, obtained or created during reasonable accommodation for accountability, tracking, and reporting purposes. The DPM will respond to any requests for disclosure of the records and must maintain records according to reference (i). Individuals who are aware of the existence of the request, costs, or other aspects must not share these details with anyone who does not have an official need to know. Any sharing of this information may violate the employee's rights under reference (j). Personnel with knowledge of the disability will only discuss the information if necessary, as follows:

a. The employee's approving official may be told about the employee's work restrictions, adjustments, limitations, and necessary accommodations.

b. First aid and safety personnel may be informed if the disability requires emergency evacuation assistance or medical treatment.

c. The Office of EEO will provide Government agencies, such as the EEOC, Office of Personnel Management, or DoD Office of Diversity Management and Equal Opportunity, information necessary to maintain records, evaluate, and report on the OIG's performance in processing reasonable accommodation requests. Information may also be given to these agencies to investigate OIG compliance with reference (c) and respond to legal challenges.

**L. Recordkeeping Requirements.** Reasonable accommodation records are subject to the same requirements as other Government records.

1. Approving officials must provide the DPM with a copy of the approved IG Form 1440.2-5. The employee will provide the DPM with the medical documentation. The approving official must maintain a copy of the IG Form 1440.2-5 for 1 year after issuance of the reasonable accommodation, to enable them to ensure all accommodation solutions are provided and effective.

2. The Office of EEO will maintain official records of the request for reasonable accommodation for the duration of the employee's tenure with the OIG, plus an additional 3 years, or until all appeals conclude, whichever is later. (See item 21 of reference (k).) These records are separate from the personnel records maintained by HCM. These records must be accessible, identifiable, managed, and protected in electronic format for the tenure of the employee, plus 3 years. These records should be filed and maintained separately from official files that do not require special handling according to reference (l). These files must not be maintained on local hard drives or storage devices for long-term retention. Employees and applicants may contact the DPM at EEO@dodig.mil or directly call the Office of EEO to receive instructions on how they may track the processing of their requests for reasonable accommodation.

3. In addition, the Office of EEO will retain information or any other cumulative records used to track the OIG's performance, such as 90 percent approved reasonable accommodations by the end of the fiscal year for a minimum of 3 years. (See reference (m) for agency self-assessment checklist.) The Director, Office of EEO will provide the EEOC these records upon request in a timely manner and these records will contain the following information:

- a. Number and types of reasonable accommodation requests made during the application process and whether those requests were granted or denied.
- b. Types of jobs for which reasonable accommodations were requested.
- c. Types of reasonable accommodations requested for each of those jobs and the number and types of approved or denied reasonable accommodations for each job.
- d. Number and types of requests for reasonable accommodations related to accessing the benefits or privileges of employment and whether those requests were granted or denied.
- e. Reasons reasonable accommodation requests were denied.
- f. Time taken to process each reasonable accommodation request.
- g. Sources consulted in identifying possible accommodation solutions.

**M. Requests for Reconsideration.**

1. If an employee wishes reconsideration of a denial of their reasonable accommodation request, either in whole or in part, they must submit a written request to the next higher level approving official in the supervisory chain. The formal written request for reconsideration must be submitted within 5 business days from the date the employee received the denial. The employee may present additional information to support the reconsideration request. The approving official should respond to the request within 5 business days of receipt.

2. If the individual wishes to file an EEO complaint, they must contact the Office of EEO within 45 calendar days from the date they received notification that the request for reasonable accommodation was denied. The individual will, during the informal complaint stage, initially elect either traditional EEO counseling or mediation through the OIG EEO Alternative Dispute Resolution (ADR) Program. If the matter goes unresolved during the informal complaint stage or through the ADR process, the individual may subsequently file a formal complaint with the Director, Office of EEO.

3. If an Office of EEO staff member facilitates an accommodation solution, that staff member will recuse themselves from handling the EEO complaint of discrimination on the same matter.

**N. Information Tracking.** The DPM will complete the “Reasonable Accommodation Tracking Log” within 5 business days of issuing decisions according to reference (c). The log consists of the total number of requests for accommodations, the types of accommodations requested, and the length of time taken to process requests. Employees and applicants may contact the DPM at [EEO@dodig.mil](mailto:EEO@dodig.mil) or directly call the Office of EEO to receive instructions on how they may track the processing of their requests for reasonable accommodation.

**CHAPTER 4**  
**UTILIZING SIGN LANGUAGE INTERPRETERS AND COMMUNICATION**  
**ACCESS REAL TIME TRANSLATION SERVICES**

**A. Scheduling Interpreter and Communication Access Real Time Translation Services.**

1. The individual scheduling a meeting or event, such as a staff meeting, training, or office function, that requires CART services or sign language interpreters will direct the request via e-mail to EEO@dodig.mil upon scheduling the date, time, and place of the event.

2. The individual will provide notice to the meeting scheduler at least 14 business days in advance, if possible. Under extenuating circumstances, the Office of EEO may be able to secure services in less time, but there is no guarantee of being able to provide the services if the notice is less than 5 business days. Although individuals cannot foresee every occasion for which interpreting services may be required, failure to schedule interpreting services in advance may result in the need to reschedule meetings until interpreter services are available.

3. If a meeting or event will last longer than 60 minutes, schedulers must arrange for more than one interpreter at the gathering. Interpreters will receive sufficient rest periods, including a “sign free” lunch break, if necessary. Generally one interpreter can work 45 to 60 minutes before a break. A break during a meeting or event does not constitute a rest period for the interpreter if they are expected to continue interpreting through the break to assist with questions or other communications.

4. Whenever possible, the requesting Component will cancel sign language interpreters’ services no later than 3 business days before the date in which services are needed, to avoid penalties. Failure to cancel within the required 3-day period will result in the OIG paying the full price of one or more days of services. However, the OIG’s obligation to provide the required accommodation is paramount, so cancellations on short notice are permitted if the cancellation could not be reasonably anticipated. Frequent, short notice cancellations should be reviewed by management and the Office of EEO so as to make adjustments to the accommodation schedule.

5. The requesting Component will schedule sign language interpreters’ services to ensure maximum utilization of the assigned interpreter during the period they are available to provide services. Therefore, supervisors and employees should plan their schedules to minimize times that the interpreter is not being used during the contract day. Frequent periods of underutilization should be reviewed by management and the Office of EEO so as to make adjustments to the accommodation schedule.

6. An employee who knows sign language or who is taking a sign language class is not an acceptable substitute for a contract interpreter.

7. The Office of EEO will provide an interpreter and CART services for any Government employee who is deaf or hard of hearing to attend an OIG-sponsored activity. The Component which sponsors the event must immediately notify the Office of EEO upon receipt of the requested accommodation.

8. An interpreter is assigned to assist an employee only with sign language interpretation and cannot, in any respect, perform work on behalf of the employee or the OIG. When a sign language interpreter is obtained, the Office of EEO, in conjunction with the employee and the supervisor, will prepare a statement describing the services the sign language interpreter is authorized to provide. Performance of work outside that statement is a violation of the contract for the sign language interpreter's services and will not be permitted.

9. While the employee requesting the accommodation may provide input about the person hired to provide sign language services, they are not entitled to any one specific interpreter. Issues with the performance of any sign language interpreter, by either the employee or the supervisor, should be reported to the Office of EEO immediately.

**B. Work Events Outside Workplace.** The Office of EEO, upon receiving notification from the approving official, will provide an interpreter for an employee, who is deaf or hard of hearing, who attends a meeting or event outside of the workplace as part of their assigned work duties, to include the alternate worksite.

**C. Office Social Functions and Special Events.** Approving officials may routinely request interpreting services for OIG social functions or special events scheduled during official time which will be attended by employees who are deaf or hard of hearing.

**D. Interpreting Phone Calls.** Employees who are deaf or hard of hearing should coordinate with their approving official and the Office of EEO to schedule an interpreter when they need interpretation services for business related phone calls.

## CHAPTER 5 PERSONAL ASSISTANCE SERVICES

**A. General.** According to reference (m), the OIG will provide Personal Assistance Services (PAS) to eligible employees upon request. PAS are for employees who, because of targeted disabilities, require assistance with performing activities of daily living that they would typically perform themselves if they did not have a disability, and that are not otherwise required as a reasonable accommodation. (See Appendix B for definition of “targeted disabilities.”) Examples include assistance with removing and putting on clothing, eating, and using the restroom. PAS do not include performing medical procedures, such as administering shots, or medical monitoring, such as monitoring blood pressure.

**B. Provisions.** PAS must be provided for employees:

1. to participate in employer-sponsored events, such as holiday parties, to the same extent as any other reasonable accommodation;

2. working at their alternate worksite when approved to telework under the OIG’s telework policy or as a reasonable accommodation; and (See reference (e).)

3. on official travel who are unable to rely on their usual PAS source during both work and off-work hours.

a. The OIG will provide PAS at all times during official travel, as a reasonable accommodation, absent undue hardship. An undue hardship for the OIG would be a reasonable accommodation causing significant difficulty or expense to the agency. (See Appendix B for definition of undue hardship.)

b. While an employee is on official travel, the OIG will pay any additional costs related to providing PAS, such as transportation, billeting, and per diem for the PAS provider, as a reasonable accommodation.

**C. Requests.** As with a reasonable accommodation, an employee may request PAS by informing a supervisor, human resources professional, or other designated officials outlined in Chapter 3. Employees are not required to mention “Section 501” or the EEOC’s regulations explicitly, or use terms such as “PAS” or “affirmative action” to trigger the OIG’s obligation to consider the request.

**D. Eligibility.** If an existing employee, now entitled to PAS under the updated regulations, arranged for their own PAS previously, the OIG, as of January 3, 2018, is responsible for providing those PAS services. The OIG is only required to provide PAS if:

1. the individual is an OIG employee;
2. the employee has a targeted disability;

3. the employee requires the PAS because of their targeted disability;
4. PAS will enable the employee to perform the essential functions of the job, without posing a direct threat to safety; and
5. providing PAS will not impose an undue hardship.

**APPENDIX A  
REFERENCES**

- a. Executive Order 13164, *Establishing Procedures to Facilitate the Provision of Reasonable Accommodation*, July 26, 2000
- b. Public Law 110-325, *Americans with Disabilities Act Amendments Act (ADAAA) of 2008*, September 25, 2008
- c. Section 701 of Title 29, United States Code, *Findings; Purpose; Policy* (also known as the *Rehabilitation Act of 1973*)
- d. Equal Employment Opportunity Commission, *Enforcement Guidance: Reasonable Accommodation and Undue Hardship Under the Americans with Disabilities Act*, October 17, 2002
- e. IG Instruction 1035.01, *Telework and Remote Work Program*, March 15, 2019
- f. Part 39.201 of Title 48, Code of Federal Regulations, *Scope of Subpart*
- g. IG Instruction 5000.64, *Property Management Program*, August 16, 2017
- h. Public Law 110-233, *Genetic Information Nondiscrimination Act of 2008*, May 21, 2008
- i. Section 552a of Title 5, United States Code, Title 5, *Records Maintained on Individuals* (also known as the *Privacy Act of 1974*)
- j. Part 1630.14 of Title 29, Code of Federal Regulations, *Medical Examinations and Inquiries Specifically Permitted*
- k. National Archives and Records Administration, Transmittal No. 28, *General Records Schedule 2.3*, July 2017
- l. Section 552a of Title 5, United States Code, *The Privacy Act of 1974*
- m. Equal Employment Opportunity Commission Management Directive 715, *Equal Employment Opportunity*, October 1, 2003
- n. Section 1614.203(d)(5) of Title 29, Code of Federal Regulations, 1614.203(d)(5), *Personal Assistance Services*
- o. Section 12102 of Title 42, United States Code, *Definition of Disability*
- p. Chapter 126 of Title 42, United States Code, *Equal Opportunity for Individuals with Disabilities*

**APPENDIX A (continued)**  
**REFERENCES**

- q. Section 1630 of Title 29, Code of Federal Regulations, *Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act*
- r. Section 791 of Title 29, United States Code, *Employment of Individuals with Disabilities*

## APPENDIX B DEFINITIONS

1. **approving official.** Any leader within the OIG employee's supervisory chain who can grant a reasonable accommodation to the employee or to their representative. Component designated approving officials will immediately consult with the Office of EEO, to obtain guidance on the reasonable accommodation process.
2. **disability.** Physical or mental impairment that substantially limits one or more of the major life activities of an individual; a record of such an impairment; or being regarded as having such an impairment. (See reference (n).) The term disability will be construed in favor of broad coverage of individuals to the maximum extent permitted by the ADA terms. Disabilities include:
  - a. Mental impairments or psychological disorders, such as an intellectual disability, organic brain syndrome, emotional or mental illness, and specific learning disabilities (See reference (j).)
  - b. Physical impairments that are constant, episodic, or in remission, when the disability substantially limits a major life activity when active. The determination of whether the impairment substantially limits a major life activity will be made **without regard to** the beneficial effects of mitigating measures such as:
    - (1) Medications, medical supplies, equipment and devices, prosthetic limbs, low vision devices, hearing aids and cochlear implants or other implantable hearing devices, mobility devices, or oxygen therapy equipment and devices.
    - (2) Use of assistive technology.
    - (3) Learned behavioral or adaptive neurological modifications.
    - (4) Reasonable accommodations or auxiliary aids or services.
3. **employee.** This means any civilian – permanent, temporary, or probationary – OIG personnel. This does not include contractor employees.

**APPENDIX B (continued)**  
**DEFINITIONS**

4. **essential functions.** The fundamental job duties of the employment position the individual with a disability holds or desires. The term “essential functions” does not include the marginal functions of the position. A function can be “essential” if, among other things:
  - a. The position exists specifically to perform that function.
  - b. There are a limited number of other employees who could perform the function.
  - c. The function is specialized and the employee is hired based on their ability to perform that function.
5. **genetic information.** Genetic information includes information about an individual’s genetic tests and the genetic tests of an individual’s family members, as well as information about the manifestation of a disease or disorder in an individual’s family members, such as family medical history.
6. **individual.** This means any person – employee or job applicant – who seeks a reasonable accommodation.
7. **interim accommodation.** Any temporary or short-term measure put in place until a granted accommodation is available.
8. **Interactive Process.** Detailed conversation between a supervisor and an employee to assess whether an employee’s disability can be reasonably accommodated. When necessary, the supervisor and employee will collaborate with the Office of EEO, HCM, and OGC. This is a conversation that covers an array of questions and answers to determine the best possible accommodation solution for the employee and that will not create an adverse impact on the Component’s ability to fulfill mission obligations.
9. **job applicant.** This means any person seeking employment with the OIG who does not yet work at the OIG.
10. **qualified individual with a disability.** An individual with a disability is qualified if:
  - a. The individual satisfies the requisite skill, experience, education, and other job related requirements of the position.
  - b. The individual can perform the essential functions of the position, with or without reasonable accommodation.

**APPENDIX B (continued)**  
**DEFINITIONS**

11. **reasonable accommodation.** Any change in the work environment or in the way things are customarily done that would enable a qualified individual with a disability to obtain equal employment opportunities. Reasonable accommodations must be provided to qualified employees regardless of whether they work part-time, full-time, or are considered probationary.

12. **reassignment.** Movement of an employee from one position to another position when, because of a disability, the employee can no longer perform the essential functions of their job with or without a reasonable accommodation. This movement can be to any position for which the employee qualifies at the same grade level or, in some cases, a lower graded position, if applicable. When reassigned, employees do not need to compete for the position.

13. **targeted disabilities.** A sub of conditions that would be considered disabilities under reference (c). The Government recognized that qualified individuals with certain disabilities face significant barriers to employment, which for some people may include lack of access to PAS in the workplace, that are above and beyond the barriers faced by people with the broader range of disabilities.

14. **undue hardship.** If a specific type of reasonable accommodation causes significant difficulty or expense, the OIG does not have to provide that particular accommodation. Determination of undue hardship is always made on a case-by-case basis, considering factors that include the nature and cost of the reasonable accommodation needed and the impact of the reasonable accommodation on the OIG mission and operations. Undue hardships are determined in collaboration between the approving official, the Office of EEO, OGC, or HCM, as appropriate.

**APPENDIX C  
ACRONYMS AND ABBREVIATIONS**

ADA	Americans with Disabilities Act
ADR	Alternative Dispute Resolution
BNA	Bureau of National Affairs
CAP	Computer or Electronic Accommodation Program
CART	communication access real time translation
DBTAC	Disability and Business Technical Assistance Center
DPM	Disability Program Manager
EEO	Equal Employment Opportunity
EEOC	Equal Employment Opportunity Commission
FEP	Federal Employee Program
FSD	Facilities and Space Management Division
HCM	Human Capital Management
IG	Inspector General
OCIO	Office of the Chief Information Officer
OGC	Office of General Counsel
OIG	Office of Inspector General
PAS	Personal Assistance Services
TTY	teletypewriter

**APPENDIX D**  
**REASONABLE ACCOMMODATION RESOURCES**

**A. United States Equal Employment Opportunity Commission.** (800) 669-3362 (voice), (800) 800-3302 (TTY).

1. The EEOC's Publication Center has many free documents on the Title I employment provisions of the ADA, including references (o) and (p). In addition, the EEOC publishes a great deal of basic information about reasonable accommodations and undue hardship. The main sources of interpretive information are:

a. The Interpretive Guidance accompanying the Title I regulations (also known as the Appendix to the regulations), (See sections 1630.2(o) and (p), and 1630.9 of reference (q).)

b. Enforcement Guidance on *Reasonable Accommodation and Undue Hardship under the Americans with Disabilities Act*, 8 FEP Manual (BNA) 405:7601 (1999).

c. Technical Assistance Manual on the Employment Provisions (Title I) of the ADA, 8 FEP Manual (BNA) 405:6981, 6998-7018 (1992) (Technical Assistance Manual). The Technical Assistance Manual includes a 200 page Resource Directory, including Government and state agencies and disability organizations, which can provide assistance in identifying and locating effective reasonable accommodations solutions.

2. The EEOC discusses issues involving reasonable accommodation in the following guidance and documents:

a. Enforcement Guidance: Pre-employment Disability-Related Questions and Medical Examinations, No. 915.002, October 10, 1995, at 5, 6-8, 20, 21-22, 8 FEP Manual (BNA) 405:7191, 7192-94, 7201 (1995).

b. Enforcement Guidance: Workers' Compensation and the ADA at 15-20, 8 FEP Manual (BNA) 405:7391, 7398-7401 (1996).

c. Enforcement Guidance: The ADA and Psychiatric Disabilities at 19-28, 8 FEP Manual (BNA) 405:7461, 7470-76 (1997).

d. Fact Sheet on the Family and Medical Leave Act, the ADA, and Title VII of the Civil Rights Act of 1964 at 6-9, 8 FEP Manual (BNA) 405:7371, 7374-76 (1996).

e. Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees under the ADA at 20, 22, 23, 24-5, 8 FEP Manual (BNA) 405:7701, 7711, 7712-14, 7715-16 (2000).

**APPENDIX D (continued)**  
**REASONABLE ACCOMMODATION RESOURCES**

3. Finally, the EEOC has a poster the OIG can use to fulfill the ADA's posting requirement.

4. All of the listed documents, with the exception of the Technical Assistance Manual and poster, are also available through the Internet at [www.eeoc.gov](http://www.eeoc.gov). They provide guidance that applies to Government agencies through references (c) and (q). The EEOC site can be accessed through the OIGnet, Office of EEO website, "Other EEO Related Links."

**B. Job Accommodation Network.** (800) 232-9675 (voice/TTY) <http://janweb.icdi.wvu.edu/>. The Job Accommodation Network is a service of the Department of Labor's Office of Disability Employment Policy. It provides free information about many types of reasonable accommodations.

**C. Americans with Disabilities Act Disability and Business Technical Assistance Centers.** (800) 949-4232 (voice/TTY). The Disability and Business Technical Assistance Centers (DBTAC) consist of ten federally funded regional centers that provide information, training, and technical assistance on the ADA. Each center works with local business, disability, governmental, rehabilitation, and other professional networks to provide current ADA information and assistance, and places special emphasis on meeting the needs of small businesses. The DBTAC can make referrals to local sources of expertise in reasonable accommodations.

**D. Registry of Interpreters for the Deaf.** (301) 608-0050 (voice/TTY). The registry offers information to locate and use interpreters and transliteration services.

**E. Rehabilitation Engineering and Assistive Technology Society of North America Technical Assistance Project.** (703) 524-6686 (voice), (703) 524-6639 (IT) <http://www.resna.org>. The Rehabilitation Engineering and Assistive Technology Society of North America can refer individuals to projects in all 50 states and the 6 territories, offering technical assistance on technology related services for individuals with disabilities. Services may include:

1. Information and referral centers to help determine what devices may assist a person with a disability, including access to large databases containing information on thousands of commercially available assistive technology products.

2. Centers where individuals can try devices and equipment.

3. Assistance in obtaining funding for devices and repair services for devices.

4. Equipment exchange and recycling programs.

**APPENDIX E**  
**IG Form 1440.2-5, REASONABLE ACCOMMODATION REQUEST**

<b>REASONABLE ACCOMMODATION REQUEST</b> <i>See Privacy Act Statement on page 2</i>		
<b>SECTION I - REQUESTER'S INFORMATION</b>		
1. REQUESTER'S NAME	2. COMPONENT/DIRECTORATE OR OFFICE	3. PHONE NUMBER
4. FIRST-LINE SUPERVISOR'S NAME	5. PHONE NUMBER	
<b>SECTION II - ACCOMMODATION INFORMATION</b>		
6. DATE REQUESTED	7. DATE ACCOMMODATION PROVIDED	
8. REASONABLE ACCOMMODATION NEEDED FOR		
<input type="checkbox"/> a. Application Process	<input type="checkbox"/> b. Performing Job Functions or Accessing the Work Environment	<input type="checkbox"/> c. Accessing a Benefit or Privilege of Employee
9. DESCRIBE REASONABLE ACCOMMODATION REQUESTED <i>(be specific)</i>		
10. REQUEST DETERMINATION <i>(if denied, state reason in block #16)</i>		
<input type="checkbox"/> a. Approved	<input type="checkbox"/> b. Denied	
11. APPROVING OFFICIAL'S NAME	12. DATE <i>(Approved /Denied)</i>	13. APPROVING OFFICIAL'S SIGNATURE
14. REASONABLE ACCOMMODATION(S) PROVIDED <i>(if different from what was requested)</i>		
15. IF DELAYED, REASON FOR DELAY		
16. REASON DENIED		

**Appendix E (continued)**  
**IG Form 1440.2-5, REASONABLE ACCOMMODATION REQUEST**

<b>SECTION III - CONSENT</b>		
<b>CONSENT TO LIMITED RELEASE OF MEDICAL INFORMATION</b>		
I authorize the release of medical information relating to my disability, disease or injury for the purpose of obtaining a reasonable accommodation from my employer.		
<b>17. NAME</b>	<b>18. DATE</b>	<b>19. SIGNATURE</b>
<b>INSTRUCTIONS</b>		
The individual identified above is requesting medical documentation that will be evaluated, along with other information, in connection with his or her request for reasonable accommodation. The reasonable accommodation, if found to be medically warranted, could include several options, including restructuring of the current position or reassignment to a position which the employee is medically able to perform. The essential functions of the position are listed in the employee's position description. The critical elements and performance standards for the position are available for your reference.		
<b>MEDICAL DOCUMENTATION REQUIREMENTS</b>		
PLEASE PROVIDE THE FOLLOWING INFORMATION:		
<ol style="list-style-type: none"> <li>1. The nature, severity, and duration of the individual's impairment.</li> <li>2. The activity or activities that the impairment limits.</li> <li>3. The extent to which the impairment limits the individual's ability to perform the activity or activities.</li> <li>4. Why the individual requires a reasonable accommodation or the particular reasonable accommodation requested.</li> <li>5. How will the requested reasonable accommodation assist the individual to perform the essential functions of the job, enjoy a benefit of the workplace, or to apply for a position within the DoD Office of Inspector General.</li> <li>6. The probability that the individual will suffer injury or harm if he or she is not restricted or accommodated. Explain the medical basis for your conclusion.</li> <li>7. The medical basis for your decision to recommend or not to recommend restrictions that prohibit the individual from attending work altogether or performing specific duties of the position. If you have recommended any work related restrictions or accommodations, explain the therapeutic or risk avoiding value of the restrictions and whether you have recommended any similar restrictions on non-work related activities.</li> </ol>		
<b>PRIVACY ACT STATEMENT</b>		
<b>AUTHORITY:</b>	Executive Order 13164; 29 U.S.C., Section 701, et. seq. (Rehabilitation Act of 1973) 42 U.S.C., Sections 12101, et. seq. (American with Disabilities Act of 1990), 29 C.F.R., Part 1630 et seq.	
<b>PRINCIPAL PURPOSE(S):</b>	To collect personal information from an employee/applicant to assist with a request for reasonable accommodation and collection of required statistical data regarding requests for reasonable accommodation.	
<b>ROUTINE USE(S):</b>	To the Department of Defense and EEOC in instances where an employee/applicant requests a reasonable accommodation.	
<b>DISCLOSURE:</b>	Voluntary; however, failure to provide the requested information may hinder the ability to provide a complete or adequate reasonable accommodation.	