



DEPARTMENT OF THE ARMY
U.S. ARMY GARRISON CARLISLE BARRACKS
22 ASHBURN DRIVE
CARLISLE, PENNSYLVANIA 17013-5062

AMIM-CLG-ZA (800D)

7 July 2023

MEMORANDUM FOR All U.S. Army Garrison Carlisle Barracks Personnel

SUBJECT: Command Policy # 14 – Reasonable Accommodation Policy

1. Reference: Army Regulation (AR) 690-12 Appendix C: Procedures for providing reasonable accommodation for individuals with disabilities, reasonable accommodation for individuals with disabilities, 12 December 2019.
2. This policy supersedes any previous policies and is in effect until superseded or rescinded.
3. Applicability: This policy applies to all civilian personnel assigned to or under the operational control of USAG Carlisle Barracks, and applicants for employment.
4. Key Terms:
 - a. *Department of Defense Computer/Electronic Accommodations Program (CAP)* (www.cap.mil) is a centrally-funded reasonable accommodations program that provides assistive technology and services to people with disabilities.
 - b. *Decision maker.* The decision maker is an agency official within the employee's chain of command, usually the employee's immediate supervisor.
 - c. *Individual with a disability.* An individual who has (i) a mental or physical impairment that substantially limits one or more major life activities, (ii) a record of such impairment, or (iii) is regarded as having such impairment. Individuals who are solely regarded as having a disability are not entitled to reasonable accommodations.
 - d. *"Qualified" individual with a disability.* A "qualified" individual with a disability satisfies the requisite skill, experience, education, and other job-related requirements of the position. The individual can perform the essential functions of the position with or without reasonable accommodation.
 - e. *Reasonable accommodation.* A reasonable accommodation is any change in the work environment or the way things are customarily done. That would enable an individual with disability to enjoy EEO. Three categories of reasonable accommodations are available for employees or applicants with disabilities:

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(1) Modifications or adjustments to the application process to permit an individual with a disability to be considered for a job (for example, providing application forms in alternative formats such as large print or Braille).

(2) Modifications or adjustments necessary to enable a qualified individual with a disability to perform the essential functions of the job (for example, providing a sign language interpreter or teletype (TTY) device).

(3) Modifications or adjustments that enable IWE's to have equal benefits and privileges of employment (for example, removing physical barriers in building or providing wheelchairs or motorized scooters to facilitate easy access to buildings).

f. Common types of reasonable accommodations include modifying work schedules or supervisory methods, granting breaks or providing leave, altering how or when job duties are performed, removing and/or substituting a nonessential function, moving to different office space, providing telework, changing workplace policies, reconfiguring workspaces, providing accessible parking, and providing materials in alternative formats (such as Braille or TTY).

5. Policy:

a. This command fully supports the Army procedures for providing reasonable accommodation for individuals with disabilities (AR 690-12 Appendix C). Qualified individuals with disabilities should be provided reasonable accommodation, except when such accommodation would cause an undue hardship. Managers, supervisors, and employees are responsible for complying with AR 690-12, Appendix C as briefly outlined in the procedures below. These procedures are intended to support the prompt, fair, and efficient processing of requests for reasonable accommodation.

6. Procedures:

Initiating a request for reasonable accommodation:

a. Applicants and employees must generally inform the decisionmaker of their need for an adjustment or change to some aspect of the application process, the job, or a benefit of employment for a reason related to a medical condition.

b. If the person receiving the request for reasonable accommodation does not have authority to approve the request, he/she must forward the request with 2 business days to the appropriate official, with a copy to the EEO Office. A copy of the request will also be forwarded to the servicing labor counselor/agency attorney for information purposes.

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c. The decisionmaker may ask the requester relevant questions that will assist in making an informed decision about the request. The decisionmaker is entitled to know that the requester has a disability covered by the Rehabilitation Act for which an accommodation is needed. When the disability and/or need for accommodation is not obvious (or previously documented), the decisionmaker must contact the EEO office for assistance in obtaining medical documentation about the employee's disability and functional limitations.

d. If a decisionmaker does not immediately grant the requested accommodation he/she must consult directly with the EEO Office. The EEO Office will coordinate, as needed, with the servicing labor counselor/agency attorney before providing the decisionmaker with any recommendations. Legal reviews *must* be conducted for *all proposed denials* of the particular accommodation requested.

e. As soon as the decisionmaker determines that an accommodation will be provided, he/she must immediately communicate the decision orally or in writing to the requester. If the decisionmaker initially communicates the decision orally, he/she must follow up in writing. For recordkeeping purposes, the decisionmaker will give a copy of the written decision to the EEO Office.

f. A decisionmaker granting a request is responsible for following through and making any necessary arrangement to ensure that the accommodation is provided within the applicable time limit. Absent extenuating circumstances, the requested accommodation should be granted, modified, or denied within 30 business days from the date the decisionmaker receives the initial request.

Confidentiality

a. The decisionmaker or any other official who receives information in connection with a request for reasonable accommodation may share information that is confidential and connected with that request with other Army officials only when those other Army official(s) demonstrate a need to know and that the information will be used solely to make determinations on an accommodation request, or to help the decisionmaker make a determination.

7. A copy of this policy is to be posted on all official bulletin boards, official websites, and made available upon request.

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8. The point of contact for this command policy is the Equal Employment opportunity Office at 717-245-3950.

PRISCELLA A. NOHLE
LTC, MI
Commanding