



DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
US ARMY GARRISON NATICK  
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NATICK, MA 01760-5002

AMIM-SSG-ZA

COMMAND POLICY LETTER NO. 56

Reasonable Accommodations and Personal Assistance Services Policy for Individuals  
with Disabilities

1. REFERENCES:

a. Equal Employment Opportunity Commission (EEOC) Questions and Answers: (Federal Agencies' Obligation to Provide Personal Assistance Services under Section 501 of the Rehabilitation Act), September 2018.

b. The Rehabilitation Act of 1973, Section 501 as amended, 6 March 2017.

c. The Americans with Disabilities Act of 1990, Titles I and V, as amended, 18 July 2016.

d. Army Regulation 690-12 (Equal Employment Opportunity and Diversity), 12 December 2019.

e. EEOC Enforcement Guidance: (Reasonable Accommodation and Undue Hardship under the Americans with Disabilities Act), October 2002.

f. EEOC Policy Guidance on Executive Order 13164: (Establishing Procedures to Facilitate the Provision of Reasonable Accommodation), 20 October 2000.

2. APPLICABILITY: This policy applies to all Department of Defense uniformed and Civilian personnel assigned or attached to the US Army Garrison Command (C) Enterprise.

3. POLICY:

a. I am committed to the fair and equal employment of individuals with disabilities. Reasonable Accommodations are the key to this non-discriminatory policy. Many individuals with disabilities can work without accommodation, other qualified applicants and employees may face barriers to employment without the accommodation process. This policy provides a reasonable accommodation for qualified individuals with disabilities requiring accommodation. A disability with regard to an Individual, is (1) a physical or mental impairment that limits one or more major life activities of such individual; (2) a record of such an impairment; or (3) being regarded as having such an impairment.

AMIM-SSG-ZA

SUBJECT: COMMAND POLICY LETTER NO. 56, Reasonable Accommodations and Personal Assistance Services Policy for Individuals with Disabilities

b. Reasonable Accommodation is defined as any change in the work environment, or the way things are customarily done that would enable a qualified individual with a disability to enjoy equal employment opportunities. Section 501 of the Rehabilitation Act of 1973 prohibits federal agencies from discriminating against job applicants and employees based on disability and requires agencies to engage in affirmative employment for individuals with disabilities.

c. Employees and applicants for employment with disabilities will be afforded the opportunity to request a reasonable accommodation to enable them to perform the essential functions of a job or apply for employment within the organization. The reasonable accommodation process begins when an individual makes either an oral or written request for an accommodation. The request may be made by the individual, a family member or a health professional on behalf of the individual. To request an accommodation, an individual may use "plain English" and does not need to mention the Rehabilitation Act or "reasonable accommodation." An individual with a disability may request a reasonable accommodation at any time during the application process or during the period of employment. All requests should be processed within 30 business days. Any delays in the review process should be communicated with the requestor as soon as practicable.

d. Employees with Targeted/Severe Disabilities will be afforded the opportunity to request Personal Assistance Services (PAS), if needed, in addition to reasonable accommodations during work hours and job-related travel. PAS includes services pertaining to eating, putting on/removing clothing, maneuvering, traveling, and support in work-related duties, such as reading and note-taking and other related needs in performing activities of daily living, depending on the limitations of the employee(s). PAS are "functional" services not "medical" services nor medical care. The process for requesting PAS, the process for determining whether PAS are required, and the organization's right to deny based on undue hardship, are the same as for any reasonable accommodation request.

e. Upon receipt of a request for an accommodation, the supervisor should contact the Equal Employment Opportunity (EEO) Office immediately to seek assistance on the proper processing of the request in accordance with reference "d" appendix C. Processing of accommodations are not the responsibility of the Directorate of Human Resources (DHR), nor Human Resource Specialists. If requests are received by DHR, the EEO Office should be contacted immediately.

f. The reasonable accommodation process is an interactive process mandated by law. When a supervisor is made aware of a request or need for an accommodation, they are required to engage with the employee in an effort to find a suitable accommodation. The EEO Office may seek and use the assistance of the Labor Management Employment

AMIM-SSG-ZA

SUBJECT: COMMAND POLICY LETTER NO. 56, Reasonable Accommodations and Personal Assistance Services Policy for Individuals with Disabilities

Representative (LMER) and the Garrison Legal Counsel in order to carry out the reasonable accommodation process. Decision makers shall inform the Disability Program Manager and the Legal Counsel prior to denying a request for accommodation.

g. Employees who perceive they are victims of discrimination based on a disability should report it immediately through their supervisory chain of command and must report the incident to the EEO Office within 45 calendar days of the alleged discriminatory act.

4. This policy supersedes Command Policy Letter No. 56-2021, Reasonable Accommodations and Personal Assistance Services for Individuals with Disabilities, 18 October 2021.

5. PROPONENT: The proponent for this policy is the Equal Employment Opportunity Office at 508-206-4017.

ANDREW R. BALLOW  
LTC, SF  
Commanding