

UNITED STATES PATENT AND TRADEMARK OFFICE

**POLICY AND PROCEDURES FOR PROVIDING
REASONABLE ACCOMMODATION AND PERSONAL ASSISTANCE SERVICES
FOR INDIVIDUALS WITH DISABILITIES**

Date of Issuance: **March 12, 2021**

Effective Date: **March 12, 2021**

TABLE OF CONTENTS

- I. Purpose
- II. Scope
 - A. The Rehabilitation Act of 1973
 - B. Coverage of the Act
- III. Processing Requests for Reasonable Accommodation and Personal Assistance Services
 - A. Making the Request
 - B. Processing the Request—the Interactive Process
 - C. Deciding the Request
- IV. Processing Requests for Personal Assistance Services
- V. Forms
- VI. Time Frames
- VII. Medical Information
 - A. Necessity and Use
 - B. Confidentiality Requirements
- VIII. Information Tracking and Reporting
- IX. Inquiries/Resources
- X. Distribution
- XI. Effect on Departmental Administrative Orders and Agency Administrative Orders

POLICY AND PROCEDURES FOR PROVIDING REASONABLE ACCOMMODATION AND PERSONAL ASSISTANCE SERVICES FOR INDIVIDUALS WITH DISABILITIES

I. PURPOSE

The United States Patent and Trademark Office's (USPTO or Agency) policy is to fully comply with the reasonable accommodation requirements of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 791 et seq. (Rehabilitation Act or Act), and its implementing regulations at 29 CFR pts. 1614 and 1630. Pursuant to these laws, federal agencies must provide reasonable accommodation and Personal Assistive Services (PAS) to qualified individuals with disabilities, unless doing so would cause undue hardship. Accordingly, the USPTO is committed to providing reasonable accommodation and/or PAS to qualified individuals with disabilities to ensure that they have equal employment opportunities at the USPTO.

Reasonable accommodation is a cooperative, interactive process between the individual with a disability and the USPTO. The USPTO will process requests for reasonable accommodation and/or PAS and, as required by law, provide reasonable accommodation and/or PAS in an efficient manner.

II. SCOPE

A. The Rehabilitation Act of 1973

The Rehabilitation Act of 1973 does the following:

- Protects qualified individuals from employment discrimination, including harassment, based on disability;
- Requires federal agencies to provide reasonable accommodation for known disabilities of qualified employees and job applicants;
- Prohibits retaliation for filing an Equal Employment Opportunity (EEO) complaint, participating in the EEO complaint process, opposing unlawful discrimination, or requesting an accommodation;
- Ensures equal access to federal programs, activities, and facilities to people with disabilities; and
- Requires agencies to keep medical information confidential regarding all employees.

The Equal Employment Opportunity Commission (EEOC) has also issued regulations implementing section 501 of the Rehabilitation Act that require federal agencies to provide PAS, in addition to reasonable accommodation, to employees who have certain targeted disabilities, unless doing so would impose an undue hardship on the Agency.

B. Coverage of the Act

The Act protects both employees and job applicants who are determined, pursuant to the Act, to be qualified individuals with disabilities. An individual with a disability:

- Has a physical or mental impairment (whether chronic or short-term) that substantially limits one or more of the person's major life activities;
- Has a record of such an impairment; or
- Is regarded as having such an impairment.

A **major life activity** is a function that the average person in the general population can perform with little or no difficulty. Major life activities include (but are not limited to) caring for oneself, seeing, hearing, walking, breathing, speaking, learning, sitting, standing, lifting, reaching, and working.

A **qualified individual with a disability** has the skills, experience, education, and other requirements of the job the individual holds or desires and can perform the essential functions of the position with or without reasonable accommodation.

Reasonable accommodation is a method or process that enables qualified individuals with disabilities to participate in the employment process. Reasonable accommodation is any change or adjustment to a job or work environment that enables a qualified individual with a disability to:

- Participate in the job application process;
- Perform the essential functions of a job; or
- Enjoy the benefits and privileges of employment.

Examples of reasonable accommodation include:

- Providing or modifying equipment or devices;
- Job restructuring;
- Part-time or flexible work schedules;
- Adjusting or modifying examinations, training materials, or policies;
- Providing readers and interpreters; and
- Making the workplace readily accessible to and usable by persons with disabilities.

Reassignment, another form of reasonable accommodation, is the non-competitive transfer of an employee who becomes unable to perform the essential functions of a position (even with reasonable accommodation) to another available, funded, vacant position at the same or successively lower GS level, that the employee is able to perform with or without reasonable accommodation, unless it would impose an undue hardship. There is no obligation for the Agency to assist the individual in becoming qualified. Thus, the manager does not have to provide training so the employee acquires the necessary skills to take a job. Reassignment does not provide a promotion to an employee. Reassignment is the accommodation of last resort and is required only after it has been determined that there is no effective reasonable accommodation that will enable the employee to perform the essential functions of their current position.

For more information on the Agency’s procedures governing reassignment as a reasonable accommodation, please refer to the Office of Human Resources’ (OHR) Standard Operating Procedure for Reassignment as a Reasonable Accommodation.

Personal Assistance Services (PAS) provide assistance with performing activities of daily living that an individual would typically perform if they did not have a disability, and that are not otherwise required as a reasonable accommodation, including, for example, assistance with removing and putting on clothing, eating, and using the restroom.

A **targeted disability** is a disability that is designated as a “targeted disability or health condition” on the Office of Personnel Management’s Standard Form (SF) 256 or that falls under one of the first 12 categories of disability listed in part A of question 5 of the EEOC’s Demographic Information on Applicants form (e.g., blindness, deafness, paralysis, missing extremities, and epilepsy, among others). (See the Office of Personal Management, Self-Identification of Disability Form (SF 256, Oct 2016), for a complete list of targeted disabilities.)

With respect to the provision of an accommodation or PAS, an **undue hardship** is a significant difficulty or expense incurred by the Agency when considered in light of the following factors:

- The nature and net cost of the accommodation or PAS;
- The overall financial resources of the Agency as a whole, the number of employees, and the effect on expenses or resources; and
- The impact on the operation of the Agency as a whole.

Determination of an undue hardship is made on a case-by-case basis. In determining whether a reasonable accommodation would impose an undue hardship, the Agency must take steps to ensure that requests for accommodation are not denied for reasons of cost and that individuals with disabilities are not excluded from employment due to the anticipated cost of a reasonable accommodation if the resources available as a whole, excluding those designated for a specific purpose that does not include reasonable accommodation, would enable it to provide an effective reasonable accommodation without undue hardship.

III. PROCESSING REQUESTS FOR REASONABLE ACCOMMODATION AND PERSONAL ASSISTANCE SERVICES

A. Making the Request

A request for reasonable accommodation can come in many forms but is essentially a statement that an individual needs an adjustment or change to a job or work environment, for a reason related to a physical or mental impairment, that will enable an individual to participate in the job application process, perform the essential functions of a job, and/or enjoy the benefits or privileges of employment. The reasonable accommodation process begins as soon as the request for accommodation is made, whether orally or in writing.

An individual requesting reasonable accommodation (Requester) does not have to use any special words, such as “reasonable accommodation,” “disability,” or “Rehabilitation Act,” when making a request, and need not have a particular accommodation in mind before making the request. An individual with a disability may request reasonable accommodation whenever they choose, even if they have not previously disclosed the existence of a disability. The Requester should consult with the Office of Equal Employment Opportunity and Diversity (OEEOD) for further information or assistance in connection with requesting or processing a request for reasonable accommodation.

An employee or job applicant, or a family member, health care professional, or other representative of an employee or applicant, may request reasonable accommodation, orally or in writing, from the employee’s immediate supervisor or other USPTO manager, OEEOD, or via Accommodation Point, the Agency’s electronic reasonable accommodation system, by going to the following links: <https://uspto-racms.entellitrak.com> (for employees) or <https://uspto-jobapplicant.entellitrak.com> (for job applicants). If a request is made by an individual on behalf of a job applicant or employee, OEEOD will (when possible) then confirm with the individual with a disability that they in fact want a reasonable accommodation.

A job applicant, or their representative, may request reasonable accommodation orally or in writing from any USPTO HR specialist or any USPTO manager with whom the job applicant has contact in connection with the application process, or directly from OEEOD.

Upon making the oral or written request for reasonable accommodation, the Requester will be asked to complete the process in Accommodation Point for recordkeeping purposes. If an individual with a disability requires assistance in completing a request in Accommodation Point, they should contact OEEOD for assistance. If the Requester is unable to access Accommodation Point, OEEOD will work with the Requester or their representative to complete and submit written request forms. While a written confirmation should be completed as soon as possible after the initial request, the Agency will begin processing the request as soon as it is made, whether or not a written confirmation has been provided. To process a request, the Agency will ask the Requester to provide the specific information that is necessary for the Agency to make a determination regarding the request and to keep accurate records regarding requests for accommodation.

If an individual requires a recurring service as a reasonable accommodation (e.g., the assistance of sign language interpreters or readers), they must make a formal request, either orally or in writing, for the first occasion only, and then provide reasonable advance notice for further requests for such services. For recurring services, the USPTO will endeavor to provide such accommodation within two business days of the further requests.

B. Processing the Request—the Interactive Process

To start the interactive process, once the individual has made a request for reasonable accommodation to a USPTO supervisor, manager, business unit Deciding Official, or OEEOD staff member, the recipient of the request will forward it to OEEOD for processing. Once a request for reasonable accommodation is received, **OEEOD will:**

- Send the Requester an acknowledgment of the request within three business days of receipt;
- If more information is needed, promptly follow up with the Requester (or, if the Requester is unable to participate, the Requester's representative or family member) to begin the interactive process in a timely manner and determine what, if any, accommodation(s) should be provided. A dialogue will be established between the parties to clarify the job tasks that must be accomplished and to identify the individual's functional limitation(s). Communication is a priority throughout the entire interactive process;
- Explain to the Requester that unless there are circumstances present that prevent it, they must complete their request in Accommodation Point to request the reasonable accommodation(s) (unless already completed). If the Requester is unable to complete the request in Accommodation Point, OEEOD will provide the Requester with assistance to complete the necessary documentation; and
- Discuss the request for reasonable accommodation with the Requester. OEEOD has a list of resources that Requesters and the Agency can consult to identify and evaluate possible accommodations. See Appendix A.

During or following the initial contact, and as necessary for the interactive process, the **Agency will:**

- Create a record for the reasonable accommodation file containing a description of the Requester's job duties, work schedule, and work location (i.e., Agency headquarters in Alexandria, Virginia; one of the Agency's regional offices; and/or a telework/hoteling location);
- Ask the Requester to provide medical documentation to support the request, if necessary;
- Ask the Requester's supervisor to provide a "Supervisor Statement" regarding the details of the Requester's position, job duties, and related matters, if necessary;
- Determine if the Requester is a qualified individual with a disability;
- Research possible accommodations, including review of appropriate case law, consulting management and other resources for assistance where appropriate; and
- Provide the reasonable accommodation file to the designated Deciding Official in each business unit for review and determination of the appropriate/approved accommodation.

Upon request by the OEEOD Specialist or the Reasonable Accommodation Program Manager, the **Requester will:**

- Provide medical documentation from their healthcare professional that addresses the functional impairment at issue and recommends the types of reasonable accommodation(s) needed where the disability and/or need for accommodation are not obvious; and
- Provide a detailed job description to the OEEOD Specialist or the Reasonable Accommodation Program Manager, and the Requester's healthcare professional.

When all the facts and circumstances known to the Agency make it reasonably likely that the Requester is entitled to a reasonable accommodation, the Requester's first-line supervisor and/or business unit head should, in consultation with OEEOD, provide appropriate interim (temporary) accommodation(s) to the Requester whenever possible, absent an undue hardship, pending the determination and issuance of a final reasonable accommodation decision. The Reasonable Accommodation Program Manager's office, which may be contacted by telephone at 571-272-8292 or by email at OEEOD@uspto.gov, will transmit the final reasonable accommodation decision to the Requester.

C. Deciding the Request

Requests will be decided on a case-by-case basis.

When warranted, the Agency will provide an effective accommodation, but not necessarily the specific form of accommodation requested.

If the request is granted, the Agency will notify the Requester and their representative, in writing, with a copy provided to the Requester's supervisor, and take immediate steps to provide or implement the granted accommodation. If the Agency determines that the job applicant or employee is not entitled to any reasonable accommodation, the Deciding Official must issue a written decision to the job applicant or employee at the time of the denial, with a copy provided to the employee's supervisor, and in accessible format when requested. The explanation for the denial should be written in plain language, clearly stating the specific reasons for the determination.

Reasons for the denial of a request for reasonable accommodation may include the following:

- The requested accommodation will not be effective, in which case alternative methods of accommodation will be explored;
- Medical documentation is insufficient to establish that the individual has a disability and/or needs reasonable accommodation;
- The requested accommodation would require the removal of an essential job function. An essential job function is a fundamental job duty of the employment position that the individual with a disability holds or desires;
- The requested accommodation is not one that the law requires the Agency to provide (e.g., the lowering of a uniformly applied performance or production standard); and/or
- The requested accommodation would result in undue hardship. Before reaching this determination, the Agency must have explored other effective accommodations that would not impose an undue hardship.

Officials who make decisions on requests for accommodation or make hiring decisions for the Agency are aware that to deny an accommodation based on cost, they must consider all resources available to the Agency as a whole, excluding those designated by statute for a specific purpose that does not include reasonable accommodation. Deciding and hiring officials also know how to

arrange for the use of Agency resources to provide accommodation, including any centralized fund the Agency may have for that purpose.

The written notice of determination must also inform the job applicant or employee whose accommodation request was denied that they have the right to file a request for reconsideration of the decision with the Deciding Official, OEEOD, or the head of the applicable business unit and/or to file an EEO complaint pursuant to 29 CFR § 1614.106 or make a request for alternative dispute resolution (ADR) to the ADR Program Coordinator in OEEOD, and they may have rights to pursue the matter through the Merit Systems Protection Board or union grievance procedures. Information on the process for requesting reconsideration or filing complaints or appeals, including instructions for how to file an EEO complaint and the explanation that the individual must initiate contact with an EEO counselor within 45 days of the denial, regardless of whether the applicant or employee participates in an informal dispute resolution process, will be included in the decision. Use of voluntary informal dispute resolution processes is encouraged to allow individuals with disabilities to obtain prompt reconsideration of the denials of reasonable accommodation requests.

IV. PROCESSING REQUESTS FOR PAS

Requests for PAS will be received and processed in the same manner as requests for reasonable accommodation, as outlined above. The Agency's process for determining whether PAS are required, and the Agency's right to deny such requests when the provision of the services would pose an undue hardship, are the same as for reasonable accommodation.

V. FORMS

Employees and applicants for employment should submit their requests for reasonable accommodation or PAS, and any appropriate supporting documentation, electronically through Accommodation Point. If a Requester is unable to access Accommodation Point or would like paper copies of the application forms, the Requester should contact OEEOD at 571-272-8292 or OEEOD@uspto.gov, and the Agency will provide the Requester with the forms. A copy of these forms is also attached to this policy (Appendix B). These forms may be revised by the Agency as necessary to conform to regulatory changes or business needs, for ease of use, and for other appropriate reasons.

VI. TIME FRAMES

The USPTO will process requests for reasonable accommodation and PAS and, where appropriate, provide accommodations in as short a period as reasonably possible. The time necessary to process a request will depend on the nature of the accommodation or PAS requested and the availability of supporting information.

In general, the time frame for processing a request (including providing and implementing the accommodation(s), if granted) is within 45 business days of the USPTO receiving an oral or written request, absent extenuating circumstances, as further defined below. The 45-day period includes an assessment by the Agency of the feasibility and/or information technology (IT) compatibility of any requested accommodation. Where a particular reasonable accommodation

or PAS can be processed and implemented in less than 45 days, the Agency will promptly provide said accommodation(s), as failure to provide an accommodation in a prompt manner may result in a violation of the Rehabilitation Act.

In certain circumstances, a request for reasonable accommodation or PAS may require an expedited review and decision. In the event that a request needs to be expedited to enable an individual to apply for a job or for a specific agency activity that is scheduled to occur shortly, OEEOD will promptly interact with the applicable business unit to resolve the need as quickly as possible, and, where possible, will endeavor to issue a decision within five business days of receiving all the necessary information and documentation. If the request is granted, the reasonable accommodation or PAS shall be provided as soon as reasonably practicable.

For recurring services as a reasonable accommodation (e.g., the assistance of sign language interpreters or readers) or PAS, the USPTO will endeavor to provide such accommodations within two business days of any further requests for such services.

When extenuating circumstances are present, the time for processing a request for reasonable accommodation or PAS and providing the accommodation may be extended as necessary. Extenuating circumstances are factors that could not reasonably have been anticipated or avoided in advance of the request for accommodation.

The following is a non-exhaustive list of examples of extenuating circumstances:

- The Requester's health professional fails to provide needed documentation in a timely manner;
- Specialized equipment, furniture, and/or software is on back-order, or the vendor typically used by the Agency is unexpectedly unavailable;
- Specialized or non-standard equipment, devices, and/or software must undergo testing by the Agency to ensure compatibility with the Agency's IT infrastructure, operating systems, and security protocols; or
- An accommodation involves the removal of architectural barriers, or construction of or modifications to an architectural structure.

Where extenuating circumstances are present, the Agency will notify the Requester of the reason for the delay, and of the anticipated date of a decision. This notice should be in writing, and may be an electronic communication. Any further developments or changes should also be communicated promptly to the Requester. When all facts and circumstances known to the Agency make it reasonably likely that the individual will be entitled to an accommodation or PAS, OEEOD will work with first-line supervisors and business unit Deciding Officials to provide interim (temporary) accommodation or PAS, absent undue hardship, pending a final determination on the reasonable accommodation or PAS request.

VII. MEDICAL INFORMATION

A. Necessity and Use

The Agency is entitled to information necessary to determine whether a Requester has a disability covered by the Act that requires reasonable accommodation or PAS. It is the responsibility of the Requester to provide medical documentation related to the impairment at issue and the requested accommodation or PAS when the disability and/or need for accommodation or PAS is not obvious or already known. Even if a disability is known or obvious, the Agency may need medical documentation to understand how a particular request will accommodate that disability when it is not apparent from the existing information.

The Agency has the right to request supplemental medical documentation if the submitted information does not clearly explain the nature, severity, and/or duration of the disability or the need for the reasonable accommodation or PAS, or does not otherwise clarify how the requested accommodation will assist the Requester in performing the essential functions of the job or enjoying the benefits and privileges of employment.

The Agency/OEEOD will conduct an initial evaluation of the medical documentation received. If the information provided by the healthcare professional (or the information volunteered by the individual requesting the accommodation) is insufficient to enable the Agency to determine the existence of a disability, the need for accommodation or PAS, and/or what type(s) of accommodation or PAS might be effective, the Agency may ask for further information.

The Agency may opt to have any medical documentation submitted for the purposes of reasonable accommodation or PAS reviewed by a healthcare professional of the Agency's choosing at the Agency's expense. Further, the Agency may request that an individual who has requested reasonable accommodation or PAS be examined by an appropriate healthcare professional at the Agency's expense. The failure to provide appropriate documentation or to cooperate in the Agency's efforts to obtain such documentation can result in a denial of the reasonable accommodation or PAS request.

B. Confidentiality Requirements

Under the Rehabilitation Act, as amended, and the Genetic Information Nondiscrimination Act of 2008, as applicable, medical information obtained in connection with the reasonable accommodation or PAS process must be kept confidential. This means that all medical information kept in connection with a request for reasonable accommodation or PAS will be maintained in files separate from the individual's personnel files, such as the Official Personnel File. It also means that any USPTO employee who obtains or receives such information is strictly bound by these confidentiality requirements.

The Reasonable Accommodation Program Manager will maintain custody of all records obtained or created during the processing of a request for reasonable accommodation, including medical records, and will respond to all requests for disclosure of the records. Whenever medical information is disclosed to those who need the information for the accommodation or PAS decision-making or implementation process, the individual disclosing the information must ensure the recipients understand the confidentiality requirements that attach to it.

Information pertaining to requests for accommodation may be disclosed only as follows:

- Supervisors and managers in the employee’s chain of command may be consulted about the work or duties of the employee or other details of employment, such as information on the employee’s physical work environment, schedule, etc. These supervisors and managers may also be informed about the need for accommodation generally and will be provided with a copy of any reasonable accommodation decision. Absent a Requester’s consent or voluntary disclosure by the Requester to a supervisor or manager, medical information will not be shared or disclosed by OEEOD to a Requester’s supervisor or manager.
- Business unit reasonable accommodation Deciding Officials involved in reviewing and making decisions on requests for reasonable accommodation or PAS, and officials involved in implementation of accommodations or PAS, will have access to medical documentation as necessary.
- First aid and safety personnel may be informed if the disability might require emergency treatment.
- Agency personnel may be given information necessary to investigate the Agency’s compliance with the Act.
- Workers’ compensation offices, disability retirement offices, or insurance carriers may be informed, if necessary.

VIII. INFORMATION TRACKING AND REPORTING

Current USPTO employees can track the status and processing of their reasonable accommodation request via Accommodation Point by going to <https://uspto-racms.entellitrak.com> or by contacting OEEOD at 571-272-8292. Similarly, a job applicant who has requested a reasonable accommodation may track the status and processing of their request by contacting OEEOD or by accessing <https://uspto-jobapplicant.entellitrak.com>.

The Agency will maintain records related to a particular individual who has requested an accommodation for the duration of the employee’s tenure with the USPTO. In addition, the Agency will retain for at least three years, and can provide to the EEOC, information or any cumulative records used to track the Agency’s performance with regard to reasonable accommodation.

The USPTO will also keep records that it may use to determine whether it is complying with the nondiscrimination and affirmative action requirements imposed under section 501 of the Rehabilitation Act, and will make such records available to the EEOC upon the EEOC’s request.

The Reasonable Accommodation Program Manager, with the assistance of the business unit Deciding Officials, will also keep a record of the following information:

- The specific reasonable accommodation and PAS, by type, and whether the accommodation was needed to apply for a job, perform the essential functions of a job, or enjoy the benefits and privileges of employment;
- The number of reasonable accommodation and PAS requests, by type and fiscal year, and whether the requests were granted or denied;

- For requests that were denied, the identity of the Deciding Official and the basis for the denial;
- The jobs (occupational series, grade level, and Agency component) for which reasonable accommodation and PAS were requested;
- The types of reasonable accommodation and PAS that were requested for each of those jobs;
- The amount of time taken to process each request for reasonable accommodation and PAS; and
- The sources that were consulted in trying to identify a possible reasonable accommodation.

IX. INQUIRIES/RESOURCES

Any person wanting further information concerning these procedures may contact the Reasonable Accommodation Program Manager or OEEOD at 571-272-8292 or OEEOD@uspto.gov. Additional information regarding reasonable accommodation, including guidance from the EEOC, is available at www.eeoc.gov.

Also, the Agency's supervisors and managerial employees are aware of the resource materials available on the EEOC's public website, including EEOC Enforcement Guidance: Disability-Related Inquires and Medical Examination of Employees Under the Americans With Disabilities Act (July 27, 2000), and EEOC Enforcement Guidance on Reasonable Accommodation and Undue Hardship Under the Americans with Disabilities Act (revised October 17, 2002).

X. DISTRIBUTION

These procedures shall be posted on the USPTO website. Copies will also be available in OEEOD and OHR.

XI. EFFECT ON DEPARTMENTAL ADMINISTRATIVE ORDERS AND AGENCY ADMINISTRATIVE ORDERS

This policy supersedes the Department of Commerce's Department Administrative Order 215-10, Reasonable Accommodation for Disabilities in Employment, dated June 7, 1996, as applied to the USPTO; USPTO Policy Statement 99-12, Submitting Requests for Reasonable Accommodation, dated January 29, 1999; and the previously issued Agency Administrative Order 214-02, issued by OEEOD in October 2010; all in their entirety.

ISSUED BY:

Users, Myrick, Digitally signed by Users,
Bismarck Myrick, Bismarck
Date: 2021.03.12
12:52:28 -05'00'

Bismarck Myrick
Director, Office of Equal Employment
Opportunity and Diversity, United States Patent
and Trademark Office

Date

APPROVED BY:

Users, Hirshfeld, Digitally signed by Users,
Andrew Hirshfeld, Andrew
Date: 2021.03.12 15:10:55
-05'00'

Andrew Hirshfeld
Performing the Functions and Duties of the Under
Secretary of Commerce for Intellectual Property
and Director of the United States Patent and Trademark Office

Date

**APPENDIX A
REASONABLE ACCOMMODATION RESOURCES**

Employer Assistance and Resource Network on Disability Inclusion

<http://www.askearn.org/>

Job Accommodation Network (JAN)

1-800-232-9675 or 1-800-526-7234 (Voice/TT)

<https://askjan.org/>

Computer/Electronic Accommodations Program (CAP)

833-227-3272 or 703-614-8416

<http://cap.mil/>

RESNA Technical Assistance Project

703-524-6686 (Voice) or 703-524-6639 (TT)

<http://www.resna.org>

Americans with Disabilities Act Disability and Business Technical Assistance Centers (DBTACs)

1-800-949-4232 (Voice/TT)

U.S. Equal Employment Opportunity Commission (EEOC)

1-800-669-3362 (Voice) or 1-800-800-3302 (TT)

EEOC Procedures for Providing Reasonable Accommodation for Individuals with Disabilities

https://www.eeoc.gov/eeoc/internal/reasonable_accommodation.cfm

EEOC Enforcement Guidance: Reasonable Accommodation and Undue Hardship Under the Americans with Disabilities Act

<https://www.eeoc.gov/policy/docs/accommodation.html>

EEOC Fact Sheet: Work at Home/Telework as a Reasonable Accommodation

<https://www.eeoc.gov/facts/telework.html>

APPENDIX B
REASONABLE ACCOMODATION REQUEST FORMS

Per section V of the Policy and Procedures for Providing Reasonable Accommodation and Personal Assistance Services for Individuals with Disabilities, if a Requester is unable to access Accommodation Point or would like paper copies of the application forms, the Agency will provide the Requester with the following forms (as applicable), copies of which are enclosed.

- Requests for Reasonable Accommodation by Employees
- Medical Provider Statement
- Supervisor's Statement

These forms may be revised by the Agency as necessary to conform to regulatory changes or business needs, for ease of use, and for other appropriate reasons.