



## THE REASONABLE ACCOMMODATION PROCESS

U.S. Department of Commerce  
Office of Civil Rights  
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### WHAT IS A REASONABLE ACCOMMODATION (RA)?

Any change in the work environment or in the way things are customarily done that enables an individual with a disability to enjoy equal employment opportunities.



### WHAT IS A DISABILITY?

A physical or mental impairment that substantially limits one or more major life activity or bodily function.

### WHAT IS THE PURPOSE OF A REASONABLE ACCOMMODATION?

- To apply or interview for a job
- To perform the essential functions of your job
- To access a benefit or privilege of employment

### WHO CAN REQUEST AN ACCOMMODATION?

- Employees
- Applicants for employment
- Family member or other representative on behalf of an individual (with their consent)





## HOW CAN I REQUEST A REASONABLE ACCOMMODATION?

### Step 1: INITIATE THE REQUEST

You may submit a request for reasonable accommodation, orally or in writing, to your supervisor or Bureau Reasonable Accommodation Coordinator (RAC). Job applicants should submit requests through the Bureau HR office.

### Step 2: CONFIRM THE REQUEST

You should confirm your request using the online RA tracking system, *Entellitrak Reasonable Accommodation (ETK RA)* or *Form CD 575*.

## WHAT HAPPENS AFTER I SUBMIT MY RA REQUEST?

### Step 1: Eligibility Determination

If your disability or need for an accommodation is not obvious, your Bureau RAC may ask for medical documentation to verify you have a disability and need reasonable accommodations.

### Step 2: Interactive Process

The RAC will meet with you to clarify your needs, identify your functional limitations, and explore effective accommodation options. The RAC will also meet with your supervisor to discuss the request.

### Step 3: Decision Process

Your supervisor or Deciding Management Official (DMO) will determine whether to grant or deny your requested accommodation or provide an alternate effective accommodation.

A written decision should be provided to you within 20 business days.

### Step 4: Implementation

After an accommodation has been approved, it must be implemented as soon as reasonably possible, usually within 10 business days.

### Step 5: Follow Up

The supervisor or the RAC will periodically follow up with you to ensure the accommodation is effective.

## RESOURCES



- Office of Civil Rights website
- Bureau RAC
- DAO 215-10
- EEOC Enforcement Guidance Job
- Accommodation Network (JAN)

**\*\*Click on a Resource for the hyperlink to the resource web page.**

## LEGAL REFERENCES

- Rehabilitation Act of 1973, as amended
- Americans with Disabilities Act of 1990 (ADA)
- Americans with Disabilities Act Amendments Act of 2008 (ADAAA)