



DEPARTMENT OF THE ARMY  
U.S. ARMY SECURITY ASSISTANCE COMMAND  
7613 CARDINAL ROAD  
REDSTONE ARSENAL, AL 35898-5000

REPLY TO  
ATTENTION OF

23 December 2009

AMSAC-EEO

MEMORANDUM FOR ALL EMPLOYEES

SUBJECT: U.S. Army Security Assistance Command (USASAC) Policy Memorandum 103.14 - Reasonable Accommodations for Individuals with Disabilities

1. References:

- a. AR 600-7, Nondiscrimination on the Basis of Handicap in Programs and Activities Assisted or Conducted by the Department of the Army, 15 November 1983.
- b. Section 501 of the Rehabilitation Act of 1973. 29 U.S.C. § 791(g) (1994).
- c. AR 690-12, Equal Employment Opportunity and Affirmative Action, 4 March 1998.
- d. Executive Order 13164, "Establishing Procedures to Facilitate the Provision of Reasonable Accommodation," 26 July 2000.
- e. Equal Employment Opportunity Commission (EEOC) "Policy Guidance on Executive Order 13164: Establishing Procedures to Facilitate the Provision of Reasonable Accommodation," 20 October 2000.
- f. EEOC "Practical Advice for Drafting and Implementing Reasonable Accommodation Procedures under Executive Order 13164," July 2005.
- g. Memorandum, SAMR-ZA, 17 March 2009, subject: U. S. Army Procedures for Providing Reasonable Accommodation for Individuals with Disabilities.

2. Purpose. This guidance prescribes policy and establishes responsibilities for implementing procedures for the USASAC Reasonable Accommodation for Individuals with Disabilities plan. This guidance extends to all USASAC civilian and military employees and applicants for employment. The guidance objectives are:

- a. Establish a procedure that will support the prompt, fair, and efficient processing of requests for reasonable accommodation. Reasonable accommodation is a change in the work environment or in the application process that would enable a person with a disability to enjoy

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equal employment opportunities. There are three general categories of reasonable accommodations:

- (1) Changes to a job application process to permit people with disabilities to be considered for jobs.
- (2) Changes to enable people with disabilities to perform the essential functions of a job.
- (3) Changes to give people with disabilities equal access to the benefits and privileges of employment.

b. Increase awareness of management's responsibility to provide for the expansion of opportunities for individuals with disabilities.

c. Ensure that civilian and military managers and supervisors comply with the provisions of the Rehabilitation Act of 1973, as amended, and with Executive Order 13164.

d. Establish a standard procedure to capture data for reporting disability-related actions to higher headquarters.

3. Procedures for requesting reasonable accommodations are:

a. An employee or job applicant may initiate a request for reasonable accommodation orally or in writing. Although the employee will be asked to provide a memorandum of the request for recordkeeping purposes, management must immediately process an informal unwritten request.

b. An individual's request begins when the individual makes that request to any of the following: his/her immediate supervisor or any manager in his/her immediate chain of command, or any staff members at USASAC Equal Employment Opportunity (EEO), including collateral duty counselors.

c. A family member, health professional, or other representative may request a reasonable accommodation on behalf of the individual with a disability. The need for a reasonable accommodation should then be confirmed with the person with the disability.

4. Processing a request for reasonable accommodations.

a. First-line supervisors or managers will be responsible for considering and approving requests for reasonable accommodations whenever possible. If the request must be forwarded to another individual for processing, the new processing official must promptly notify the employee that they will be processing the accommodation request. The supervisor, manager, or EEO staff member must communicate with the requestor where the specific limitation, problem, or barrier

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is unclear; where the effective accommodation is not obvious; or when choosing among different possible accommodations.

b. The USASAC EEO Office will oversee the agency's reasonable accommodation process. The USASAC EEO Office acts as a resource for individuals with disabilities and agency decision makers. A proposed accommodation will not be denied on the basis of cost or operational difficulty without prior consultation with USASAC EEO and Office of Command Counsel. This will reduce the risk that managers or supervisors will deny a request based solely on the resources of their individual office budgets or based merely on speculation.

c. Requests will be granted or denied expeditiously absent extenuating circumstances. In the event of a delay, the responsible agency official should confer with the individual and consider providing temporary measures. Any denials will be in writing and include specific reasons for denial. In case of denial, individuals may use an informal dispute resolution for reconsideration of any denials. In addition to being in writing and including the specific reasons for the denial, denials must also identify the employee or office that made the decision. Additionally, the denial must include information about the individual's right to file an EEO complaint and to invoke other statutory processes, and information about the availability of the informal dispute resolution process.

d. In some cases, employees may be asked to provide medical documentation. The agency may not request medical information in support of every accommodation request, but rather may require reasonable information/documentation where the disability and/or need for accommodation is not obvious or otherwise known. The agency may only seek that documentation which is reasonably necessary to establish that the requester is an individual with a disability and needs the accommodation requested. All medical information is confidential.

e. The USASAC EEO Office is responsible for maintaining a recordkeeping system. All organizations will forward reasonable accommodation information to the EEO Office.

5. Any questions or concerns should be addressed to the Director, Office of Equal Opportunity, at DSN 320-5628 or commercial 256-450-5628; or the Equal Opportunity Specialist at DSN 771-6866 or commercial 717-770-6866. General guidelines can be found on EEOC website [www.eeoc.gov](http://www.eeoc.gov).

  
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