



U.S. General Services Administration (GSA)

GSA Order: Policy and Procedures for Providing Reasonable Accommodation

HRM 2300.1B

Office of Human Resources Management

Purpose:

This policy updates the General Services Administration's (GSA) procedures on providing reasonable accommodations to employees and job applicants with disabilities or based on sincerely held religious beliefs or practices.

Background:

Title VII of the Civil Rights of 1964 (July 2, 1964) prohibits treating an applicant or employee unfavorably because of their religious beliefs. Executive Order 13164: Requiring Federal Agencies To Establish Procedures To Facilitate the Provision of Reasonable Accommodation (July 26, 2000) requires Federal agencies to establish effective written procedures for processing requests for reasonable accommodation by employees and applicants with disabilities. Section 501 of the Rehabilitation Act of 1973, as amended, requires each Federal agency to reasonably accommodate the known disabilities of qualified individuals with disabilities, unless doing so would cause undue hardship on the agency. On September 25, 2008, the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) amended the Americans with Disabilities Act (ADA) of 1990. These amendments became effective on January 1, 2009. The Equal Employment Opportunity Commission (EEOC) final regulations to implement the ADAAA were published in the Federal Register, 76 Fed. Reg. 16977, on March 25, 2011, and are codified at 29 CFR, Part 1630. The Pregnant Workers Fairness Act (June 27, 2023) prohibits employment practices that discriminate against making reasonable accommodations for qualified employees affected by pregnancy, childbirth, or related medical conditions.

Applicability:

This Order applies to all GSA employees and applicants for employment with disabilities requiring reasonable accommodation, or those who require accommodation based on sincerely held religious beliefs or practices. The following are exceptions:

1. The Office of Inspector General. The Office of Inspector General (OIG) has independent personnel authority. See Section 6 of the Inspector General Act of

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1. General Provisions

1.1. Introduction

This Order prescribes the responsibilities and procedures for submitting and responding to requests for reasonable accommodations to qualified employees or applicants with disabilities; limitations related to pregnancy, childbirth, or related medical conditions; or based on sincerely held religious beliefs or practices. It is GSA's policy to fully comply with the reasonable accommodation requirements of the Rehabilitation Act of 1973, as amended, the ADAAA of 2008, and the Pregnant Workers Fairness Act. GSA is committed to providing reasonable accommodation in order to ensure that qualified individuals with disabilities; individuals with limitations related to pregnancy or childbirth; and individuals with sincerely held religious beliefs, observances, or practices, enjoy full access to equal employment opportunities at GSA, unless doing so would cause undue hardship to the agency.

1.1.1. GSA will provide a reasonable accommodation:

- When an applicant needs an accommodation to be considered for a job due to a disability or sincerely held religious beliefs, observances, or practices;
- When an employee needs an accommodation to enable them to perform the essential functions of their job or to gain access to the workplace due to a disability or sincerely held religious beliefs, observances, or practices;
- When an employee needs an accommodation to enjoy equal benefits and privileges of employment (e.g., details, training, or telework) due to a disability or sincerely held religious beliefs, observances, or practices; and
- When an employee with limitations related to pregnancy, childbirth, or related medical conditions needs an accommodation.

1.1.2. GSA will process a reasonable accommodation request and, where appropriate, provide reasonable accommodation in a prompt, fair, and efficient manner. GSA is also dedicated to improving the

recruitment, hiring, advancement, and retention of qualified persons with disabilities by providing information and resources necessary to support the applicant/employee and to accomplish the agency's mission.

- 1.1.3. These procedures are posted on gsa.gov. GSA will ensure that the procedures are available to job applicants and employees in written and accessible formats.

1.2. References

- 1.2.1. [Title VII of the Civil Rights Act of 1964.](#)
- 1.2.2. [The Rehabilitation Act of 1973 \(29 U.S.C. Section 791\), as amended to date.](#)
- 1.2.3. [Americans with Disabilities Act Amendments Act of 2008.](#)
- 1.2.4. [Equal Employment Opportunity Commission \(EEOC\) Final Rule Implementing the Americans with Disability Act Amendments Act of 2008 \(March 25, 2011\).](#)
- 1.2.5. [Titles I and V of the Americans with Disabilities Act of 1990.](#)
- 1.2.6. [Executive Order 13548 of July 26, 2010: Increasing Federal Employment of Individuals with Disabilities.](#)
- 1.2.7. [Executive Order 13163 of July 28, 2000: Increasing the Opportunity for Individuals With Disabilities To Be Employed in the Federal Government.](#)
- 1.2.8. [Executive Order 13164: Requiring Federal Agencies To Establish Procedures To Facilitate the Provision of Reasonable Accommodation.](#)
- 1.2.9. [29 CFR Part 1614: Federal Sector Equal Employment Opportunity.](#)
- 1.2.10. [29 CFR Part 1630: Regulations to Implement the Equal Employment Provisions of the ADA.](#)
- 1.2.11. [Privacy Act of 1974, as amended.](#)
- 1.2.12. [Pregnant Workers Fairness Act.](#)
- 1.2.13. [Providing Urgent Maternal Protections for Nursing Mothers Act \(PUMP Act\).](#)

- 1.2.14. [GSA Form 3676, Confirmation of Reasonable Accommodation Request \(Disability\)](#).
- 1.2.15. [GSA Form 3660, Confirmation of Reasonable Accommodation Request \(Religious\)](#).
- 1.2.16. [GSA Form 3677, Review of Reasonable Accommodation Request](#).

1.3. Roles and Responsibilities

- 1.3.1. **Requester.** A qualified employee or applicant, including a representative acting on the employee's or applicant's behalf, who requests reasonable accommodation.
 - 1.3.1.1. In the case of an employee, the requester must inform their supervisor, the next level supervisor in their immediate supervisory chain, or the servicing [Reasonable Accommodation Coordinator \(RAC\)](#) of the need for an accommodation.
 - 1.3.1.2. In the case of an applicant, the requester must inform the servicing Human Resources (HR) staffing specialist or the Director, Staffing Services Center, for the vacancy. The requester may also submit their reasonable accommodation request to reasonableaccommodation@gsa.gov.
 - 1.3.1.3. Requesters should confirm their oral request for reasonable accommodation in writing, as soon as possible, if making an oral request. It is strongly encouraged that the requester complete the GSA Form 3676, *Confirmation of Reasonable Accommodation Request (Disability)*, for requests related to a disability or GSA Form 3660, *Confirmation of Reasonable Accommodation Request (Religion)*, for requests related to a sincerely held religious belief, observance, or practice.
 - 1.3.1.4. The requester must cooperate fully and engage in the interactive process in good faith.
 - 1.3.1.5. The requester must respond to the Decision Maker's (DM) (see 1.3.2., below) request for relevant information, including medical information requested by the servicing RAC, in a timely manner.

- 1.3.1.6. The requester must notify the designated DM and servicing RAC in writing if representation is obtained and provide representative's contact information.
- 1.3.1.7. The requester may periodically check with the servicing RAC, by phone or email for information on the status of their reasonable accommodation request.
- 1.3.2. Decision Maker (DM). The GSA official who grants or denies the request for reasonable accommodation. For applicants, the DM is the Director of the Staffing Services Center. For employees, this official is typically the first level supervisor in their chain of command. However, another management official in GSA may serve as the DM when designating an alternate decision maker is necessary to ensure effective and efficient processing, or when otherwise deemed appropriate by the servicing RAC in consultation with OGC (e.g., extended absence of the first level supervisor, failure of the DM to comply with policy or law, or a conflict of interest).
 - 1.3.2.1. The DM should be knowledgeable about the procedures for processing requests for reasonable accommodation.
 - 1.3.2.2. The DM must contact the servicing RAC for guidance and assistance such as an explanation of GSA's process for requesting accommodation and who will issue the decision to the requester.
 - 1.3.2.3. The DM must advise the requester that they should submit a written confirmation of any oral accommodation request received.
 - 1.3.2.4. The DM must provide the servicing RAC any relevant information to determine the essential duties of the position, which will assist the RAC in making a determination of whether the employee or applicant is an "individual with a disability" and if the requested accommodation would be effective while still allowing the employee to perform the essential duties of the position
 - 1.3.2.5. The DM must engage in the interactive process in good faith. The DM should communicate throughout the process with the requester and/or RAC to determine what, if any,

accommodations are available. Effective communication is particularly important in cases where the specific limitation or barrier is unclear, where an effective accommodation is not obvious, or where the parties involved are considering different possible reasonable accommodations.

- 1.3.2.6. The DM must consult with the servicing RAC to determine if medical or other supporting documentation is needed.
- 1.3.2.7. The DM must make the decision regarding a request for reasonable accommodation in consultation with the servicing RAC in accordance with the guidance outlined in this Order and all applicable laws and regulations.
- 1.3.2.8. The DM, or the RAC on the behalf of the DM, must obtain the result of OGC's legal review before issuing a partial or complete denial of reasonable accommodation.
- 1.3.2.9. The DM must work with the servicing RAC to prepare and issue the final decision letter and the GSA Form 3677 to grant or deny the reasonable accommodation request.
- 1.3.2.10. If any part of a request is denied, the DM must notify the requester of their right to seek reconsideration of that decision by the next higher level supervisor or other appropriate Reconsideration Official.
- 1.3.2.11. The DM must ensure that accommodations are provided in accordance with the timeframes outlined in this Order, when applicable.
- 1.3.2.12. The DM must maintain confidentiality of information received during the reasonable accommodation process.
- 1.3.2.13. The DM must comply with records management and reporting requirements.
- 1.3.3. The Office of Human Resources Management (OHRM) will ensure compliance with governing laws and regulations, Executive Orders, and agency policies related to the provision of reasonable accommodation. OHRM will:
 - 1.3.3.1. Designate a National Reasonable Accommodation Coordinator (NRAC) to advise RACs on the provisions of

reasonable accommodation, and evaluate and monitor the overall compliance and effectiveness of the program.

1.3.3.2. Determine when alternate decision makers are necessary in order to ensure effective and efficient processing

1.3.3.3. Centralize decision making for reasonable accommodation requests within OHRM, when deemed appropriate by leadership, in order to ensure effective and efficient processing.

1.3.4. National Reasonable Accommodation Coordinator (NRAC). A designated national level program manager and subject matter expert in OHRM with oversight and compliance responsibility for GSA's reasonable accommodation program.

1.3.4.1. The NRAC provides guidance and assistance to the RACs, employees, and other agency officials.

1.3.4.2. The NRAC develops the agency's policies and procedures on reasonable accommodation issues, as necessary.

1.3.4.3. The NRAC ensures GSA's compliance with its obligations to provide reasonable accommodation.

1.3.4.4. The NRAC maintains a roster of designated RACs and keeps GSA's information up to date.

1.3.4.5. The NRAC oversees the centralized procedures for requesting medical reviews and examinations to ensure program efficiency and proper handling of medical information associated with the GSA's reasonable accommodation procedures.

1.3.4.6. The NRAC reviews and provides advice to RACs on prospective partial or complete denials of reasonable accommodation requests to determine alternate solutions, if any, and program consistency.

1.3.4.7. The NRAC consults with DMs, RACs, and OGC on complex cases, to obtain advice on determinations regarding qualifying individuals and possible accommodations.

1.3.4.8. The NRAC partners with other program offices such as the Office of Civil Rights (OCR), Office of Administrative

Services (OAS), Office of GSA IT (GSA IT), and use other resources in an effort to promote adherence of GSA's obligation to provide reasonable accommodation involving informal resolution, assistive technology, Information Technology (IT) solutions, and IT accessibility to its employees.

- 1.3.4.9. The NRAC maintains and tracks data on all requests for reasonable accommodation and the disposition of those requests in order to monitor and manage processing timeliness, support barrier analysis, and fulfill reporting requirements.
- 1.3.4.10. The NRAC provides training to the RACs, employees, and supervisors, as needed.
- 1.3.5. The Workforce Relations Services Center will designate Human Resources Specialists to serve as RACs.
- 1.3.6. The Staffing Services Center will:
 - 1.3.6.1. The Director of the Staffing Services Center will serve as the DM, and will work with the servicing RAC on requests from applicants for employment for accommodation during the application process; and
 - 1.3.6.2. Assist the servicing RAC in identifying positions available as potential reassignments in cases where reassignment is evaluated as a possible accommodation for an employee, and in reviewing the essential functions of those positions.
- 1.3.7. Reasonable Accommodation Coordinator (RAC). A designated HR Specialist in the servicing Workforce Relations Services Center, either on a full-time or collateral-duty basis, with the appropriate knowledge, skills, and abilities responsible for providing advice, and assistance to employees, DMs, and other agency officials on processing reasonable accommodation requests.
 - 1.3.7.1. The RACs provide advice and assistance to employees and supervisors on reasonable accommodation requests, and will:
 - 1.3.7.2. Work with the DM to gather sufficient information to make an informed decision on the request, including determining

whether the employee or applicant is a “qualified individual with a disability,” whether the requested accommodation would be effective, and/or whether alternative accommodations would be effective;

- 1.3.7.3. Assist the requester and DM with processing requests for accommodation by engaging in the interactive process, including completing the appropriate forms;
- 1.3.7.4. Ensure that all requests for accommodation outside the control of the DM, such as requests for assistive technology, facility renovations, and parking, are routed to the appropriate individual, coordinated with appropriate organizations, and are processed in accordance with the timeframes outlined in section 2.8;
- 1.3.7.5. Work with the DM and/or others, such as the NRAC and OGC, to determine if medical documentation is needed. For obvious disabilities, typically no medical documentation is required beyond understanding specific limitations and barriers;
- 1.3.7.6. For requests from applicants, the servicing RAC in consultation with the Director, Staffing Services Center, will issue the request for medical documentation and/or exams related to appropriate accommodations.
- 1.3.7.7. For requests from employees, the servicing RAC, in consultation with the DM, will issue the request for medical documentation and/or exams. The servicing RAC will advise the DM on restrictions and limitations, recommend appropriate accommodations, and consult with the agency’s Medical Review Officer (MRO), if needed.
- 1.3.7.8. Coordinate prospective denials of requests for accommodation with the NRAC prior to a proposed final decision including partial denials to determine alternate solutions, and program consistency;
- 1.3.7.9. For employees: work with DM, Staffing Services Center, and requester to identify positions for potential reassignment;

- 1.3.7.10. Work with the DM and obtain legal review from OGC on a proposed final decision which results in a partial or complete denial of the requested accommodation(s);
- 1.3.7.11. Maintain confidentiality of medical information received during the reasonable accommodation processing procedure;
- 1.3.7.12. Track and report all requests for reasonable accommodation and the disposition of those requests. Report relevant data to the NRAC as required;
- 1.3.7.13. Maintain a reasonable accommodation case file separate from the employee's official personnel folder;
- 1.3.7.14. Assist with completing the "Agency Certification of Reassignment and Accommodation Efforts," SF-3112D, when required for employees applying for disability retirement to certify efforts made by the agency to provide reasonable accommodation including job searches, if any, for reassignments;
- 1.3.7.15. Work with, or provide supporting information to, the NRAC, OCR, and OGC in addressing responses to litigation, informal and formal complaints, and other inquiries involving reasonable accommodation requests;
- 1.3.7.16. Provide training on reasonable accommodation to employees and supervisors, as needed; and
- 1.3.7.17. The RACs will meet with the NRAC as needed to ensure consistency throughout GSA in its processing of requests for reasonable accommodation.

1.4 Training

1.4. Training

- 1.4.1. GSA will periodically offer training to employees about its reasonable accommodation procedures to ensure that they have sufficient information to understand their roles and obligations in the reasonable accommodation process.
- 1.4.2. OHRM will ensure that any training requirements are met and implemented throughout GSA.
- 1.4.3. Managers and supervisors must complete the GSA's Equal Employment Opportunity (EEO) training which will provide a basic understanding of legal requirements for providing reasonable accommodation under the ADA and the Rehabilitation Act of 1973 for individuals with disabilities.

2. Reasonable Accommodation Procedures

2.1. Requests for Reasonable Accommodation

A request for reasonable accommodation is an oral or written statement that an individual is in need of a modification or adjustment to the work environment, to the application process, or to access to a benefit or privilege of employment because of limitations imposed on the individual by a medical condition or a sincerely held religious belief, observance, or practice.

- 2.1.1. An individual requesting an accommodation does not have to have a particular accommodation in mind prior to making a request, nor does a request have to include any special words, such as "reasonable accommodation," "disability," or "Rehabilitation Act." For example, an employee may tell her supervisor, "I'm having trouble getting to work at my scheduled starting time because of medical treatments I'm undergoing" or "I need six weeks off to get treatment for back problem" or "My wheelchair cannot fit under the desk in my office" - all of these statements would constitute requests for reasonable accommodations.
- 2.1.2. The reasonable accommodation process begins as soon as the oral or written request is made as defined below. A requester may

seek a reasonable accommodation whenever they choose, even if they have not previously disclosed the existence of a disability.

- 2.1.3. An individual's request must be considered if it is made either orally or in writing to their immediate supervisor, or the next level supervisor in their immediate supervisory chain, or the servicing RAC.
- 2.1.4. An applicant for employment at GSA may request a reasonable accommodation orally or in writing from the servicing staffing specialist, or any agency official with whom the applicant has contact in connection with the application process.
- 2.1.5. A family member, friend, health care professional or other representative may request a reasonable accommodation on behalf of a GSA employee or applicant either orally or in writing. The request should be forwarded to the same GSA official to whom the employee or applicant would make the request. To the extent possible, an individual with a disability should be contacted to confirm that they need a reasonable accommodation.

2.2. Written Confirmation of Oral Requests

- 2.2.1. To enable GSA to keep accurate records regarding requests for accommodation, applicants and employees seeking a reasonable accommodation should follow up an oral request by completing the GSA Form 3676, *Confirmation of Reasonable Accommodation Request (Disability)*, for requests related to a disability or GSA Form 3660, *Confirmation of Reasonable Accommodation Request (Religion)* for requests related to a sincerely held religious belief, observance, or practice. The form should be submitted to the DM or servicing RAC in accordance with this Order.
- 2.2.2. If the requester requires assistance to obtain or complete the form, the DM or servicing RAC will assist the requester.
- 2.2.3. While the written confirmation should be made as soon as possible following an oral request, it is not a requirement for the request itself. GSA will begin processing the request as soon as it is made, whether or not the written confirmation has been provided.
- 2.2.4. When an employee has a need for reasonable accommodation on a repeated basis such as the assistance of a sign language

interpreter or reader, the confirmation form is required only for the first request. However, the requester must give appropriate advance notice to his/her immediate supervisor in writing (e.g., email or memo) of the pertinent details of the request for each subsequent time the accommodation is needed. If an accommodation is needed on a regular basis (e.g., for a weekly staff meeting), the supervisor should make the appropriate arrangements without requiring a repeated request in advance of the occasion. See Appendix B (Reasonable Accommodation Resources) regarding services and equipment available for reasonable accommodation requests.

2.3. The Interactive Process

- 2.3.1. When an individual makes an oral or written request for reasonable accommodation, the manager should ordinarily begin to engage in the interactive process with the individual soon after receiving notice of the request. The interactive process is the communication between the DM and the requester, in consultation with the servicing RAC, to determine how best to respond to the employee's request. During this process, an individualized assessment will be conducted to review essential and collateral job functions, the employee's limitations, and possible accommodations. The interactive process may require more than one discussion, and may involve trying and evaluating the effectiveness of more than one accommodation. The servicing RAC will also explain the reasonable accommodation process to the employee at this time.
- 2.3.2. Ongoing communication and cooperation are important, especially when a specific limitation, problem, or barrier is unclear or when the disability or an effective accommodation is not fully understood. Thus, it is recommended that substantive interactive discussions be documented, with at least the date, time, participants, and key points noted by the DM and/or the servicing RAC.
- 2.3.3. In the case of an applicant for employment, the servicing HR staffing specialist and/or the servicing RAC will engage in the interactive process with the applicant.
- 2.3.4. Once a job offer has been made, if an accommodation is requested (post-offer but pre-onboarding), the interactive process with the new employee with a known disability should be conducted by the new

supervisor, in consultation with the servicing RAC to discuss and identify possible accommodations, and ensure that the agreed to accommodation is in place when the new employee starts to the extent possible.

- 2.3.5. In some instances, the requester will suggest a specific type of reasonable accommodation that they think will be effective. However, both the DM and the requester should work together in good faith to explore available and effective reasonable accommodation options throughout this process.

2.4. Types of Accommodations

- 2.4.1. Overview. The possible types of reasonable accommodations are vast and an exhaustive list cannot be provided in this document. Refer to Appendix B for a list of resources to aid in this process. DMs and RACs are encouraged to think creatively when considering possible accommodations, because there are often several types of effective reasonable accommodations available for most requests. The DM must grant an effective accommodation, which may not necessarily be the specific accommodation the requester has proposed. These are some of the common types of accommodations:

- Modification of work schedules;
- Allowance of breaks or approval of leave;
- Allowance of telework beyond that normally provided by the agency policy¹;
- Changing how or when “non-essential” job duties are performed; and/or
- Adjustments to office space.

- 2.4.2. Who Arranges Accommodations. The DM in coordination with the servicing RAC should arrange accommodations. Some accommodations require additional coordination with other GSA offices and external resources.

¹ If an employee is approved for a full-time telework arrangement as an accommodation, the employee needs to be coded as a Full-Time Teleworker in the appropriate GSA tracking systems.

- 2.4.3. Who Pays for Accommodations. OAS has centralized funding available to cover the cost of accommodations (e.g., assistive technology software or hardware, and furniture). In the event that there is not sufficient funding in OAS's centralized fund, the employee's office is responsible for funding the accommodation.
- 2.4.4. Requests Involving Assistive Technology or Information Technology. The servicing RAC, in consultation with the DM, may need to coordinate with GSA IT to ensure proper procurement, inventory, and implementation of assistive technologies and/or information technology and/or communication equipment for use by employees as accommodations.
- 2.4.5. Requests for Reader or Sign Language Interpreters, or Other Assistive Staff. If current staff² can provide an effective accommodation, the DM will consider that option. If not, the DM will request the assistance of the individuals or offices responsible for procuring these types of services in processing the request such as through normal procurement procedures. Each individual office is responsible for funding other such services and should consider using the GSA Schedule as a vehicle to locate available vendors where appropriate. Consult the servicing RAC for more information.
- 2.4.6. Requests for the Removal of an Architectural Barrier(s), or Reconfigured Workspaces. The DM and the servicing RAC will coordinate with the individual or office responsible for the function. Further information regarding [accessible facility design](#) is available on InSite.
- 2.4.7. Requests for Special Furniture. The DM and the servicing RAC will coordinate with the individual or office responsible for procuring special furniture. This includes chairs, height adjustable workstations, and height adjustable desktop devices that sit on top of regular desks.
- 2.4.8. Requests for Accessible Parking. If parking is being requested as a reasonable accommodation, it is important to review the applicable GSA policies and requirements for providing parking at GSA owned facilities. The DM or RAC will coordinate the request for accessible

² The term "staff" refers to individuals who are employed by the agency to perform those specific functions (e.g., an American Sign Language (ASL) interpreter). It does not mean that a co-worker who knows ASL would act as an interpreter on behalf of an employee.

parking with either (1) the appropriate property manager responsible for the building where the accommodation is being requested, or (2) with the appropriate individual who issues the parking permits as defined in the applicable parking policy.

2.4.9. Requests for Accessible Travel and Transportation. 41 CFR 301-10.123 and the Federal Travel Regulation state in summary that an agency may authorize certain accommodations due to a medical disability for employees on official travel, if certified by a competent medical authority. Such certification, to include cases where it is required for requests for premium transportation, may be subject to recertification annually. Follow the procedures of this policy and OAS 5700.1D, Temporary Duty Travel, Parts 1.4 and 6.12, when assessing such requests for accommodation for official travel.

2.4.10. Requests for Reassignment. Reassignment to a vacant position for which the employee is qualified, and not just permission to compete for such position, is a reasonable accommodation. Reassignment will be considered as an accommodation as a last resort, and only if no accommodations are available to enable the requester to perform the essential functions of their current job, or if the only other effective accommodation would cause undue hardship. The interactive process is especially critical when reassignment is being considered.

2.4.10.1. To determine whether there is a position available for reassignment, the servicing RAC, in consultation with the servicing staffing specialist, will work to identify:

- A funded vacant position within GSA for which the requester may be qualified with or without reasonable accommodation, as determined by a human resources official; and
- Any funded position which the Staffing Services Center has reason to believe will become vacant over the next thirty (30) calendar days from the date the organization commences the search for an appropriate position, for which the requester is determined to be qualified by OHRM. For example: If a search begins on September 1st, then the positions

being considered are those currently vacant, or expected to be vacant between September 1st and October 1st, or, if it is determined on September 15th, that no vacancies currently exist or are anticipated by October 1st, then the search is over and the results should be communicated to the employee.

- 2.4.10.2. Before the organization commences the search for an appropriate position, the servicing RAC will ask the requester to indicate in writing whether they are willing to accept a reassignment to:
- A job series that is different from the series of their current position and if so, which job series;
 - Locations outside the commuting area, and if so, which locations are preferred;
 - A part-time position; and/or
 - A lower grade position as a last resort.
- 2.4.10.3. GSA will first focus on positions that are equivalent to the requester's current job in terms of pay status, and other relevant factors. Reassignment may be made to a vacant position outside of the employee's commuting area if the requester is willing to relocate. Determination on the appropriateness of paying relocation costs will be made in accordance with GSA policy.
- 2.4.10.4. The Staffing Services Center will document efforts for the record taken to locate other positions for the record and provide documentation to the servicing RAC. Retention of such documentation should be maintained in the official reasonable accommodation case file.
- 2.4.10.5. The servicing RAC will provide the DM with information about any identified position(s) in writing, and assist the DM in notifying the requester of the appropriate information, if any.

- 2.4.10.6. The DM must make every effort to notify the requester in writing of the appropriate position(s) identified within thirty (30) calendar days of receiving the request for reasonable accommodation, absent extenuating circumstances and not including the time to conduct the search for vacant positions. If the request will be delayed beyond thirty (30) calendar days, the DM or the servicing RAC should keep the requester advised about the status of the request throughout the process.
- 2.4.10.7. If a position is found, the employee will receive a written offer, and will have seven (7) calendar days to consider whether to accept the offered reassignment. If an offer of reassignment is made and considered to be an effective accommodation, refusal could be a basis for denial of accommodation. The time for processing the request will freeze for the period of time during which the offer is being considered by the requester.
- 2.4.10.8. If the Staffing Services Center is unable to identify a suitable position to which the employee can be reassigned, the employee will be advised as to other options such as pursuing disability retirement.

2.5. Personal Assistance Services (PAS)

- 2.5.1. PAS will be provided to employees or applicants who request and need these services due to a targeted disability, unless doing so would impose an undue hardship on the agency.
- 2.5.2. PAS must be performed by a Personal Assistance Services Provider (PASP), and that PASP may provide PAS to more than one individual. However, when selecting a PASP, primary consideration must be given to the requester's preferences to the extent permitted by law. The PASP may be asked to perform tasks unrelated to PAS, but only if doing so does not result in the failure to provide the PAS required.
- 2.5.3. The same procedures as listed above for requesting reasonable accommodation and determining whether such accommodations are required or would pose an undue hardship, will be followed for requesting PAS. No adverse action will be taken against requesters based on their need for, or perceived need, for these services.

2.6. Requests in Response to a Performance or Conduct-Based Action

In the event a request for reasonable accommodation is first presented in response to a performance or conduct-based personnel action, the decision-making process associated with the performance or conduct-based personnel action will be followed in accordance with Title 5 of the Code of Federal Regulations, Part 432 or Part 752, whichever is applicable. The agency is not required to rescind or withhold disciplinary or performance action. The reasonable accommodation request would be handled in accordance with this policy.

2.7. Medical Information

- 2.7.1. When an employee or applicant requests a reasonable accommodation due to a disability, GSA is entitled to know that the employee or applicant has a covered disability for which they are requesting a reasonable accommodation (separate from any disability status code self-identified by the employee or applicant (e.g., via OPM SF-256)). In some cases, the disability and the need for accommodation will be obvious or otherwise already known to GSA. In these cases, GSA will seek only medical information relevant and necessary to determine the requester's limitations or barriers. However, when a disability and/or need for reasonable accommodation is not obvious or otherwise already known to GSA, the agency may require that the requester provide medical documentation about the disability and their functional limitations. The request for medical documentation shall come from the servicing RAC.
- 2.7.2. The requester should provide medical documentation directly to the RAC, not the DM. If the requester provides medical information directly to the DM, the DM will forward the medical information to the servicing RAC to evaluate and make a determination if it supports the reasonable accommodation request. If the servicing RAC determines no additional medical information is needed, the RAC will advise the DM promptly to continue the processing of the request. If the servicing RAC determines additional medical information is needed, the RAC will seek the additional medical information. The servicing RAC may consult the NRAC and OGC in making these determinations, where appropriate. The servicing

RAC may consult with a Medical Review Officer (MRO), such as a medical professional with Federal Occupational Health (FOH), if the requester has given express permission for such consultation.

2.7.3. Obtaining and Evaluating Medical Information. If a determination is made to seek medical information, GSA will request information sufficient to substantiate that the individual has a covered disability and needs the requested reasonable accommodation. GSA will request only the medical information relevant to the request being made. GSA will follow the requirements in the EEOC's "*Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees under the Americans with Disabilities Act*," which is available on the internet at www.eeoc.gov.

2.7.3.1. The servicing RAC will seek information or documentation about the nature of the disability and/or functional limitations from the individual, and/or ask the individual to obtain such information from an appropriate professional, such as a physician, social worker, or rehabilitation counselor. To obtain relevant information, all requests for information should describe the actual nature of the job and the essential functions the requester is expected to perform, and inquire about how the requested accommodation will assist the individual to apply for a job, perform the essential functions of a job, or enjoy the benefits and privileges of the workplace.

2.7.3.2. The requester will submit medical documentation no later than fifteen (15) calendar days after the date the agency requests such documentation. If circumstances beyond the requester's control prevent a timely submission despite the employee's diligent good faith efforts, the requester must provide the medical documentation within a reasonable period of time, but no later than thirty (30) calendar days after the date the agency requests such documentation.

2.7.3.3. If medical documentation is not provided within thirty (30) calendar days, the request will be administratively closed until the requester has provided the supporting medical documentation. Where an interim accommodation has been implemented pending the receipt of acceptable medical documentation, this timeframe may be extended by an

additional thirty (30) calendar days. Interim reasonable accommodation(s) will be revoked if the employee fails to provide acceptable medical documentation.

- 2.7.3.4. Once the medical documentation is received, it will be evaluated by the servicing RAC.
- 2.7.3.5. If the information provided by the requester or their health care professional (such as a physician, social worker, or rehabilitation counselor), is insufficient to enable GSA to determine whether an accommodation is necessary and would be effective, the servicing RAC may ask for further information. The servicing RAC may consult with OGC in connection with deciding if the medical information submitted by the requester is sufficient. If it is determined that additional information is required, the servicing RAC will explain to the requester specifically why the information which has been provided is insufficient, what additional information is needed, and why it is necessary for a decision on the reasonable accommodation request.
- 2.7.3.6. If, after a reasonable period of time, there is still insufficient information to demonstrate that the requester has a covered disability and what, if any, accommodation is required, the servicing RAC may request that the requester give permission for a Medical Review Officer to review the medical documentation or offer the requester a medical examination, at GSA's expense.
- 2.7.4. Consultation Between the RAC and the DM. The servicing RAC will determine if the medical documentation demonstrates that the requester has a covered disability and a reasonable accommodation would be appropriate and provide the DM with any relevant information about the requester's functional limitations.
- 2.7.5. Failure to Provide Requested Information. The requester's failure to provide appropriate documentation or to cooperate in GSA's efforts to obtain such documentation may result in a denial of the request for reasonable accommodation.
- 2.7.6. Confidentiality Requirements. Under the Rehabilitation Act of 1973 and Executive Order 13164, GSA is required to keep medical information about applicants and employees confidential. This

means that all medical information, including information about functional limitations and reasonable accommodation needs, obtained in connection with a reasonable accommodation request will be kept in files, hard copy or electronic, separate from the employee's official personnel file. It also means that any GSA employee who obtains or receives such information is strictly bound by these confidentiality requirements.

- 2.7.7. Disclosure of Confidential Information. The servicing RAC, or another appropriate official in the Workforce Relations Services Center, will respond to all requests for the disclosure of confidential records obtained in connection with the reasonable accommodation process. This information may be disclosed only as follows to:
- 2.7.7.1. Agency officials who have a need to know, including the DM, may be told about the limitations which the requester's condition imposes, the resulting work restrictions, and the necessary accommodation(s), but other medical information is only disclosed on a need-to-know basis.
 - 2.7.7.2. First aid and safety personnel, when appropriate, if the disability might require emergency treatment;
 - 2.7.7.3. GSA and other Government officials as necessary who investigate and/or litigate the agency's compliance with the Rehabilitation Act, and OGC officials who provide advice and guidance during the reasonable accommodation process;
 - 2.7.7.4. The Chief Human Capital Officer (CHCO) and their designees who are charged with evaluating and reporting on the agency's performance in processing reasonable accommodation requests;
 - 2.7.7.5. Agency EEO officials responsible for annual assessments and/or barrier analyses pursuant to EEOC Management Directive 715 (MD-715) may be given information in order to evaluate and report on the agency's performance in processing reasonable accommodation requests; and
 - 2.7.7.6. Workers' compensation offices or insurance carriers in certain circumstances.

- 2.7.8. GSA personnel should raise any information security or privacy concerns, including unauthorized disclosure of personally identifiable information (PII) and lost, missing or stolen PII, with the GSA Information Security Officer (ISO) or the Privacy Officer, and/or the Office of the General Counsel.
- 2.7.9. If an employee transfers to another position within GSA (e.g., a reassignment, detail, or promotion), only the employee³ should notify their new supervisor of any pending or approved accommodations if an accommodation is still needed in the new office and/or position. The new supervisor will confirm any pending or approved accommodations with the servicing RAC. The servicing RAC will coordinate the appropriate information to ensure accommodation is maintained, if appropriate. If the new position has different essential functions, the accommodation may need to be re-evaluated.
- 2.7.10. Whenever confidential information is disclosed, the individual disclosing the information must inform the recipient of the information about the confidentiality requirements that attach to it. A violation of the medical confidentiality requirements contained in the Rehabilitation Act exposes the agency to liability, even if no other action is taken against the individual whose medical information is disclosed or if the confidential medical information is disclosed inadvertently.

2.8. Timeframes for Processing Requests

- 2.8.1. GSA will process requests for reasonable accommodation and provide accommodations, if granted, in as short a time frame as reasonably possible. The time limit for providing or denying an accommodation request begins as soon as the accommodation is requested. GSA recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation requested and whether it is necessary to obtain supporting information.

³ The employee's former chain of command should not engage with the new chain of command about the employee's pending or approved accommodations. Similarly, if an employee is detailed to another position, the employee's supervisor of record should not engage with the detail supervisor about the employee's accommodations. It is at the employee's discretion whether to disclose the accommodation to the new or detail supervisor.

- 2.8.2. Employees may track the processing of their request for reasonable accommodation by contacting the DM and/or the servicing RAC. Applicants may contact the servicing RAC to track the processing of their request for reasonable accommodation.
- 2.8.3. If an employee or applicant requests reasonable accommodation from a GSA official other than the appropriate DM, the official will:
- Forward the request to the appropriate GSA official, if known, or the servicing RAC;
 - Notify the employee or applicant that the request was forwarded to the appropriate GSA official, or the servicing RAC for processing;
 - The DM or the servicing RAC will acknowledge the request within three (3) calendar days of receipt; and
 - The DM will begin the interactive process within five (5) calendar days of receipt of a request for reasonable accommodation from the requester or the servicing RAC.

2.9. Requests That Do Not Require Medical Documentation

The DM will decide these requests, in consultation with the servicing RAC, as appropriate, and should provide the reasonable accommodation as soon as possible but not to exceed thirty (30) calendar days from receipt of the request, unless extenuating circumstances exist.

2.10. Decisions on Requests That Require Medical Documentation

- 2.10.1. The DM's thirty (30) calendar day time limit begins following receipt of the reasonable accommodation request. The DM's thirty (30) calendar day time limit is subject to extension. GSA recognizes that the need for documentation may not become apparent until after the interactive process has begun. The agency will not be expected to adhere to its usual timelines if sufficient medical documentation is not provided in a timely manner.
- 2.10.2. If the servicing RAC determines that medical documentation is needed, the thirty (30) calendar day time limit will be held in

abeyance once the requester is notified of the need for supporting medical documentation.

- 2.10.3. If the servicing RAC determines that medical documentation is needed, then as soon as possible, but not to exceed five (5) calendar days from receipt of sufficient medical documentation, the RAC will contact the DM to schedule a meeting regarding the requester's functional limitations and the requested reasonable accommodation. The DM's original 30-calendar day time limit resumes the day after receiving notification from the servicing RAC that sufficient information has been received.

2.11. Notification of Delays and Temporary Measures

- 2.11.1. It is GSA's policy that extensions based on extenuating circumstances should be limited to situations where they are strictly necessary. The DM or the servicing RAC should notify the requester, in writing, as soon as possible of the reason for the delay and the approximate date on which a decision or provision of the reasonable accommodation is expected⁴. Any further developments or changes should also be communicated promptly, in writing, to the requester.
- 2.11.2. If there is a delay in deciding whether to grant a reasonable accommodation or a delay in providing an accommodation which has been approved, the DM and servicing RAC must investigate whether temporary measures can be taken to assist the requester so long as they do not interfere with the operations of GSA. Such measures could also include providing the requested accommodation on a temporary basis or providing an alternate accommodation.
- 2.11.3. Where a temporary measure is provided, the DM must inform the requester in writing that the measure or accommodation is being provided on a temporary, provisional basis, pending a decision on the accommodation request. Where the accommodation requested is for a temporary, specified time period, and the accommodation is being approved, the DM must inform the requester in writing of the approved timeframe.

⁴ There may be times when the DM or RAC are unable to provide an approximate date on which a decision or provision of the reasonable accommodation is expected due to a significant influx of requests or other circumstances beyond their control).

- 2.11.4. When a particular reasonable accommodation can be provided in less than the maximum amount of time, failure to provide the accommodation in a prompt manner may result in a violation of the Rehabilitation Act.

2.12. Expedited/Interim Workplace Adjustment Processing

- 2.12.1. In certain circumstances, a request for reasonable accommodation will require an expedited review and decision by the DM in a time frame that is shorter than the 30-calendar day time limit.
- 2.12.2. The servicing RAC, in consultation with the DM, will determine if an expedited/interim adjustment would be appropriate based on the request for accommodation. Where possible, within fifteen (15) calendar days of the initial request, an expedited or interim workplace adjustment should enable the requester to perform the essential functions of the position or enjoy the benefits and privileges of employment without posing a direct threat to anyone's health or safety. If an interim workplace adjustment is not possible, a written explanation to the requester shall be provided. For example:
- To Enable an Applicant to Apply for a Job. Depending on the timetable for receiving applications and taking tests, there may be a need to expedite a request for reasonable accommodation in order to ensure that an applicant with a disability has an equal opportunity to apply for a job. Therefore, the Director, Staffing Services Center, or designee, should proceed as quickly as possible to make a decision and, if appropriate, provide the accommodation.
 - To Enable an Employee to Attend a Meeting Scheduled with Little or No Advance Notice. An employee may need a sign language interpreter for a meeting scheduled to take place in five (5) business days.

2.13. Final Decision Granting a Reasonable Accommodation Request

As soon as the DM determines that a reasonable accommodation will be provided, they will work with the servicing RAC to complete the Final Decision Letter (See Appendix A for a sample), as well as GSA Form

3677, Review of Reasonable Accommodation Request, and immediately advise the requester. If the approved accommodation cannot be provided immediately, the DM will inform the individual in writing of the reason(s) for the delay and the projected time frame for providing the accommodation.

2.14. Final Decision Denying a Reasonable Accommodation Request

- 2.14.1. As soon as the DM determines that a request for reasonable accommodation will be denied, including any partial denials, they must consult the servicing RAC and obtain a legal review from OGC before issuing the final decision.
- 2.14.2. The servicing RAC will also consult with the NRAC on all reasonable accommodation denials. The RAC and NRAC, will only serve as consultants and concurrence is not required. OGC provides the legal review which can be accepted or denied.
- 2.14.3. Once the final determination is made, the DM will work with the servicing RAC to complete the Final Decision Letter (See Appendix A for a sample), as well as GSA Form 3677, Review of Reasonable Accommodation Request, and provide these documents to the requester.
- 2.14.4. The final decision must be in writing and explain in detail the reason for the denial (e.g., why accommodation would be ineffective or why it would result in undue hardship to GSA). The final decision will also advise the requester that they may seek reconsideration as provided below. Denial notices will be provided in an accessible format upon request. The written decision shall state the specific reason(s) for the denial, such as but not limited to:
 - 2.14.4.1. Undue Hardship (Disability). A determination of undue hardship means that GSA finds that a specific accommodation would be significantly difficult or expensive⁵ to provide, or would fundamentally alter the nature of the operations of the affected GSA organization. Before reaching this determination, the DM must explore whether other effective accommodations are available and can be

⁵ In order to deny an accommodation based on cost, the DM must consider all resources available to the agency as a whole when determining whether reasonable accommodation can be provided without undue hardship.

provided. GSA will, when evaluating undue hardship, follow the standards enunciated in the EEOC final regulations and in the EEOC “*Enforcement Guidance on Reasonable Accommodation and Undue Hardship under the Americans with Disabilities Act*,” both of which are available at: <http://www.eeoc.gov>.

- 2.14.4.2. Undue Hardship (Religion). A determination of undue hardship means that GSA finds that a specific accommodation creates a substantial burden in the overall context of agency business (e.g., compromises workplace safety, decreases workplace efficiency, infringes on the rights of other employees, or requires other employees to unwillingly do more than their share of potentially hazardous or burdensome work). Before reaching this determination, the DM must explore whether other effective accommodations are available and can be provided.
- 2.14.4.3. Insufficient Medical Documentation. The employee or applicant, when requested, did not provide sufficient medical documentation to establish that they have a covered disability, that the disability imposes limitations that require accommodation, or that the requested accommodation addresses the limitations. It is the responsibility of the applicant/employee to provide appropriate medical information requested by GSA when the disability and/or the need for accommodation are not obvious or already known to GSA.
- 2.14.4.4. Insufficient Documentation (Religious Accommodation). The employee or applicant, when requested, failed to identify the GSA requirement, policy, or practice that conflicts with their sincerely held religious beliefs, observances, or practices. The employee or applicant also failed to describe the nature of their sincerely held religious beliefs, observances, or practices and how these beliefs conflict with the GSA requirement, policy, or practice.
- 2.14.4.5. Removes Essential Function(s). The requested accommodation would require the removal of an essential function from the position occupied by the employee or from the position for which the applicant applied.

- 2.14.4.6. Lowers Standards. The requested accommodation would require lowering a performance or production standard.
- 2.14.4.7. Not Deemed a Qualified Individual with a Disability. GSA has determined the applicant or employee is unable to perform the essential functions of the position, even with an accommodation. In this case, the individual is not a qualified individual with a disability, as defined by the Rehabilitation Act.
- 2.14.4.8. Direct Threat. The individual poses a “direct threat” to their health and safety or the health and safety of others. In those instances, the DM must consider the limitations of the individual, specifically, the risk posed by the medical condition, the duration of the risk, the nature and severity of the potential harm, the likelihood that the harm will actually occur, and imminence of the potential harm. Direct threat determinations are made on an individualized assessment of the requester’s present ability to safely perform the essential functions of the job. This assessment shall be based on a reasonable medical judgment that relies on the most current medical knowledge and/or on the best available objective evidence.

2.15. Finality of Decision

The DM’s determination to grant or deny a request is final, subject to paragraphs 16 and 18 below.

2.16. Reconsideration of the Final Decision

- 2.16.1. If the employee disagrees with the final decision, they have seven (7) calendar days from receipt of the final decision to request in writing reconsideration from the appropriate next level supervisor or the designated alternate DM. The designee must be superior in grade and/or position to the initial DM to reconsider the decision.
- 2.16.2. If an applicant requesting reasonable accommodation disagrees with the final decision, they have seven (7) calendar days from receipt of the final decision to request in writing that the Director of the Office of Human Resources Services, OHRM, or their designee, reconsider the final decision.

- 2.16.3. The requester seeking reconsideration should provide a copy of the final decision to the DM with their request for reconsideration.
- 2.16.4. The requester seeking reconsideration may submit additional information or documentation with the request to support their request.
- 2.16.5. The Reconsideration Official shall consult with the servicing RAC on the reconsideration decision. A reconsideration decision will be issued within fourteen (14) calendar days of receipt of the request, unless additional medical documentation is needed and/or extenuating circumstances exist. In those instances, the reconsideration decision will be issued as soon as possible, after all information is obtained.
- 2.16.6. GSA encourages the use of voluntary informal dispute resolution processes that individuals may use to obtain reconsideration. In lieu of the above process, an individual who has received a denial may contact the Office of Civil Rights to request alternative dispute resolution (ADR).
- 2.16.7. Pursuing reconsideration of a denial of reasonable accommodation, or initiating a request for ADR, does not affect the time limits for initiating EEO counseling in accordance with 29 CFR, Part 1614.105. If an individual chooses to file an EEO complaint, they must contact the Office of Civil Rights within forty-five (45) calendar days from the date of receipt of the initial denial notice. Failure to file a timely EEO complaint may result in a loss of rights to participate in the EEO complaint process.

2.17. Avenues for Redress of Reconsideration Decision

GSA's reasonable accommodation policy does not modify or replace statutory or regulatory protections and procedures for individuals who wish to challenge the denial of a request for reasonable accommodation. If the Reconsideration Official sustains the initial decision, the requester may seek redress as follows:

- Equal Employment Opportunity (EEO) Complaint. To file an EEO complaint pursuant to 29 CFR, Part 1614, applicants for employment or employees must contact an EEO counselor within forty-five (45) calendar days of receiving the initial notice of denial of reasonable accommodation. Applicants for employment or

employees should contact GSA's Office of Civil Rights for further information.

2.18. Re-evaluation of Granted Accommodation

- 2.18.1. GSA may review an employee's approved accommodation(s) periodically to ensure that the previously granted accommodation is effective, appropriate, and/or required. For example, the agency may need to re-certify the ongoing need for accommodation due to:
- Changes to the Medical Condition: The agency may request updated information when the documentation or request for accommodation indicates that the medical condition, limitations, symptoms, and/or need for accommodation could change over time.
 - Duration: The agency may request information when the duration of the condition is unknown, or if the noted duration is nearing expiration and it is apparent or known that the employee still needs an accommodation. In these instances, an employer may need updated information about whether the accommodation is still necessary and for what duration.
 - Effectiveness of Accommodation: The agency may request information to help identify alternative effective accommodations when there is a change in management's ability to accommodate an employee or a change in the essential job functions. The agency may need updated or different information when an employee indicates an accommodation is no longer effective or needed due to a change in their medical condition or limitations.
- 2.18.2. A supervisor, manager, or other agency official within the employee's supervisory chain, may request a re-evaluation of an existing accommodation. The request for a re-evaluation should be submitted to the RAC. The RAC may also initiate a re-evaluation of an existing accommodation.
- 2.18.3. The RAC is responsible for coordinating all re-evaluations and advising the DM whether re-evaluation is appropriate. If the RAC determines that a re-evaluation is appropriate, the employee will be notified.

- 2.18.4. In determining whether a change in the granted accommodation is necessary, the RAC will follow the procedures set forth within this policy. The re-evaluation will be conducted in consultation with the DM and the employee.

2.19. Custody of Records

- 2.19.1. The Workforce Relations Services Center, as applicable, will be the official custodian of the GSA official reasonable accommodation file. As soon as the process is completed, *e.g.*, after the DM's final decision if reconsideration is not sought or after the reconsideration decision is issued if reconsideration is requested, the GSA official in possession of the reasonable accommodation request file will submit the entire record, including copies of the request, the decision containing the identity of the DM, and the supporting documentation to the servicing RAC. All records will be maintained in accordance with the Privacy Act, and [CIO 1820.2A, GSA Records Management Program](#).
- 2.19.2. If an employee goes to another office within GSA (*e.g.*, as a result of a reassignment, detail, or promotion), a copy of the reasonable accommodation file is to be shared with the new servicing RAC. See Chapter 2, Section 2.7 of these procedures for confidentiality and restricted disclosure requirements.

2.20. Forwarding Reporting Information

Within five (5) calendar days of the issuance of the initial or reconsideration final decision, the completed reasonable accommodation documentation should be forwarded to the servicing RAC to maintain a case file with the original documents to include the applicable forms for at least three years. Like the reasonable accommodation request file, these copies are subject to confidentiality and restricted disclosure requirements found in Chapter 2, Section 2.7 of this Order. No supporting medical documentation should be maintained by the DM.

2.21. Annual Data

- 2.21.1. An annual report will be prepared by OHRM to provide a qualitative assessment of GSA's reasonable accommodation program, including any recommendations for improvement of GSA's reasonable accommodation policies and procedures. The report will contain the following details about each request for reasonable

accommodation:

- The specific reasonable accommodation requested;
- The job (occupational series, grade level, and agency component) sought by the requesting applicant or held by the requesting employee;
- 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;
- Whether the request was granted (which may include an accommodation different from the one requested) or denied;
- The identity of the deciding official;
- If denied, the basis for such denial;
- The number of days taken to decide the request (approve, deny, partially deny, and/or approve with modification); and
- The number of days taken to provide the approved accommodation.

2.21.2. GSA will keep records whether the agency complies with the requirements imposed under Section 501 of the Rehabilitation Act of 1973, as amended. These records will be made available to the EEOC upon their request.

3. Appendix

Appendix A. Sample Decision Notice

DATE

MEMORANDUM FOR: Requester's Name
[Employee Position Title]
[Organization and Office Symbol]

FROM: [Supervisor Name]
[Supervisor Position Title]
[Supervisor Organization & Office Symbol]

SUBJECT: Final Decision on Request for Reasonable Accommodation

This letter is my final decision on your request for reasonable accommodation received on (DATE). In your request, you asked that the General Services Administration (GSA) provide you with (describe the requested accommodation) because of your (explain the reason for the request and any other relevant information regarding the request.)

In response to your request, GSA (Describe in detail what you and others, if any, did in response to the request, and include any information on delays/extensions, etc.)

(Provided below is a sample)

On (date), I met with you to discuss the specific facts and circumstances surrounding your request. I concluded that medical documentation was needed to support your request and contacted the Office of Human Resources Management to coordinate the medical documentation. On (date), the Office of Human Resources Management received the medical documentation.

After considering your request and relevant information, I have decided to (grant/deny/grant with modifications) your request. (Explain further, if request denied or granted with modifications, the specific details of the facts and rationale behind that decision, for example, why accommodation would be ineffective or why it would result in undue hardship.)

If you are dissatisfied with this final decision, you may request reconsideration of my decision within seven (7) calendar days from receipt of this letter from (If an employee, the request is made to the next higher level management official/supervisor, or their designee. If an applicant, the request is made to the Director, Staffing Services Center, or their designee.)

If you have additional information to support your request, you should submit it with your request for reconsideration.

If you believe this personnel action is based in whole or in part on discrimination because of race, color, religion, sex, national origin, age, disability, genetic information, or pregnancy, childbirth, or related medical conditions, you may consult with an EEO Counselor. You may also consult with an EEO counselor if you believe this personnel action is based in whole or in part on reprisal for protected EEO activity. To initiate this process, you must contact an EEO Counselor within 45 calendar days of the effective date of this action. If you wish to initiate an informal complaint you may do so by email, phone or you may electronically file your complaint. You may do so by phone by calling 202-501-4571 or Speech-to-Speech Relay 1-800-898-0740. You may initiate a complaint by email at eeo@gsa.gov. You may do so by electronic filing: initiate an informal complaint of discrimination through [eFile](#). Additional information is available at www.eeoc.gov.

If you have any questions regarding the reasonable accommodation process, you may contact [servicing RAC information].

Sincerely,

Decision Maker

Appendix B. Reasonable Accommodation Resources

1. [GSA's Accommodation Resources](#). This InSite page has information on accommodation topics such as requesting American Sign Language (ASL) interpreters or Communication Access Realtime Translation (CART) services, setting up closed captioning in Google Meet or Zoom, and direct links to accommodation request forms.
2. [Reasonable Accommodation Coordinators \(RACs\)](#). This InSite page lists the contact information for the various RACs by office.
3. [GSA IT Assistive Technology Page](#). This InSite page lists different types of assistive technology solutions and the barriers they address.
4. [GSA Order 2310.7B ADM. Policy Statement on Equal Employment Opportunity \(EEO\)](#). This directive defines and prescribes GSA's policy on equal employment opportunity (EEO). This Policy supports GSA's commitment to provide a workplace free of discrimination, harassment and retaliation in accordance with all federal civil rights laws, executive orders, regulations, policies, and guidance.
5. [GSA Order OCR 2300.1C, Civil Rights Manual](#). This Order outlines the internal and external civil rights programs managed by the Office of Civil Rights (OCR).
6. [GSA Schedules](#). GSA has established schedule contracts that include commercially available assistive products and services (e.g., Language Services, provides sign language and braille translation services). Go to [GSA Advantage!](#) and select "e-Library" for the schedule listings, descriptions of the products and services available, and award information.
7. [Job Accommodation Network \(JAN\)](#). The JAN is a service funded by the U.S. Department of Labor's Office of Disability Employment Policy (ODEP) providing expert and confidential guidance on workplace accommodations and issues affecting employment of people with disabilities. JAN can provide free information about many types of reasonable accommodations. Call 1-800-526-7234 (Voice/TT), or visit the web site at www.askjan.org.
8. [ADA National Network Centers](#). The ADA National Networks centers consist of ten federally funded regional centers that provide information, training, and technical assistance on the ADA. Each center works with local business, disability, governmental, rehabilitation, and other professional networks to

provide current ADA information and assistance, and places special emphasis on meeting the needs of small businesses. The ADA National Networks can make referrals to local sources of expertise in reasonable accommodations. Call 1-800-949-4232 (Voice/TT), or visit the web page at www.adata.org.

9. Registry of Interpreters for the Deaf. Call (301) 608-0050 (Voice/TT), or visit the web page at www.rid.org.
10. Rehabilitation Engineering and Assistive Technology Society of North America (RESNA) Technical Assistance Project. RESNA can refer individuals to projects in all 50 states and the six territories offering technical assistance on technology-related services for individuals with disabilities. Services may include:
 - a. Information and referral centers to help determine what devices may assist a person with a disability (including access to databases containing information on commercially-available assistive technology products);
 - b. Centers where individuals can try out devices and equipment; or
 - c. Assistance in obtaining funding for and repairing devices, and equipment exchange or recycling programs. Call (703) 524-6686 (Voice), or (703) 524-6639 (TT), or visit the web page at www.resna.org.
11. U.S. Equal Employment Opportunity Commission (EEOC). The EEOC provides resource information and policy guidance for processing reasonable accommodation requests and frequently asked questions which are available through <http://www.eeoc.gov>, or by calling 1-800-669-3362 (Voice) or 1-800-800-3302 (TT). Some relevant guidance and documents include:
 - a. [Enforcement Guidance: Preemployment Disability-Related Questions and Medical Examinations](#);
 - b. [Enforcement Guidance: Workers' Compensation and the ADA](#);
 - c. [Enforcement Guidance: The Americans with Disabilities Act and Psychiatric Disabilities](#);
 - d. [Fact Sheet on the Family and Medical Leave Act, the Americans with Disabilities Act, and Title VII of the Civil Rights Act](#);
 - e. [Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees Under the Americans with Disabilities Act](#); and
 - f. [Enforcement Guidance: Reasonable Accommodation and Undue Hardship for Americans with Disabilities \(ADA\)](#).

Appendix C. Definitions

1. Applicant. Someone who is applying for a job with GSA.
2. Assistive Technology. An item, piece of equipment, or system that is commonly used to increase, maintain, or improve the functional capability of individuals with disabilities. Assistive technology includes but is not limited to ergonomic keyboards, screen-enlarging software, voice dictation software, screen readers, etc.
3. Day. Calendar day, unless otherwise specified.
4. Decision Maker (DM). The GSA official who grants or denies the request for reasonable accommodation. For applicants, the DM is the Director of the Staffing Services Center. For employees, this official is typically the first level supervisor in their chain of command. A higher level management official, regardless of whether or not they are in the employee's chain of command, may serve as the DM when OHRM determines that an alternate decision maker is necessary to ensure effective and efficient processing, or when otherwise deemed appropriate by the servicing RAC in consultation with OGC (e.g., extended absence of the first level supervisor, failure of the DM to comply with policy or law, and conflict of interest). Occasionally, the decision making process may be centralized within OHRM.
5. Direct Threat. A significant risk of substantial harm to the health or safety of the individual with a disability or others that cannot be eliminated or reduced by reasonable accommodation(s).
6. Essential Functions. Those job duties that are so fundamental to the position that:
 - a. The individual holds or desires that they cannot do the job without performing them.
 - b. The function can be "essential" if, among other factors:
 - The position exists specifically to perform that function,
 - There are a limited number of other employees who could perform the function, or
 - The function is specialized and the individual is hired because of their ability to perform that function.
 - c. Determining the essential functions of a position will be done on a case-by-case basis by the supervisor or manager in consultation with

OHRM to reflect the job as it is actually performed, and will not solely rely on what is stated in a generic job description.

7. Extenuating Circumstances. Factors beyond GSA's control which hinder its ability to provide a reasonable accommodation within the required thirty (30) calendar day time frame outlined in this order. The extended absence of the DM or other situations within GSA's control are not considered to be extenuating circumstances and should not delay the processing of a request except as specifically described in this policy. Examples of extenuating circumstances include, but are not limited to:
 - a. Awaiting requested medical information from the requester's health care provider;
 - b. Delays encountered when ordering equipment that may be backordered; or
 - c. The vendor normally used has gone out of business or other unexpected delays by a vendor.
8. Individual with a Disability. An individual who:
 - a. Has a physical or mental impairment that substantially limits one or more major life activities,
 - b. Has a record of such impairment, or
 - c. Is regarded as having such impairment.
9. Interactive Process. The process by which the requester seeking a reasonable accommodation and the supervisor, manager, and the Reasonable Accommodation Coordinator all talk with each other about the request and related issues, including potential alternative accommodations and timeframes for providing an accommodation.
10. Reasonable Accommodation Coordinator (RAC). A designated Human Resources (HR) Specialist in the Workforce Relations Services Center, either on a full-time or collateral-duty basis, with the appropriate knowledge, skills and abilities responsible for providing advice, and assistance to employees, DMs, and other agency officials on processing reasonable accommodation requests.

11. Major Life Activities. Major life activities include, but are not limited to such activities as caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, interacting with others, and working. Major life activities also include the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, genitourinary, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, and reproductive functions. The operation of a major bodily function includes the operation of an individual's organ within a body system. In determining other examples of major life activities, the term "major" shall not be interpreted strictly to create a demanding standard for disability. Whether an activity is a "major life activity" is not determined by reference to whether it is of central importance to daily life. Generally, a major life activity is something of fundamental significance to people in the general population and not simply an activity important to a particular individual.
12. Medical Review Officer (MRO). Medical professional(s) acting on behalf of GSA to review medical documentation or to conduct a medical examination when necessary and to render a medical opinion as it relates to requests for reasonable accommodation. RAC/NRAC determines if a MRO will be necessary on a case by case basis, and may do so only with the express permission of the reasonable accommodation requester.
13. Mitigating Measures. Any medications, medical supplies, equipment or appliances, auxiliary aids or services, learned behavioral or adaptive modifications, and assistive devices or technology that an individual uses to eliminate or reduce the effects of impairment. The ameliorative effects of ordinary eyeglasses or contacts intended to fully correct the vision of an employee or applicant for employment shall be considered. In addition, when assessing whether an individual's impairment substantially limits a major life activity, the non-ameliorative effects of mitigating measures, such as negative side effects of medication or burdens associated with following a particular treatment regimen may be considered.
14. National Reasonable Accommodation Coordinator (NRAC). A designated national level program manager and subject matter expert in OHRM with oversight and compliance responsibility for GSA's reasonable accommodation program.

15. Personal Assistance Service Provider (PASP). An employee or independent contractor whose primary job functions include provision of personal assistance services (PAS).
16. Personal Assistance Services (PAS). Assistance with performing activities of daily living that an individual would typically perform if he or she did not have a disability, and that is not otherwise required as a reasonable accommodation, including, for example, assistance with removing and putting on clothing, eating, and using the restroom.
17. Physical or Mental Impairment. Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin, and endocrine, or any mental or psychological disorder such as intellectual disability, organic brain syndrome, emotional or mental illness, and specific learning disabilities. This includes an impairment that is episodic in nature or in remission if it would substantially limit a major life activity when active, such as cancer or epilepsy. The impairment does not need to prevent, or severely or significantly restrict a major life activity to be considered “substantially limiting.”
18. Qualified Individual with a Disability. An individual with a disability is *qualified* if:
 - a. They satisfy the requisite skill, experience, education, and other job-related requirements of the employment position such individual holds or desires; and
 - b. They can perform the essential functions of the position, with or without reasonable accommodation.
19. Reasonable Accommodation. Reasonable accommodation is:
 - a. Modification or adjustment to the job application process that enables a qualified applicant with a disability to be considered for the position such qualified applicant desires; or
 - b. Modification or adjustment to the work environment, or the manner or circumstances under which the position held or desired is customarily performed, that enables a qualified individual with a disability to perform the essential functions of the position; or

- c. Modification or adjustment that enables a covered entity's employee with a disability to enjoy equal employment benefits and privileges of employment as are enjoyed by its other similarly situated employees without disabilities.
20. Reassignment. Reassignment is a form of reasonable accommodation that is considered as a last resort for an employee (not applicant) who, because of disability, can no longer perform the essential function of their position, with or without reasonable accommodation. A reassignment is made only to a funded vacant position when the employee meets the qualification requirements for the position. If the employee is qualified for the position, he or she will be non-competitively reassigned provided the position has no higher promotion potential than his or her current position. The provisions of GSA's merit promotion plan will apply if the vacant position being considered as a reasonable accommodation has higher promotion potential.
21. Reconsideration Official. The appropriate official (typically the next level of supervision above the DM or a designated alternate DM) who will receive the request for reconsideration of a final decision and will respond to the request in accordance with the procedures established herein.
22. Record of Disability. An individual has a "record of disability" if they do not currently have a substantially limiting impairment but had one in the past, or was once misclassified as having a substantially limiting impairment.
23. Regarded as Disabled. An individual is "regarded as disabled" if the individual has been subjected to an action prohibited by the ADA (e.g. failure to hire, termination, or demotion) for an actual or perceived physical or mental impairment that is not both transitory and minor, regardless of whether or not the impairment substantially limits or is perceived to substantially limit a major life activity. GSA is not obligated to accommodate an individual who meets the definition of regarded as disabled solely on the basis that he or she is perceived to have a disability.
24. Requester. A qualified employee or applicant including a representative acting on the employee's or applicant's behalf, who requests reasonable accommodation.
25. Substantially Limits. The inability of an individual to perform a major life activity that most people in the general population can perform; or being significantly restricted as to the condition, manner or duration under which an individual can perform a particular major life activity as compared to the condition, manner or duration under which most people in the general population can perform that same major life activity. However, to be substantially limited consistent with

EEOC regulations found at 29 CFR, Part 1630, the term substantially limits shall be construed broadly in favor of expansive coverage.

26. Targeted Disabilities. A disability that is designated as a “targeted disability or health condition” on the [U.S. Office of Personnel Management's Standard Form 256](#).
27. Transitory and Minor. An impairment that lasts or is expected to last six months or less, but is not minor; or an impairment that is minor, but is expected to last six months or more will be entitled to reasonable accommodation.
28. Undue Hardship. An undue hardship is an action requiring significant difficulty or expense. If a specific type of reasonable accommodation causes significant difficulty or expense to the agency, GSA is not required to provide that particular accommodation. Determination of undue hardship is made on a case-by-case basis, considering factors that include but are not limited to, the nature and net cost of the accommodation needed, financial resources of the agency as a whole, size, and the impact of the accommodation on the overall operations of the agency.