

Instruction **256-022-01**: Reasonable Accommodation Program

October 2022

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October 6, 2022

Date



FEMA

Table of Contents

OVERVIEW	4
POLICY	4
PRINCIPLES	4
FORMS PRESCRIBED.....	5
CHAPTER 1: REQUESTS FOR REASONABLE ACCOMMODATION	6
Overview.....	6
Procedures	6
Interactive Process	7
Requests for Medical Documentation.....	8
Processing Timeframes	10
CHAPTER 2: DECISIONS AND APPEALS.....	12
Granting a Request.....	12
Granting of an Alternative Accommodation	12
Denial of a Request	12
Reconsideration of a Denial	13
Extenuating Circumstances.....	14
Periodic Review of Reasonable Accommodation	15
CHAPTER 3: REASONABLE ACCOMMODATION FUNDING AND EXAMPLES	16
Funding for Reasonable Accommodation Requests.....	16
Sign Language Interpreting and Communication Access Realtime Translation (CART) Services	16
Personal Assistance Services (PAS).....	17
Service and Emotional Support Animals	177
Reassignment.....	19
Training at FEMA Facilities	20
CHAPTER 4: REASONABLE ACCOMMODATION FOR DEPLOYMENT	21
Procedures	21
CHAPTER 5: CLAIMS AND CONFIDENTIALITY REQUIREMENTS	23
Statutory and Collective Bargaining Claims.....	23
Confidentiality Requirements	23
CHAPTER 6: TRACKING AND REPORTING	24
ADDITIONAL INFORMATION.....	25
Review Cycle	25
Distribution.....	25

FEMA REASONABLE ACCOMMODATION POLICY

AUTHORITIES AND REFERENCES.....25
DEFINITIONS.....26
MONITORING AND EVALUATION.....29
RESOURCE ASSISTANCE.....29
INQUIRIES30

OVERVIEW

1 This Instruction provides guidance in the implementation of FEMA Directive 256-22-03,
2 Reasonable Accommodation Program, by further outlining the Federal Emergency
3 Management Agency's (FEMA or the Agency) policy and procedures for reasonable
4 accommodation as it pertains to applicants for employment and employees.

POLICY

5 FEMA must fully comply with the reasonable accommodation requirements of the
6 Rehabilitation Act of 1973, the Americans with Disabilities Act Amendments Act of 2008
7 (ADAAA), Executive Order (EO) 13164: Establishing Procedures to Facilitate the
8 Provision of Reasonable Accommodation, and Executive Order 14035: Diversity,
9 Equity, Inclusion, and Accessibility in the Federal Workforce. FEMA must provide
10 reasonable accommodations for the known physical or mental disabilities of applicants
11 and qualified employees, unless FEMA demonstrates that the accommodation would
12 impose an undue hardship. FEMA provides reasonable accommodations as follows:

- 13 1. Where an applicant for employment with a disability needs an accommodation in
14 order to complete the application process;
- 15 2. Where an employee with a disability needs an accommodation to enable them to
16 perform the essential functions of the job; or
- 17 3. Where an employee with a disability needs an accommodation to enjoy equal
18 benefits and privileges of employment.

19
20 All requests for a reasonable accommodation will be coordinated with the Disability Unit
21 within the Office of Equal Rights (OER). OER will provide guidance, technical
22 assistance, and facilitate the interactive process as needed for all parties involved. All
23 timeframes outlined in this instruction are based on calendar days.

PRINCIPLES

24 FEMA will process requests for reasonable accommodation as outlined in this policy,
25 and as appropriate, provide a reasonable accommodation to the applicant or employee
26 in a way that is consistent with the FEMA core values of compassion, fairness, integrity
27 and respect. Fairness, efficiency, and speed will be emphasized.

28
29 **Fairness:** All requests for reasonable accommodation submitted to the OER Disability
30 Unit will be reviewed in a fair and impartial manner.

31
32 **Timeliness:** All reasonable accommodation requests will be processed within 45 days,
33 in the absence of extenuating circumstances.

34

FORMS PRESCRIBED

35 All prescribed forms are attached and linked within this instruction

- 36 1. FEMA Form 256-0-1, Request for Reasonable Accommodation
- 37 2. FEMA Form 256-0-2, Management Response to Request for Reasonable
38 Accommodation
- 39 3. FEMA Form 145-FY21-100, Requisition for Supplies, Equipment, Services,
40 Personnel and/or Teams

CHAPTER 1: REQUESTS FOR REASONABLE ACCOMMODATION

41 **Overview**

42 An individual with a disability may request a reasonable accommodation whenever they
43 choose, even if they have not previously disclosed the existence of a disability.
44 However, there may be limitations on the agency's ability to provide a requested
45 accommodation at a specific time if insufficient notice is provided. Therefore, agency
46 employees should request accommodations as soon as practicable after the need for
47 such assistance becomes known.

48 **Procedures**

49 The reasonable accommodation process begins when a request for accommodation is
50 made. The following procedures apply to the request:

- 51
- 52 1. An applicant for employment may request an accommodation orally or in writing
53 from any FEMA employee with whom they have contact throughout the
54 application process. The FEMA employee receiving the request must notify the
55 OER Disability Unit as soon as they become aware of the request. An applicant
56 for employment may also request an accommodation directly to the OER
57 Disability Unit at: FEMA-Reasonable-Accommodation@fema.dhs.gov.
58
 - 59 2. An employee may request an accommodation orally or in writing through the
60 [DHS Accessibility Compliance Management System \(ACMS\)](#), to their supervisor
61 of record (SOR), Cadre Coordinator, Temporary Duty Supervisor, who will
62 forward the request to OER, Or the employee may directly contact the OER
63 Disability Unit utilizing FEMA Form 256-0-1, Request for Reasonable
64 Accommodation who will . Regardless of who receives the request, all
65 reasonable accommodation requests are to be coordinated with the OER
66 Disability Unit.
67
 - 68 3. A request does not have to contain any special words, such as "reasonable
69 accommodation," "disability," or "Rehabilitation Act." A supervisor, manager, or
70 the Disability Program Manager (DPM) should ask individuals whether they are
71 requesting a reasonable accommodation if the nature of the initial communication
72 is unclear, but where the employee associates a request or need for an
73 accommodation with a medical condition.

74
75 Example A: An employee tells her supervisor, "I'm having trouble getting to work
76 at my scheduled starting time because of medical treatments I'm undergoing."
77 This may be a request for a reasonable accommodation.

78
79 Example B: An employee tells his supervisor, "I need six weeks off to get
80 treatment for a back problem." This may be a request for a reasonable
81 accommodation.

FEMA REASONABLE ACCOMMODATION POLICY

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Example C: A new employee, who uses a wheelchair, informs the employer that her wheelchair cannot fit under the desk in her office. This is a request for reasonable accommodation.

Example D: An employee tells his supervisor that he would like a new chair because his present one is uncomfortable. Although this is a request for a change at work, his statement is insufficient to put the employer on notice that he is requesting reasonable accommodation. He does not link his need for the new chair with a medical condition.

1. If a Deciding Official receives an oral request for accommodation, they will request the employee to submit it through ACMS or complete FEMA Form 256-0-1 Request for Reasonable Accommodation to memorialize the request in writing. However, a request through ACMS or in writing is not mandatory and will not delay its processing. If the employee does not submit the request through ACMS or FEMA Form 256-0-1 within three calendar days of the request, the Deciding Official will submit the request for the employee to the OER Disability Unit for entry and notification of both the employee and Deciding Official.
2. A Reasonable Accommodation (RA) Specialist will be assigned to a request upon receipt of submission, whether through ACMS or via FEMA Form 256-0-1 and whether submitted directly by the individual or on their behalf.

If a request is made to a supervisor who is not the Deciding Official for the employee, that individual must forward the request within three (3) calendar days to the OER Disability Unit or the appropriate Deciding Official for the employee, if known.

A family member, health professional, or other representative may request an accommodation in conjunction with or on behalf of an applicant or employee. The request should be directed to the same person(s) to whom the applicant or employee would make the request as outlined above. A request does not have to include any specific words, such as “reasonable accommodation,” “disability,” or “Rehabilitation Act.”

When an employee needs a specific accommodation on a recurring basis (e.g., the assistance of sign language interpreters or readers), a formal request is only required on the first occasion requested; however, when known, advance notice of at least two days must be given to the OER Disability Unit, but as far out as possible each subsequent time the accommodation is needed. The RA Specialist will provide the employee specific information on appropriate timeframes for submitting these requests.

Interactive Process

The Deciding Official and the requesting applicant or employee must have a discussion about the request, the process for determining whether an accommodation will be provided, and the accommodation and possible alternatives to the requested

FEMA REASONABLE ACCOMMODATION POLICY

127 accommodation. This discussion must begin within seven calendar days of the request
128 being made. The Deciding Official will take a proactive approach in considering possible
129 accommodations, including consulting with the applicant or employee and other
130 appropriate resources, including those described in Chapter 7.

131
132 Ongoing communication is particularly important when the specific functional limitation
133 is unclear, an effective accommodation is not obvious, or the applicant or employee and
134 the Deciding Official are considering different possible accommodations. In those cases
135 where the disability, the need for accommodation, and the type of accommodation that
136 should be provided are clear, extensive discussions are not necessary. Even so, the
137 Deciding Official and requesting individual must communicate with each other to make
138 sure that there is a full exchange of relevant information.

139
140 RA Specialists are available throughout the interactive process to provide assistance to
141 both Deciding Official and individual requesting accommodation.

142 **Requests for Medical Documentation**

143 FEMA is entitled to know that an applicant or employee has a disability that entitles
144 them to a reasonable accommodation. FEMA may require that an applicant or
145 employee provide medical documentation describing their disability and functional
146 limitations where the disability and need for accommodation are not obvious or
147 otherwise already known to the Deciding Official.

148
149 Requests for medical documentation must be submitted directly to the OER Disability
150 Unit.

151
152 OER will request medical documentation in the following manner:

- 153 1. Applicants: The Disability Program Manager (DPM) may request medical
154 documentation when it is necessary to evaluate an accommodation request. If
155 medical documentation provided is insufficient, the DPM will notify the applicant and
156 request additional medical documentation within three (3) calendar days.
- 157 2. Employees: The Reasonable Accommodation (RA) Specialist may request medical
158 documentation when it is necessary to evaluate an accommodation request. The
159 employee will provide the required medical documentation to the RA Specialist
160 within 14 calendar days of when the request is made.
- 161 3. Medical documentation will be considered sufficient if it meets the following criteria:
 - 162 • Describes the nature, severity, and duration of the individual's condition;
 - 163 • The activity or activities that the condition limits;
 - 164 • The extent to which the condition limits the individual's ability to perform said
165 activity or activities; and
 - 166 • Substantiates why the requested reasonable accommodation is needed.
- 167 4. Medical documentation about the individual's disability and functional limitations
168 must come from a licensed medical professional. Depending on the disability and

FEMA REASONABLE ACCOMMODATION POLICY

- 169 the type of functional limitation it imposes, qualified professionals could include,
170 among others, doctors, physician assistants, psychiatrists, psychologists, nurses,
171 physical therapists, occupational therapists, speech therapists, and vocational
172 rehabilitation therapist.
- 173 5. If medical documentation provided by an employee is insufficient for the Deciding
174 Official to make a determination on the request, the RA Specialist will notify the
175 employee and the Deciding Official in writing and request additional medical
176 documentation within three (3) calendar days.
- 177 6. The written request for additional medical documentation from the RA Specialist will
178 explain to the employee, in specific terms, why the documentation provided was
179 insufficient, what additional documentation is needed, and why the additional
180 documentation is necessary for the Deciding Official to make a determination on
181 their accommodation request.
- 182 7. If the RA Specialist has sufficient medical documentation, they will provide the
183 Deciding Official with an outline of the employee's workplace limitations and
184 recommended accommodations within eight (8) calendar days of receiving the
185 medical documentation. The Deciding Official will also be notified that processing of
186 the accommodation request must be completed within seven (7) calendar days
187 once they have received this documentation.
- 188 8. If the RA Specialist determines that submitted medical documentation must be
189 reviewed, it will be sent to the DPM to forward to the Federal Occupational Health
190 Medical Officer or FEMA Chief Medical Officer to review the documentation for
191 sufficiency, if necessary. Alternatively, it may be performed by a health care
192 provider of FEMA's choice and at FEMA's expense. Consideration should be given
193 to providing the employee an interim or partial reasonable accommodation while
194 awaiting additional documentation.
- 195 9. An applicant's or employee's failure to participate in the interactive process may
196 result in denial of their request.
- 197 10. All medical records obtained during the accommodation request process are to be
198 shared on a need-to-know basis and must be kept in files separate from the
199 employee's personnel file.
- 200 11. The OER Disability Unit is the custodian of all medical documentation upon
201 completion of the interactive process following a final decision on an
202 accommodation request. Individuals, managers and supervisors must forward all
203 copies of medical information to OER and destroy any local copies.
- 204 12. In the event of a change in an employee's supervisor, upon request, the OER
205 Disability Unit will provide the new supervisor with an outline of the employee's
206 workplace limitations and approved accommodations. Individuals, managers and
207 supervisors shall not discuss an employee's disability or need for an
208 accommodation with personnel who have no need to know.

FEMA REASONABLE ACCOMMODATION POLICY

- 209 13. A Deciding Official who believes, based on objective evidence, that an
210 accommodation is no longer needed or is no longer supported by the medical
211 documentation upon which it was originally granted, must contact the OER
212 Disability Unit to discuss whether further steps will need to be taken to determine
213 the employee's continuing need for the accommodation.

214 **Processing Timeframes**

215 All FEMA officials are expected to act as quickly as reasonably possible in processing
216 requests and providing accommodations, as failure to respond promptly to a request
217 may result in a violation of the Rehabilitation Act.

218
219 Absent of extenuating circumstances, FEMA will process requests for Reasonable
220 Accommodation and where approved provide accommodations within 45 calendar days
221 from the date FEMA received the request.

222
223
224 Requests for reasonable accommodation will be processed as follows:

- 225 1. If a request from an employee is received and medical documentation is not
226 needed, the Deciding Official is responsible for ensuring the request is processed
227 and, if granted, the accommodation is provided within 15 calendar days from the
228 date of receipt of the request.
- 229 2. In cases where medical documentation is needed, the accommodation, if granted,
230 will be provided within 25 calendar days from the date the RA Specialist receives
231 sufficient information to know that an employee has a disability and requires a
232 reasonable accommodation absent any extenuating circumstances, including but
233 not limited to, the unavailability of items within the supply system for immediate
234 shipment.
- 235 3. Standard processing timeframes do not apply in cases where an employee or their
236 medical professional fails to provide requested medical documentation in a timely
237 manner. The agency may toll, or suspend, the timeframes once it has requested
238 medical documentation. However, the processing timeframe resumes as soon as
239 medical documentation is received.
- 240 4. If a request from an applicant is received and medical documentation is not needed,
241 the DPM will make a determination and provide notice to the employee or applicant
242 within ten (10) calendar days.
- 243 5. Requests are processed in the order in which they are received. In cases where an
244 employee has indicated that their request is time sensitive, the request shall be
245 granted expedited processing. Examples of situations where requests will be
246 considered time sensitive include an upcoming job interview, scheduled official
247 travel, disaster deployment, or Entry on Duty for new hires.
- 248 6. Applicants or employees will be notified of a denial of a request for reasonable
249 accommodation within 45 calendar days of receipt of the request. This does not

FEMA REASONABLE ACCOMMODATION POLICY

250 include time elapsed while FEMA awaits requested sufficient information to
251 determine whether the employee has a disability and requires a reasonable
252 accommodation. Information about the denial process is described in Chapter 2.

253 7. For reasonable accommodation cases where an employee has been unresponsive,
254 after being required to submit sufficient supporting documentation, the
255 accommodation request will be closed due to inactivity 30 days after FEMA's last
256 communication or request for information. Employees may submit a new
257 accommodation request at any time.

CHAPTER 2: DECISIONS AND APPEALS

258
259 Deciding Officials who grant or deny requests for reasonable accommodation or who
260 make hiring decisions must know how to arrange for the use of agency resources to
261 provide the accommodation, including any centralized fund the agency may have for
262 that purpose.

263 **Granting a Request**

264 As soon as the Deciding Official determines that a reasonable accommodation will be
265 granted, the decision must be immediately communicated in writing to the individual
266 through *FEMA Form 256-0-2, Management Response to Request for Reasonable*
267 *Accommodation or Response to Request for Reasonable Accommodation*
268 *Memorandum*. For employee requests, a copy must be sent to the RA Specialist.

- 269
- 270 a. Absent exigent circumstances, the Deciding Official must secure and
271 implement or provide the equipment or services that constitute the approved
272 accommodation within 45 calendar days of the request; and
 - 273 b. If the accommodation cannot be provided within 45 calendar days of the
274 request due to exigent circumstances, the Deciding Official must inform the
275 individual of the projected timeframe for providing the accommodation, any
276 interim accommodations that can be provided, and the reason(s) for the
277 delay.

278 **Granting of an Alternative Accommodation**

279 An applicant or employee with a disability is entitled to an *effective* accommodation and
280 not necessarily the accommodation requested. The Deciding Official must communicate
281 their decision to the individual as soon as possible using FEMA Form 256-0-2, and
282 document why the Deciding Official and RA specialist for employees believe the
283 alternative accommodation is more appropriate than the one requested.

284
285 Where the requested accommodation cannot be granted, the Agency will make every
286 effort to identify an alternate accommodation to support the applicant or employee. In
287 those instances where an alternative accommodation for an employee is not identified,
288 the Deciding Official must consult with the RA Specialist to ensure all alternative
289 accommodations are identified and considered.

290 **Denial of a Request**

291 If a request for reasonable accommodation is denied or partially denied, notification of
292 the decision must be provided in writing within 5 business days of the request for
293 accommodation being denied and must specifically state the reason for the denial.

294
295 The Deciding Official shall consider all resources available to the Agency as a whole,
296 excluding those designated by statute for a specific purpose that do not include
297 reasonable accommodations. The Deciding Official shall not deny a request for
298 accommodation based solely on cost and is not acceptable when another less costly

FEMA REASONABLE ACCOMMODATION POLICY

299 effective accommodation is available; and may result in a violation of the Rehabilitation
300 Act of 1973 and FEMA policy.

301
302 Prior to denying a request for reasonable accommodation for an applicant or employee,
303 the Deciding Official and the RA Specialist (assigned to the employee request) must
304 consult with the OCC embedded attorney in OER to articulate the specific reasons for
305 the denial. The Deciding Official in coordination with the RA Specialist (assigned to the
306 employee request) will draft the denial decision. The OER Director must review and
307 concur with all denial decisions within 3 business days of the denial decision.
308

309 An applicant or employee who believes they were unlawfully denied a reasonable
310 accommodation may file a complaint of discrimination. They must contact the OER
311 Equal Employment Opportunity Unit and initiate contact with an EEO Counselor within
312 45 days of the denial by contacting FEMA-EqualRights@fema.dhs.gov.
313

314 Upon concurrence by the OER Director, a written communication of the decision must
315 be provided to the individual requesting the accommodation within 5 business days of
316 the denial decision. The denial must clearly state the specific reasons for the denial,
317 which shall include, where applicable:

- 318 a. Why the requested accommodation would not be effective;
- 319 b. Why the requested accommodation would result in undue hardship to the
320 Agency;
- 321 c. Whether medical documentation provided was inadequate to establish that
322 the individual has a disability and/or needs a reasonable accommodation;
- 323 d. Whether the requested accommodation would require the removal of an
324 essential job function; or
- 325 e. Whether the requested accommodation would require the lowering of a
326 performance or production standard.

327 **Reconsideration of a Denial**

328 An applicant or employee who has requested a reasonable accommodation may
329 request prompt reconsideration of a denial of reasonable accommodation.

- 330 1. If an applicant is denied their request for reasonable accommodation, they may
331 appeal directly to the OER Director in writing, within ten (10) calendar days of the
332 applicant's receipt of the decision. The applicant may present additional information
333 in support of their request. All additional information in support of their request must
334 also be submitted within ten (10) calendar days of receipt of the decision. The
335 Director will respond to this request within ten (10) calendar days of receipt of the
336 request.
- 337 2. If an employee is denied their request for reasonable accommodation, they may
338 appeal directly to their second level supervisor within ten (10) calendar days of the
339 employee's receipt of the decision. The employee may present additional
340 information in support of their request. The second level supervisor will respond to
341 this request within ten (10) calendar days of receipt of the request. The appeal

FEMA REASONABLE ACCOMMODATION POLICY

342 decision must be reviewed by OER within ten (10) days prior to issuance. The
343 employee may submit a new request for a reasonable accommodation at any time.

344 **Extenuating Circumstances**

345 Extensions based on extenuating circumstances are limited to circumstances where
346 they are strictly necessary. The Agency is expected to act as quickly as possible in
347 processing and providing accommodations. Extenuating circumstances include, but are
348 not limited to:

- 349 a. A delayed or outstanding initial or follow-up request for medical
350 documentation.
- 351 b. The purchase of equipment needed to fulfill the reasonable accommodation
352 takes longer than 15 calendar days, and the delay is beyond FEMA's control.
- 353 c. Logistical delays with procuring equipment such as the equipment is
354 backordered, the vendor is no longer in business, or the vendor cannot
355 promptly supply the needed goods or services and another vendor is not
356 immediately available.
- 357 d. New staff needs to be hired or contracted for, or an accommodation involves
358 the modification or removal of architectural barriers.

359
360 Where extenuating circumstances are present, the Deciding Official must notify the
361 individual of the reason for the delay, and the approximate date on which a decision, or
362 provision of the reasonable accommodation, is expected. Any further developments or
363 changes must also be communicated promptly to the individual.

364
365 If there is a delay in providing an accommodation that has been approved, the Deciding
366 Official must determine whether an interim accommodation for the employee is
367 available. In addition, the Deciding Official may provide measures that are not
368 reasonable accommodations within the meaning of the law (e.g., temporary removal of
369 an essential function) if: (1) they do not interfere with the operations of the Agency; and
370 (2) the employee is clearly informed that the measure is only temporary.

371
372 If a delay is attributed to the need to obtain or evaluate medical documentation and
373 FEMA has not yet determined that the individual is entitled to an accommodation, FEMA
374 may provide an interim accommodation. In this case, the Deciding Official will notify the
375 individual in writing that the accommodation is being provided on a temporary basis
376 pending a decision on the request.

377
378 Deciding Officials who approve interim accommodations are responsible for assuring
379 that they do not take the place of the appropriate permanent accommodation and must
380 not last longer than 45 calendar days absent extenuating circumstances. Deciding
381 Officials will regularly check in with the employee and consult with RA Specialists to
382 ensure all necessary steps are being taken to secure a permanent accommodation.

383 **Periodic Review of Reasonable Accommodation**

384 The employee and supervisor will review the employee’s reasonable accommodations
385 on at least an annual basis from the date of implementation to ensure the
386 accommodation is still effective. Employees can share if their workplace limitations have
387 changed and convey whether the accommodation is still effective from their perspective.
388

389 Supervisors can determine if there are any changes to an employee’s disability and if a
390 more effective accommodation is needed. Further, this ensures FEMA is doing what is
391 appropriate under federal disability law.
392

393 FEMA employees who have an approved accommodation must have an interactive
394 discussion with their supervisor annually to discuss their accommodation and if any
395 medical documentation needs to be updated. One of the following will apply:

- 396 • If the employee has a permanent disability – and their medical documentation
397 on file currently reflects that – they will not need to provide updated
398 documentation.
- 399 • If the employee has an obvious condition (i.e., a person who is deaf), they will
400 not need to provide medical documentation to support that they are a person
401 with a disability, though they *may* need to do so to support their accommodation
402 request if the workplace limitation is not obvious. Employees should engage
403 with their supervisor and/or the OER Disability Unit to clarify.
- 404 • If the employee has a non-obvious condition and needs a new accommodation
405 or has an accommodation currently, but has never submitted required
406 documentation, the employee must provide documentation to support their
407 request to the OER Disability Unit.
- 408 • If an employee’s current documentation meets one of the criteria below, the
409 employee must provide updated medical documentation from a medical
410 professional outlining the current status of their condition to the OER Disability
411 Unit:
 - 412 1. Does not provide a specific duration for the requested accommodation;
 - 413 2. Indicates their condition or need for accommodation will change; or
 - 414 3. Indicates that the need for accommodation is about to expire and the
415 employee still anticipates the continued need for an accommodation.
416

CHAPTER 3: REASONABLE ACCOMMODATION FUNDING AND EXAMPLES

417 Funding for Reasonable Accommodation Requests

418 OER will provide and/or coordinate funding for reasonable accommodations for
419 applicants for their request for accommodation. OER will provide and/or coordinate
420 funding for employees for reasonable accommodations and will pay for recurring costs
421 for services such as sign language interpreters (OER does not fund services for public
422 meetings sponsored by program offices. Program offices are responsible for arranging
423 and funding interpreter services for these meetings), and personal assistant services.
424 OER funds the first instance of products or equipment (i.e., an ergonomic chair,
425 keyboard, monitor, or assistive technology software) provided as a reasonable
426 accommodation to an employee. The employee's program office is responsible for
427 funding any subsequent accommodation that provides the same product or equipment
428 to the employee. For example, if OER purchases an ergonomic chair for the first time as
429 a reasonable accommodation for an employee, any replacement of the ergonomic chair
430 for any reason is the responsibility of the employee's program office. If an employee
431 needs a monitor as reasonable accommodation and it is subsequently determined the
432 employee also needs assistive technology software as a reasonable accommodation,
433 OER will fund the first instance of both of these items. If an upgrade to the software is
434 required, that is the responsibility of the employee's office to fund and provide.
435 Subsequently, where an employee requires a reasonable accommodation in the field,
436 the organization where the employee is located – such as the JFO – will procure the
437 items or services. If a unique item or personal services are required, OER will provide
438 the appropriate approved and coordinated statement of work for any unique contracting
439 action. An employee's program office is responsible for office supplies such as printer
440 ink and paper.

441
442 If an employee's reasonable accommodation is approved for a travel-related reasonable
443 accommodation that falls outside of standard travel regulations and procedures, the
444 SOR is responsible for verifying the travel accommodation is a valid need and effective
445 accommodation based on the employee's reasonable accommodation.

446
447 All reasonable accommodations for local hires, reservists, and other employees
448 deployed to a disaster are funded by the applicable disaster through the Disaster Relief
449 Fund.

450 Sign Language Interpreting and Communication Access Realtime 451 Translation (CART) Services

452 FEMA provides sign language interpreting and CART services for applicants and
453 employees who are deaf or hard of hearing. Services are provided on a scheduled
454 basis. Examples of when an interpreter or CART could be used are:

- 455 • One-on-one meetings between employees
- 456 • Team meetings
- 457

- 458 • Office staff meetings
- 459 • Training or workshops, where the employee is an attendee/participant
- 460 • Office gatherings of either a social or business nature

461 Sign Language Interpreting or CART services can be requested via email at: [FEMA-](mailto:FEMA-SLI-CART@fema.dhs.gov)
462 [SLI-CART@fema.dhs.gov](mailto:FEMA-SLI-CART@fema.dhs.gov).
463

464 **Personal Assistance Services (PAS)**

465 Pursuant to 29 C.F.R. § 1614.203(d)(5), federal agencies are required to provide PAS
466 to employees who need them because of a targeted disability, unless doing so would
467 impose an undue hardship on FEMA.

468 Not everyone with a targeted disability is entitled to PAS; only those individuals with a
469 targeted disability who require assistance with activities of daily living may receive PAS.
470 Medical conditions that are more likely to result in the need for PAS include, for
471 example, missing limbs or paralysis due to spinal cord injury. The process for
472 requesting PAS is the same process as requesting a reasonable accommodation, as
473 provided in Chapter 2.
474

475 **Service and Emotional Support Animals**

476 A service animal must be individually trained to do work or tasks directly related to the
477 individual's disability. Animals whose sole function is to provide comfort or emotional
478 support do not qualify as service animals under the Americans with Disabilities Act but
479 may be permitted as an approved reasonable accommodation. The use of emotional
480 support animals as a reasonable accommodation will be evaluated on a case-by-case
481 basis.

482 An applicant must notify the DPM at [FEMA-Reasonable-](mailto:FEMA-Reasonable-Accommodation@fema.dhs.gov)
483 [Accommodation@fema.dhs.gov](mailto:FEMA-Reasonable-Accommodation@fema.dhs.gov) that they have a disability and require the use of a
484 service or emotional support animal. Employees must notify their immediate supervisor
485 or the OER Disability Unit that they have a disability and require the use of a service or
486 emotional support animal. This notification can be done through the reasonable
487 accommodation request process.
488

489 If an applicant or employee with an animal comes to a FEMA facility where it is not
490 obvious that the animal is a service or emotional support animal, FEMA personnel may
491 ask only two specific questions:
492

493 (1) Is the animal a service or emotional support animal required because of a
494 disability?
495

496 (2) What work or task has the animal been trained to perform?
497

498 FEMA personnel and Security staff (if non-FEMA, e.g. contract security or FPS), are not
499 allowed to request any documentation for the animal, require that the animal
500

FEMA REASONABLE ACCOMMODATION POLICY

501 demonstrate its task, or inquire about the nature of the person's disability.
502 Accommodating visitors with service or emotional support animals to FEMA facilities is
503 subject to the requirements of Section 504 of the Rehabilitation Act and procedures in
504 this paragraph must also be used for such visitors.
505

506 Unless the disability is obvious, the requesting individual may be required to provide
507 medical documentation to their supervisor or the OER Disability Unit describing the
508 specific work or tasks the animal performs.
509

510 When on-site at a FEMA facility, the service or emotional support animal must be under
511 the handler's control at all times. For instance, the animal must be harnessed, leashed,
512 or tethered. If these devices interfere with the animal's work or the individual's disability
513 prevents using these devices, the animal must be under the handler's control via other
514 means (e.g., voice control). The animal is to accompany its handler while at the facility
515 at all times.
516

517 Recognizing the variety of environments where FEMA employees may deploy,
518 employees are solely responsible for ensuring that the service or emotional support
519 animal stays under the control of the employee at all times; ensuring and maintaining
520 documentation that the animal receives all the vaccinations as medically required by the
521 jurisdiction in which the animal is housed and/or works. The OER Disability Unit is
522 available to provide additional information about the use of a service or emotional
523 support animal at FEMA.
524

525 An individual may be asked to move or remove their service or emotional support
526 animal if:

- 527 1. The animal is out of control (e.g., uncontrolled barking, jumping on other people,
528 running away from the handler) and the handler does not take effective action to
529 control it, and/or;
- 530 2. The animal is not housebroken.
- 531 3. The animal's presence impacts another employee's reasonable accommodation or
532 unduly burdens the general work environment.
533

534 When there is a legitimate reason to move or remove a service or emotional support
535 animal, the OER Disability Unit will coordinate with the applicant, visitor, or employee
536 and their supervisor, to determine alternative reasonable accommodations for the
537 individual to perform the functions of their job and the opportunity to obtain goods or
538 services (e.g., café items, health unit services, etc.) without the animal's presence
539 unless doing so would cause an undue hardship.
540

541 OER will fund hotel and associated pet fees for flights (i.e., carrier fees). OER is not
542 responsible for personal care items or services (i.e., dog food, reimbursement of
543 veterinary care expenses, etc.). Any other expenses that are not listed will be
544 considered on a case-by-case basis, unless doing so would cause an undue hardship.

545 **Reassignment**

546 Reassignment is considered the accommodation of last resort. Only after all other
547 options have been exhausted should reassignment be considered. If an employee can
548 no longer perform the essential functions of their position, with or without an
549 accommodation – perhaps due to a sudden accident, new diagnosis, or deterioration of
550 a medical condition – and the employee once performed satisfactorily in the position,
551 then reassignment will be considered. Reassignment is available only to employees,
552 not to applicants. In addition, reassignment may be made only to a vacant funded
553 position. FEMA is not required to create new positions or remove other employees from
554 their positions in order to create a vacancy.
555

556 Reassignment to a vacant position for which an employee is qualified, and not just
557 permission to compete for such position, may be a reasonable accommodation. The
558 agency must consider providing reassignment to a vacant position as a reasonable
559 accommodation when it determines that no other reasonable accommodation will permit
560 a qualified employee with a disability to perform the essential functions of their current
561 position.
562

563 Where an employee's request for a reasonable accommodation has been denied and
564 the employee is eligible for reassignment, the Disability Program Manager (DPM) will
565 work with the Selective Placement Program Coordinator (SPPC) in the Office of the
566 Chief Component Human Capital Officer (OCCHCO) and the employee requesting the
567 accommodation to identify: (1) if there are any vacant funded positions within FEMA for
568 which the employee is qualified, with or without reasonable accommodation; and (2)
569 positions which OCCHCO has reason to believe will become vacant over the next 30
570 calendar days and for which the employee is qualified.
571

572 The SPPC will first focus on finding positions that are equivalent to the employee's
573 current job in terms of pay, status, and other relevant factors. If there is no vacant
574 equivalent position, FEMA will consider vacant lower-level positions for which the
575 individual is qualified.
576

577 Reassignment may be made to a vacant funded position outside of the employee's
578 commuting area if the employee is willing to relocate. FEMA will not pay for the
579 employee's relocation costs.
580

581 In the event that a vacant funded position is not available, the SPPC will expand its
582 search for vacancies to other DHS components. If a position is not identified within 15
583 calendar days from the receipt of a reassignment job search request, the SPPC will
584 notify the employee, SOR, and the OER Disability Unit of the negative search results.
585 The SOR must then work with OCCHCO to have the employee removed from the
586 agency in accordance with OCCHCO policies and procedures based on their inability to
587 perform the essential functions of their position with or without a reasonable
588 accommodation. Failure by the employee to engage in the reassignment process within
589 five (5) calendar days of contact from OCCHCO, will result in FEMA moving forward
590 with termination of the employee.

FEMA REASONABLE ACCOMMODATION POLICY

591 **Training at FEMA Facilities**

592 Program offices conducting training at FEMA facilities must provide a statement on all
593 training announcements outlining the process to request a reasonable accommodation.
594 The statement must include a program office point of contact (POC) and a timeframe for
595 requesting the reasonable accommodation. Program office POCs will coordinate all
596 requests with the OER Disability Unit. Sample language provided below:
597
598
599

If you need a reasonable accommodation (sign language interpreters, Braille, CART, etc.), please make your request by [DATE]. Last minute requests will be accepted but may not be possible to fulfill. Send an e-mail to [insert email from program office hosting the event/meeting] or call XXX-XXX-XXXX.

600
601 Employees attending training as a temporary duty assignment who need an
602 accommodation at any FEMA training facility must provide a copy of their approved RA
603 as soon as they register for a class. The approved accommodation must be submitted
604 immediately to the FEMA Qualification System (FQS) training inbox at [FEMA-FQS-
605 Training@fema.dhs.gov](mailto:FEMA-FQS-Training@fema.dhs.gov).
606
607 Program offices conducting training will make a sincere effort, barring any extenuating
608 circumstances, to announce the training in advance to allow fair opportunity for
609 accommodations to be requested, reviewed, and coordinated.
610

CHAPTER 4: REASONABLE ACCOMMODATION FOR DEPLOYMENT

611 **Procedures**

612 Once an employee with an approved accommodation receives a deployment request—
 613 and will need the same accommodation while deployed—they must immediately notify
 614 their supervisor of record (SOR), prior to accepting the deployment, that their
 615 accommodation will need to be implemented at the deployment location. The SOR will
 616 communicate the previously approved accommodation to the appropriate Temporary
 617 Duty Supervisor (TDS) and the Cadre Coordinator. The SOR will not convey any health
 618 or medical background information. If the accommodation cannot be implemented, the
 619 employee may decline the deployment without being penalized.

620
 621 The employee must have a copy of the approved FEMA Form 256-2 while deployed to
 622 substantiate that they have an approved reasonable accommodation and need to
 623 implement the accommodation or request equipment at the deployment site. However,
 624 this requirement is subject to – and must be read in conjunction with – the directive
 625 below requiring requests for reasonable accommodations be made in advance of
 626 deployments.

627
 628 Qualified employees with a disability who have reason to anticipate being deployed
 629 shall make requests for reasonable accommodation, where practicable, at least 10
 630 business days before anticipated deployment. This requirement exists to ensure that
 631 when the employee receives deployment orders their request is evaluated and
 632 approved by their SOR before they are deployed, and where possible, implemented by
 633 the TDS before arrival.

634
 635 If an employee does not already have an approved reasonable accommodation but will
 636 need one while deployed, the employee must immediately communicate the
 637 accommodation request to their SOR or the OER Disability Unit prior to accepting the
 638 deployment request. Requests will be submitted through [ACMS](#) or by submitting FEMA
 639 Form 256-1 to FEMA-Reasonable-Accommodation@fema.dhs.gov, including sufficient
 640 supporting medical documentation. The SOR will make the decision in coordination with
 641 the OER Disability Unit and communicate the approved accommodation to the TDS and
 642 the Cadre Coordinator. In the event that an employee has submitted a reasonable
 643 accommodation request that is currently in process and an interim accommodation has
 644 not been granted, an employee may decline a deployment order without penalty.

645
 646 If an employee has an approved accommodation in steady state, but will need a
 647 different accommodation when deployed, they must communicate the *new*
 648 accommodation request to their SOR or OER Disability Unit through [ACMS](#) or by
 649 submitting FEMA Form 256-1, with sufficient supporting medical documentation to
 650 FEMA-Reasonable-Accommodation-@fema.dhs.gov. The SOR will make the decision
 651 in coordination with the OER Disability Unit and communicate the approved
 652 accommodation to the TDS and the Cadre Coordinator.

FEMA REASONABLE ACCOMMODATION POLICY

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Failure for an employee to promptly advise of their need of an accommodation while deployed, or failure to request a reasonable accommodation prior to deployment, may delay and/or result in cancellation of deployment without penalty. If an employee arrives at their deployment location and the approved reasonable accommodation, because of austere conditions or due to other unforeseen reasons out of the control of FEMA, cannot be implemented or the needed equipment is unavailable or cannot be procured, and an alternative accommodation cannot be identified to accommodate their needs, the employee may be demobilized without penalty.

CHAPTER 5: CLAIMS AND CONFIDENTIALITY REQUIREMENTS

665 **Statutory and Collective Bargaining Claims**

666 An individual who chooses to pursue statutory or collective bargaining remedies for
667 denial of reasonable accommodation must:

- 668 1. For a complaint to the Equal Employment Opportunity Commission (EEOC)
669 pursuant to 29 C.F.R. Part 1614, contact OER within 45 calendar days from the
670 date of the denial of reasonable accommodation by emailing FEMA-
671 EqualRights@fema.dhs.gov;
- 672 2. For a collective bargaining claim, if applicable, file a written grievance in accordance
673 with the provisions of the Collective Bargaining Agreement [FEMA-Local4060-](#)
674 [CBA Updated.pdf](#); or
- 675 3. For an appeal to the Merit Systems Protection Board, initiate the appeal within 30
676 calendar days of an appealable adverse action as defined in 5 C.F.R. § 1201.3.

677 **Confidentiality Requirements**

678 All requests for reasonable accommodation must be kept confidential in files separate
679 from the individual's personnel file. Any information obtained regarding the medical
680 condition or history of an applicant or employee must be collected and maintained on
681 separate forms and kept in separate, confidential files with the Office of Equal Rights
682 Disability Unit. Any FEMA employee who obtains or receives such information is strictly
683 bound by these confidentiality requirements.
684

685 The OER Disability Unit is the primary point of contact for receipt of confidential medical
686 information and if others, e.g., Deciding Officials, receive that information during the
687 course of the process, they will forward it to the OER Disability Unit for proper storage.
688 The OER Disability Unit will maintain custody of all records obtained or created during
689 the processing of a request for reasonable accommodation, including medical records,
690 and will respond to all requests for disclosure of the records. All records will be
691 maintained in accordance with the Privacy Act, the requirements of 29 C.F.R.
692 §1630.14(c)(1), and this Instruction.

693 This medical information may be disclosed as outlined in the System of Records
694 Notices, [Department of Homeland Security/ALL-033 Reasonable Accommodations](#)
695 [Records System of Records](#), July 13, 2011 76 FR 41274.
696

697 Whenever medical information is disclosed, the recipient of the information must be
698 informed of the confidentiality requirements.
699

CHAPTER 6: TRACKING AND REPORTING

700 Agency reasonable accommodation information and activity is reported through EEOC
701 Form 462 Report, EEOC Management Directive 715 Report, and annual reports by
702 OER to DHS Civil Rights and Civil Liberties (CRCL).
703

704 FEMA is required to identify and report the following information regarding requests for
705 reasonable accommodation annually:

- 706 1. The number and types of reasonable accommodations that have been requested
707 for each job (occupational series, grade level), by agency component;
- 708 2. Whether the accommodation was required to apply for a job;
- 709 3. Whether the accommodation was required to perform the essential functions of a
710 job; or enjoy the benefits and privileges of employment.
- 711 4. Whether those requests have been granted or denied;
- 712 5. How many of those requests relate to the benefits or privileges of employment;
- 713 6. The reasons for denial of requests for reasonable accommodation;
- 714 7. The amount of time taken to process each request for reasonable accommodation;
- 715 8. The identity of the Deciding Official; and
- 716 9. The sources of technical assistance that have been consulted in trying to identify
717 possible reasonable accommodations. The DPM will retain, for at least three years,
718 information or any cumulative records used to track FEMA's performance with
719 regards to reasonable accommodation.

720
721 In accordance with the information tracking requirements, the Deciding Official must
722 submit the *FEMA Form 256-0-2, Management Response to Request for Reasonable*
723 *Accommodation* to the OER Disability Unit within ten (10) calendar days of the decision.
724 The Deciding Official must attach copies of all information, including medical information
725 they received as part of processing the request.

726
727 The OER Disability Unit will maintain records related to an employee's request for
728 accommodation for the duration of the employee's tenure. Additionally, the unit
729 must keep records that it may use to determine whether it is complying with the
730 nondiscrimination and affirmative action requirements imposed under Section 501 and
731 to make such records available to EEOC upon EEOC's request.
732

733

ADDITIONAL INFORMATION

734 **Review Cycle**

735 FEMA Instruction 256-022-01, Reasonable Accommodation Program, will be reviewed,
736 reissued, revised, or rescinded within four years of the issue date.

737 **Distribution**

738 These procedures must be distributed to all employees upon issuance. They also must
739 be posted on FEMA's intranet and internet sites. Copies of these procedures will also
740 be available in the OER and OCCHCO.

AUTHORITIES AND REFERENCES

- 741 1. The Americans with Disabilities Act, as amended by the ADA Amendments Act of
742 2008, 42 U.S.C. §§ 12101 et seq.
- 743 2. The Rehabilitation Act of 1973, as amended, 29 U.S.C. § 701 et. seq.
- 744 3. Title 29 C.F.R. Part 1630, Regulations to Implement the Equal Employment
745 provisions of the Americans with Disabilities Act.
- 746 4. Genetic Information Nondiscrimination Act of 2008, 42 U.S.C. § 2000 et seq.
- 747 5. Executive Order 13164, Requiring Federal Agencies to Establish Procedures to
748 Facilitate the Provision of Reasonable Accommodation, July 2000.
- 749 6. Title 29 C.F.R. Part 1614, Federal Sector Equal Employment Opportunity.
- 750 7. Title 29 C.F.R. §1630.14(c)(1), Privacy Act Regulations.
- 751 8. U.S. Equal Employment Opportunity Commission (EEOC) Enforcement Guidance:
752 Disability-Related Inquiries and Medical Examinations of Employees Under the
753 Americans With Disabilities Act.
- 754 9. EEOC Enforcement Guidance: Reasonable Accommodation and Undue Hardship
755 under the Americans with Disabilities Act.
- 756 10. EEOC Guidance: Work at Home/Telework as a Reasonable Accommodation.
- 757 11. EEOC Questions & Answers: Federal Agencies' Obligation to Provide Personal
758 Assistance Services Under Section 501 of the Rehabilitation Act.
- 759 12. Department of Homeland Security Directive No. 259-01, Providing Reasonable
760 Accommodations for Employees and Applicants with Disabilities.

DEFINITIONS

761 Accessibility Compliance Management System (ACMS): A computer database created
762 and managed by the Department of Homeland Security (DHS) Office of Accessible
763 Systems Technology that tracks accessibility and accommodation requests from
764 applicant and employees.

765
766 Deciding Official: An individual of authority who determines, after consultation with the
767 OER Disability Unit, whether an accommodation request will be approved or denied, or
768 whether an alternative accommodation will be provided. The Deciding Official must be
769 the supervisor of record (SOR) or another designated official as described below.

- 770 1. The OER Disability Program Manager (DPM) is the Deciding Official for
771 accommodation requests for applicants for employment.
- 772 2. For deployed employees, the Deciding Official is the SOR who will communicate the
773 approved accommodation to the appropriate Temporary Duty Supervisor (TDS) and
774 the Cadre Coordinator.
- 775 3. For Surge Capacity Workforce, the TDS is the Deciding Official and must coordinate
776 with the OER Disability Unit.
- 777 4. For all others, the Deciding Official may be the SOR or another designated official
778 within the employee's chain of command.

779
780 Disability:

- 781 1. A physical or mental impairment that substantially limits a major life activity;
- 782 2. A record of such an impairment; or
- 783 3. Being regarded as having such an impairment.

784
785 The definition of "disability" should be interpreted broadly. The question of whether an
786 individual's impairment is a disability under the ADA should not demand extensive
787 analysis. Only qualified individuals with a current disability are entitled to a reasonable
788 accommodation. Individuals who have a record of an impairment that is no longer
789 limiting a major life activity are not entitled to an accommodation.

790
791 Emotional Support Animal (ESA): An animal that is prescribed by a licensed mental
792 health professional to a person with a disabling mental illness to relieve the symptoms
793 associated with their mental health disorder. Emotional support animals are not
794 recognized as service animals under the ADA because they are not seen as "working
795 animals." However, FEMA will consider requests for an ESA as a reasonable
796 accommodation on a case-by-case basis.

797

FEMA REASONABLE ACCOMMODATION POLICY

798 Employees: A Permanent Full-Time Employee (PFT), Temporary Full-Time Employee
799 (TFT), Part-Time Employee, Cadre on On-call Response/Recovery Employee (CORE),
800 Reservist, or Local Hire.

801
802 Essential Functions: Those job duties so fundamental to the position that the individual
803 holds or desires that they cannot do the job without performing them. A function can be
804 “essential” if, among other things, the position exists specifically to perform that function;
805 there are a limited number of other employees who could perform the function; and/or
806 the function is highly specialized, and the individual is hired based on their expertise or
807 ability to perform it. Determination of the essential functions of a position must be done
808 on a case-by-case basis so that it reflects the job as actually performed, and not simply
809 the components of a generic position description.

810
811 Extenuating Circumstances: Factors that could not reasonably have been anticipated or
812 avoided in advance of the request for accommodation or limited situations in which
813 unforeseen or unavoidable events prevent prompt processing of a request and delivery
814 of an approved accommodation.

815
816 Functional Limitation: A restriction or condition that limits a person’s ability to function in
817 a way that falls within the normal range for the activity.

818
819 Interactive Process: A discussion with an applicant or employee who has requested an
820 accommodation (or otherwise indicated a need) in order to clarify the specific nature of
821 the disability and identify the appropriate reasonable accommodation.

822
823 Interim Accommodation: A temporary or short-term solution when an approved
824 accommodation cannot be implemented immediately.

825
826 Major Life Activities: Basic activities that most people in the general population can
827 perform with little or no difficulty. Major life activities include, but are not limited to:
828 caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking,
829 standing, sitting, lifting, bending, speaking, breathing, learning, reading, concentrating,
830 thinking, communicating, interacting with others, working, or the operation of a major
831 bodily function, including functions of the immune system, special sense organs and
832 skin, normal cell growth, and digestive, genitourinary, bowel, bladder, neurological,
833 brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic,
834 musculoskeletal, and reproductive functions.

835
836 Medical Documentation: Documentation provided by a licensed medical practitioner
837 describing the nature, severity, and duration of the individual’s impairment; the
838 workplace activities the impairment limits; the extent to which the condition limits the
839 individual’s ability to perform said activities; and substantiates why the requested
840 reasonable accommodation is needed.

841
842 Personal Assistant Services (PAS): Assistance with performing activities of daily living
843 that an individual would typically perform if they did not have a targeted disability, and

FEMA REASONABLE ACCOMMODATION POLICY

844 that is not otherwise required as a reasonable accommodation. PAS must be performed
845 by a personal assistance service provider.

846
847 Physical or mental impairment: Any physiological disorder or condition, cosmetic
848 disfigurement, or anatomical loss affecting one or more body systems, such as:
849 neurological; musculoskeletal; special sense organs; respiratory (including speech
850 organs); cardiovascular; reproductive; digestive; genitourinary; immune; circulatory;
851 hemic; lymphatic; skin; and endocrine; or any mental or psychological disorder, such as
852 intellectual disability, organic brain syndrome, emotional or mental illness, and specific
853 learning disabilities.

854
855 The term physical or mental impairment includes, but is not limited to, such diseases
856 and conditions as orthopedic, visual, speech, and hearing loss, cerebral palsy, epilepsy,
857 muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, intellectual
858 disability, emotional illness, drug addiction, and alcoholism.

859
860 Qualified Individual with a Disability: An individual with a disability that:

- 861 1. Satisfies the requisite skill, experience, education, and other job-related
862 requirements of the position; and
- 863 2. Can perform the essential functions of the position, with or without reasonable
864 accommodation.

865
866 Reasonable Accommodation:

- 867 1. Modifications or adjustments to a job application process that enable a qualified
868 applicant with a disability to be considered for the position such qualified applicant
869 desires; or
- 870 2. Modifications or adjustments to the work environment, or to the manner or
871 circumstances under which the position held or desired is customarily performed,
872 that enable an individual with a disability who is qualified to perform the essential
873 functions of that position; or
- 874 3. Modifications or adjustments that enable a covered entity's employee with a
875 disability to enjoy equal benefits and privileges of employment as are enjoyed by its
876 other similarly situated employees without disabilities.

877
878 Reassignment: A form of reasonable accommodation that must be provided to an
879 employee, who, because of a disability, can no longer perform the essential functions of
880 the position they hold, with or without reasonable accommodation. Reassignment is
881 considered the accommodation of "last resort."

882
883 Selective Placement Program Coordinator: Assists FEMA management with the
884 reassignment process and conducts the search for vacant funded positions within the
885 Agency and Department.

886

FEMA REASONABLE ACCOMMODATION POLICY

887 Service Animal: A service animal is any dog that is individually trained to do work or
888 perform tasks for the benefit of an individual with a disability, including physical,
889 sensory, psychiatric, intellectual, or other mental disability. The task or tasks performed
890 by the service animal must be directly related to the individual's disability.
891

892 Substantially Limits: The extent to which an individual's ability to perform a major life
893 activity is impaired due to their condition, compared to most people in the general
894 population.
895

896 Targeted Disability: Designated as a "serious health condition" on the U.S. Office of
897 Personnel Management's [Standard Form 256](#). Some targeted disabilities for which PAS
898 may be needed include:

- 899 • missing extremities;
- 900 • significant mobility impairment benefitting from utilization of supports (such as a
901 wheelchair or walker); and
- 902 • partial or complete paralysis.
903

904 Undue Hardship: An action requiring significant difficulty or expense to the Agency,
905 when considering factors that include the nature and cost of the reasonable
906 accommodation and the impact of the reasonable accommodation on the operations of
907 the Agency, including the impact on the ability of others to perform their duties.
908 Determination of undue hardship is always made on a case-by-case basis.

MONITORING AND EVALUATION

909 The Office of Equal Rights and Office of Policy and Program Analysis (OPPA) will
910 monitor and evaluate implementation of this instruction to inform future revisions.

RESOURCE ASSISTANCE

911 Listed below are resources to assist in providing Reasonable Accommodations:

912 **Office of Equal Rights, FEMA**

913 (202) 212-3535 (Voice)

914 FEMA-Reasonable-Accommodation@fema.dhs.gov

915 FEMA-SLI-CART@fema.dhs.gov

916 <https://usfema.sharepoint.com/sites/OAI/ooer/Pages/RA.aspx>
917

918 **Computer/Electronic Accommodations Program (CAP)**

919 (833) 227-3272 (Voice); (571) 384-5629

920 www.cap.mil
921

922 **U.S. Equal Employment Opportunity Commission**

923 (800) 669-4000 (Voice); (800) 669-6820 (TTY)

924 <http://www.eeoc.gov>
925
926

FEMA REASONABLE ACCOMMODATION POLICY

927 **Job Accommodation Network (JAN)**
928 (800) 526-7234 (Voice); (877) 781-9403 (TTY)
929 <http://askjan.org/>

930 **ADA Disability and Business Technical Assistance Centers (DBTACs)**
931 (800) 949-4232 (Voice/TTY)
932 <http://www.adata.org/>

933 **United States Access Board**
934 (202) 272-0080 (Voice); (202) 272-0082 (TTY)
935 <http://www.access-board.gov/>

INQUIRIES

938 Any person wanting further information concerning these procedures may contact the
939 OER Disability Unit at FEMA-Reasonable-Accommodation@fema.dhs.gov.
940