



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE
PSC BOX 20005
CAMP LEJEUNE NC 28542-0005

MCIEAST-MCB CAMLEJO 12700.1
CHRO-E

1 OCT 2012

MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE CAMP LEJEUNE ORDER 12700.1

From: Commanding General
To: Distribution List

Subj: REASONABLE ACCOMMODATION (RA) FOR INDIVIDUALS WITH DISABILITIES
(IWD)

Ref: (a) Rehabilitation Act of 1973
(b) E.O. 13164 of July 26, 2000
(c) EEOC Policy Guidance on E.O. 13164 of October 20, 2000
(d) The Americans with Disabilities Act of 1990 (ADA)

Encl: (1) Confirmation of Reasonable Accommodation Request Form
(2) Reasonable Accommodation Request Checklist
(3) List of Reasonable Accommodation (RA) Resources
(4) Annual Report Reasonable Accommodation Tracking Information

Reports Required: I. Reasonable Accommodation Annual Report (Report
Control Symbol MCIEAST-MCB CAMLEJ-12700.1-02)

1. Situation. References (a) through (d) require the establishment of procedures that will support the prompt, fair, and efficient processing of requests for RA.

2. Mission. To promulgate policies, procedures, and responsibilities for Marine Corps Installations East-Marine Corps Base Camp Lejeune (MCIEAST-MCB CAMLEJ) RA for IWD in accordance with references (a) through (d). Coverage under this Order extends to civilian employees and applicants for employment.

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

(a) To increase awareness of the responsibility to provide for the expansion of opportunities for individuals with disabilities.

(b) To ensure that civilian and military managers, and supervisors comply with the provisions of reference (a), as amended.

(c) To establish a standing operating procedure to capture data for reporting disability related actions to higher headquarters.

(2) Concept of Operations. The RA process within MCIEAST-MCB CAMLEJ shall be as follows:

(a) An employee may initiate a request for RA orally or in writing to their first-line supervisor. Applicants for employment may

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initiate a request for RA to the Civilian Human Resources Office-East (CHRO-E) representative extending the job offer. The employee or job applicant shall provide enclosure (1) for record-keeping purposes. However, a person's oral or written request starts the RA process. When an individual with a disability requests assistance in completing the RA memorandum, the activity must provide that assistance. Employees may seek assistance from any Reasonable Accommodation Advisory Team (RAAT) program team member or staff at the Equal Employment Opportunity (EEO) Office.

(b) The RA process is initiated when a person with a disability indicates the need for an adjustment or a change at work or in the application process for a reason related to a medical condition. The requestor does not have to use any particular words or cite reference (a) or even use the term "reasonable accommodation." Examples: It is sufficient for a vision-impaired person to ask for assistance with certain work-related materials. An employee may state that she/he is having a problem with an established task because of new medication.

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

(d) First-line supervisors shall consider and approve requests for RA, whenever possible. Each RA request shall be different and will have to be considered on a case-by-case basis. However, an employee or applicant for employment should be informed as soon as possible about the status of their RA request, especially if an urgent situation exists. Where the requested RA is simple and straightforward, and there is no question of undue hardship to the organization, processing of the RA request shall not exceed 30 days. If there are extenuating circumstances that will preclude providing the requested RA within 30 days, the requestor shall be notified of the reason for the delay and provided the anticipated completion date in writing.

(e) Information on the type of RA and the date the RA is provided will be documented and filed with the RA request memorandum.

b. Subordinate Element Missions

(1) Commanders and Department Heads (military/civilian) at all levels shall:

- (a) Promote the RA process.
- (b) Provide necessary resources to support the RA process.
- (c) Provide enclosure (1) to any employee requesting RA.

(d) Utilize the RA Request Checklist (enclosure (2)) provided in this Order.

(e) Ensure employees are provided a list of available RA resources (enclosure (3)).

(2) Management Officials and First-Level Supervisors shall:

(a) Provide all employees with information about rights and responsibilities related to disability, including their right to request RA because of a medical condition.

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(b) Review RA requests received from employees and begin the interactive process.

(c) Consider and approve RA requests, whenever possible.

(3) Employees and/or applicants for employment shall:

(a) Immediately notify their first-level supervisor or RA point of contact when they determine that some form of RA is required to perform the essential functions of their position.

(b) Actively participate in the interactive discussion portion of the RA process.

(c) Provide medical documentation, if requested, as part of the RA process.

(4) Camp Lejeune EEO RA Program Coordinator shall:

(a) Coordinate all RA requests as the proponent for the Program for Individuals with Disabilities (PIWD).

(b) Track and report on RA requests in the annual IWD Affirmative Action Program (AAP) Plan and MD-715.

(c) Submit RA request numbers data for employees to higher headquarters and all RA denials.

(d) Complete enclosure (4), annually.

(5) CHRO-E staff shall:

(a) Review RA requests received from applicants for employment.

(b) Consider and approve RA requests for applicants whenever possible.

(6) Eastern Area Counsel Office shall:

(a) Provide legal advice and guidance to Human Resources (HR)/EEO community on RA upon request.

(b) Participate as a member of the RAAT as needed.

c. Coordinating Instructions

(1) Definitions

(a) Essential Functions. Job duties that are so fundamental, the individual cannot fulfill the requirements of the position without being able to perform these duties. A function is "essential" if, among other things, the position exists specifically to perform that function. There are a limited number of other employees who could perform the function if it were assigned to them; or, the function is specialized and the incumbent is hired based on her/his ability to perform it.

(b) Extenuating Circumstances. Factors that could not reasonably have been anticipated or avoided in relation to the request for RA.

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(c) IWD. A person who has a mental or physical disability that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such impairment.

(d) Interactive Process. An on-going communication between management and the employee requesting a RA. The process includes the decision-making and potential accommodations.

(e) "Qualified" Person with a Disability. A qualified person with a disability is an individual with a disability who is otherwise qualified or capable of doing the essential functions of a job with or without RA.

(f) RA. A change in the work environment or in the way things are customarily done that would enable an individual with a disability to enjoy equal employment opportunities. If mission dictates that the accommodation is not feasible in the encumbered position, the RAAT, consisting of the first-line supervisor, representatives from the EEO, and the CHRO-E shall review the request. Depending upon the complexity of the RA request, and in order for an informed decision to be made, other members as appropriate, may be requested to participate on the RAAT (i.e., Safety Office, Occupational Health, Industrial Hygiene). The RAAT shall provide the various areas of expertise needed to process the RA request. There are three general categories of RA.

1. Modifications or adjustments to a job application process to permit an individual with a disability to be considered for a job (i.e., providing application forms in alternative formats like large print or Braille).

2. Modifications or adjustments necessary to enable a qualified individual with a disability to perform the essential functions of the job (i.e., providing sign language interpreters, special computer keyboards, or voice amplification devices).

3. Modifications or adjustments that enable employees with disabilities to enjoy equal benefits and privileges of employment (i.e., removing physical barriers in an office, job restructuring, schedule changes).

(g) Undue Hardship. A specific accommodation that involves significant difficulty or expense. This determination, which must be made on a case-by-case basis, considers factors such as the nature and cost of the accommodation needed, the size and budget of the organization, and the impact of the accommodation on the operations of the agency.

(h) Temporary Adjustment. Employees can be assigned limited duties and responsibilities, which are a subset of the full duties and responsibilities contained in the employee's position description, during the time the RA request is being processed.

(i) Workplace Arrangement. Workplace arrangements are those situations that may not meet the criteria or rise to the level of a RA. However, that does not negate arrangements being made within the employee's worksite that would consider specific medical requirements (i.e., first floor office space, larger computer monitor, ergonomic equipment, etc.). Supervisors may request medical documentation, however, not all situations

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require medical documentation. Appropriate times for medical documentation would be if expenditures or significant impact to the work environment are required.

(j) Temporary Arrangement. Temporary arrangements (i.e., schedule changes, reassignments, etc.) can be made for employees who have a temporary disability.

(2) Medical Information

(a) If the disability and/or need for accommodation are not obvious or already known by the employer, employees, or applicants for employment must provide relevant medical information from an appropriate medical professional related to the disability (being reviewed) and the requested accommodation.

(b) Additional medical information may be requested if the initial medical information submitted:

1. Does not clearly explain the nature of the disability or the need for RA; or

2. Does not clarify how the RA will assist the employee to perform the essential functions of the job or enjoy the benefits and privileges of the workplace.

(c) The employer may have the medical information reviewed by Occupational Health or a medical expert of the employer's choice at the employer's expense.

(d) In accordance with reference (a), medical information may not be requested where:

1. Both the disability and the need for RA are obvious or already known, or

2. The individual has already provided the agency with sufficient information to document the existence of the disability and her/his functional limitations.

(e) Reference (a) also requires all medical information be kept confidential. If necessary, medical information may be shared on a need to know basis. When medical information is disclosed to appropriate officials, they must be informed regarding the confidentiality requirements under the law.

(f) To maintain the confidentiality of the medical information and the RA request data, these records should be filed separately from official personnel files or the personnel files maintained in most offices.

(3) Types of RA

(a) Modifications or adjustments may be made to the application process, to the job, or to the workplace. Refer to the examples described for RA in paragraph 3a(2)(b) above.

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(b) Flextime or telework, each providing specific flexible work arrangements between a supervisor and an employee, should be considered as options for RA.

(c) Reassignment must be considered if no accommodations are available to enable the individual to perform the essential functions of the current position and there is no undue hardship to the organization. Reassignment may be made only to a vacant position. The law does not require the organization to create a new position or move other employees from their jobs in order to create a vacancy. If the employee is qualified for the vacant position, she/he may be reassigned to the vacant position as a RA. Reassignments are non-competitive actions and are not considered adverse actions. The organization will first focus on equivalent positions. However, lower level vacant positions will be considered if there are no equivalent positions to the employee's current position.

(d) As previously stated, information on the type of RA and the date the RA is provided should be documented and filed with enclosure (1).

(4) Denials of RA

(a) If an individual's request for RA is denied, the individual must be notified in writing of the reasons for the denial. The denial should be written in plain language, be as specific as possible, and should identify the office and individual who made the decision. As appropriate, the notice of denial should be provided in alternate format, such as large print, Braille, etc.

(b) If a specific RA is denied, but an alternate RA is offered, the notice should explain the specific reason(s) for the denial and the reasons that another accommodation is considered a good alternative.

(c) The notice must also include an explanation of the informal procedures that are available for a review of the denial action. Individuals should be encouraged to first discuss the denial with the person who made the decision.

(d) If the requestor is not satisfied, they have the opportunity to engage the Alternative Dispute Resolution (ADR) process or appeal the denial action to others in the deciding official's chain of command.

(5) Informal Procedures and EEO Complaints

(a) Any informal procedures are strictly voluntary and may not be used to limit an individual's rights. The employer may not prevent an individual from filing an EEO complaint or a Merit Systems Protection Board or union grievance even if she/he is also pursuing the steps detailed in the informal procedures.

(b) When the employer denies a RA request, the employer must notify the individual in writing that she/he has a right to file an EEO complaint or engage ADR on the denial action and that she/he must do so within 45 days of the receipt of the denial action, even if she/he is also pursuing the steps detailed in the informal procedures.

(c) The EEO office will provide information regarding the filing of an EEO discrimination complaint and provide a coordinated effort to resolve the situation and discuss the ADR process.

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(6) Tracking Requirements

(a) The EEO office is responsible for tracking the following information:

1. The number and types of RA requests that have been submitted in the application for employment process and whether those requests were granted or denied.

2. The jobs of each occupational series, grade level, and organization for RA have been requested.

3. The types of RA requested for each of those jobs.

4. The number and types of RA for each job, by organization, that have been approved, and the number and types that have been denied.

5. The number and types of requests for RA that relate to the benefits or privileges of employment, and whether those requests have been granted or denied.

6. The reasons for denial of requests for RA.

7. The amount of time taken to process each RA request.

8. The sources of technical assistance that have been consulted in trying to identify possible RA.

(b) For each MCIEAST-MCB CAMLEJ directorate/organization serviced by CHRO-E, the Camp Lejeune EEO office shall submit the RA tracking information data, detailed above, to the CHRO-E EEO office no later than 30 September each year for consolidation.

(7) Disposition of RA Request Data, to include Medical Information

(a) Documentation related to a particular individual who has requested RA should be filed apart from other personnel records, safeguarded regarding confidentiality requirements, and maintained for the duration of that individual's employment.

(b) The tracking information data should be maintained for a period of three years. This data will assist an organization to evaluate its performance regarding the adequate and timely processing of RA requests and to take corrective action, if required.

(8) Bargaining Unit Notification Requirements. Activities are required to meet their statutory and contractual labor relations obligations to unions when implementing any policy regarding RA.

4. Administration and Logistics. Questions concerning the contents of this Order may be forwarded to the RA Coordinator of the EEO office at (910)451-5083/5272.

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5. Command and Signal

a. Command

(1) This Order is applicable to MCIEAST-MCB CAMLEJ, its subordinate commands, and all Camp Lejeune tenant commands.

(2) MCIEAST-MCB CAMLEJ Installation Commanders may establish local procedures following the guidelines of this Order.

b. Signal. This Order is effective the date signed.



D. L. THACKER, JR.
Deputy Commander

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Report Control Symbol: MCIEAST-MCB CAMLEJ-12700.1-02

CONFIRMATION OF REASONABLE ACCOMMODATION REQUEST FORM

PRIVACY ACT STATEMENT

Information contained on this form is maintained under the Systems of Records Notice S330.50 Reasonable Accommodation Request Records. (November 12, 2008, 73 FR 66863) **AUTHORITY:** The Rehabilitation Act of 1973, as amended; 29 U.S.C. 791, Employment of Individuals with Disabilities; E.O. 13163, Increasing the Opportunity for Individuals with Disabilities to be Employed in the Federal Government; and E.O. 13164, Requiring Federal Agencies to Establish Procedures to Facilitate the Provision of Reasonable Accommodation. **PRINCIPLE:** Current and former Defense Logistics Agency employees and applicants with disabilities who have requested reasonable accommodations under The Rehabilitation Act of 1973, as amended. **PURPOSE:** Considering, considering, deciding, and implementing requests for reasonable accommodation made by DLA employees and applicants with disabilities. The system documents and tracks requests made to DLA for reasonable accommodation, and action taken by DLA in response to the requests. **ROUTINE USE:** Disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act, these records and information contained therein may be disclosed outside the DOD as a routine use pursuant to 5 U.S.C. 552a (b)(3). **DISCLOSURE:** Mandatory for computer matching.

Name		Date
PP-Series-Grade	Work Phone	
Code/Org#	Check One: Employee <input type="checkbox"/> Applicant <input type="checkbox"/>	
Supervisor's Name	Supervisor's Phone Number	
Describe the nature of your medical condition and your limitations (including whether the condition and/or limitations are permanent or temporary):		
Describe any impact of your present limitations on the performance of your duties:		
Describe any accommodation you believe would assist you in the performance of your duties:		

I certify that the statements and information contained in this document and any attachments are true and complete to the best of my knowledge. I hereby give permission to release any information contained in this request to authorized officials with a need to know.

Requestor's Signature

Date

Signature acknowledging receipt of this request for accommodation and attachments if any:

Date

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Report Control Symbol: MCIEAST-MCB CAMLEJ-12700.1-02

Reasonable Accommodation Request Checklist (For use in processing employee requests)

1. Name and job title of employee requesting reasonable accommodation:

- a. The request for accommodation is written (attach copy) or oral (attach supervisor's documentation) and is dated.
- b. If someone other than the employee desiring a reasonable accommodation is making the request, provide name/address/phone number and relationship of person (representative):

c. Did the employee receive a copy of the Privacy Act Statement? _____

2. Employee's stated accommodation.

a. Describe the nature of the disability:

b. Is the disability and need for accommodation obvious? _____

c. Has the employee provided medical information relative to stated disability in the past? _____

d. If the disability is not obvious and the employee has not requested an accommodation previously, coordinate the request with the EEO office/RA POC and request medical documentation from the employee. Provide the following: Date coordinated with the EEO office _____ date medical information requested _____ and date medical information received: _____

3. Meeting with the employee.

a. Is a meeting needed to clarify needs? _____

b. Coordinated with RA POC before meeting with employee to determine requirement to involve bargaining unit representative.

Date coordinated: _____

c. Attach interactive discussion with employee. (Include job duties that are affected, if the duties are essential elements of the position, and accommodation options discussed).

d. List of possible accommodations: (Discuss with Reasonable Accommodation Advisory Team (RAAT) as needed):

4. Coordination with EEO office/RA POC: Date contacted, brief narrative describing discussion. May include: Does the employee have a physical or mental disability that substantially limits one or more of the major life activities? Which of the accommodations being discussed are available/reasonable? Is there a need to consult with a resource outside the agency? Who has control over the resources? Who will make the decision? Must the bargaining unit be notified before implementing the accommodations?

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5. Alternative Actions/Accommodations Recommendations: Would any of the listed accommodations cause undue hardship? (Generalized conclusions will not suffice to support a claim of undue hardship. Undue hardship must be based on an individualized assessment of current circumstances that show a specific reason accommodation would cause significant difficulty or expense - if so explain.

6. Accommodation (s) chosen, if any (explain reason for choice):

7. Coordinate with other organizational elements if applicable. Examples: EEO, Occupational Health HR . If any of the possible accommodations require resources, which are outside the control of the supervisor, facilities and fiscal managers should be included.

8. Effective date for the reasonable accommodation. _____

9. Any additional notes necessary to process and report to EEO/RA POC

10. Processing Employees Name: _____ Date checklist processed _____

11. List other agencies and personnel involved in this case.

AGENCY	AGENCY REPRESENTATIVE	REPRESENTATIVES PHONE NUMBER

Copy to: RA POC

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List of Reasonable Accommodation (RA) Resources

Reasonable Accommodation Coordinator Center

Equal Employment Opportunity Office
Bldg 33 Holcomb Blvd
Camp Lejeune, NC 28547-5108
Phone: (910) 451-5083/5272/6782

Defense Medical System Support

5111 Leesburg Pike, Suite 810
Falls Church, VA 22041-3206
Phone: (703) 681-8811 (Voice, TTY)
Fax: (703) 681-9075
Web Site: www.tricare.osd.mil/cap

Computer/Electronic Accommodation Program

Computer/Electronic Accommodations Program Technology Evaluation Center

Pentagon, Room 2A259
Washington, DC 20301
Phone: (703) 693-6189 (TTY)
(703) 693-5160 (Voice)
E-Mail: cap@tma.osd.mil

Job Accommodation Network

918 Chestnut Ridge Road, Suite 1
West Virginia University
P.O. Box 6080
Morgantown, WV 26506-6080
Phone: 1-800-526-7234 (Voice, TDD)
Website: www.janweb.icdi.wvu.edu

Disability Resource Center

Dept of Transportation
400 7th Street, SW
M-14, Room 2110
Washington, DC 20590
Phone: (202) 492-0625 (Voice)
(202) 366-5273 (TTY)
E-Mail: drc@ost.dot.gov
Web Site: www.drc.dot.gov

ADDITIONAL INFORMATION ON WWW:

Department of Labor: dol.gov/dol/odep/

Uniform Federal Accessibility Standards:

access-board.gov/ufas/ufas-html/ufas.htm

Equal Employment Opportunity Commission (EEOC) Enforcement Guidance on Reasonable Accommodation.

2. Reasonable accommodation requests submitted by employees

Occupational Series	Grade Level	Organization	Type of Accommodation	Approved	Denied	Benefit or Privilege Related	Processing Time	Reason for Denial
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
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				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

a. List the reasons for denial: _____

b. List the sources of technical assistance that have been consulted in trying to identify possible reasonable accommodations: _____

Submission Data:

1. Servicing EEO Office: _____
2. Action Officer/POC for this report: _____
3. Phone Number: _____
4. Date of Submission: _____

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Enclosure (4)

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