Supervisors should: | Employees and applicants should:
---|---
Know when an individual is asking for reasonable accommodation. No "magic" words are necessary nor must the individual use the words "reasonable accommodation." | Make your reasonable accommodation needs known to the supervisor.
Document the accommodation request, in writing, if the original request was verbal. | Ask for reasonable accommodation before performance becomes a problem.
Only ask for relevant medical documentation. | Provide relevant medical documentation, if requested, in a timely manner.
Assess all requests for reasonable accommodation on a case-by-case basis. | Be creative in the interactive process when discussing reasonable accommodation options.
Contact HR or the Reasonable Accommodation Coordinator for assistance. | Participate in the interactive process.
Keep communication channels with the employee open. | Provide responses to the employee quickly – within 30 calendar days.

**Can an employer deny a reasonable accommodation request?**

Yes. Each request is evaluated on a case-by-case basis. The employee first must be determined to be disabled under the ADA definition and provide any relevant medical documentation requested. If the request imposes an undue hardship or a change that would be costly or disruptive to the organization, it may be denied. The request also may be denied if the employee cannot perform the essential functions of the position.*

*Reassignment, the accommodation of last resort, may be considered here.

**What if the employee disagrees with the reasonable accommodation decision?**

The employee may request that a decision be reconsidered. All relevant paperwork, including the denial decision, should be sent to the CNIC NAF EEO Service Center.

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**Contact Information**

To request reasonable accommodation, contact your supervisor, the Human Resources Office, or the designated Reasonable Accommodation Coordinator.

For additional information on reasonable accommodation, contact your supervisor, the Human Resources Office, a designated Reasonable Accommodation Coordinator, or the CNIC NAF EEO Service Center.

CNIC NAF EEO Service Center
1-866-295-0320
MILL_CNIC_NAF_EEO@navy.mil
**Reasonable Accommodation Request Process**

1. **The employee, or someone on employee’s behalf, makes verbal or written request for reasonable accommodation.**

2. **The supervisor documents request for accommodation and begins interactive process with employee. Supporting medical documentation may be requested, if necessary.**

3. **The supervisor meets with Human Resources and/or Reasonable Accommodation Coordinator to review the request.**

4. **Determination is made as to whether the employee has a disability as defined by the ADA. A decision on the reasonable accommodation request is made.**

5. **If approved, the supervisor informs the employee in writing, and the most effective accommodation is provided.**

6. **If denied, the supervisor issues a written notice to the employee, explaining the reason for denial. The employee is informed of their right to use the ADR process, file a discrimination complaint, or submit a request for reconsideration.***

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**Definitions You Should Know**

**Reasonable Accommodation**: an adjustment or modification in the job or workplace that facilitates the way an employee with a disability performs the essential functions of the job, or that enables an employee with a disability to enjoy equal benefits and privileges of employment.

**Disability**: a physical or mental impairment that substantially limits a major life activity, or a record of such impairment, or being able to perform it.

**Major Life Activities**: include, but are not limited to, communicating, seeing, hearing, bending, lifting, learning, concentrating, reading, and communicating.

**Qualified Individual with a Disability**: an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the job, and satisfies the skill, education, experience, and other job-related requirements of the position.

**Essential Functions of the Job**: job duties that are so fundamental that one cannot successfully do the job without being able to perform them. A function is considered to be “essential” if the position exists specifically to perform that function, there are a limited number of other employees who could perform the function if they were assigned to them, or the function is specialized and the individual is hired based on his or her ability to perform it.

**Undue Hardship**: includes making changes that require significant expense, are extensive or substantial, or are considerably disruptive to operations; considered on a case-by-case basis.

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**People with Disabilities**

People with disabilities are a valued part of the CNIC non-appropriated fund (NAF) workforce. CNIC NAF is committed to removing barriers that prevent people with disabilities from applying for jobs, performing the essential functions of the job for which hired, gaining access to the job location, and enjoying all of the benefits and privileges of employment. The goal is full and successful integration of people with disabilities into the workplace.

The Rehabilitation Act of 1973, as amended by the Americans with Disabilities Act (ADA) of 1990 and the Americans with Disabilities Act Amendments Act (ADAAA) of 2008, requires the provision of reasonable accommodation to qualified applicants and employees with disabilities, unless doing so would cause an undue hardship. In accordance with these laws, CNIC NAF will make every effort to support our applicants and employees with disabilities to ensure full participation in employment.

**Reasonable Accommodation**

![Diagram of the Reasonable Accommodation Request Process](image-url)

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**What happens after I request reasonable accommodation?**

The supervisor must begin an interactive process to determine your reasonable accommodation needs. The supervisor will ensure your request is documented in writing. You may be asked questions about the nature of your disability, your limitations, and options for possible accommodations.

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**Is medical documentation required?**

It depends. If the disability is one that is not obvious to the supervisor, such as a cognitive disability or back problems, medical documentation would be required.

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**Will my medical documentation be kept confidential?**

Yes. All medical documentation submitted in support of your reasonable accommodation request will be kept confidential and in a separate folder. The information provided in support of reasonable accommodation requests is available only to the designated staff responsible for coordinating accommodation requests and providing accommodation services.