



Centers for Disease Control
and Prevention (CDC)
Atlanta GA 30329-4027

Category: General Administration

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Proponent: Office of Equal Employment Opportunity and Workplace Equity (OEEOWE)

Application: All Locations, Domestic and International

Applicable Staff: All CDC Employees, Employment Applicants, and Non-Employees

REQUESTS FOR REASONABLE ACCOMMODATION

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1. PURPOSE AND SCOPE

This policy implements the Centers for Disease Control and Prevention (CDC)³ Reasonable Accommodation (RA) program by providing instructions for acting on such requests from employees and applicants for employment.

¹ Gender pronouns were updated in the policy on October 7, 2022 to reflect [Executive Order 14035: Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce](#).

² OEEOWE Addendum to the Requests for Reasonable Accommodation included in policy ([Appendix F](#)).

³ References to CDC also apply to the Agency for Toxic Substances and Disease Registry (ATSDR).

This policy applies to all CDC employees⁴, applicants for employment, and non-employees⁵ at all locations, domestic and international, and to all Centers, Institute, and Offices (CIOs) and Business Services Offices, which are hereafter called “CDC Components”⁶ unless otherwise noted. This policy also includes employees sustaining job-related injuries and employees with temporary disabilities requiring a reasonable accommodation.

Contractors should apply for a reasonable accommodation through their employer. Acceptance of their request depends on their contractual language and other factors related to their specific situation. Any request for reasonable accommodation that is submitted will be assessed for eligibility on a case-by-case basis.

2. BACKGROUND

[Executive Order 13164](#) requires all Federal agencies to establish procedures for handling RA requests.

CDC’s procedures are intended to fully comply with the requirements of the Rehabilitation Act of 1973 (as amended). Under the law, CDC must provide RAs for qualified employees or applicants with disabilities unless doing so would cause undue hardship.

3. POLICY

A. General Requirements

CDC is committed to providing RAs to its employees and applicants for employment to help ensure that individuals with disabilities enjoy equal access to employment opportunities. An RA is any change in the workplace or how things are customarily done that provides equal employment opportunity to an individual with a disability.

CDC provides RAs:

- When an applicant with a disability needs an accommodation for any part of the application or hiring process to be considered for employment;⁷
- When an employee with a disability needs an accommodation to perform the essential functions of the job or to gain access to the workplace;⁸ and
- When an employee with a disability needs an accommodation to enjoy equal access to benefits and privileges of employment, which include but are not limited to training, services (such as cafeterias, lounges, gymnasiums, auditoriums, and transportation), agency-sponsored parties or other social functions, and access to information (such as

⁴ For the purposes of this policy, the term “employees” consists of members of the civil service staff. Commissioned Corps Officers are excluded from this policy. For more information on these categories, refer to [“Employee Categories \(Updated July 2018\).”](#)

⁵ For the purposes of this policy, the term “non-employees” includes individuals who provide consistent services to CDC, or maintain a regular presence on a CDC facility, or have been issued a physical or logical access credential and are funded by CDC-managed appropriations. As used in this policy, non-employees include groups of individuals such as guest researchers, contractors, Intergovernmental Personnel Act (IPA) personnel, or students. For more information on these categories, refer to “Non-Employee Categories (Updated July 2018),” available at: http://intranet.cdc.gov/ocio/docs/systems-tools/Non-EmployeeCategoryHelp_July_2018.pdf.

⁶ For more information on CDC nomenclature, refer to [“Organizational Nomenclature Used in Delegations of Authority.”](#)

⁷ This could include establishing their need through appropriate supporting medical documentation.

⁸ See footnote 6.

computers, bulletin boards, posters, and public address systems).

While some things are not considered an RA, such as removing an essential job function or permitting personal use items that are needed on and off the job, like a hearing aid or wheelchair, RAs can enable an individual to apply for a job, perform a job, or have equal access to the workplace and benefits like kitchens, parking lots, and office events.

Examples of accommodations include:

- Altering supervisory methods
- Modifying work schedules
- Restructuring of a job's marginal functions
- Modifying workplace policies
- Providing Personal Assistance Services
- Providing a reassignment to another job
- Providing assistive technology, including information technology and communications equipment or specially designed furniture
- Providing materials in alternative formats (such as Braille or large print)
- Removing an architectural barrier, including reconfiguring workspaces

A more extensive discussion of available RAs can be found in the attached "Examples of Reasonable Accommodations" (see [Appendix A](#)).

As a model employer, CDC may take steps, solely at the Agency's discretion, beyond those required by section 501 of the Rehabilitation Act of 1973.

B. Requesting Reasonable Accommodation

An RA request is a statement that an individual needs an adjustment or change at work, in the application process, or to access a benefit or privilege of employment for a reason related to a medical condition. An individual with a disability may submit an RA request at any time during the application process or during the period of employment, either orally or in writing. They need not have a particular accommodation in mind before making a request, nor use any specific words, such as "reasonable accommodation," "disability," or "Rehabilitation Act." An employee is not precluded from making an RA request because they did not previously disclose the existence of a disability. A family member, healthcare provider, or other representative may submit an RA request, either orally or in writing, on behalf of an employee or applicant.

The RA process begins as soon as the RA request is submitted. The RA Program, overseen by the Office of Equal Employment Opportunity and Workplace Equity (OEEOWE), will process all requests for reasonable accommodation through a case management and tracking system—currently the [Accommodations Tracking System \(ATS\)](#) 3.0—which facilitates efficient management of all requests in accordance with the procedures and timeframes set forth within this policy. While requests are not required to be in writing, all requestors are encouraged to submit an RA request either by accessing the ATS or completing "[Form 1283 – Confirmation of Request for Reasonable Accommodation](#)," as employees are not required to use the ATS to submit requests for RA. (See ATS Request Flowchart ([Appendix B](#).) If an individual is a new user or has not accessed the ATS in a while, they will need to submit an online [ATS Access Request Form](#).

C. Processing the Request

CDC has an assigned Reasonable Accommodation Manager (RAM) to provide direction and oversight for its Reasonable Accommodation Program. A Reasonable Accommodation Specialist (RAS) will process all incoming requests in consultation with the RAM.

If a request is given to a manager or supervisor rather than directly to the RAM/RAS through the ATS, that individual should forward the request immediately through the ATS and should attempt to do so within two business days. The RA process is deemed to begin as soon as the oral, written, or ATS request is made to any manager in an employee's chain of command.

An employee needing an RA on a recurring basis must submit the needed supporting documentation for the approval of the RA with the first request. The employee requesting the RA must give the RAM/RAS appropriate advance notice for each subsequent time the RA is needed. If the RA is needed on a regularly scheduled basis, the RAM/RAS should ensure that the employee's supervisor makes the appropriate arrangements without requiring a request for each occasion—such as communication access real-time translation (CART) and sign language interpreter request (see [Appendix C](#)). Depending on the individual situation, the Agency reserves the right to request additional documentation from the employee, if needed to support the recurring RA request.

An individual's receipt of denial of an accommodation does not prevent the individual from making another request at a later time if circumstances change and they believe an accommodation is needed due to limitations from a disability. The RAM/RAS may not refuse to process an RA request, and an RA cannot be denied based on a belief that the RA should have been requested at a specific time.

A detailed description of this process is located on CDC's [OEEOWE intranet site](#).

In addition to the decision-maker, inquiries regarding an RA request may also be submitted to any of the following:

[Reasonable Accommodations Program](#)

Phone: 770-488-1525

Email: RAInquiry@cdc.gov

CDC Atlanta Human Resources Center (RA requests for applicants)

Email: HRCS@cdc.gov

[Disability Program Manager](#)

Email: DPAccessibility@cdc.gov

OEEOWE General Mailbox

Email: OEEOWE@cdc.gov

D. The Interactive Process

After an RA request is made, the employee, employee representatives who are assigned in writing, supervisors, and applicants are required to begin an interactive process to determine what, if any, accommodation is provided. The individual requesting the accommodation and the

decision-maker must communicate to each other about the process for determining whether the accommodation or an alternative accommodation is provided. The interactive process continues until sufficient information is received upon which CDC can render and actually renders a formal decision on the RA request. All involved parties should attempt to keep the lines of communication open throughout the entire process.

E. Requests for Medical Information

As part of the RA interactive process, the RAS (as directed by the RAM) will determine whether medical documentation is necessary. If the disability or need for accommodation is obvious, it may not be necessary to request medical information. If it is deemed not necessary to request medical information, the request for an accommodation is promptly returned to the decision-maker with instructions for completing its processing.

If it is deemed necessary to request medical information, CDC has the right to have that medical information reviewed by a medical expert of CDC's choosing and at CDC's expense.

When requests for medical information are deemed necessary, at minimum, the following is required:

1. A description of the disability;
2. An explanation of how the disability or barrier limits the employee's ability to do the job and participate in CDC activities, as well as how the requested accommodation will improve the situation; and
3. Job applicants must provide an explanation of how a requested accommodation will improve their ability to apply or interview for a position.

Documentation is required to establish that a person has a disability that necessitates a reasonable accommodation, as well as supporting information as to what accommodation is needed, why it is needed, and how it will be implemented.

If the RAM/RAS believes it is necessary to obtain medical information to determine whether the requesting individual has a disability and/or identify their functional limitations, the RAM/RAS will make such request to the employee as soon as practicable after receipt of the RA request. CDC recognizes that the need for documentation or additional clarifying documentation may not be apparent until after the interactive process has begun. Therefore, requests for medical documentation may occur at any time throughout the interactive process.

If the RAM/RAS needs to obtain medical information, the RA review process stops and will resume on the day the required medical information is received. If the RAM/RAS determines medical information is required, they will send an email to the employee or applicant requesting they log into ATS and follow the process for submission of either a medical inquiry letter or medical release.

Examples of medical forms may be found in the "[Medical Inquiry in Response to a Request for Reasonable Accommodation](#)" and "[Authorization for Disclosure of Protected Health Information](#)."

F. Confidentiality Requirements Regarding Medical information and the Reasonable Accommodation Process

Under the Rehabilitation Act, medical information obtained in connection with the RA process is to be kept confidential. All medical information (including information about functional limitations and RA needs obtained in connection with a request for an RA) must be kept in files separate from the individual's personnel file. CDC employees who obtain or receive such information are strictly bound by these confidentiality requirements.

The RAM/RAS will maintain custody of all medical and other records obtained or created during the processing of an RA request and will respond to all requests for disclosure of those records. All records are maintained in accordance with the Privacy Act, U.S. Equal Employment Opportunity Commission (EEOC), Department of Health and Human Services (HHS), and CDC requirements.

This information may be disclosed only as follows:

1. Supervisors and managers are entitled to whatever information is necessary to implement restrictions on the work or duties of the employee or to provide a reasonable accommodation.
2. Medical Reviewing Authority (MRA) will assist in interpreting medical documents.
3. First aid and safety personnel may be informed, when appropriate, if the disability might require emergency treatment or assistance in evacuation.
4. Government officials may be given information necessary to investigate compliance with the Rehabilitation Act.
5. Whenever medical information is disclosed, the individual disclosing the information must inform the recipients of the information about the confidentiality requirements.

G. Time Frames for Processing Requests and Providing Reasonable Accommodation

CDC will process requests for RAs and provide accommodations as quickly as is practicable. CDC recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation requested and whether it is necessary to obtain supporting information. Absent extenuating circumstances,⁹ the RA Program will either provide or deny a requested accommodation within 60 days after receiving a complete RA request package. Failure to provide the accommodation may result in a violation of the Rehabilitation Act, so RA requests should not routinely take 60 days to process. CDC must ensure that managers and supervisors understand that the provision of the maximum time frame does not mean that they should routinely take the full length of time allowed.

Managers or supervisors that receive an RA not placed in the ATS must submit it through the ATS as soon as possible and no later than two business days after receipt or contact the RA Program for assistance.

The RAM/RAS should attempt to contact the applicant or employee as soon as possible and no later than three business days from receipt of the RA to verify the nature of the request. If not contacted within three business days, the applicant or employee should contact the RAM/RAS to verify receipt of the RA request.

1. Expedited processing: In certain circumstances, a request for an RA requires an expedited review and decision in a time frame that is shorter than ten business days,

⁹ The term "extenuating circumstances" is applicable to "factors that could not reasonably have been anticipated or avoided in advance of the request for accommodation."

such as discussed below:

- a. To enable an applicant to apply for a job. Depending on the timetable for receiving applications, conducting interviews, taking tests, and making hiring decisions, there may be a need to expedite a request for an RA to ensure that an applicant with a disability has an equal opportunity to apply for a job. Therefore, the Human Resources Office (HRO) must act as quickly as possible to make a decision and, if appropriate, provide an RA.
 - b. To enable an employee to attend a meeting or event scheduled to occur shortly. For example, an employee may need a sign language interpreter for a meeting in a short time frame.
2. If an RA request can be processed by the RAM/RAS because the disability is obvious or known, no supporting medical information may be required. If no extenuating circumstances apply, the decision should be given to the employee as soon as is practicable, but no more than 15 business days from the date they made the request. However, prior to approval, the decision-maker must still contact the RAM/RAS and review the appropriateness and effectiveness of the accommodation. The accommodation, if granted, should be provided within ten business days from the date of the approval unless there are extenuating circumstances. The decision-maker should inform the employee in writing about any delay.

H. Reassignment

Reassignment to a new position is the accommodation of “last resort” that can be considered if there are no other effective accommodations that would enable an employee to perform the essential functions of their current job, or if all other possible accommodations would impose undue hardship on CDC. In the case of reassignment, the accommodation provided to an employee is reassignment to a vacant position for which they are qualified—the employee does not compete against other applicants for that position. “Qualified” means that the employee: (1) satisfies the required skill, experience, education, and other job-related requirements of the position; and (2) can perform the essential functions of the new position with or without RA. The employee does not need to be the best-qualified individual for the position in order to be reassigned to it. Reassignment does not result in a promotion to an employee through the RA process.

It is mandatory for managers to collaborate with OEEOWE’s reasonable accommodation staff to assess reassignment requests that are supported by appropriate medical documentation.

If the Agency identifies multiple equivalent positions, the Agency may select which position to offer the employee, starting with those in the employee’s current commuting area. Although reassignment is not limited to the current duty location, commuting area, Operating Division (OPDIV), or Staff Division (STAFFDIV), CDC will consider all reassignment options in the local commuting area first.

Management and the OEEOWE RAM/RAS should engage the employee to gather the following information and determine:

1. The type of work the employee is qualified to perform and what medical restrictions or limitations they have.
2. Whether the employee is to be reassigned outside the facility or outside the commuting area, and if so, what locations.

3. Whether the employee is reassigned to a different type of position for which they may be qualified, and if so, to what type(s).
4. Whether the employee is reassigned to a different OPDIV of the department, and if so, to which one(s).
5. Whether the employee will be reassigned to a lower grade if no position is available at their current grade level.

CDC Component management must attempt to locate an appropriate position within their organization.

If they do not find a position that the employee is qualified for, the CDC Component must submit written justification to the RAM/RAS explaining why the employee cannot be reassigned within the current CDC Component. The RAM/RAS will review the justification(s) and agree or disagree.

If the RAM/RAS disagrees, the CDC Component must place the employee. If the RAM/RAS agrees with the justification, RAM/RAS will request that the HR (Staffing) Specialist identify vacancies appropriate for reassignment within CDC. If there is appropriate justification that reassignment within CDC is not available, the Agency may have to expand the scope of the search to the Department level.

HR (Staffing) Specialist will collaborate with their HR counterparts throughout the Department to identify potential vacant positions that meet the employee's parameters on a case-by-case basis. At the request of the RAM/RAS, the HR (Staffing) Specialist will conduct a CDC-wide search for vacant positions within the requested occupational series or grade and then provide the list to the RAM/RAS. All parties must collaborate to complete the reassignment within 60 business days unless there are unforeseen or unexpected circumstances that prevent the completion of the process. Any delays in the process by any party must be reasonable and must be documented.

When a vacancy that meets the parameters is identified in a different CDC Component, the RAM/RAS must notify the gaining CDC Component management authority that a position has been identified in that CDC Component for the placement of a reassigned employee. If a CDC Component official refuses to accept a reassignment, the CDC Director or designee will decide the matter based on the justifications provided by the necessary parties.

Once the CDC Component and RAM reach an agreement on the employee reassignment, the HR (Staffing) Specialist will process the action and coordinate release dates in accordance with HRO operating procedures. When the HR (Staffing) Specialist determines an employee is not qualified for a vacancy that is available and meets the parameters identified by the MRA, the HR (Staffing) Specialist must provide an evaluation statement to the RAM/RAS to document due diligence efforts.

The HR (Staffing) Specialist and RAM/RAS must keep a written record of each vacancy that was considered and any reason(s) why the employee could not be placed in that vacancy. The RA staff will continue to collaborate with the HR (Staffing) Specialist until a placement is accomplished or a denial decision is prepared. The CDC Director (or assignee) will have the sole discretion to determine whether the originating CDC Component will lose an FTE and/or the salary for the FTE when the employee is moved to another CDC Component.

I. Resolution of the Reasonable Accommodation Request

Requesting individuals will be notified when their RA request has been approved. When an RA request is denied or an alternative accommodation is provided, OEEOWE will draft a decision letter and provide to the decision-maker the decision letter and, when applicable, the medical review findings. The decision-maker will consult with the RAM/RAS before signing the decision letter. The individual who requested the RA will then be provided with the signed decision letter and completed accompanying documentation.

The explanation for the denial or alternative accommodation decision should be written in plain language, clearly stating the specific reasons for the decision. If the requester rejects the resolution, they will have five business days to appeal the decision to the deciding official. The decision letter contains the details of the appeal process.

Examples of these documents may be found in the "[Reasonable Accommodation Decision Letter](#)" and "[Form 1284 – Denial of Reasonable Accommodation Request](#)."

J. Reasonable Accommodation Denials and Alternative Accommodations

The written notice of denial must be provided immediately after the denial decision is made, inform the individual that they have the right to file an appeal, and inform them of any and all available internal appeals and informal dispute resolutions processes including, but not limited to, using Alternative Dispute Resolution (ADR) to attempt to reach an agreement on an accommodation, filing an EEO complaint, appealing to the Merit Systems Protection Board (MSPB), and appealing through union grievance procedures.

When the decision-maker has decided to provide an alternative accommodation from the specifically requested accommodation, the resolution notice should explain both the reasons for the alternative accommodation and the reasons that the decision-maker believes the alternative accommodation is effective. If more than one accommodation is effective, the preference of the requestor will be given consideration; however, the decision-maker has the ultimate discretion to choose between effective accommodations. A decision to provide an accommodation other than the one specifically requested will be considered a decision to grant an accommodation.

Some examples of reasons for the denial of an RA request are:

- The RA would not be effective
- Providing the RA would result in undue hardship to the Agency. Before reaching this determination, the decision-maker must make a reasonable effort to explore whether other effective accommodation options exist which would not impose undue hardship and therefore can be provided

Note: A determination of undue hardship means that the Agency finds a specific accommodation would result in significant difficulty or expense or would fundamentally alter the nature of operations of the requester's CDC Component. When evaluating budgetary or administrative concerns to determine if undue hardship exists, the Agency will follow the standards enunciated in the regulations and in the "[Enforcement Guidance on Reasonable Accommodation and Undue Hardship](#)" under the [Americans with Disabilities Act of 1990](#) (ADA).

- Medical documentation is inadequate to establish that the individual is qualified for or needs an RA
- The requested accommodation would require the removal of an essential job function

- The requested accommodation would require the lowering of a performance or production standard
- The applicant failed to provide appropriate documentation or cooperate with the decision-maker's efforts to obtain necessary information to evaluate the RA request

K. Appeal of Denial of a Reasonable Accommodation – Reconsideration

Individuals with a disability can request prompt reconsideration of a denial of an RA.

Level 1: If an individual requests reconsideration, the request for reconsideration must be in writing and submitted to the original decision-maker within five business days of receiving the decision. The employee may submit additional medical documentation in support of their request for an RA. The original decision-maker must respond to the request for reconsideration within ten business days.

Level 2: If the Level 1 decision-maker does not reverse the decision, the employee may submit the request to the second level supervisor/manager in their supervisory chain within five business days of receiving the decision. The second level supervisor/manager must respond to the request within ten business days.

Level 3: If the Level 2 supervisor/manager does not reverse the decision, the request for reconsideration may be elevated to the third level supervisor/manager within the supervisory chain within five business days of receiving the decision. The third level supervisor/manager must respond within ten business days with a decision. The third level supervisor in the employee's supervisory chain is the final decision-maker in the appeal process.

The individual requesting the reconsideration may also contact OEEOWE's [ADR Program](#) and initiate the informal [mediation process](#) at any point in the reconsideration process.

Pursuing any of the informal dispute resolution procedures identified above, including seeking reconsideration from the decision-maker and appealing to the next person in the decision-maker's chain of command, does not affect the time limits for initiating statutory and collective bargaining claims. An individual's participation in any or all of these informal dispute resolution processes does not satisfy the requirements for bringing a claim under EEO, MSPB, or union grievance procedures.

L. Relationship of Reasonable Accommodation Procedures to Statutory and Collective Bargaining Claims

This policy is in addition to statutory and collective bargaining protections for persons with disabilities and related remedies. The denial of an RA request must also comply with the requirements governing the initiation of statutory and collective bargaining claims, including periods for filing such claims.

An individual who chooses to pursue statutory or collective bargaining remedies for denial of an RA must take one of these actions:

- For an Equal Employment Opportunity (EEO) complaint, contact an EEO counselor in the CDC OEEOWE within 45 days from the date of receipt of the written "Denial of Reasonable Accommodation Request." A discrimination complaint must be filed with the OEEOWE Complaints Manager:

Centers for Disease Control and Prevention
Mail Stop K-83
1600 Clifton Road, NE
Atlanta, Georgia 30333

- For a collective bargaining claim: file a written grievance in accordance with the provisions of the Collective Bargaining Agreement.
- For an appeal to the Merit Systems Protection Board (MSPB): submit an appeal within 30 days of an appealable adverse action as defined in [5 C.F.R. § 1201.3](#) and in accordance with [5 C.F.R. § 1201.22\(b\)](#).
- Find information about the [EEO Complaints](#) on the OEEWE intranet.

If a member of the OEEOWE is involved in processing an RA request, they must recuse themselves from any involvement in processing an EEO complaint in connection with the request.

M. Written Requests for Record Keeping Purposes

RA records must be retained and retired in accordance with the appropriate federal record retention requirements and procedures. To enable CDC to keep accurate records of RA requests, the decision-maker who receives an oral RA request in person or on the telephone must complete the “Confirmation for Request” form and enter the request into the ATS or confirm the request in writing to the Reasonable Accommodation Services office.

The human resources management specialist handling the request must give the RA applicant a “Confirmation for Request” form to complete or enter the information into ATS for them. If an individual with a disability requires assistance with this requirement, the staff member receiving the request will provide that assistance.

Only the RA Program will communicate with the Medical Reviewing Authority (MRA). All requests for information from the MRA will be directed through the RA Program. Communication between the RA Program and the MRA is part of the deliberative process and may not be released until the process is complete. After an RA request is resolved and upon a proper request for release of information, the RA Program will release the case file information to the employee or their representative.

N. Information Tracking and Reporting

The accommodation history page located inside the ATS contains a detailed record of all actions executed in the system, including the identity of every decision-maker associated with the request. The history page provides the details of the accommodation and any pertinent comments added to the request by the decision-maker, the requester, and/or the RAM/RAS. At any time during the process, a requester may track their RA request by accessing the accommodation request tab by selecting the appropriate request number.

An authorized user is only allowed to see comments or documentation that is permissible for their role. For example, a decision-maker should not have access to a requester’s medical records unless the requester or their designated representative gives them the documentation. In such an event, the medical information should be immediately forwarded to the RAM/RAS.

The decision-maker, or the RAS in collaboration with the decision-maker, must complete “[Form 1285 – Reasonable Accommodation Information Reporting](#)” and submit it to the CDC RAM/RAS

as soon as a decision is rendered.

In accordance with approved CDC Records Control Schedules, the RAM/RAS will maintain the records for the length of the employee's tenure with CDC or five years, whichever is longer.

In order to ensure compliance with nondiscrimination and affirmative action requirements, the CDC will maintain records about RA requests and will produce those records upon request to the EEOC.

O. Funding for Reasonable Accommodation

There are several sources of funding for RAs. The RA Program utilizes a centralized fund to procure the necessary equipment or accommodations for employees upon receipt of an approval from the decision-maker.

The Office of Safety, Security, and Asset Management's (OSSAM) Asset Management Services Office (AMSO) assists with physical construction that alters a facility. (See CDC's [Personal Assistance Services](#) policy.)

If funding under the aforementioned sources is unavailable, the Agency maintains a discretionary pool of funds for accommodations that are necessary in the context of particular CDC programs but are not available under the Department of Defense's Computer/Electronic Accommodations Program (CAP)—through which a broad range of assistive technologies are available.

Before a decision-maker may deny a particular accommodation based on cost, they must first consider all of the resources available to HHS as a whole, excluding any resources that have been designated by statute for a specific purpose that does not include RA—the decision-maker may not merely consider the resources that are available to CDC.

4. RESPONSIBILITIES

A. CDC Director/ATSDR Administrator

- Ensures organizational compliance with the HHS policies and procedures for the provision of RAs
- Provides leadership within CDC to ensure adequate budget, staff, and resources for the provision of RAs
- Provides leadership within CDC in developing and carrying out a positive program for the continued employment of employees who develop a disabling condition
- Ensures supervisors and managers are provided training on their responsibilities for addressing an RA request
- Guarantees CDC's human resources and EEO functions are provided adequate staff and resources for implementing the RA program
- Ensures managers and supervisors are familiar with, follow, and implement CDC's RA policy
- Verifies that RAs are made for employees or applicants for employment with disabilities in accordance with applicable laws, regulations, bargaining agreements, supporting medical documentation, and CDC's RA policy
- Confirms the availability of RA for CDC-wide events, including Envision and IPTV

B. Office of Equal Employment Opportunity and Workplace Equity (OEEOWE) – Reasonable Accommodation Program and Disability Program (DP)

- Provide direction on CDC's RA policy to employees, supervisors, and other decision-makers
- Coordinate and facilitate the implementation of the procedures in this policy
- Advise managers and supervisors on their responsibilities related to providing RAs for employees with disabilities
- Consult with the MRA in assessing an individual's medical condition or disability and the need for an RA
- Work with the supervisor and the employee with a disability to provide an RA through job structuring, training, or work environment adjustments
- Work with the supervisor and employee to reassign the employee with a disability who cannot perform the essential functions of their current position to a new position
- Counsel employees to explore RAs and, when appropriate, discuss alternatives open to the employee
- Assist in obtaining adaptive equipment, including information technology and communications equipment, or specially designed furniture
- Document efforts taken for providing appropriate RAs; track RA requests, and prepare an annual summary report for submission to HHS
- Consult with and assist the CDC Selective Placement Program Coordinator (SPPC) in implementing and providing RAs for applicants and employees
- Maintain liaison with public and private organizations concerned with the employment of persons with disabilities

C. OEEOWE Director

- Develops and issues policies and procedures for the provision of RAs
- Provides consulting services to CDC officials regarding procedures for administering RA policies
- Conducts appropriate reviews of complaints related to RAs
- Conducts periodic reviews of CDC and the CDC's RA Office and staff to ensure compliance with the policies and guidelines outlined in these procedures
- Ensures dissemination of policies and procedural requirements associated with providing RA for employees and applicants throughout the CDC
- Provides training to managers and employees on policies and procedures for the application of an RA to the employment of individuals with disabilities and the retention of employees who develop disabling conditions
- Ensures that CDC follows procedural requirements associated with RA for employees

D. OEEOWE Complaints Manager

- Processes discrimination complaints based on disability regarding RA and work toward a resolution
- Consults with OEEOWE Director on technical issues concerning allegations of discrimination

E. Office of Safety, Security, and Asset Management (OSSAM) Asset Management Services Office (AMSO)

- Ensures facilities and architectural features such as buildings, restrooms, conference rooms, ramps, and doorways are accessible and comply with the requirements of the ADA and the [Architectural Barriers Act](#) (ABA)
- Identifies and approve RA solutions that are ADA and ABA compliant and do not cause undue hardship, as appropriate
- Establishes a method to track work orders associated with RA requests to ensure timely completion; track work orders using the ATS

F. Medical Reviewing Authority (MRA), Office of Safety, Security, and Asset Management (OSSAM) Occupational Health Clinic (OHC)

- Provides medical assessments from the medical information submitted by the employee, employee's physician and/or other health care provider related to continued employability
Note: This is done in accordance with U.S. Office of Personnel Management (OPM) guidance and at the request of agency management.
- Determines if documentation is sufficient to support the medical or psychiatric recommendations from the employee's physician or pertaining to medical eligibility, medical abilities and limitations, and/or work restrictions as they relate to job requirements and environmental factors associated with an employee's current position and potential placements for which human resources officers request advice
- Answers questions regarding the employee's medical limitations and restrictions to assist the supervisor in making decisions related to a reasonable accommodation
- Communicates with the employee's physician, if required to gather further information regarding the employee's limitations and restrictions or need for accommodation

G. Human Resources Office (HRO)

- Provides an RA to applicants with a disability for any part of the application or hiring process
- Ensures that all vacancy announcements include the following statement in accordance with OPM guidelines, which state: "Applicants with a disability who need a reasonable accommodation for any part of the application or hiring process must notify HRO
Note: The decision on granting a reasonable accommodation will be made on a case-by-case basis."
- Assists management in locating vacant positions that may be used for reassignment as an RA

H. Human Resources Office (HRO) Agency Selective Placement Program Coordinator

- Provides information on an RA and needs assessments for applicants and employees
- Assists managers determine the essential duties of the position

I. CDC University

- Ensures training venues are accessible
- Ensures training materials are accessible in all formats

- Ensures that training course announcements include information on the availability of RA

J. HRO's Workforce Relations Office

- CDC [Performance Management Appraisal Program \(PMAP\) Coordinators](#) and [Employee and Labor Relations Team](#) representatives consult and advise all levels of management on issues related to an RA in connection with employees' performance or conduct issues

K. Supervisors, Managers and Decision-Makers

All decision-makers must designate a qualified employee (a designee) to continue receiving and processing requests and providing reasonable accommodations when the decision-maker is unavailable. Decision-makers should ensure that specific designees be named and informed about the request and the affected employee. The timeframes will not be suspended or extended because of the unavailability of a decision-maker.

Actively engage in the interactive process with employees who request RAs and solicit any additional information needed to make timely determinations on all RA requests and:

- Provide appropriate RA for applicants and employees with disabilities
- When the nature of the initial communication is unclear, a supervisor, manager, or RA Team member should ask an employee or applicant whether or not they are requesting an RA
- Work with CDC officials (for example, HRO and OEEOWE) and the MRA to determine appropriate RAs
- Examine each job to determine which functions are essential to performance; these essential elements should be listed as major duties in the position description
- Determine, based on advice from the RAM/RAS, Office of Financial Resources (OFR), and AMSO (as appropriate), the feasibility of accommodating employees with disabilities
- Use the ATS and maintain written records of requests for accommodation and provide a copy of the request to OEEOWE, DP, and Reasonable Accommodation Service

L. Employees and Applicants for Employment

Employees and applicants for employment are responsible for timely bringing medical issues to the attention of decision-makers in accordance with the procedures outlined below, including providing medical documentation as requested:

- Notify the supervisor of any disability or medical condition that may interfere with the performance of essential duties of their position of record
- Submit an [OPM Self-Identification Standard Form 256](#) to HRO on any disabling condition
Note: Submission of this form is optional, but it would greatly assist in processing the request for a reasonable accommodation.
- Participate in the interactive process
Note: This includes, but is not limited to, suggesting RA possibilities that can be explored and cooperating with management efforts to identify and put in place accommodations or alternate placement, if necessary.
- Provide the MRA with information related to their medical condition and how it relates to

the essential duties of the position

- Consult, as needed, with the RAM/RAS for further information or assistance in connection with requesting or processing an RA request
- Applicants requiring RA for any part of the application process should follow the instructions in the job opportunity announcement

Note: For any part of the remaining hiring process, applicants should contact any CDC employee within HRO or with whom they have had contact with regarding the application process.

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6. ACRONYMS AND ABBREVIATIONS

ABA – Architectural Barriers Act
ADA – Americans with Disability Act
ADAA – ADA Amendments Act
ADR – Alternative Dispute Resolution
AMSO – Asset Management Services Office
AO – Administrative Officer
ATS – Accommodation Tracking System
ATSDR – Agency for Toxic Substances and Disease Registry
CAP – Computer/Electronic Accommodations Program
CART – Communications Access Real-Time Translation
CB – Centralized Budget
CDC – Centers for Disease Control and Prevention
CIO – Centers, Institute, or Offices
D/HOH – Deafness and Hard-of-Hearing
DM – Decision Maker
DP – Disability Program
DPM – Disability Program Manager
DPRAS – Disability Program and Reasonable Accommodation Services
EEO – Equal Employment Opportunity
EEOC – U.S. Equal Employment Opportunity Commission
FMO – Financial Management Office

GINA – Genetic Information Nondiscrimination Act
HHS – U.S. Department of Health and Human Services
HRO – Human Resources Office
MSPB – Merit Systems Protection Board
MRA – Medical Reviewing Authority
OCFO – Office of the Chief Financial Officer
OEEOWE – Office of Equal Employment Opportunity and Workplace Equity
OFR – Office of Financial Resources
OHC – Occupational Health Clinic
OHSO – Occupational Health and Safety Office
OPDIV – Operating Division
OPM – Office of Personnel Management
OSSAM – Office of Safety, Security, and Asset Management
PMAP – Performance Management Appraisal Program
PTSD – Post Traumatic Stress Disorder
RA – Reasonable Accommodation
RAS/RAM – Reasonable Accommodations Specialist/Reasonable Accommodations Manager
SOP – Standard Operating Procedure
STAFFDIV – Staff Division
SSO – Security Services Office

7. DEFINITIONS

Disability – a physical or mental impairment (as defined below) that: 1) substantially limits one or more major life activities (as defined below); 2) is a record of such impairment; or 3) being regarded as having such impairment.

Decision-Maker – the person (supervisor or manager) who has responsibility and authority and makes determinations and decisions relative to an employee’s request for a reasonable accommodation. The decision-maker initiates the interactive process to determine an accommodation that balances the legitimate needs of both the employee and agency in a timely fashion.

Essential Functions – those job duties that are so fundamental to the position that an individual holds or desires that they cannot do the job without performing them. A function can be “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, or the function is specialized, and the individual is hired based on their ability to perform it. Determination of the essential functions of a position must be done on a case-by-case basis so that it reflects the job as it is actually performed and not simply the components of a generic position description.

Interactive Process – a [“flexible, interactive process that involves both qualified individuals with a disability and CDC officials to identify the appropriate reasonable accommodation.”](#) Consistent with [EEOC guidelines](#):

When an individual with a disability has requested a reasonable accommodation to assist in the performance of a job, CDC, using a problem-solving approach, will:

- 1) Analyze the particular job involved and determine its purpose and essential functions;

- 2) Consult with the individual with a disability to ascertain the precise job-related limitations imposed by the individual's disability and how those limitations could be overcome with a reasonable accommodation;
- 3) Identify potential accommodations, and assess the effectiveness each would have in enabling the individual to perform the essential functions of the position (this would occur in consultation with the individual to be accommodated); and
- 4) Consider the preference of the individual to be accommodated and select and implement the accommodation that is most appropriate for both the employee and [CDC].

Major Life Activities – basic activities that an average person in the general population can perform with little or no difficulty. Examples include: walking; speaking; breathing; performing manual tasks; seeing; hearing; learning; caring for oneself; sitting; standing; lifting; reaching; bending; reading; thinking; interacting with other people; communicating; concentrating; eating; sleeping; reproduction; working; or major bodily functions, such as the immune system, normal cell growth, and digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

For purposes of this definition, the term “major” is not intended to create a demanding standard for disability. Furthermore, whether an activity is a “major life activity” is not determined by whether it is of “central importance to daily life.”

Medical Information – the employer may require only the documentation that is needed to establish that a person has a disability that necessitates a particular reasonable accommodation. Thus, an employer, in response to a request for a reasonable accommodation, cannot ask for documentation that is unrelated to determining the existence of a disability and the necessity for an accommodation. In addition, all medical documentation must be treated confidentially, and the employer is to observe all requirements of the Privacy Act and other appropriate legal authorities. Medical documentation shall be maintained in accordance with applicable provisions of [5 CFR Part 293](#) and [5 CFR Part 297](#).

Physical or Mental Impairment – any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological; musculoskeletal; special sense organs; respiratory (including speech organs); cardiovascular; reproductive; digestive; genitourinary; immune; circulatory; hemic; lymphatic; skin; and endocrine. This term also includes mental or psychological disorders, such as intellectual disability, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

Qualified – an individual with a disability is qualified if they: 1) satisfy the requisite skill, experience, education, and other job-related requirements of the position they currently hold or desire; and 2) can perform the essential functions of the position currently holds or desires with or without a reasonable accommodation.

For purposes of this definition, a person who currently uses illegal drugs is not protected by these procedures as an “individual with a disability,” but a former drug user is protected if they are receiving treatment for a drug addiction or have been successfully rehabilitated.

Reasonable Accommodation – an RA request is an oral or written statement that an individual needs an adjustment or change at work for a reason related to a medical condition, so that the

individual may enjoy the same benefits and privileges of employment as are available to a similarly situated employee who does not have a disability. An RA is not the creation of a new position or intentional altering of a position (job or condition of employment) of record beyond its grade controlling factors. If requested or identified, RAs are addressed in three aspects of employment:

- 1) In the recruitment/application process: an RA is provided in the recruitment process to provide a qualified applicant with a disability an equal opportunity to be considered for the position being sought.
- 2) In the performance of the essential functions of a job: an RA is provided to enable a qualified person with a disability to perform the essential duties of the job being sought or currently held. This may include modifications or adjustments to the work environment and how duties are customarily performed.
- 3) In receipt of all benefits of employment: an RA is provided to enable an employee with a disability to enjoy benefits and privileges of employment equal to those enjoyed by other similarly situated employees without disabilities. This would include equal access to buildings, conferences, and meetings at CDC-sponsored services and events.

Reassignment – a form of RA of last resort that, absent undue hardship, is provided to employees who, because of a disability, can no longer perform the essential functions of their job, with or without an RA. Reassignments are made only to vacant positions and to employees who are qualified for the new position. If the employee is qualified for the position, they will be reassigned to the job and will not have to compete for it.

Undue Hardship – an accommodation that, if provided, would cause CDC to experience significant difficulty or expense. CDC does not have to provide such an accommodation. Determination of undue hardship is always made on a case-by-case basis that considers the overall agency resources possessed by the CDC. Considering factors include the nature and cost of the RA needed and the impact of the RA on the operations of the Agency.

APPENDIX A

Examples of Reasonable Accommodations

The types of actions that can be taken in connection with an RA can best be determined on a case-by-case basis, taking into consideration the employee, their specific disability and the resulting limitations, the essential duties of the particular job, the work environment, and the feasibility of the proposed accommodation. An RA may include, but is not limited to, the accommodations listed below.

1. Adjusting Work Schedules

CDC is encouraged to approve flexible or altered work schedules for employees who cannot meet the requirements of the regularly scheduled tour of duty for their position for reasons associated with their disability. Examples include the requirement for medical treatment, the need for rest periods, or difficulty getting to work.

2. Assistive Devices

CDC is authorized to purchase equipment or assistive devices if they are necessary to fulfill the official business of the Agency. Equipment or assistive devices may not be provided if they are of a personal nature, such as eyeglasses or hearing aids. In determining whether the purchase of equipment and assistive devices should be authorized, consideration should be given as to whether the device will enable the person with a disability to perform tasks, they would otherwise be unable to carry out, and whether the major benefit would be an increase in the quantity, quality, or efficiency of the employee's work.

3. Captioning

Captioning is the process of converting the audio portion of a video production or live event into text which is displayed on a television or film screen. The captions are typically white upper-case against a black background and, when pre-recorded, displayed live as the show is broadcast. They may also be permanently visible (open-caption) or viewable only through a decoder (closed-caption) attached to or built-in to the television.

4. Communication Access Real-Time Translation (CART)

CART is a form of captioning which provides a word-for-word transcription of what is being said. It may be read on a laptop computer or projected on to screen television or, for a large audience, onto a full-size screen.

5. Flexible Leave Policies

CDC is authorized to adopt flexible leave policies, subject to appropriate laws and regulations that will accommodate employees with disabilities.

6. Modification of the Worksite

Facilities should be made readily accessible. Modifications may include but are not limited to arranging files or shelves for accessibility; raising or lowering equipment and work surfaces to provide comfortable working heights; installing special holding devices on seats, desks, or

machines; using Braille labels or other tactile cues for identification purposes; and installing special equipment such as telephone amplifiers.

7. Personal Assistant

Providing a personal assistant on an "as-needed" basis may be an RA for a person with a disability. If an individual has a disability that requires that they need assistance arranging work materials or transferring from a wheelchair to a taxi or other modes of transportation, this assistance may be provided by a personal assistant. A personal assistant may be available for required travel. (See CDC's [Personal Assistance Services](#) policy.)

8. Readers

A reader can either be assistive technology or a person who reads digital or print material for a qualified employee. Providing a reader may be an RA for a qualified individual with a disability only if doing so would not impose an undue hardship on the Agency. In some job situations, a reader may be the most effective and efficient accommodation, but in other situations, equipment or an assistive device may enable a visually impaired individual to read independently. A reader may be an employee who performs other duties.

9. Requests for Special Needs Travel (Other than Coach Class) Travel Accommodations

Other than coach class is any class of common carrier accommodations above coach class. For example, first class, business class, or premium class. Authorization for the use of other than coach class travel accommodations, including first class and business class, due to medical reasons, must be made a minimum of 20 business days in advance of the actual travel, unless extenuating circumstances or emergencies make advance authorization impossible. Without specific approval, employees may be held responsible for all additional costs resulting from the use other than coach class accommodations minus the difference of the cost of coach class accommodations. When requesting approval to use other than coach class accommodations solely because of a medical reason, the requester must also complete and submit the form "Justification for Use of Other than Coach Class Travel." A copy of the form can be found on the [CDC Travel Portal](#).

10. Restructuring Jobs

Job restructuring is one of the major means by which an employee with a disability can be accommodated. Supervisors should consult with the HRO, EEO specialists, and/or specialists in the fields of vocational rehabilitation and medicine to discuss changes that can be made to enable the person with a disability to perform the job.

11. Service Animals

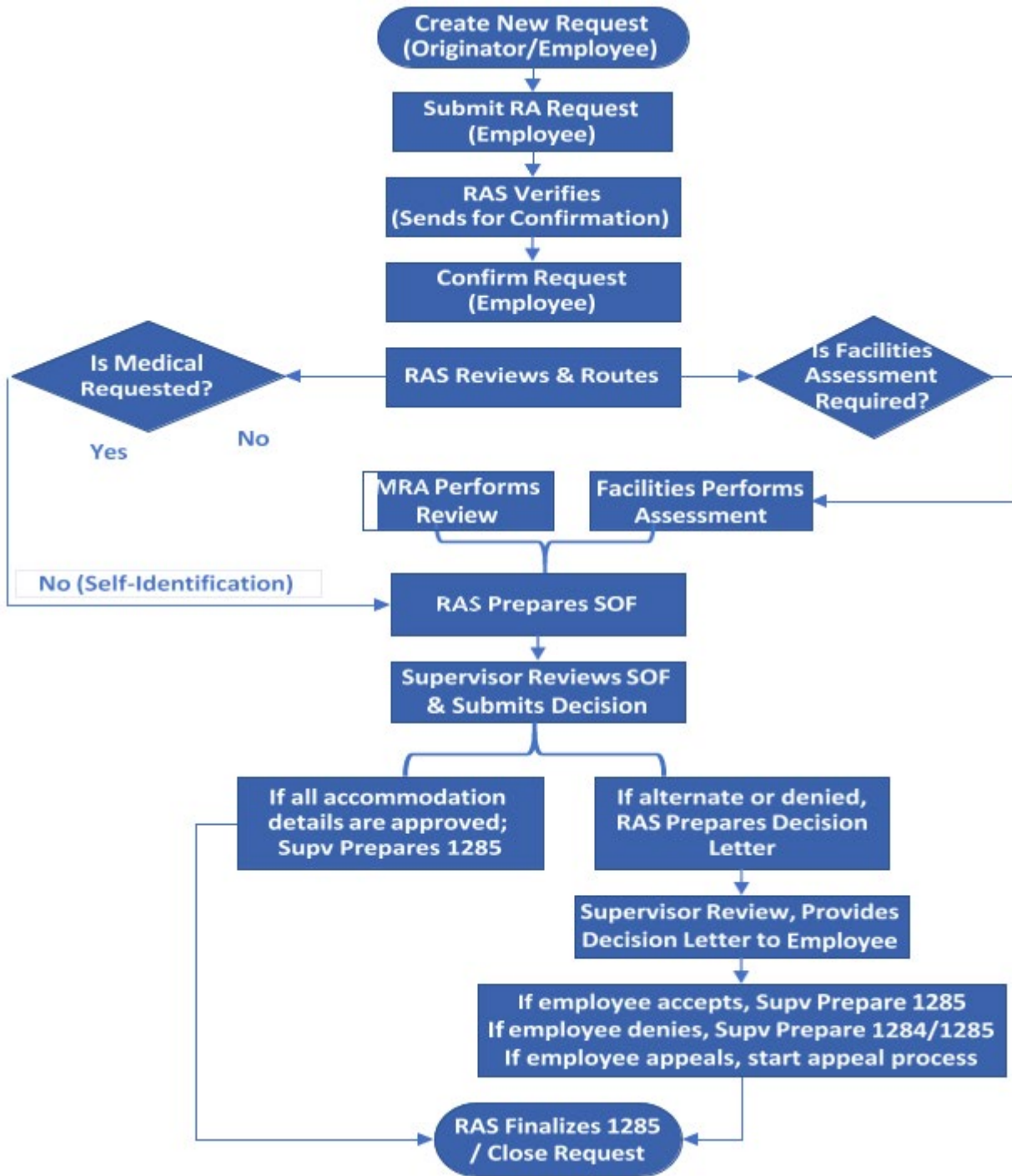
Allowing a service animal may be an RA for a qualified individual with a disability. Under the Americans with Disabilities Act (ADA), only dogs are recognized as service animals (see [Appendix D](#)).

12. Training

A CDC employee with a disability scheduled to attend official training can submit an RA request. CDC will make RA arrangements for approved courses, whether held at a CDC facility or other location, including arranging for transportation to and from the training site. CDC assumes the costs incurred as part of an approved RA.

APPENDIX B

Accommodation Tracking System (ATS) Request Flowchart



APPENDIX C

Services for Interpreting and Communication Access Real-Time Translation (CART)

Sign language interpreting and/or Communication Access Real-Time Translation (CART) services are a reasonable accommodation that may be required by individuals who are deaf or hard-of-hearing (D/HOH) including: CDC employees wanting to participate equally in the workplace; visitors entitled to access to CDC's programs offered to members of the public; or applicants applying for a position within the CDC. Upon request, OEEOWE will assist in providing sign language interpreters and or CART for all CDC-sponsored events, including applicant interviews, orientations, meetings, functions, training, office parties, or other events during regular business hours. Interpreting and CART services will be provided at all CDC locations through the use of Service Level Agreements.

Scheduling Interpreter/Cart Services

The individual or office scheduling a meeting or event which will require interpreting and/or CART services (staff meeting, training, office function, etc.) is responsible for providing the service. Please check to see if a sign language interpreter and/or CART technician is available before scheduling the date, time, and place of the event.

Advance scheduling—two weeks—is strongly encouraged, to the extent possible. Although it is not possible to foresee every occasion for which interpreting and/or CART services may be required, failure to schedule interpreting and/or CART services well in advance may result in the necessity to reschedule meetings until interpreter and/or CART services are available.

The length of the meeting or event will determine if arrangements must be made for more than one interpreter, or for a CART technician to be present or by remote access.

An employee who knows sign language or who is taking a sign language class is *not* an acceptable substitute for a sign language interpreter.

Work Events Outside the Workplace

The agency will provide an interpreter and/or CART services for an employee who is D/HOH who, as part of their job, attends a meeting or event outside the workplace. If they attend a conference or training program sponsored by an outside organization, the sponsoring organization is mainly responsible for providing interpreters and/or CART services. However, CDC will provide interpreting and/or CART services if the sponsoring agency fails to do so.

Special Events to Which Staff are Invited

The agency will make arrangements for interpreting and/or CART services for CDC employees who are D/HOH who express the desire to attend special events held outside official government time.

Interpreting Phone Calls

Employees who are D/HOH may request an interpreter to help them interpret business-related phone calls. These employees may also request that the interpreters retrieve and report voice-mail messages. When a sign language interpreter is not available, telecommunication relay services are also available to serve the telephone needs of these employees. For more information concerning sign language and CART services, please see [Meeting Accessibility Options](#).

APPENDIX D

Use of Service Animals as a Reasonable Accommodation

1. Background

Beginning on March 15, 2011, only dogs are recognized as service animals under the Americans with Disabilities Act (ADA). The ADA defines **service animals as dogs that are individually trained to do work or perform tasks for people with disabilities**. The dog does not have to be licensed or certified by a state or local government or a training program.

Under the ADA, state and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.

The CDC complies with the ADA and [Section 504 of the Rehabilitation Act of 1973](#). Among other things, the ADA and Section 504 require the Agency to make reasonable modifications to its policies, practices, or procedures to permit the use of a Service Animal by an employee, applicant, or visitor with a disability unless doing so would result in an unreasonable financial or administrative burden.

This policy differentiates “service animals” from “pets,” describes types of service animals, sets behavioral guidelines for service animals, and provides guidelines for staff for the acceptance of service animals.

2. Definition

The ADA defines a Service Animal as “any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.” Importantly, other species of animals, whether wild or domestic, trained, or untrained, are not Service Animals for the purposes of the ADA. However, under certain conditions, CDC will make reasonable modifications for a miniature horse that has been individually trained to do work or perform tasks for the benefit of the individual with a disability.

The service animal must be trained to do work or perform tasks that are directly related to the individual’s disability. Examples of work or tasks include, but are not limited to, the following:

- Assisting individuals who are blind or have low vision with navigation and other tasks.
- Alerting individuals who are deaf or hard of hearing to the presence of people or sounds.
- Providing non-violent protection or rescue work.
- Pulling a wheelchair.
- Assisting an individual during a seizure.
- Alerting individuals to the presence of allergens.
- Retrieving items such as medicine or the telephone.
- Providing physical support and assistance with balance and stability to individuals with mobility disabilities; for example, steadying a person while walking.
- Carrying, fetching, opening doors, ringing doorbells, and activating elevator buttons.
- Helping a person up after a fall.
- Assisting persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. For example, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack.

The crime deterrent effects of a dog's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for purposes of determining if a dog is a Service Animal under this policy.

3. Employees, Applicants, or Visitors with Service Animals Care and Supervision of Service Animal

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. However, in that case, the individual must be able to control the service animal by other effective means such as voice controls or signals.

The individual with a disability must abide by current federal, city, county, and state ordinances, laws, and regulations pertaining to licensing, vaccination, and other requirements for animals. It is the individual's responsibility to know and understand these ordinances, laws, and regulations.

The Agency will not ask for or require an individual with a disability to pay a surcharge or to comply with other requirements generally not applicable to people without pets. However, an individual with a disability may be charged for any damage caused by their service animal.

4. Cleanup Rule

The individual with a disability is responsible for cleaning up after and properly disposing of the animal's feces in a safe and sanitary manner. The individual must:

- Never allow the service animal to defecate on any property, public or private, unless they immediately remove the waste.
- Always carry equipment sufficient to clean up the animal's feces.
- Properly dispose of waste and litter.
- Contact staff if arrangements are needed to assist with cleanup.

5. Miniature Horses

In addition to the provisions about service dogs, the Department of Justice's revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.)

Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out the following four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility:

1. Whether the miniature horse is housebroken;
2. Whether the miniature horse is under the owner's control;
3. Whether the facility can accommodate the miniature horse's type, size, and weight; and
4. Whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

6. Guidelines for Service Animal Reasonable Accommodation Request

CDC's Reasonable Accommodation Services will review an employee, applicant, or visitor's written reasonable accommodation request for a service animal. The RA manager will provide a written response to the person. The manager's response will take into consideration the reasonableness of the request. The request may be denied and deemed unreasonable only if it causes an undue financial or administrative burden to the Agency.

Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a classroom or in the workplace, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.

Verification of Service Animal

When it is not obvious what service an animal provides, only limited inquiries are allowed. The CDC staff may ask two questions: (1) is the dog a service animal required because of a disability; and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

7. Fees

A service animal is not considered a pet. Thus, the employee, applicant, or visitor is not required to make a pet deposit to work at or visit a CDC facility. However, the person is liable for any damage the animal actually causes.

8. Removal of Service Animal

The Agency may ask the individual with a disability to remove a service animal from any of its facilities if: (1) the service animal is out of control and the individual with a disability does not take effective action to control it; or (2) the service animal is not housebroken. The Agency may also ask the individual with a disability to remove a service animal from any of its facilities if the use or presence of the service animal poses a direct threat to the health or safety of others or if the animal's behavior—such as barking—is unreasonably disruptive to the other participants within the facility.

9. Areas Off-limits to Service Animals

A service animal is generally permitted to accompany the individual with a disability to CDC facilities where employees, applicants, and visitors are allowed to go.

10. Awareness Training

The OEEOWE will ensure that all employees, applicants, and visitors are properly trained in the Agency's service animal policy, including the following rules:

- Allow a service animal to accompany the person at all times and everywhere on the property except where animals are specifically prohibited.
- Do not pet or touch a service animal. Petting a service animal when the animal is working

distracts the animal from the task at hand.

- Remember, service animals are not considered to be pets. A person with a disability uses a service animal as an auxiliary aid, similar to the use of a cane, crutches, or wheelchair.
- Do not feed the service animal; it may have specific dietary requirements. Unusual food or food at an unexpected time may cause the animal to become ill.
- Do not deliberately startle a service animal. Do not separate or attempt to separate a handler from their service animal. Avoid making noises at the animal (barking, whistling, etc.)
- Avoid initiating conversation about the service animal, the handler's disabilities, or other service animals one has known. If you are curious, you may ask if the handler would like to discuss it—but be aware that many persons with disabilities do not care to share personal details.
- Remember, not all disabilities are visible. The nature of the person's disability is a private matter, and you are not entitled to inquire for details.
- Service animals do not need to wear any special identifying gear such as tags, harnesses, or capes.
- A handler may train their own service animal and is not required to provide any information about training or the specific tasks the animal performs.
- As a manager, if other employees, applicants, or visitors complain about the fact that they are not allowed to have a pet and want to know why, simply state that the Agency complies with the federal laws. You can also refer them to the ADA website for further details.

11. Additional Resources

ADA Website: www.ADA.gov

[ADA Information Line](#)

800-514-0301 (Voice) and 800-514-0383 (TTY)

24 hours a day to order publications by mail.

Monday, Wednesday, and Friday from 9:30 a.m. to 5:30 p.m., Thursday from 12:30 p.m. to 5:30 p.m. (Eastern Time) to speak with an ADA Specialist. All calls are confidential.

APPENDIX E

Reasonable Accommodation Request Forms

[FORM 1283 – CONFIRMATION OF REQUEST FOR REASONABLE ACCOMMODATIONS](#)

[MEDICAL INQUIRY IN RESPONSE TO A REQUEST FOR REASONABLE ACCOMMODATIONS](#)

[AUTHORIZATION FOR DISCLOSURE OF PROTECTED HEALTH INFORMATION](#)

[REASONABLE ACCOMMODATION DECISION LETTER](#)

[FORM 1284 – DENIAL OF REASONABLE ACCOMMODATION REQUEST](#)

[FORM 1285 – REASONABLE ACCOMMODATION INFORMATION REPORTING](#)

APPENDIX F

Office of Equal Employment Opportunity Workplace Equity Addendum to the Requests for Reasonable Accommodation Policy

Reasonable Accommodation Decision Documentation Process

Sections:

- I. Purpose and Scope
- II. General Principles
- III. Requirements
- IV. Responsibilities

I. PURPOSE AND SCOPE

The purpose of this addendum to the Requests for Reasonable Accommodation (RA) Policy is to describe the process for documenting decisions when: (1) there are no effective accommodations that will enable the employee to perform the essential functions of their current position; or (2) all other reasonable accommodations would impose an undue hardship to the agency.

II. General Principles

In accordance with the Rehabilitation Act of 1973 (as amended), it is the policy of CDC to provide reasonable accommodations for qualified individuals with disabilities. The Americans with Disabilities Act Amendments Act (ADAAA) requires an employer to provide reasonable accommodation to qualified individuals with disabilities who are employees or applicants for employment, unless to do so would cause undue hardship.

The only statutory limitation on an employer's obligation to provide "reasonable accommodation" is that no such change or modification is required if it would cause "undue hardship" to the employer. "Undue hardship" means significant difficulty or expense and focuses on the resources and circumstances of the particular employer in relationship to the cost or difficulty of providing a specific accommodation. Undue hardship refers not only to financial difficulty, but to reasonable accommodations that are unduly extensive, substantial, or disruptive, or those that would fundamentally alter the nature or operation of the business. An employer must assess on a case-by-case basis whether a particular reasonable accommodation would cause undue hardship.

III. REQUIREMENTS

It is mandatory for supervisors and managers to engage with the Office of Equal Employment Opportunity Workplace Equity's (OEEOWE) Reasonable Accommodation Team to review all reasonable accommodations that may cause an undue hardship to the agency or that are otherwise denied. Each denial will be reviewed on a case-by-case basis and involve coordination, collaboration, and documentation by some or all the following:

- Employee
- Supervisor, manager, or designated decision-maker
- Component Management Official

- Medical Reviewing Authority (MRA)
- Component Director (or designee) for the organization in which the request is initiated
- OEEOWE Director
- CDC Chief Operating Officer (COO)
- Office of General Counsel (OGC)

IV. RESPONSIBILITIES FOR DOCUMENTING FINAL DECISIONS

1. Upon denial of recommendations from the MRA and OEEOWE RA Team due to an undue hardship and no alternative accommodation is provided, the Component supervisor, manager, or decision-maker provides a summary narrative of the undue hardship rationale for denial to the OEEOWE RA Team.
2. The RA Manager and Component supervisor, manager, or decision-maker consult with OGC to review the rationale for the proposed denial.
3. After consulting with the OGC, the RA Manager sends a recommendation regarding the proposed denial to the Component Management Official.
4. The Component Management Official either accepts or denies the recommendation on a [Decision Form](#). The acceptance or denial should include:
 - a. The reason for the decision.
 - b. Any related documentation.
 - c. The Component Management Official's signature.
5. The RA Manager forwards the Management Official's completed [Decision Form](#) to the following for signature:
 - a. Component Director or designee
 - b. OEEOWE Director or designee
 - c. CDC Chief Operating Officer
6. The [Decision Form](#) is maintained with the RA case file in accordance with federal record retention requirements and procedures.