

**NAVY EXCHANGE SERVICE COMMAND
REASONABLE ACCOMMODATION
FREQUENTLY ASKED QUESTIONS (FAQ's)**

Q. What is a reasonable accommodation?

A. A reasonable accommodation is any change to the application or hiring process, to the job, to the way the job is done, or the work environment that allows a person with a disability who is qualified for the job to perform the essential functions of that job and enjoy equal employment opportunities. Accommodations are “reasonable” if they do not create an undue hardship (significant difficulty or expense).

Q. What is a “Qualified Individual with a Disability”?

A. An individual meets the Americans with Disabilities Act definition of “disability” that would qualify them for reasonable accommodations if they have “a physical or mental impairment that substantially limits one or more major life activities.”

Q. What are “essential functions”?

A. In order to be qualified for a position, an applicant or Associate must be able to perform essential job functions. Essential functions are job duties that are fundamental to the position; they are the reason the job exists. Some of the factors for determining essential functions of a job include:

- Whether the position exists specifically to perform these essential functions.
- The number of other Associates who are available to perform the same job duties.
- The expertise or skills required to perform the essential functions.

Q. Who is responsible for granting a Reasonable Accommodation?

A. The Supervisor/Manager or hiring official is responsible for granting an effective reasonable accommodation. This is done in consultation with a member of the EEO Disability Program team, HR, and any other Subject Matter Expert (SME) necessary to make an informed decision.

Q. What types of accommodations are generally considered reasonable?

A. There are many types of reasonable accommodations. Some examples include:

- Change job tasks or improve accessibility in a work area.
- Provide or adjust a product, equipment, or software.
- Allow a flexible work schedule.
- Reassign to a vacant position.

Q. Will a requestor always receive their accommodation of choice (i.e. permanent Telework)?

For more information or to apply for a Reasonable Accommodation, contact the Disability Program Office at RAgroup@nexweb.org or via phone at 800-884-9459 option 2.

A. No. A reasonable accommodation may be provided as requested or an alternate accommodation may be provided. Management makes the final decision of the most effective accommodation.

Q. When can someone request a reasonable accommodation?

A. A request for a reasonable accommodation may be made at any time during the application process or during employment.

Q. Must someone have a disability to apply for and receive a reasonable accommodation?

A. Any applicant or employee may apply for a reasonable accommodation, but they must be a qualified individual with a disability to receive one.

Q. Is medical documentation required to receive a reasonable accommodation?

A. Yes. In any case where a disability is not obvious, medical documentation is required.

Q. What medical information is required to receive a reasonable accommodation?

A. Medical documentation to support the need for a reasonable accommodation due to a non-obvious disability may include:

- Functional limitations caused by the disabling condition
- Life activity(ies) impacted by the disability
- Duration of the disability

Q. What is the difference between the Family Medical Leave Act (FMLA) and a Reasonable Accommodation (RA)?

A. FMLA and RA can apply at the same time.

- FMLA provides up to 12 weeks of job protected leave to cover regular or intermittent absence from work due to the serious health condition of the Associate or family member.
- A Reasonable Accommodation provides an Associate who has a disability with an effective accommodation to ensure they are able to:
 - a). Perform the essential functions of their job
 - b). Receive a change the way a job is done or work environment
 - c). Enjoy equal employment opportunities & benefits

Q. Am I able to receive a Reasonable Accommodation for pregnancy even though I do not have a disability?

A. Yes. A Reasonable Accommodation can be provided due to pregnancy and pregnancy related conditions, including childbirth.

Q. Am I able to receive a Reasonable Accommodation for religious reasons?

A. Yes. A request for Reasonable Accommodation may be requested for religious reasons.

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