



Reasonable Accommodations at Department of Homeland Security Headquarters

What is a Reasonable Accommodation?

Reasonable Accommodation is any change in the work environment or in the way things are customarily done that would enable a qualified individual with a disability to enjoy equal employment opportunities.

Who should I contact to request a Reasonable Accommodation?

You (or someone on your behalf) may initiate a reasonable accommodation with your supervisor or by contacting either of the offices below.

For Non-IT Accommodations, such as Sign Language Interpreters, adjustable workstations, flexible schedule, contact:

Headquarters Equal Employment Opportunity Office

Email: eeo.hq-dhs@hq.dhs.gov

Phone: 202-245-1132

Fax: 202-245-1141

For Computer Access or IT Accommodations, such as screen readers, video relay communication equipment, or alternative formats, contact:

Office of Accessible Systems & Technology (OAST)

Email: accessibility@hq.dhs.gov

Phone: 202-447-0440

TTY: 202-447-5857

Fax: 202-447-0582

Under the Rehabilitation Act, medical information obtained in connection with the reasonable accommodation process must be kept confidential.

Reasonable Accommodation Program

Reasonable Accommodation is any change in the work environment or in the way things are customarily done that would provide a qualified individual with a disability with access to equal employment opportunities. [The Department of Homeland Security Headquarters is committed to providing policy management directives and reasonable accommodation to employees and applicants for employment](#) in order to ensure that individuals with disabilities enjoy full access to equal employment opportunity.

You (or someone on your behalf) may initiate a reasonable accommodation request with your supervisor or by contacting either of the offices below:

For computer access or technology-related accommodations, such as screen readers, video relay communication equipment, or alternative formats; please contact the Office of Accessible Systems & Technology (OAST) at accessibility@dhs.gov or by calling (202) 447-0440.

Please note: Under the Rehabilitation Act, medical information obtained in connection with the reasonable accommodation process must be kept confidential.

For non-computer access or technology-related accommodations, such as Sign Language Interpreters, adjustable workstations, flexible schedule; please contact the Headquarters EEO Office at eeo.hq-dhs@dhs.gov or by calling (202) 245-1132.

More in the Headquarters EEO Site

- [Computer/Electronics Accommodations Program \(CAP\)](#) (Word, 4 pages - 40 KB)
- Reasonable Accommodation Request Form

www.dhs.gov/eeo is for Department of Homeland Security Headquarters and Office of the Inspector General Employees only; please bookmark www.dhs.gov/eeo for future reference.

Accommodations List for Managers

Job Accommodation Network

<https://askjan.org/>

This website is filled with various resources for employers to help you understand the reasonable accommodation process, to help you make sense of ADA legislation and to point you to other outside resources. This is hands down one of the most in-depth reasonable accommodation websites for employers out there. Look around and explore!

Computer/Electronics Accommodations Program (CAP) Department of Defense

<http://www.tricare.osd.mil/cap/>
cap@tma.osd.mil

The Computer/Electronic Accommodations Program (CAP) provides assistive technology and services to people with disabilities, Federal managers, supervisors, and IT professionals. CAP increases access to information and works to remove barriers to employment opportunities by eliminating the costs of assistive technology and accommodation solutions. Your agency must have a contract with DoD in order to use the CAP program

OPM's Reasonable Accommodation Page

<http://www.opm.gov/disability/reasonableaccommodation.asp>

This page contains information on what a reasonable accommodation is. It provides information about the various executive orders issued on people with disabilities in the Federal Workforce. It also offers links to the EEOC guidance's on the reasonable accommodation process.

Department of Labor—Office of Disability Employment Policy: Employers Page

<http://www.dol.gov/odep/topics/Employers.htm>

This page offers some very helpful links. One that an employer might find most beneficial is the one leading to the page on the best practices for having a disability inclusive workplace. Other helpful pages here are: the Return-to-Work toolkit and the leading practices on disability inclusion

EARN: Employer Reference Desk: FAQ on Hiring People with Disabilities

http://www.askearn.org/refdesk/FAQ/FAQ_Employing_Disabled

This web page will give you some bare basics of information about ADA requirements, reasonable accommodations, disability etiquette, etc. This is a good starting page for managers and employers but I encourage you to explore this website. This website has a lot of information right at your fingertips. This information includes a section dedicated to veterans and another dedicated to hiring through the Workforce Recruitment Program.

Hiring authorities surrounding people with disabilities and veterans have benefits to you as the manager as well.

USBLN: US Business Leadership Network: Leading Practices on Disability Inclusion
http://www.usbln.org/leading_practices_on_disability_inclusion.html

When you first open this webpage it is a welcome letter for the booklet that is to the right on the page. I recommend you open this booklet and read through it. The booklet contains some best practices advice businesses in the private sector. The businesses that are profiled in this booklet are businesses that have been the most inclusive businesses for people with disabilities in the private sector.

AbilityLinks

<http://www.abilitylinks.org/web/Job-Portal/Home.htm>

This website can help you as an employer find out how accessible your website is to people with disabilities. It will help you answer questions like: Is my website Screen Reader friendly? Is my website accessible to the D/deaf and hard of hearing community?

WebAim: Web Accessibility in Mind

<http://webaim.org/resources/>

This website is much like the one above it, except that it offers links to training. The training and simulations the website offers might help you and those you work with discover the importance of website accessibility.

University of Northern Iowa: Office of Compliance and Equity Management
Disability Etiquette Page

<http://www.uni.edu/equity/DisabilityEtiquette.shtml>

This page can be very helpful to managers when it comes to communicating to their employees with disabilities. It offers some helpful advice on how to appropriately communicate with people of varying disabilities. At the bottom of the page there is also a reference list with websites containing more information on this topic.

AAPD Power Grid Blog: Business-NOS

<http://www.aapd.com/resources/power-grid-blog/business-nos.html>

This is a blog post by a young woman with a disability who interned in D.C. during the summer of 2012. I recommend you read it. It is an easy and fun read but it also will help you enter the world of a woman with a disability and her view of professionalism in the workplace.

REASONABLE ACCOMMODATION REQUEST FORM

Request For Reasonable Accommodation	
Applicant/Employee Name	Office Location and Address
Occupational Series and Grade (e.g., GS-301-11)	Office Telephone Number
Briefly describe the medical condition requiring accommodation.	
Briefly describe the specific accommodation being requested. (If additional space is needed, attach a separate sheet.)	
Explain how the requested accommodation would assist you in: (1) performing the essential duties of your position, (2) using the job application process, or (3) taking advantage of a benefit or privilege offered by the office/bureau.	

Requester: _____

Date: _____