



U.S. Customs and Border Protection

OFFICE OF DIVERSITY AND CIVIL RIGHTS REASONABLE ACCOMMODATION PROCESS

DISABILITY ACCOMMODATION

Policy: CBP is committed to providing reasonable accommodation for its employees and applicants for employment in order to ensure that qualified individuals with disabilities enjoy full access to equal employment opportunity, unless a particular accommodation would impose an undue hardship on the operation of CBP's programs.

Definition: An accommodation is an adjustment or alteration that enables a qualified person with a disability to apply for a job, perform job duties or enjoy the benefits and privileges of employment. There are three categories of reasonable accommodations:

- Modifications or adjustments to a **job application process** to permit an individual with a disability to be considered for a job;
- Modifications or adjustments to enable a qualified individual with a disability to **perform the essential functions** of the job; and
- Modifications or adjustments that enable employees with disabilities to enjoy equal **benefits and privileges of employment**.

Process for Requesting a Disability Accommodation:

CBP Employee: Employees with disabilities who desire accommodations shall: 1) Request an accommodation either orally or in writing to his or her immediate supervisor, another supervisor or manager in his/her chain of command, or to a DCR staff member; 2) Provide an interactive evaluation and accommodation recommendation from their treating health care provider, if requested; and 3) Provide a description of the accommodation requested, if known, and the explanation of how it would enable him or her to perform the job.

CBP Applicant: The reasonable accommodation process begins for an applicant, when the applicant, or someone acting on his/her behalf, presents a request for accommodation either orally or in writing to the Indianapolis or Minneapolis Hiring Center or to the Office of Personnel Management (OPM) when OPM is the agency that is administering assessments to applicants.

RELIGIOUS ACCOMMODATION

Policy: CBP is committed to providing reasonable accommodation for the sincerely held religious beliefs and/or practices of applicants and employees, so long as a particular accommodation does not impose an undue hardship on the operation of CBP's programs.

Definition: A reasonable religious accommodation is an adjustment or change in the job application process, the manner in which work is performed, or to enable equal access to the benefits and/or privileges of employment, for a reason related to a sincerely held religious belief and/or practice.



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REASONABLE ACCOMMODATION PROCESS *continued*

Process for Requesting a Religious Accommodation:

CBP Employee: Employees who desire religious accommodation shall request an accommodation either orally or in writing to his or her immediate supervisor, another supervisor or manager in his/her chain of command, or to a DCR staff member. Such request shall be clear and precise when explaining why they need an accommodation and clearly state that he or she is unable to meet a stated job requirement because of their religious beliefs or practices.

Employees seeking to participate in religious observances or practice have a responsibility to do their part to resolve any potential conflicts between their job duties and religious needs. To this end, an employee should inform his or her immediate supervisor of his or her accommodation requirements with regard to religious observances and/or practices prior to the date of the observance or practice. Employees may consider using compensatory time, finding a voluntary substitute, swapping shifts or taking religious holidays as vacation days or as unpaid personal days.

CBP Applicant: The reasonable accommodation process begins for an applicant, when the applicant, or someone acting on his/her behalf, presents a request for accommodation either orally or in writing to the Indianapolis or Minneapolis Hiring Center or to the Office of Personnel Management (OPM) when OPM is the agency that is administering assessments to applicants.

DCR's Responsibilities:

DCR facilitates the provision of reasonable accommodation for medical and religious reasons by ensuring the confidentiality of information received and maintaining systems to track and report on the provision of reasonable accommodations. DCR provides advice and guidance to supervisors and managers, the Office of Human Resources Management (HRM), and DCR officials regarding their roles and obligations with respect to facilitating, considering, and/or providing reasonable accommodation.

As it pertains to disability accommodation, DCR is responsible for engaging in the required interactive process with the requester and the Decision-maker. DCR is also responsible for collaborating with HRM to ensure that appropriate actions are implemented, in accordance with the requirements of the Rehabilitation Act of 1973, as amended, to reassign qualified individuals with disabilities to any available, vacant funded position within any CBP office for which the employee qualifies, as a form of reasonable accommodation.

For additional information, employees should contact their [local DCR Officer](#) or visit the DCR Web Site at www.cbp.gov/eo.