



DEPARTMENT OF DEFENSE  
Defense Commissary Agency  
Fort Lee, VA 23801-1800

## DIRECTOR'S POLICY

DP 500-12  
June 29, 2018

---

Equal Employment Opportunity  
OPR: DeCA/CCE

**Subject:** Reasonable Accommodation for Qualified Individuals with Disabilities

**1. PURPOSE.** This Director's Policy (DP) sets forth the Director's support of reasonable accommodation for Qualified Individuals with Disabilities in accordance with Executive Order 13164. This DP supersedes DP 500-12, dated September 30, 2011.

### **2. POLICY.**

a. The Defense Commissary Agency (DeCA) is committed to providing reasonable accommodations to its employees and applicants for employment to ensure that individuals with disabilities enjoy equal access to all employment opportunities.

b. DeCA's reasonable accommodation procedures will fully comply with the requirements of the Rehabilitation Act of 1973 and the American's with Disabilities Act as amended. Under the law, DeCA must provide reasonable accommodation to qualified employees or applicants with disabilities, unless to do so would cause undue hardship.

c. DeCA has designated a Disability Program Manager (DPM) to oversee the reasonable accommodation program. The DPM will work with the employee's supervisor and the reasonable accommodation panel to ensure that the Agency provides a legally sufficient response to the request. An appropriate accommodation is one that meets the individual's disability-related needs and enables the individual to perform the essential functions of the position.

d. DeCA will process requests for reasonable accommodation and will provide reasonable accommodations, when appropriate, in a prompt and efficient manner in accordance with the time frames set forth in its reasonable accommodation procedures manual.

**3. RESPONSIBILITY.**

a. All DeCA employees and applicants with disabilities seeking reasonable accommodation are responsible for communicating their specific accommodation need(s) to the Agency and participating in the reasonable accommodation interactive process.

b. When requesting reasonable accommodations, employees with disabilities and their supervisors are required to participate in an interactive process which will identify their accommodation needs, assess their ability to perform essential functions with or without accommodation and develop options for accommodating or reassigning the employee.

c. Managers and supervisors shall ensure that all requests for accommodation are processed in a timeframe consistent with Agency procedures. Managers and supervisors must keep the employee or applicant informed of the progress of the accommodation request.

d. The DPM will track all reasonable accommodation requests.

e. The Agency's reasonable accommodation panel will review and approve reasonable accommodation procedures and provide decisions to managers and employees on individual requests for accommodation.

**4. APPLICIABILITY.** This DP applies to all DeCA activities and all DeCA personnel. This DP assigns responsibility for accomplishing the requirements of DoD publications program, in accordance ith DoDI 5025.01.

**5. RELEASABILITY. Cleared for public release.** This DP is available on DeCA's internet website at [www.commissaries.com](http://www.commissaries.com).

**6. EFFECTIVE DATE.** This DP is effective immediately.



Robert J. Bianchi  
Director