

Chapter 13

REASONABLE ACCOMMODATION OF DISABILITY

13.1. Purpose. The Rehabilitation Act of 1973 (29 USC § 791 et seq.) as amended by the Americans with Disabilities Act (ADA) of 1990, as amended (42 USC § 12101 et seq.) requires the Air Force to provide reasonable accommodation to qualified individuals with disabilities who are employees or applicants for employment, unless to do so would impose undue hardship upon the Air Force. Per 29 CFR Appendix to Part 1630 § 1630.2(o), an accommodation is, generally, a modification or adjustment to the work environment, or the manner in which activities are customarily performed, that enable an individual with a disability to enjoy equal benefits and privileges of employment as are enjoyed by similarly situated employees without disabilities, or which allow a qualified applicant for employment with a disability to be considered for the position the qualified person desires. Disability accommodation is a case-specific and fact-specific process. Whether an individual is a qualified individual with a disability is ultimately a legal issue and thus, when questions arise, the servicing legal office should be consulted. **Note:** The Air Force does not have to employ an individual with a disability who poses a direct threat to the health or safety of himself or herself or others in the workplace.

13.1.1. Applicability. This chapter applies to all civilian Air Force employees, regardless of type or duration of employment, and all applicants for employment. It provides limited coverage for certain temporary service employees. Contractor personnel will refer to reasonable accommodation procedures established by their contracting employer. **Note:** In some circumstances, the Air Force may have a joint obligation with contracting employers to provide reasonable accommodation to contractor personnel.

13.1.2. Air Force Commitment to Individuals with Disabilities. The Air Force will provide reasonable accommodation to qualified individuals with a disability and qualified applicants for employment with a disability in accordance with federal law, Equal Employment Opportunity Commission regulation, Department of Defense policy, Air Force instruction, and applicable collective bargaining agreements. **(T-0).** The Air Force will, via Installation Commanders, ensure that managers and supervisors are familiar with, adhere to, and implement the Air Force Reasonable Accommodation Procedures. **(T-1).** Pursuant to 29 CFR § 1614.203(d)(3)(i), Air Force Reasonable Accommodation Procedures will be made available to all employees and applicants for employment in written and acceptable formats that are easy to understand. **(T-0).** Prior to making an offer of employment, Air Force hiring authorities will not ask applicants about the existence, nature, or severity of a disability. **(T-0).** Applicants may only be asked about their ability to perform position functions. An employment offer may be conditioned on the results of a medical examination, but only if the examination is a requirement for all entering employees in the same position category.

*(REPLACE) 13.2. The Interactive Process. There is no defined structure for the interactive process. The process is completed to clarify the specific nature of the disability of the requesting employee or applicant and identify the appropriate and effective reasonable accommodation that will enable the employee or applicant to be able to perform the essential functions of their position. An employee or applicant for employment with a disability that is seeking reasonable accommodation is referred to as a “requestor.” The decision authority for all requests for reasonable accommodation is the requestor’s supervisor, unless the request is elevated to a higher level of approval. **(T-0).** All denials of requests for reasonable accommodation will be reviewed and endorsed by the wing/delta commander (or equivalent) or designee, not below the grade of O-6 or civilian equivalent. **(T-1)**

13.2.1. Initiating the Interactive Reasonable Accommodation Process. An employee who wishes to initiate the interactive process to obtain reasonable accommodation may make an oral or written request to his or her immediate supervisor at any time, which initiates the reasonable accommodation process. Requests may also come from an individual seeking reasonable accommodation on behalf of the employee, such as a family member, friend, Program for People with Disabilities Manager, union representative, or healthcare professional. The request does not need to contain any special words, such as “reasonable accommodation”, and the individual need not have a particular accommodation in mind prior to making the request, per 29 CFR § 1614.203(d)(3)(i)(D). Supervisors will acknowledge receipt of all requests for reasonable accommodation and enter into an interactive dialogue process and explain the process to the employee within 10 calendar days of receipt of the request. **(T-0)**.

13.2.1.1. Initiating the Interactive Process on Behalf of an Employee. A supervisor must initiate the reasonable accommodation interactive process without being asked if the supervisor (a) knows that the employee has a disability, (b) knows, or has reason to know, that the employee is experiencing workplace problems because of a disability, and (c) knows, or has reason to know, that the disability prevents the employee from requesting a reasonable accommodation. **(T-0)**. If the individual with a disability states that he or she does not need reasonable accommodation, the supervisor will have fulfilled his or her obligation to the employee.

***(NEW) 13.3.2.1.1. Applicants can track the status of a request for reasonable accommodation by contacting their installation Disability Program Manager. (T-0).**

13.2.1.2. Requests in Response to Training Application or Invitation. If a request for reasonable accommodation is submitted in response to a training application or invitation, the Civilian Training Office will receive the request, act as the decision authority, and coordinate with the Installation Disability Program Manager to ensure the request is evaluated appropriately. **(T-1)**. Requests of this nature submitted to supervisors will be forwarded to the Civilian Training Office by the supervisor within 1 calendar day. **(T-1)**. Requests for reasonable accommodation will be recorded on SF-182, Block 11. **(T-1)**.

13.2.2. Written Confirmation of Requests for Reasonable Accommodation. To enable accurate maintenance of Air Force records regarding reasonable accommodation requests, employees seeking reasonable accommodation will follow up on any initial request by confirming their request in writing to their immediate supervisor on the Request for Reasonable Accommodation Template Form. **(T-1)**. The written confirmation should be made as soon as possible following the initial request, but is not a requirement for the request itself. Supervisors will begin processing the request for reasonable accommodation as soon as it is made, whether or not confirmation has been provided on the template form. **(T-0)**. **Note:** Written confirmation is not needed when an employee needs accommodation on a recurring basis (e.g., assistance of sign language interpreters). In these cases, written confirmation is only necessary upon the first request, but appropriate notice must be given each time the accommodation is needed. **(T-1)**.

13.3. Processing Reasonable Accommodation Requests in the Interactive Process. The requestor and decision authority may engage directly and informally with each other. Decision authorities will use EEOC Form 557a and 557b, *Confirmation of Request for Reasonable Accommodation* throughout the interactive process. The Installation Disability Program Manager will retain the reasonable accommodation documentation for the duration of the requester's employment. **(T-1).** Supervisors will be proactive in seeking out and considering possible accommodations, to include consulting the Installation Disability Program Manager (IDPM), medical personnel, and other appropriate resources for assistance. **(T-1).** Supervisor will notify the Installation Disability Program Manager when a request for reasonable accommodation is processed without assistance. **(T-1).** Supervisors will consult with the servicing Civilian Personnel Office to identify the essential functions of the position if they are not easy to determine. **(T-1).** Discussion may also include the feasibility of any changes to the position description or position requirements document.

13.3.1. If changes are not substantial, (impacting essential functions of the position) then adjustments can be documented on the employee's contribution plan instead of reworking the core position document.

13.3.1.1. The supervisor will consult with the requesting individual to ascertain the precise position-related limitations imposed by the individual's disability and how those limitations may be overcome through reasonable accommodation. **(T-0).** Changes to the essential functions of the position are not required as a reasonable accommodation. **(T-0).** At this point, the supervisor is permitted to request the following information: description of the disability necessitating the accommodation; description of the accommodation, if known, that will enable the employee to perform the essential functions of his or her position or which will enable the employee to enjoy the same benefits and privileges in the workplace as other employees without disabilities or, in the case of applicants for employment, to apply for a position; and sufficient medical documentation that supports or confirms the disability and the individual's need for accommodation when the disability is not obvious. **(T-1).**

13.3.1.2. The decision authority or Installation Disability Program Manager may also request medical documentation in conjunction with the Civilian Personnel Section, Occupational Medical Service, and the servicing legal office.

13.3.2. Timely Processing of Requests for Reasonable Accommodation. The interactive process begins within 10 days of receipt of the initial request for reasonable accommodation by the supervisor. **(T-1).**

*(REPLACE) 13.3.2.1. When the requestor's supervisor is not the decision authority, requests will be submitted to a decision authority by the supervisor within 5 calendar days of the supervisor making a recommendation for the reasonable accommodation, with the exception of extenuating circumstances. (T-1) Applicants can track the status of a request for reasonable accommodation by contacting their installation Disability Program Manager. (T-0) (NOTE: This change was in DAFI36-2710_DAFGM2022-02, dtd 30 Sep 22, but was not noted in DAFI36-2710_DAFGM2023-01, dtd 20 Jul 23 or the one dtd 27 Dec 23.)

13.3.2.2. Supervisors will provide a written decision from the decision authority on the request for accommodation in the shortest time practicable, but no later than 30 calendar days from receipt of the initial request when the supervisor is the decision authority. **(T-1).** Exceptions exist for cases which require medical documentation.

13.3.2.3. In the event a request for medical documentation is made by the Air Force, the timeframe for processing reasonable accommodation requests is adjusted. Time taken by the requestor to obtain/gather medical documentation is not counted against the Air Force's obligation to issue a decision on reasonable accommodation requests within 30 calendar days of receipt of the request.

13.3.2.4. Denials of reasonable accommodation requests will be issued in writing no later than 10 calendar days of the decision to deny the request. (T-1).

13.3.2.5. The employee requesting reasonable accommodation is required to submit the information necessary for the decision authority to make a determination regarding provision of reasonable accommodation(s) within 20 calendar days of request by the Air Force. (T-1).

13.3.2.6. Failure to provide such information, to include medical documentation, specifics of the accommodation requested, and how the accommodation will enable the employee to perform essential functions of the position, may result in denial of the request. (T-0). Decision authorities will annotate any failure to provide information on EEOC Form 557b and, where possible, offer reasonable accommodation based on the information that has been received or deny the request. (T-0).

13.3.2.7. Requests will not be delayed due to leave, TDY, or other absence or obligation of anyone involved in the process. (T-0). Extenuating circumstances are factors that could not reasonably have been anticipated or avoided in advance of the request for reasonable accommodation and may include: purchase of equipment, employee working with equipment on a trial basis, facility modifications or improvements. If time frames cannot be met, the requestor will be notified of the reasons for delay and an approximate date which a decision can be expected. (T-1). Supervisors will consider temporary measures or interim accommodations to assist the person as an interim step until a decision has been made and/or reasonable accommodation is provided. (T-0).

13.4. Requests for Medical Documentation in Support of Reasonable Accommodation Requests. The requester's supervisor has the right to request medical documentation in support of reasonable accommodation requests when information in the initial request is insufficient, or none was provided (when the disability is not obvious) per 29 CFR § 1614.203(d)(3)(i)(J). Additionally, the requester's supervisor has the right to have any medical documentation provided reviewed by an appropriate medical expert at the agency's expense, per 29 CFR § 1614.203(d)(3)(i)(K). Sufficient documentation, as defined by the Equal Employment Opportunity Commission's *Enforcement Guidance: Reasonable Accommodation and Undue Hardship under the Americans with Disabilities Act* is documentation describing the disability; its nature, severity, and duration; and the extent to which it limits the employee's ability to perform the activity or activities.

13.4.1. To obtain medical information, the decision authority may prepare a request addressed to the requestor and/or his or her medical provider. The request will notify the requestor as to what medical information is required to identify his or her disability and functional limitations in regard to the essential functions of the position. (T-1). The Installation Disability Program Manager may assist the decision authority in drafting the request.

13.5. Supplemental Documentation. If medical information is submitted, but is insufficient to document the disability or the functional limitations of the requestor, supplemental information may be requested by the decision authority. The decision authority will consult the Installation Occupational Medical Service Office and the servicing legal office to determine the sufficiency of medial documentation. **(T-1).**

13.5.1. The Installation Occupational Medical Service Office will provide an assessment, independent of undue influence, of the medical sufficiency of the documentation to determine the need for supplemental information. **(T-1).**

13.5.2. If supplemental information is needed, the decision authority must provide a written request to the requestor that explains in specific terms why the provided information is insufficient, and what additional information is needed, and why the additional information is needed. **(T-1).** The decision authority will also provide a reasonable timeframe for the requestor to respond to the request for additional documentation that will be no less than 5 calendar days. **(T-1).**

13.6. Confidentiality. Per 29 CFR § 1614.203(d)(3)(i)(L), confidential medical information may also be disclosed to government officials to investigate the Air Force's compliance with The Rehabilitation Act of 1973 § 501 as amended, Worker's Compensation Offices, or insurance carriers, and Air Force equal opportunity officials may be given the information to maintain records. Requests for medical information will be narrowly tailored to information required to support the request for accommodation to avoid revealing information that is not pertinent to the request. **(T-0).**

13.6.1. Supervisors will ensure any medical documentation and/or information obtained from an employee is collected and maintained on separate forms in the official employee medical folder and be treated as a confidential medical record. **(T-0).**

13.6.2. Supervisors will only share the employee's medical information with those responsible for making a determination on the reasonable accommodation request and/or providing the accommodation as needed. **(T-0).**

13.6.3. Supervisors will keep information about the employee's medical condition, whether or not related to the disability, to include diagnosis and prognosis, strictly confidential. **(T-0).**

13.6.4. Supervisors will keep requests for medical information and medical examinations of employees job-related and consistent with business necessity. **(T-0).**

13.7. Determining and Selecting Reasonable Accommodations. Supervisors will consider the preference of the individual to be accommodated and select and implement the accommodation that is most appropriate for both the employee and the Air Force **(T-0).** Supervisors and Installation Commanders will consult with the Installation Disability Program Manager, MAJCOM Functional Manager, and the servicing legal office in making reasonable accommodation determinations. **(T-1).** For unusual or complex questions about requested accommodations; the servicing legal office, in coordination with the NAF legal office, MAJCOM legal office, or LLFSC, as appropriate, should consult with the AF Disability Program Manager and/or SAF/GCA. **(T-1).**

13.7.1. In circumstances where the employee and the supervisor disagree on the most appropriate accommodation, the supervisor will immediately consult with the Installation Disability Program Manager to help determine the appropriate accommodation(s). **(T-1)**.

13.7.2. The Air Force is not required to provide the employee's preferred accommodation(s) and may choose among reasonable accommodations as long as the selected accommodation is equally effective to the one desired by the employee.

13.7.3. Performance standards will not be lowered as an accommodation. The supervisor will hold employees with disabilities to the same standards of performance and conduct as similarly situated employees without disabilities. **(T-0)**.

13.7.4. Removing an Essential Function from the position is not a reasonable accommodation.

13.7.5. The Air Force is not obligated to provide personal use items such as glasses or hearing aids as a reasonable accommodation.

13.8. Cost. In general, each respective organization will bear the cost of providing reasonable accommodations. **(T-1)** Organizations may use centrally-funded accommodation monies in fiscal years in which the centrally-funded account is funded.

13.8.1. Where appropriate, organizations will utilize accommodation resources such as the Department of Defense's Computer/Electronic Accommodation Program and the Department of Labor's Job Accommodation Network. **(T-1)**.

13.8.2. Organizations will utilize Emergency Special Program code (7F) to track all requests for reasonable accommodations. **(T-1)**. This enables organizations (at all levels) to properly plan for yearly reasonable accommodation costs.

13.8.3. Should an organization be forced to defer another requirement in order to support a reasonable accommodation request, an unfunded request will be submitted through that organization's established corporate process. **(T-1)**.

13.8.4. Organizations will utilize Emergency Special Program code (HA) to track and fund reasonable accommodation costs associated with centrally-funded training programs. **(T-1)**.

13.8.5. When considering whether the expense of a potential accommodation constitutes an undue hardship, the budget of the entire agency, i.e., the Air Force as a whole, is to be taken into account. **(T-0)**. Thus, it is unlikely that cost will be a basis for denying a request for reasonable accommodation. **(T-1)**.

13.9. Decisions. Requests will be submitted to a decision authority within 5 calendar days of making a determination, with the exception of extenuating circumstances when the decision authority is not the requestor's supervisor. **(T-1)**. Supervisors will provide a written decision from the decision authority on the request for accommodation in the shortest time practicable, but no later than 30 calendar days from receipt of the initial request when the supervisor is the decision authority, with exceptions for cases, which require medical documentation and extenuating circumstances. **(T-1)**.

13.10. Modifications. If alternate reasonable accommodation is approved, this is a modification of accommodation and not a denial of reasonable accommodation. Written notification for modifications will explain both the reasons for the denial of the original accommodation and the reasons the modified accommodation is believed to be equally effective. (T-1).

13.11. Reassignment/Change to a Lower Grade as a Form of Reasonable Accommodation. If it becomes apparent through medical documentation that an accommodation cannot be made in the employee's current position, reassignment as a form of reasonable accommodation will be considered as a last resort. (T-0). Reassignment to a vacant position for which an employee is qualified, and not just permission to compete for such position, is a required reasonable accommodation.

13.11.1. The Civilian Personnel Section is responsible for overseeing reassignment and change to lower grade process and will designate a personnel specialist for assessment of qualification requirements and review of available position options for the requestor. (T-1). The personnel specialist will determine whether the requestor meets qualification requirements for the offered position(s) and is able to perform Essential Functions of the position with or without reasonable accommodation. (T-1). The Civilian Personnel Section at the requestor's current installation will ensure the Civilian Personnel Section at any gaining installation fully considers the request and, if qualified, places the requestor. (T-1).

13.11.2. Qualification of the requestor is determined by AFPC in coordination with the gaining organization. Reassignment is a 60-calendar day minimum process with agency/office discretion to extend. The Air Force has an obligation to reassign a qualified individual with a disability to a vacant position that is equivalent in terms of grade, status, or other relevant factors for which the employee qualifies if one is available. (T-0).

13.11.3. Reassignment or change to a lower grade will only be made to vacant positions. (T-1).

13.11.4. The Installation Commander (or his/her designee) is the final authority for determination in cases of reasonable accommodation reassignment when an organization claims undue hardship. (T-1).

13.12. Considerations for Reassignment. Positions appropriate for consideration for reassignment or change to a lower grade will include (a) all vacant positions at the same grade, or at a lower grade, within the Air Force in the commuting area or any geographic areas to which the requestor or applicant indicates he or she is willing to move and for which the employee or applicant is qualified, and (b) any planned positions which appropriate officials can reasonably assume will become available over a period of 60 calendar days, for which the employee is qualified, at the same or lower rate of pay. (T-0).

13.12.1. Subject to provisions of any law or any applicable collective bargaining agreement, the Air Force will not pay for the relocation to the new duty station outside the employee's current commuting area, unless a paid move would normally be offered because of recruiting or other circumstances. (T-1).

13.13. Change to Lower Grade. Reassignment to a lower grade is available only to employees, not applicant for employment. Reassignment to a lower grade is only considered if no appropriate reasonable accommodation is available in the requestor's current position or if the only effective reasonable accommodation would impose undue hardship upon the Air Force. The requestor's supervisor will explain to the requestor why they could not be accommodated and determine the employee's preference with respect to reassignment. **(T-0).**

13.13.1. The Air Force has no obligation to create a new position in order to provide reassignment to the same or a lower grade as an accommodation.

13.13.2. The Air Force will not displace any current employee from his or her position in order to provide another employee with a reassignment to the same or a lower grade opportunity as a reasonable accommodation. **(T-0).**

13.13.3. If the employee is interested in a reassignment, the Civilian Personnel Section (CPS) will begin the search for a position locally. If no positions are found locally, the employee may request to expand the search in this order: a) MAJCOM wide search and b) AF wide search. The CPS/MAJCOM will conduct MAJCOM and Air Force-wide searches for vacancies by reviewing the Request for Personnel Action (RPA) Tracker. The CPS/MAJCOM will review MAJCOM wide vacancies by selecting the Open Fill RPA Status Report by MAJCOM and/or review Air Force wide vacancies by selecting the Open Fill RPA Status Report. Combatant Commander (COCOM) Daily Fill RPA Status Reports are also available for review. If the CPS/MAJCOM identifies a position for potential placement after conducting an Air Force search the Civilian Force Management Branch (AFPC/DP3FM), will facilitate and serve as the liaison for both gaining and losing CPS. **(T-1).**

13.13.4. Search for a reassignment will last no longer than 60 business days, unless there are extenuating circumstances. The 60 business days will begin at the point in time that management has sufficient information to officially determine that the employee cannot be accommodated in his/her current position. **(T-1).**

13.13.5. If more than one position is available for reassignment, the requestor may indicate preference, however, the Air Force has final discretion to fill positions in accordance with the needs of the organization.

13.14. Prohibitions on Reassignment to Higher Grade. Reasonable accommodation does not include placement of an employee to a higher-grade position. Promotions and re-promotions are not authorized as an acceptable form of reasonable accommodation. Reassignment does not include promotion to a vacant position or automatic promotion.

13.15. Refusal of Reassignment. If the requestor declines a suitable position offer after all documented good faith efforts to provide reasonable accommodation have been exhausted, this is not a denial of reasonable accommodation, but rather the exhaustion of the accommodation process. In this case, the civilian personnel officer or human resource specialist will proceed with the appropriate separation action. **(T-1).**

13.16. Performance Improvement Plans. In situations where a requestor is on a performance improvement plan, the supervisor will ensure that all reasonable accommodations necessary to meet the requirements of the plan are available to the employee. **(T-1).**

13.17. Disability Retirement. If it is determined that the employee can no longer perform the essential functions of their position and accommodation cannot be made, and either a reassignment is not available or the employee is unable to perform the essential functions of positions to which a reassignment might be made, the employee will be provided assistance by their respective Civilian Personnel Section in applying to the Office of Personnel Management for disability retirement, if he or she so chooses. **(T-1).** Such a determination will be coordinated with the local Civilian Personnel Section/Non-Appropriated Fund-Human Resources, Program for People with Disabilities Manager, and the servicing legal office before the employee is notified and aided in applying for disability retirement. **(T-1).**

13.17.1. Under the disability retirement procedures promulgated by the Office of Personnel Management, reassignment to a lower grade will be considered whenever an employee seeks disability retirement. **(T-0).** Efforts will be made to reassign the employee to a vacant position within the Air Force at the same grade within the commuting area. **(T-1).**

13.18. Conclusion of the Reasonable Accommodation Process. If after the prescribed 60 day period of reassignment, no suitable vacant position is available this concludes the reasonable accommodation process and is not a denial of reasonable accommodation.

*(REPLACE) 13.19. Denial of Accommodation Requests. Any decision to deny a request for reasonable accommodation must first be reviewed and coordinated by the servicing staff judge advocate. **(T-1).** Once reviewed and coordinated, the request must be routed for review and endorsement by the wing/delta commander (or equivalent) or designee, not below the grade of O-6 or civilian equivalent. **(T-1).** The employee may contact his/her supervisor or their installation Disability Program Manager for questions regarding the status or the denial of reasonable accommodation. **(T-0).**

13.19.1. Denials of reasonable accommodation requests will be issued in writing no later than 10 calendar days of the decision to deny the request. **(T-1).** Denials of requests by applicants for employment will be provided to the applicant at the time of denial, and in an accessible format when requested. **(T-1).**

13.19.2. Denials must include specific reasons for the denial and identify the employee/office that made the decision. **(T-1).** Supervisors will notify the requesting employee or applicant for employment of their right to enter the equal opportunity complaint process under **Chapter 3** of this instruction, to include the employee or applicant's obligation to contact an Equal Opportunity Practitioner within 45 days of the notification of denial, regardless of participation in an informal dispute resolution process, as well as identify and explain available avenues for informal dispute resolution. **(T-0).**

13.19.3. If it is determined that an employee is not an individual with a disability, no reasonable accommodation is possible, the requested accommodation is not reasonable due to lack of appropriate supporting medical evidence or other necessary information, there is a lack of available vacant positions for which the disabled employee is qualified, or there is a clear case of undue hardship upon the Air Force, a decision letter documenting denial of the request is issued. The decision authority will not communicate the decision to the requestor until all coordination is complete. **(T-1).** A copy of the denial letter with details will be provided to the Installation Disability Program Manager for the case file. **(T-1).**

13.20. Implementation of Approved Reasonable Accommodations. Not all accommodations produce the desired outcome. Supervisors will monitor the effectiveness of any approved reasonable accommodation once it has been provided to ensure the accommodation is effective (T-0). If the accommodation proves ineffective, the interactive process begins again. (T-0).

13.21. Reasonable Modification, Structural Compliance, and Investigations. Pursuant to 29 USC § 794 and the Rehabilitation Act of 1973 § 504 (Public Law 93-112), the Air Force and any program or activities conducted or assisted (financially or otherwise) by the Air Force will not discriminate against individuals with disabilities to include access to facilities and structures owned, leased, or otherwise financially or contractually supplemented or acquired by the Air Force. (T-0). Such facilities will be readily accessible and usable by individuals with disabilities in accordance with federal law and will provide sufficient accessibility so that individuals with disabilities have equal opportunity to participate in and benefit from any programs or activities conducted by the Air Force in accordance with DoDD 1020.1, DoDD 5500.11, and AFMAN 32-1084. (T-0).

13.21.1. Air Force officials will review and determine if structural changes are required and report findings to AF/A1Q. (T-1). If structural changes are necessary, AF/A1Q, in coordination with appropriate agencies, must develop a transition plan with the assistance of the responsible agencies and/or components that outlines steps necessary to effect the required change(s). (T-0).

13.21.2. Air Force Engineering and Force Protection (AF/A4) and Air Force History Office (AF/HO) will develop a plan for compliance with program accessibility requirements as outlined in DoDD 1020.1 for historic properties and museums owned by the Air Force. (T-0). AF/A4 and AFMC/CC will require recipients of Air Force assistance to file written assurances that their programs or activities are conducted in accordance with this instruction and DoDD 1020.1 and to designate a responsible official to coordinate compliance requirements and implementation of any necessary supplementary guidelines. (T-0).

13.21.3. AF/A4, Assistant Secretary of the Air Force (Installations, Environment & Energy) (SAF/IE), and AFMC/CC will require applicable recipients of Air Force assistance to conduct the self-evaluations as required by DoDD 1020.1. (T-0). For complete definitions of applicable facilities, structures, and forms of Air Force assistance, see glossary of this instruction.

13.21.4. Supervisors will ensure compliance with safety laws and regulations, including accessible emergency egress routes or an area of rescue assistance. (T-0).

13.22. Reasonable Modification. Reasonable modification of facilities or structures (e.g., addition of a ramp) is considered a reasonable accommodation subject to demonstration of undue hardship upon the Air Force. Through command channels, AF/A1Q will be notified when requests for reasonable modification cannot be met (T-1). Responsible agencies will ensure denials of requests for reasonable modification are based on demonstration of undue hardship upon the Air Force per DoDD 1020.1. (T-0).

13.23. Investigations. Responsible officials will make a prompt investigation whenever a compliance review, report, complaint, or any other information indicates a possible failure to comply with this instruction. (T-0). Investigations will include a review of the pertinent practices and policies of the programs either receiving federal financial assistance distributed by

the Air Force, or programs conducted by the Air Force, the circumstances under which non-compliance with this instruction occurred, and other relevant factors to determine whether the recipient has failed to comply with this instruction. **(T-1).**

13.24. Service Animals. Under Department of Justice and Equal Employment Opportunity Commission Americans with Disabilities Act regulations, a service animal is any dog or miniature horse 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 disability. **Note:** Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals.

13.24.1. To determine if an animal is a service animal, only two questions will be asked: (1) is this animal required because of a disability? and (2) what work or task has this animal been trained to perform? **(T-0).**

13.24.2. Service animals are working animals, not pets. The work or task a service animal has been trained to provide must be directly related to the person's disability. **(T-1).**

13.24.3. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals. The determination of whether an emotional support animal is a reasonable accommodation will be made on a case by case basis.

13.25. Use of Service Animals in Air Force Facilities. Individuals with disabilities may bring their service animals in to all areas of Air Force facilities where members of the public, program participants, clients, customers, or invitees are allowed. A service animal may be excluded from a facility if its presence interferes with legitimate safety requirements of the facility (e.g., from a surgery or burn unit in a hospital in which a sterile environment is required). The individual with a disability may be asked to remove a service animal if the animal is not housebroken or is out of control and the individual with a disability is not able to control it. A service animal will have a harness, leash, or other tether, unless the handler is unable to use a tether because of a disability, or the use of a tether would interfere with the service animal's ability to safely perform its work or tasks. **(T-1).** In these cases, the service animal will be under the handler's control through voice commands, hand signals, or other effective means. **(T-1).**

13.25.1. If a service animal is excluded from an Air Force facility, the individual with a disability must be offered the opportunity to obtain goods, services, and accommodations without having the service animal on the premises. **(T-1).**

13.25.2. Individuals with disabilities will not be refused access to a facility based solely on the breed of their service dog. **(T-1).**