

# National Service Inclusion Project: Fact Sheet

## A step-by-step process to provide reasonable accommodations

What to do when a service member or volunteer notifies a supervisor, verbally or in writing, that a change is needed due to a disability or medical condition; or when a supervisor recognizes a service member or volunteer with a disability is experiencing difficulty performing service functions.

**PLEASE NOTE: ALWAYS INVOLVE THE INDIVIDUAL WITH THE DISABILITY THROUGHOUT EVERY STAGE OF THE ACCOMMODATIONS PROCESS. IN DETERMINING EACH FACTOR ENSURE THAT YOU REQUEST INPUT AND FEEDBACK FROM THE INDIVIDUAL.**

### Define the Situation

- What is creating the barriers?
- Is documentation needed to support the accommodations?
- What specific service tasks, environments, equipment, or policies are creating barriers to successful performance?

### Perform Needs Assessment

- Is it necessary to modify the service position, an organizational policy, the physical environment, or to obtain a product (assistive technology)?

### Redefine the Situation

- The accommodation process may not always end with a successful outcome; it may be beneficial to redefine the accommodation situation.
  - Supervisors should be sure that accommodation ideas be exhausted and that a good faith effort has resulted.

### Monitor and Evaluate Accommodations

- Once an accommodation has been identified and provided it is crucial to monitor the accommodation to ensure its effectiveness.

The National Service Inclusion Project  
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- o Check-in with the service member or volunteer to ascertain whether the accommodation provided is effective and whether any change has occurred that would alter the current accommodation needs.

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