

Operational Policy Number	Effective Date	Issuing Team
DO-OMWI-2026-03	9/17/2021	OMWI/DAPS

Disability and Pregnancy-Related Reasonable Accommodations **(with Disability Personal Assistance Services)**

I. Overview

This Consumer Financial Protection Bureau (“CFPB” or “Bureau”) policy outlines the definitions and principles that apply to Reasonable Accommodations (RA) and Personal Assistance Services (PAS) provided by CFPB to individuals with disabilities under the Rehabilitation Act of 1973 (“Rehabilitation Act”). This policy also outlines the definitions and principles that apply to the CFPB’s RA program for known limitations related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions under the Pregnant Workers Fairness Act of 2022 (“PWFA”).¹ Executive Order 13164 requires federal agencies establish effective written procedures for processing requests for reasonable accommodation.

If an employee or applicant needs this policy or the related standard operating procedures in an accessible format, please request the accessible documents from the CFPB’s Reasonable Accommodations Program Manager at CFPB_ReasonableAccommodations@cfpb.gov.

II. Purpose

The purpose of this policy is to:

1. Implement the requirements of the Rehabilitation Act, the PWFA, related regulations promulgated by the U.S. Equal Employment Opportunity Commission (“EEOC”), EEOC Management Directive 715, and Executive Order 13164.

III. Delegation of Authority

- Bureau Order 001-2023 – Delegation of Authority for the Deputy Director and Chief of Staff, as signed on October 30, 2023

IV. Definitions

The following list of alphabetized terms are defined for this policy and the Standard Operating Procedures Related to Reasonable Accommodation and Personal Assistance Services Requests by CFPB Employees and Applicants for Employment (SOP):

- **Alternative Dispute Resolution (ADR)** – procedures for settling disputes by means other than litigation, which may include a discussion between the parties mediated by a third-party neutral.
- **Deciding Official (DO)** – the individual who has sole responsibility to decide whether the

¹ CFPB also has a separate policy for providing religious accommodations under Title VII of the Civil Rights Act of 1964 as amended, 42 U.S.C. §§ 2000e et seq. This Religious Accommodations Policy can be found in the CFPB’s internal policies repository. See <https://bcfp365.sharepoint.com/sites/cfpb-policies>

CFPB will grant a reasonable accommodation (subject to possible administrative appeal/request for reconsideration within CFPB). With respect to requests for reasonable accommodation by any non-employee applicant for a CFPB position, the DO shall be the DAPS Section Chief. With respect to reasonable accommodation requested by CFPB employees, the Division DO (Div DO) shall be a member of upper management for the Division where the requester's position is located (e.g. Chief of Staff or Deputy Associate Director) without regard to whether the position is permanent, temporary, or a detail. The Div DO is required to attend training. This authority is delegable as appropriate, as determined and approved in writing by the division Associate Director or other official such as the Chief Operating Officer (COO).

- **Disability** – with respect to an individual, (1) a physical or mental impairment that substantially limits one or more major life activities of such individual (“actual disability”); (2) a record of such an impairment (“record of disability”); or (3) being subjected to an action prohibited under the Rehabilitation Act because of an actual or perceived physical or mental impairment that is not both transitory and minor (“regarded as disability”).
- **Disability and Accessibility Program Section (DAPS)** – the CFPB’s team that fosters and supports an accessible work environment for individuals with disabilities. DAPS coordinates with stakeholder offices on disability- matters to ensure employees with disabilities are enabled to do their best work to meet the CFPB’s mission. DAPS also coordinates the provision of reasonable accommodations and personal assistance services for qualifying individuals with disabilities/targeted disabilities, and reasonable accommodations for known limitations relating to pregnancy, childbirth, and related medical conditions.
- **Essential Functions of the Job** –the fundamental job duties of the position in question. A function can be “essential” if, among other things: (1) the position exists specifically to perform that function; (2) there are a limited number of other employees who could perform the function if assigned to them; and/or (3) the function is specialized, and the incumbent is hired based on their expertise or ability to perform it.
- **Extenuating Circumstances** – factors that delay processing and that could not reasonably have been anticipated or avoided in advance of the request or processing of the request for RA or PAS. Examples may include, but are not limited to, requests for an evaluation of medical documentation, purchase of software or equipment, architectural barrier removal, and job reassignment.
- **Interactive Process** – the next step following a request for RA or PAS. The interactive process refers to an information-gathering approach used by an employer with the employee to evaluate a request for accommodation. It is intended to be a flexible approach that centers on communication between an employer and the individual requesting reasonable accommodation but may (and often does) involve obtaining relevant information from a supervisor and an individual’s health care provider. This process begins upon receiving an oral or written request for reasonable accommodation or management otherwise becoming aware that an RA may be needed. The DAPS, RAPM, and RAC engage in a discussion with the requestor and other relevant individuals (e.g., a supervisor, DO, individuals with a need

to know, or the requestor's health care provider) to collect whatever information is necessary for the DO to make an informed decision about whether the requestor is an individual with a disability or a pregnancy-related condition, and if so, what RA will effectively eliminate the barrier identified by the requestor and permit an equal opportunity to apply for a job, to perform a job, to gain access to the workplace, or to enjoy access to the benefits and privileges of employment.

- **Known Limitation** – a physical or mental condition related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions that the applicant/employee, or their representative, has communicated to the CFPB, when such condition meets the definition of disability specified in this policy and the Rehabilitation Act of 1973.
- **Major Life Activity** – basic activities an average person in the general population can perform with little or no difficulty as defined by EEOC regulations. Examples include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, interacting with others, working, and major bodily functions (e.g., normal cell growth, immune, digestive, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, musculoskeletal, and reproductive functions).
- **Personal Assistance Services (PAS)** – assistance with performing activities of daily living that an individual would typically perform if they did not have a disability, and that is not otherwise required as an RA, including, for example, assistance with removing and putting on clothing, eating, and using the restroom. PAS do not include medical services, such as performing medical procedures (e.g., administering shots) or medical monitoring (e.g., monitoring blood pressure).
- **Pregnancy, Childbirth, or Related Medical Conditions** – these include uncomplicated pregnancies, vaginal deliveries or cesarian sections, miscarriage, postpartum depression, edema, placenta previa, and lactation, as well as additional conditions detailed in the [EEOC's PWFA regulations](#).
- **Qualified** – with respect to an individual with a disability requesting accommodation, qualified means that the individual satisfies the requisite skill, experience, education, and other job-related requirements of the employment position the individual holds or desires and, with or without reasonable accommodation, can perform the essential functions of the position.

With respect to an individual requesting an accommodation for a known limitation related to, affected by, or arising out of pregnancy, childbirth, or a related medical condition, qualified means an applicant/employee who, with or without reasonable accommodation, can perform the essential functions of the employment position at issue. Under the PWFA and this policy, an applicant/employee shall also be considered qualified if they cannot perform one or more essential functions if: (i) any inability to perform an essential function(s) is for a temporary period, where “temporary” means lasting for a limited time,

not permanent, and may extend beyond “in the near future”; (ii) the essential function(s) could be performed in the near future; and (iii) the inability to perform the essential function(s) can be reasonably accommodated. This may be accomplished by temporary suspension of the essential function(s) and the employee performing the remaining functions of their position or, depending on the position, other arrangements, including, but not limited to the employee performing the remaining functions of their position and other functions assigned by the covered entity; the employee performing the functions of a different job to which the covered entity temporarily transfers or assigns the employee; or the employee being assigned to light duty or modified duty or participating in the covered entity's light or modified duty program.

- **Reasonable Accommodation (RA)** – adjustment or alteration to the work environment or in the way things are customarily done that enables an otherwise qualified individual with a disability or qualified individual with known limitations relating to pregnancy, childbirth, or a related medical condition to enjoy equal employment opportunities. There are three broad categories of RA:
 1. Modifications or adjustments to a job application process that permit an otherwise qualified individual to be considered for a job;
 2. Modifications or adjustments to the workplace that will enable an otherwise qualified individual to perform the essential functions of the job; and
 3. Modifications or adjustments, such as the removal of a physical barrier, to enable a qualified individual to enjoy equal benefits and privileges of employment.

For purposes of the PWFA and pregnancy-related accommodations under this policy only, the term also includes a temporary suspension of essential function(s) and/or modifications or adjustments that permit the temporary suspension of essential function(s).

- **Reasonable Accommodations Coordinator (RAC)** – the position who supports and provides technical assistance to the RAPM (defined below) in all efforts to coordinate and process RA and PAS requests under this policy for the CFPB. The RAC is required to attend training and is responsible for knowing and applying applicable laws as well as ensuring consistent processing of reasonable accommodations.
- **Reasonable Accommodations Program Manager (RAPM)** – the position coordinates and processes RA and PAS requests under this policy for the CFPB. The RAPM assists the Deciding Official in evaluating all pertinent information, policy terms and definitions, and applicable legal standards. However, the Deciding Official has sole and final authority to grant or deny requests for reasonable accommodation and to make decisions concerning interim accommodations. The RAPM is required to attend training and is responsible for knowing and applying applicable laws as well as ensuring consistent processing of reasonable accommodations.
- **Reassignment** – an accommodation of last resort where a qualifying individual has been unsuccessful in finding a reasonable accommodation that is effective, and is then eligible

for reassignment to an open, vacant, funded position that they minimally qualify for with or without a reasonable accommodation. In general, reassignment should be considered as a reasonable accommodation only when there are no other accommodations available to enable the individual to perform the essential functions of their current position, or if the only other effective accommodation within the individual's current position would pose an undue hardship to the CFPB.

- **Request for Reasonable Accommodation** – any oral or written request for an adjustment or change in the application process, at work, or related to a benefit or privilege of employment that the individual needs due to a covered status (i.e., a qualifying disability or known limitations related to, affected by, or arising out of pregnancy childbirth, or related medical conditions). Such requests can be made in plain English, need not use any specific words (such as “reasonable accommodation” or “disability” or “medical condition” or “Rehabilitation Act” or “PWFA”) and may be made by the individual, a family member, a health professional, or another representative who is acting on the individual's behalf. An individual does not need to have a specific accommodation in mind before making a request.
- **Requestor** – an applicant or employee with a disability or an applicant or employee with a known limitation related to, affected by, or arising out of pregnancy, childbirth, or a related medical condition (or an individual acting on their behalf), who requests an RA, or an employee with a targeted disability who requests PAS.
- **Substantially Limits** – prevents or significantly restricts a person from performing a major life activity or task compared to the average person in the general population. An impairment is a disability under this policy if it substantially limits the ability of an individual to perform a major life activity as compared to most people in the general population. An impairment need not prevent, or significantly or severely restrict, the individual from performing a major life activity in order to be considered substantially limiting. Nonetheless, not every impairment will constitute a disability within the meaning of this section.
- **Targeted Disabilities** – a subset of conditions that would be considered disabilities under the Rehabilitation Act. The federal government has recognized that qualified individuals with certain disabilities face significant barriers to employment, which for some people may include lack of access to PAS in the workplace, that are above and beyond the barriers faced by people with the broader range of disabilities. The federal government calls these “targeted disabilities.” A list of targeted disabilities can be found on the Office of Personnel Management's Standard Form 256. .
- **Undue Hardship** – significant difficulty or expense incurred by the CFPB with respect to the provision of an RA or PAS, focusing on the resources and circumstances of the CFPB in relation to the cost or difficulty of providing a specific accommodation. Undue hardship refers not only to financial difficulty, but to RA or PAS that are unduly extensive, substantial, or disruptive, or those that would fundamentally alter the nature or operation of the CFPB's business.

V. Policy Statements

1. Reasonable Accommodation and Personal Assistance Services

CFPB shall provide reasonable accommodations for employees and job applicants with disabilities and known limitations related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions consistent with applicable law and regulation, including Executive Order 13164; the Rehabilitation Act, and 29 C.F.R. Part 1630, and the PWFA using an interactive process that will respond to requests for reasonable accommodation in a timely, effective, flexible, and confidential manner unless doing so would impose an undue hardship on agency operations.

- 1.1. Employees can request RA or PAS via a manager or supervisor. Any supervisor receiving a request for RA or PAS (or otherwise becoming aware that an employee needs an RA) must immediately inform DAPS via email at CFPB_ReasonableAccommodations@cfpb.gov, or by contacting the RAC or RAPM.
- 1.2. Employees and applicants can request RA or PAS by contacting DAPS directly via email at CFPB_ReasonableAccommodations@cfpb.gov, or by contacting the RAC or RAPM.
- 1.3. Requestors may use the Request for Reasonable Accommodation/ Personal Assistance Service form (Appendix B) to document their request for RA but are not required to use this form.
- 1.4. Requestors do not need to identify a specific requested accommodation.
- 1.5. If accommodation is needed on a repeated basis, the requestor does not need to submit a request each time the accommodation is needed.
- 1.6. DAPS shall process requests for reasonable accommodation and facilitate provision of accommodation, when appropriate, in the shortest time frame reasonably practicable, not to exceed a processing time of 30 days from the date the request was received or management otherwise becomes aware that an employee may need accommodation, barring extenuating circumstances.
- 1.7. If DAPS can process an RA request in less than 30 days, it must do so.
- 1.8. If DAPS requires more than 30 days to process a request for accommodation, the RAPM must provide the requestor with a written explanation of the extenuating circumstances causing the delay.
- 1.9. When DAPS receives a request for RA, it will begin the interactive process as defined in Section IV.
- 1.10. Requestors may be required to provide medical documentation to support the request for an accommodation when a disability and/or need for reasonable accommodation is not obvious or known to the RAPM or the DO. When requestors are asked to provide medical documentation DAPS will provide them with a Medical Inquiry form

(Appendix D) that a healthcare professional can fill out to assist the DO in evaluating the RA request.

- 1.11. The requestor will be required to provide reasonable documentation regarding the disability, the requestor's functional limitations, the expected duration of the impairment, and how the reasonable accommodation would benefit the requestor.² The medical documentation the requestor provides must be from an appropriate healthcare professional such as a doctor, social worker, or rehabilitation counselor with expertise/licensure to provide the documentation and must include, at a minimum:
 - 1.11.1. Diagnosis of medical condition;
 - 1.11.2. Prognosis (the nature, severity, and duration of the impairment);
 - 1.11.3. Affected major life activities;
 - 1.11.4. Impact of condition on performance of the job;
 - 1.11.5. Requested accommodation and how the accommodation will help the employee perform the job, apply for the job, or enjoy a benefit of the workplace.
- 1.12. When DAPS requests medical documentation to support an RA request, the requestor can also submit the Medical Release form (Appendix C) to DAPS team members or a medical advisor to contact the requestor's health professional as needed.
- 1.13. Medical documentation provided by a requestor will only be disclosed to CFPB employees with a role in processing RA requests.
- 1.14. The 30-day maximum processing time for RA requests is tolled if the requestor fails to provide necessary documentation in a timely manner.
- 1.15. If the medical documentation provided is insufficient for a decision to be made regarding the accommodation request, the RAPM may ask for further information.
- 1.16. The DO may deny a reasonable accommodation request if the requestor fails to provide sufficient medical documentation or fails to cooperate in efforts to obtain the necessary medical documentation. If a requestor has already submitted medical documentation in connection with a previous request for accommodation or related to another CFPB benefit program, the individual should immediately inform the RAPM. The RAPM will then determine whether additional medical information is needed to process the current request.
- 1.17. The DO must consider each request for RA on a case-by-case basis and determine whether an accommodation is needed, whether the accommodation would be effective, and whether providing the accommodation would impose an undue

² Medical information obtained in connection with the reasonable accommodation process must be kept confidential.

hardship.

- 1.18. The DO will decide whether to grant or deny an RA request only after careful review and consideration of any recommendation(s) on the matter made by DAPS. Before determining whether to provide a reasonable accommodation, the DO shall consult with DAPS and the Legal Division, as needed, to fully understand the legal, operational, and practical considerations.
- 1.19. If the DO denies the request for reasonable accommodation for any reason, they must issue a written decision to the requestor utilizing the Denial of a Reasonable Accommodation/PAS Request form (Appendix F). Before denying an accommodation request, the DO will consult with the Legal Division. The DO will send the completed denial form to the RAPM and the requestor.
- 1.20. The written notice of denial will inform the requestor of their rights to the following:
 - 1.20.1. File a request for reconsideration with the OMWI Director pursuant to this policy;
 - 1.20.2. File an EEO complaint (within 45 days of the denial);
 - 1.20.3. If the requester is a bargaining unit employee, the right to file a grievance in accordance with the collective bargaining agreement between CFPB and the National Treasury Employees Union (NTEU); and/or
 - 1.20.4. Informal voluntary Alternative Dispute Resolution (ADR) (requestors can request ADR by contacting OCR at ADR@cfpb.gov).
- 1.21. If the DO grants an RA, the decision will be made in writing utilizing the Approval of Reasonable Accommodation/PAS Request form (Appendix E). The DO will send the written decision to the DAPM, the requestor, and the requestor's supervisor.
- 1.22. If the DO is unable to identify effective accommodation for an employee in their current position, the DO will consider reassignment to a vacant funded position as the reasonable accommodation of last resort.
- 1.23. "Vacant" positions include positions that are available when the employee asks for RA and positions that will become available within a reasonable amount of time.
 - 1.23.1. A search for vacant funded positions shall be conducted by the Office of Human Capital at the DO's request, in consultation with the requestor, the RAPM, and the Legal Division for a minimum of 30 days.

2. Pregnancy-Related Reasonable Accommodations

CFPB will make reasonable accommodations to the known limitations of a qualified individual (employees and applicants) related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions (a pregnancy-related reasonable accommodation), unless providing an accommodation would impose an undue hardship on agency operations.

An individual who needs a pregnancy-related reasonable accommodation does not need to show that they meet the definition of an individual with a “disability” under the Rehabilitation Act to qualify for a pregnancy-related reasonable accommodation within the meaning of the PWFA and this policy.

The definitions, process, steps, and standards outlined in this policy generally will apply in assessing and processing pregnancy-related reasonable accommodations, with some exceptions and variations noted below:

2.1. Temporary suspension of an essential function

If an employee needs one or more essential functions temporarily suspended as a pregnancy-related reasonable accommodation, the DO will grant that request unless it would pose an undue hardship. Undue hardship in this context would be determined based on the typical undue hardship factors (e.g., impact on the CFPB’s operations and the other employees’ ability to perform their duties) as well as consideration of the additional factors outlined in the definition of qualified as provided in Section IV above.

2.2. Limitations on requests for documentation

Under the PWFA and this policy, for purposes of pregnancy-related accommodations only, DAPS will only request medical documentation if it is reasonable under the circumstances to determine whether the individual has a physical or mental condition related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions (that is, a limitation) and needs a change or adjustment at work due to the limitation.

2.3. Delays in providing pregnancy-related accommodations.

Under the PWFA and this policy, any unnecessary delay in providing a reasonable accommodation to known limitations related to pregnancy, childbirth, or related medical conditions of a qualified employee may result in a violation of the PWFA and this policy.

3. Requests for Reconsideration

The Director, Office of Minority and Women Inclusion (OMWI), shall serve as the decision maker on all requests for reconsideration of the original DO decision.

- 3.1. Requestors can appeal the DO’s decision by emailing the OMWI Director at CFPB_reasonableaccommodations@cfpb.gov within 10 business days of receipt of the RA decision.
- 3.2. The request for reconsideration may include any additional relevant information for the OMWI Director’s consideration.
- 3.3. The OMWI Director will issue a written decision on reconsideration within 10 business days. The OMWI Director’s decision on the matter is the final determination.

VI. Exceptions - Matters Outside the Policy's Scope

The CFPB maintains the following two exceptions to this policy:

1. An ergonomic request that is not related to a medical condition or disability should be directed to the Administrative Operations, Facilities Team, and the Office of Human Capital, Worklife Team. A request for IT equipment that is not associated with a medical condition or disability should be directed to the Administrative Operations, Technology and Innovation Team.
2. The CFPB may also provide accessibility accommodations to members of the public when necessary to ensure equal access to CFPB communications, programs, and activities. Members of the public can send requests to CFPB_504Request@cfpb.gov. Procedures and information about the enforcement of non-discrimination on the basis of disability in programs and activities conducted by CFPB, and denial of access to electronic and information technology, are governed by 12 C.F.R Part 1072.

VII. Roles and Responsibilities (for this policy only)

The following table identifies the approving official, division lead, process owner, program team, and required reviewers and provides a brief description of respective responsibilities concerning this policy.

Table 1: Roles and Responsibilities

Position Title / Team Name (Include the Division/Office, as appropriate)	Control Role	Brief Description of Control Responsibility
Director / Office of Minority and Women Inclusion (OMWI)	Approving Official	Responsible for approving this policy.
Section Chief / Disability and Accessibility Program Section (DAPS) / OMWI	Division Lead	Responsible for reviewing the proposed policy and providing feedback.
Reasonable Accommodations Program Manager / Disability and Accessibility Program Section (DAPS) / OMWI	Process Owner & Issuing Team	Responsible for the day-to-day management of the Reasonable Accommodations program and following the standard operating procedures associated with the policy on the Management of Internal Policies.
Internal Policies Program Manager / Operations Division / Operations Front Office	Required Reviewer	Responsible for determining whether: (1) the proposed content meets the criteria for a Bureau-wide Core Policy, or other; and (2) changes are material or minor.

Position Title / Team Name (Include the Division/Office, as appropriate)	Control Role	Brief Description of Control Responsibility
Legal Division (Legal), Office of Civil Rights (OCR), Office of Minority and Women Inclusion (OMWI), the Senior Agency Official for Privacy (SAOP), and the Chief Privacy Officer (CPO)	Required Reviewers	Responsible for reviewing policy proposals and revisions and providing targeted feedback and legal advice to the DAPS, DO's, and the OMWI Director related to the Rehabilitation Act, the PWFA, and other applicable laws as they relate to requests for accommodations and decisions.
Office of Civil Rights (OCR)	Critical Stakeholder	Responsible for facilitating the EEOC review/approval of this policy per EO.
Operations / Office of Human Capital (OHC) / Labor Relations	Required Reviewers	Responsible for reviewing policy proposals and revisions and providing targeted feedback; communicates and coordinates with the National Treasury Employees Union (NTEU), as necessary.
Operations / Office of Administrative Operations (Admin Ops) / Records and Information Management (RIM) Program	Preservation and Accessioning	Responsible for receiving signed policy and transferring physical and legal custody to the National Archives and Records Administration (NARA) 15 years after the policy is finalized.
Operations/The Chief Financial Officer (CFO) of the Office of Finance and Procurement (OFP)	Required Reviewers	Responsible for allocation of needed funding from the approved budget for all approved reasonable accommodation and Personal Assistive Service requests.

VIII. Legal Authorities (includes statutes and implementing regulations that require or highly recommend CFPB action)

- Rehabilitation Act of 1973 as amended (29 U.S.C. § 701 et seq.)
- The Americans with Disabilities Act of 1990 as amended (42 U.S.C. §§ 12102, 12114)
- The Americans with Disabilities Act Amendments Act of 2008
- The Pregnant Workers Fairness Act of 2022 (42 U.S.C. § 2000gg et seq.)
- Privacy Act of 1974, as amended
- 29 C.F.R. Parts 1614, 1630, 1636
- 12 C.F.R. Part 1072
- EEOC Management Directive 715

IX. References (includes existing documentation from internal and external authors that is relevant to the policy)

- Executive Order 13164, Requiring Federal agencies to Establish Procedures to Facilitate the Provision of Reasonable Accommodation (July 26, 2000)
- Equal Employment Opportunity Commission, Policy Guidance on Executive Order 13164: Establishing Procedures to Facilitate the Provision of Reasonable Accommodation (Oct. 20, 2000), https://www.eeoc.gov/policy/docs/accommodation_procedures.html
- Equal Employment Opportunity Commission, Procedures for Providing Reasonable Accommodation for Individuals with Disabilities (July 19, 2010), https://www.eeoc.gov/eeoc/internal/reasonable_accommodation.cfm
- Equal Employment Opportunity Commission Technical Assistance Document: Employer-Provided Leave and the Americans with Disabilities Act (May 9, 2016), <https://www.eeoc.gov/eeoc/publications/ada-leave.cfm>
- Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees Under the Americans With Disabilities Act (July 27, 2000), <https://www.eeoc.gov/policy/docs/guidance-inquiries.html>
- EEOC Questions and Answers: Federal Agencies' Obligation to Provide Personal Assistance Services (PAS) under Section 501 of the Rehabilitation Act (Sept. 18, 2017), <https://www.eeoc.gov/federal/directives/personal-assistance-services.cfm>
- Appendix A to Part 1636—Interpretive Guidance on the Pregnant Workers Fairness Act
- CFPB - Standard Operating Procedure on Ergonomic Equipment Requests
- CFPB - Collective Bargaining Agreement

X. Document History

Table 2: Document History

Action	Approval Date	Approving Official
Initial Policy Approved	9/17/2021	CFPB Director Kathleen Kraninger
Reissuance Approved (Material Revisions)	10/20/2021	CFPB Director Rohit Chopra
Reissuance Approved (Material Revisions)	6/17/2026	Director, OMWI Stacie Jones
Reissuance Approved (Minor Revisions)	See signature date below.	Director, OMWI Stacie Jones

XI. Electronic Signature

XII. Effective and Expiration Dates

There is no expiration date associated with this policy. This policy is effective as of the date of first approval for Version 1.0 and shall continue in effect when reauthorized or reissued. This policy shall continue in effect until it is rescinded.

XIII. Appendices (includes all supporting documentation such as user-facing SOPs, SOGs, and FAQs specifically developed to support this policy)

- Appendix A – Standard Operating Procedures Related to Reasonable Accommodation and Personal Assistance Services Requests by CFPB Employees and Applicants for Employment
- Appendix B – Request for Reasonable Accommodation/Personal Assistance Services
- Appendix C – Medical Release Form
- Appendix D – Medical Inquiry Form
- Appendix E – Approval of Reasonable Accommodation/PAS Request
- Appendix F – Denial of a Reasonable Accommodation/PAS Request