



DECA DIRECTIVE 55-03

PROCEDURES FOR PROVIDING REASONABLE ACCOMMODATION FOR INDIVIDUALS WITH DISABILITIES AND PERSONAL ASSISTANCE SERVICES

Originating Component:	Equal Employment Opportunity
Effective:	January 31, 2023
Releasability:	Unlimited. This directive is approved for public release and is located on DeCA's internet website at www.commissaries.com .
Establishes	DeCA Directive 55-03, Procedures for Providing Reasonable Accommodation for Individuals with Disabilities and Personal Assistance Services, January 31, 2023
Approved by:	Christopher Lyons, Director, Administration & Legislative Affairs Office

Purpose: This directive

- Establishes policy and guidance for the provision of reasonable accommodation to people with disabilities and personal assistance services throughout the Defense Commissary Agency (DeCA).
- Assigns responsibilities for providing reasonable accommodation and personal assistance services.
- Establishes policies/procedures for implementation of applicable public law, executive orders, government regulations, and national consensus standards criteria concerning reasonable accommodation and personal assistance services.
- Is established in compliance with Department of Defense Directive (DoDD) 5105.55, "Defense Commissary Agency (DeCA)," and other regulatory documents listed within this document.

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SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. APPLICABILITY. This directive applies to all DeCA activities and all DeCA personnel in accordance with DoDD 5105.55 and contains internal management control provisions that are subject to evaluation and testing as required by DeCAD 70-2, “Internal Control Program.”

1.2. POLICY. It is DeCA’s policy that:

a. Users of this directive will comply with the policies as defined in the DeCA Directive (DeCAD) 55-03, “Reasonable Accommodation for Individuals with Disabilities and Personal Assistance Services.” This directive establishes DeCA Manual (DeCAM) 55-03.01, “Reasonable Accommodation for Individuals with Disabilities and Personal Assistance Services.”

b. The effectiveness of the DeCA Reasonable Accommodation program depends upon the degree of emphasis placed on the program by the Director of DeCA, Functional Process Owners (FPO), Special Staff Group (SSG), area directors, zone managers, Central Distribution Center (CDC)/Central Meat Processing Plant (CMPP) managers, store directors, supervisors, and employees.

c. Officials at each management level, including first-line supervisors, shall, to the extent of their authority, comply with guidance and regulations; and provide DeCA employees and applicants for employment with disabilities, effective accommodation and personal assistance services.

d. DeCA supervisors and employees comply with the instructions provided within DeCAM 55-03.01.

SECTION 2: RESPONSIBILITIES

2.1. DeCA DIRECTOR: The Director of DeCA shall:

- a. Implement this directive and any implementing guidance.
- b. Provide and maintain a sufficient number of personnel trained to form a knowledge-based workforce capable of effectively managing the reasonable accommodation and personal assistance service program.
- c. Plan, program, and budget for accommodation and assistance service resource requirements.

2.2. FUNCTIONAL PROCESS OWNERS/SPECIAL STAFF GROUP AND AREA DIRECTORS. FPO/SSG and area directors shall:

- a. Have overall responsibility for the implementation and execution of the accommodation and assistance service program within their area of responsibility.
- b. Allocate sufficient resources to fund an active, viable accommodation and assistance service program.
- c. Cooperate and communicate with Equal Employment Opportunity on all accommodation and assistance service matters.

2.3. ZONE MANAGERS. Zone managers shall:

- a. Promote, implement, and ensure compliance with accommodation and assistance service criteria within their zone.
- b. Communicate and coordinate with the Disability Program Manager (DPM) on all accommodation and assistance service matters.

2.4. STORE DIRECTORS AND CENTRAL DISTRIBUTION CENTER/ CENTRAL MEAT PROCESSING PLANT MANAGERS. These managers shall:

- a. Establish, manage, and actively support an internal accommodation and assistance service program that implements the requirements of this directive.
- b. Communicate and coordinate with the DPM on all accommodation and assistance service matters.

c. Additional duties and responsibilities are addressed in DeCAM 55-03.01.

GLOSSARY

G.1. ACRONYMS.

CDC	Central Distribution Center
CMPP	Central Meat Processing Plant
DeCA	Defense Commissary Agency
DeCAD	Defense Commissary Agency Directive
DeCAM	Defense Commissary Agency Manual
DoD	Department of Defense
DoDD	Department of Defense Directive
DPM	Disability Program Manager
FPO	Functional Process Owner
SSG	Special Staff Group

REFERENCES

- DeCA Directive 70-2, "Internal Control Program," December 17, 2007
DeCA Manual 55-03.01, "Reasonable Accommodation for Individuals with Disabilities and Personal Assistance Services," January 31, 2023
DoD Directive 5105.55, "Defense Commissary Agency (DeCA)," March 12, 2008