

NVTAC

NATIONAL VETERANS TECHNICAL ASSISTANCE CENTER

WEBINAR:

Using the Job Accommodation Network (JAN)

***Thursday
July 16, 2015***

Kim Cordingly, Ph.D

Melanie Whetzel, M.A.

Kelsey Lewis, M.S.W.

Job Accommodation
Network

Logistics

- Asking questions during the webinar

- É All participant phone lines are muted

- É You will be unable to ask questions by phone

- É Please type your question in the on screen chat box

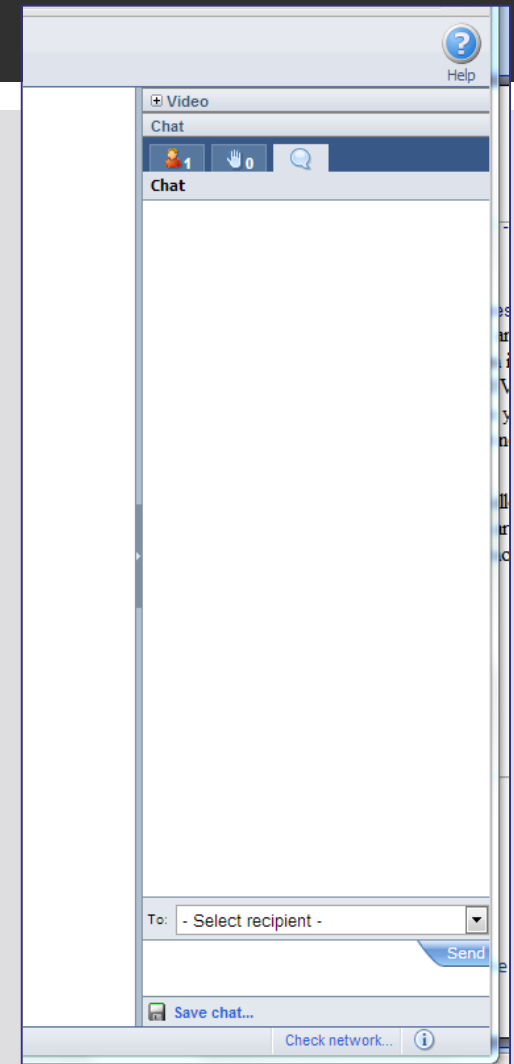
- É There will be two opportunities during the webinar to ask questions

- Post webinar survey

- É Survey from Antonio Addressi, Program Assistant (NCHV)

Asking Questions During the Training

- Submit questions in the chat box on the webinar
- E-mail questions to Cindy Borden at cborden@nchv.org
- Submit questions through the post-training survey



JAN

Job Accommodation Network

Practical Solutions • Workplace Success

Using the Job Accommodation Network (JAN)

Kim Cordingly, Ph.D.; Melanie Whetzel,
M.A.; and Kelsey Lewis, M.S.W.



JAN is a service of the U.S. Department of Labor's
Office of Disability Employment Policy.

Using JAN

Overview

- Job Accommodation
- Americans with Disabilities Act / Rehabilitation Act
- Self-Employment



Using JAN



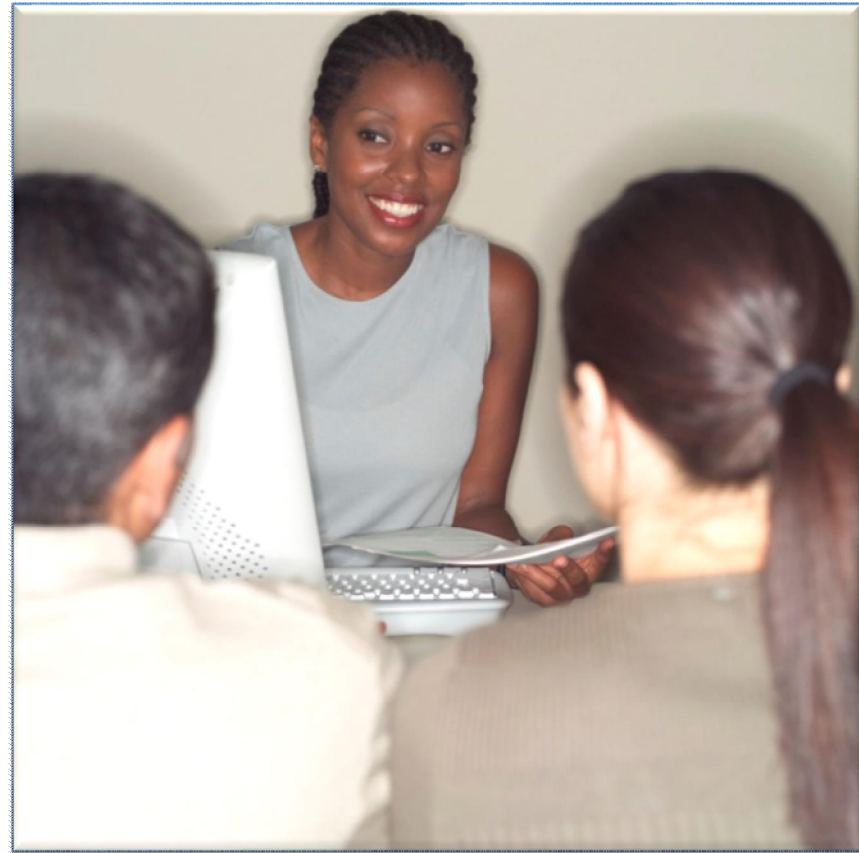
Overview

- Established in 1983 as a national, free service.
- Specialize in job accommodations and the employment provisions of the ADA.
- Assist with the interactive process.
- Give targeted technical assistance.
- Provide comprehensive resources.
- Maintain confidentiality.
- Communicate via telephone, chat, text, TTY, relay, email, and social networks.
- Offer live and archived training.
- Work as your partner.

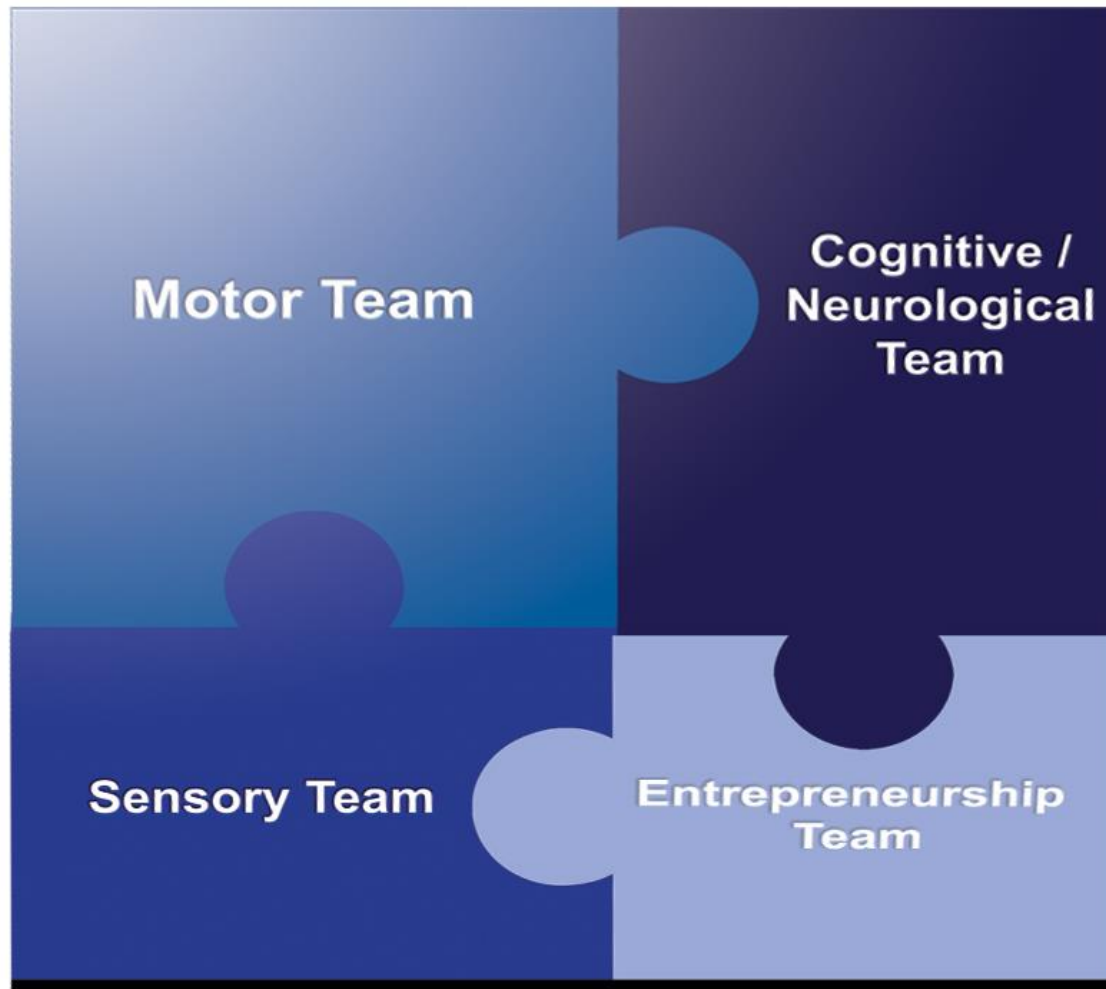
Using JAN

Overview

- Employers
- Individuals
- Service Providers
- Others



Using JAN



Using JAN

The screenshot displays the JAN website interface. At the top, there are navigation links: ADA LIBRARY, PUBLICATIONS AND RESOURCES, SEARCH ACCOMMODATIONS DATABASE, A-Z OF DISABILITIES AND ACCOMMODATIONS, and NEWS. Below these is the JAN logo and a search bar with a 'Search' button. To the right of the search bar are links for 'Hot Topics', 'JAN en Español', 'Print this Page', and 'How to Use this Site' with 'A A A Text Size' options.

The main content area is divided into two columns. The left column features the 'ASK JAN' section with the text: 'If you have a question about workplace accommodations or the Americans with Disabilities Act (ADA) and related legislation, we can help.' Below this text is a photo of a man in a white shirt and tie sitting at a desk with a laptop. A 'MEET THOMAS' button is located at the bottom right of the photo. Below the photo is a row of small icons representing different categories.

The right column contains a 'Connect with JAN' section with contact information: '(800)526-7234 (Voice) (877)781-9403 (TTY)'. Below this are links for 'Email JAN', 'Live Help', 'Subscribe to Newsletters', 'Link to Us', 'Share Through Your Social Networks', 'RSS Feed', and 'Newsletter'. Further down are three sections: 'FOR EMPLOYERS' (Private Employers, Federal Employers, State & Local Government), 'FOR INDIVIDUALS' (Employees, Job Seekers, Entrepreneurs), and 'FOR OTHERS' (Rehabilitation & Medical Professionals, Union Representatives, Attorneys & Legal Representatives).

At the bottom of the main content area are three red buttons: 'About JAN', 'Frequently Asked Questions', and 'Training'. Below these buttons is a footer section with the ODEP logo and text: 'A service of the Office of Disability Employment Policy, U.S. Department of Labor'. To the right of the ODEP text is the 'What can YOU do?' logo and text: 'The Campaign for Disability Employment'. Further right are social media icons for Facebook, YouTube, Twitter, LinkedIn, and Blogger. At the bottom right of the footer are links for 'Accessibility | Copyright | Disclaimer | Privacy Statement | Site Map'.

Using JAN

- Over 200 Publications
- Comprehensive Website
 - SOAR
 - ADA Library
 - A to Z
 - JAN on Demand
 - JAN en Español
 - JAN Updates
 - JAN Chat
 - Social Networks



Using JAN

Disclosure



Using JAN

Why Disclose

- To ask for job accommodations
- To receive benefits or privileges of employment
- To explain an unusual circumstance



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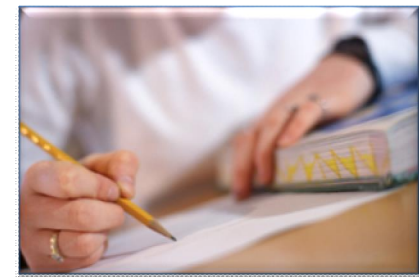
How to Disclose

The individual must let the employer know:

- an adjustment or change at work is needed for a reason related to a medical condition

To request accommodation, an individual:

- may use "plain English"
- need not mention the ADA
- need not use the phrase "reasonable accommodation"

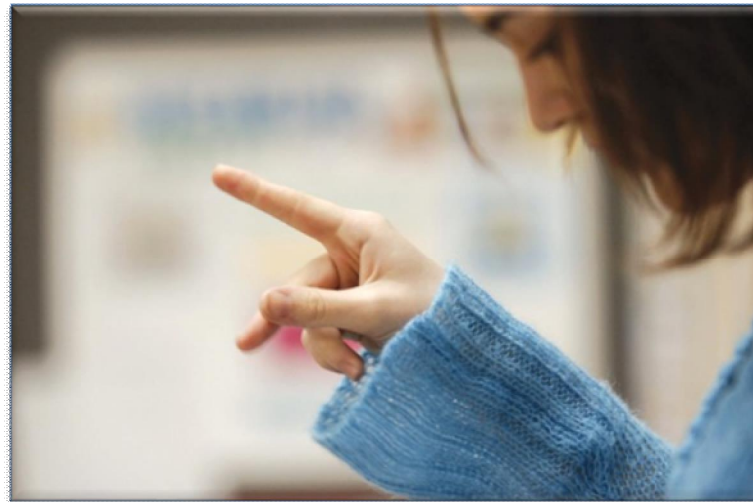


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How to Disclose

Verbally or in writing, tell the . . .

- Employer
- Supervisor
- HR representative, or
- Other appropriate person



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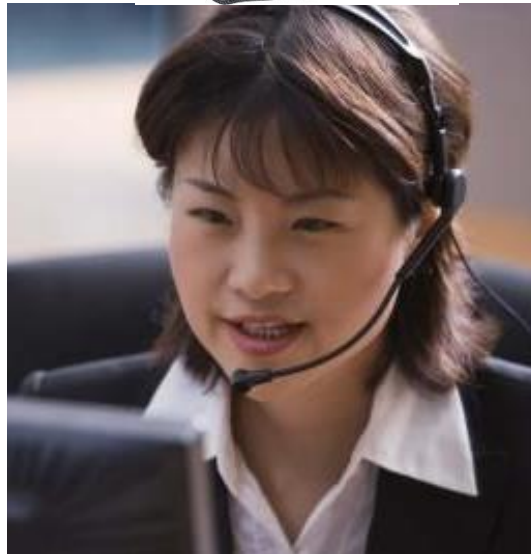


OPTIONS: Job Accommodations

Practical Solutions • Workplace Success

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Purchasing or Modifying Equipment or Products



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Example

An electrician's helper with PTSD needed to attend periodic licensure trainings. He had difficulty taking effective notes and remembering information in the meetings.



Using JAN

Accommodation

The employee was provided an iPad with apps that would record the trainings. This enabled him to listen to the trainings as many times as he needed. He was also provided training on how to use the device and the apps.



Using JAN

Example

A public policy administrator who worked from home had difficulty remembering who was on conference calls, who was speaking, and what questions were being directed to him.



Using JAN



Accommodation

The administrator was accommodated with a meeting application on his computer that had a chat function so that questions could be typed into the screen for him to read. He was able to better understand the questions when he could read them for himself, several times if necessary. He would also be able to see the names of the persons asking the questions.

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Making Work-site Accessible



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Example

An office worker was having difficulty with balance and coordination and walking steadily due to a brain injury. The employer had observed her falling a couple of times on the way to the printer/fax room and restroom.



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Accommodation

The employer provided handrails to/from the employee's workspace and the common areas. They also provided her with her own printer and fax, and changed her workstation set-up so that she could access files and other materials and equipment without having to move around too much.

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Example

A new purchasing clerk with a traumatic brain injury is having difficulty walking from the parking lot to his workstation in a manufacturing plant.



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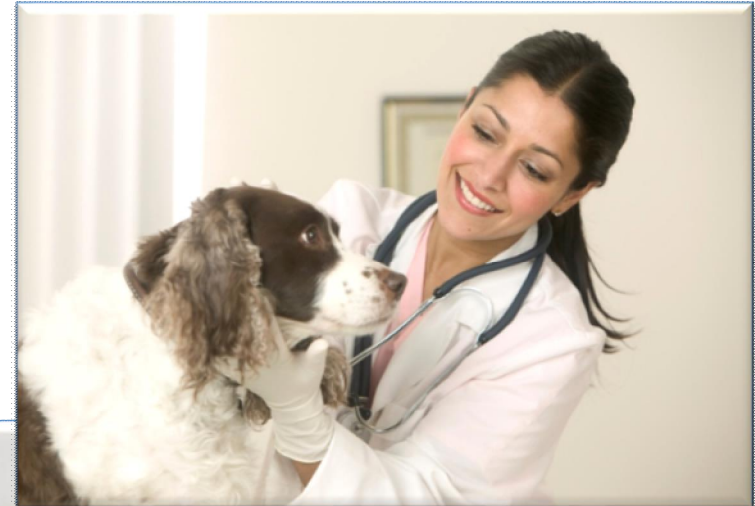
Accommodation

The employer gave the employee a reserved parking spot close to the worksite.



Using JAN

Job Restructuring



Using JAN

Example

An employer required that all employees work overtime. An employee with a brain injury asked to be excused from overtime because of fatigue and exacerbation of symptoms.



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Accommodation

None. The employer denied the request stating that overtime is an essential function.



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Example

A member of a cleaning crew with seizures is restricted from working on a ladder. He can perform all of the functions of his job except for the task of maintaining the overhead lighting fixtures.



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ACCOMMODATION:

The job tasks of a second crew member include cleaning a small kitchen in the employees lounge, which is a task the first crew member can perform. The employer switched these specific tasks performed by the two crew members.



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Modifying Schedule and Allowing Leave Time



Using JAN



Example

A court employee was having difficulty with emotions after returning to work following a TBI. She was diagnosed with pseudobulbar affect (PBA) where she would have outbursts of uncontrollable laughter at seemingly inappropriate times.

Using JAN



Accommodation

The employee asked that her co-workers be educated on PBA so they would better understand what could be viewed as inappropriate laughter. She was also accommodated with extra breaks to help manage her stress, a temporary lightening of her workload, and a flexible schedule to allow her time for counseling and doctor appointments.

Using JAN

Example

An employee working in a state corrections facility has difficulty waking up due to new medications she has been prescribed. She has had increasing symptoms of PTSD with the approaching ten-year anniversary of the traumatic event.



Using JAN

Accommodation

Because of her inability to get to work on time and attend work at all some days, her employer provided her with an accommodation of leave to help her manage the side effects of the medications.



Using JAN

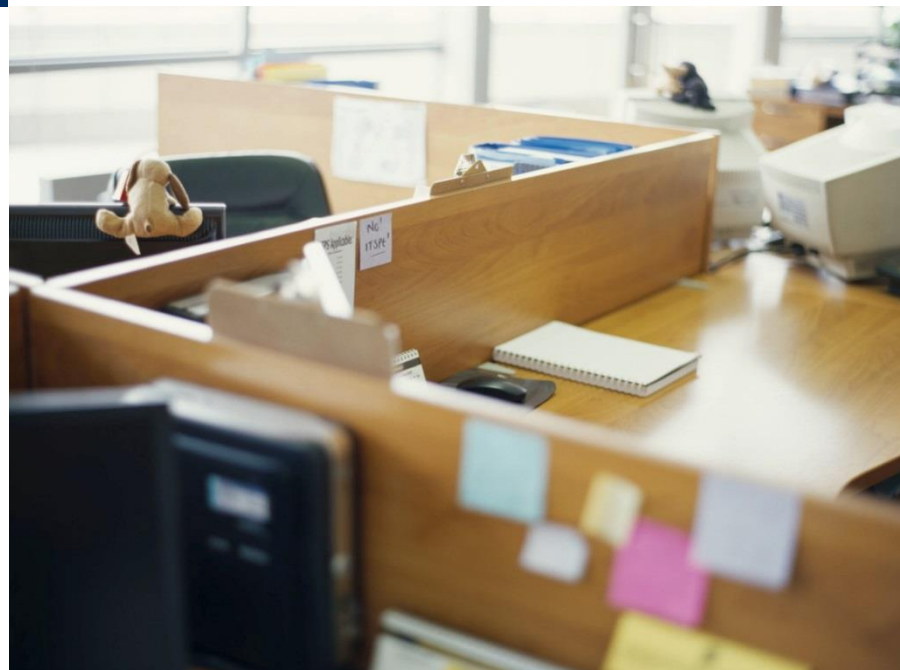
Modifying Policies



Using JAN

Example

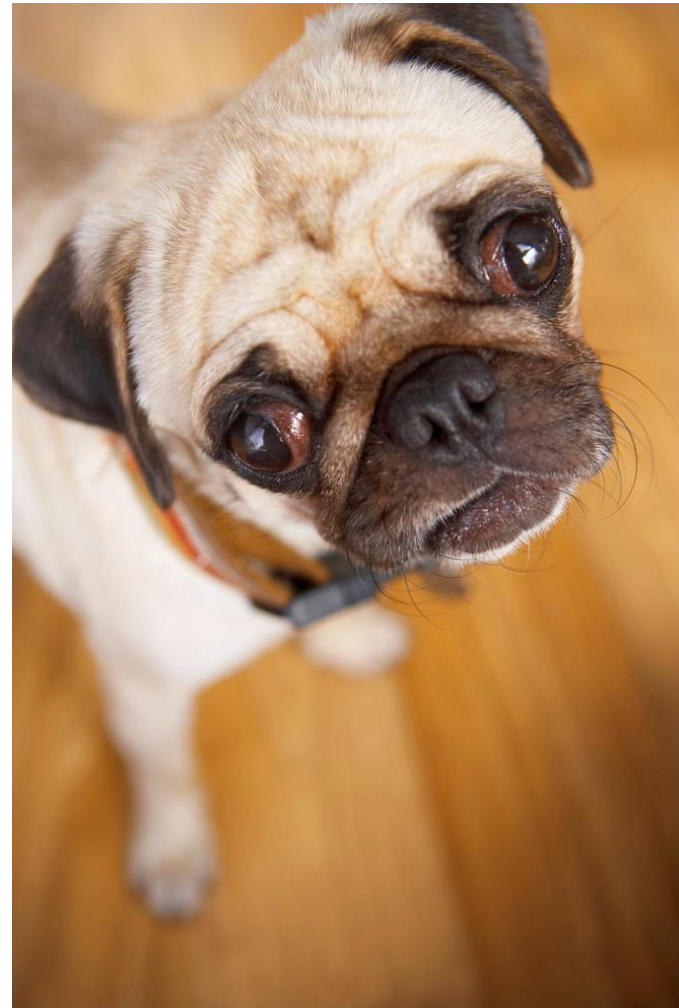
A file clerk with an anxiety disorder uses a service animal to help her deal with stress in the workplace.



Using JAN

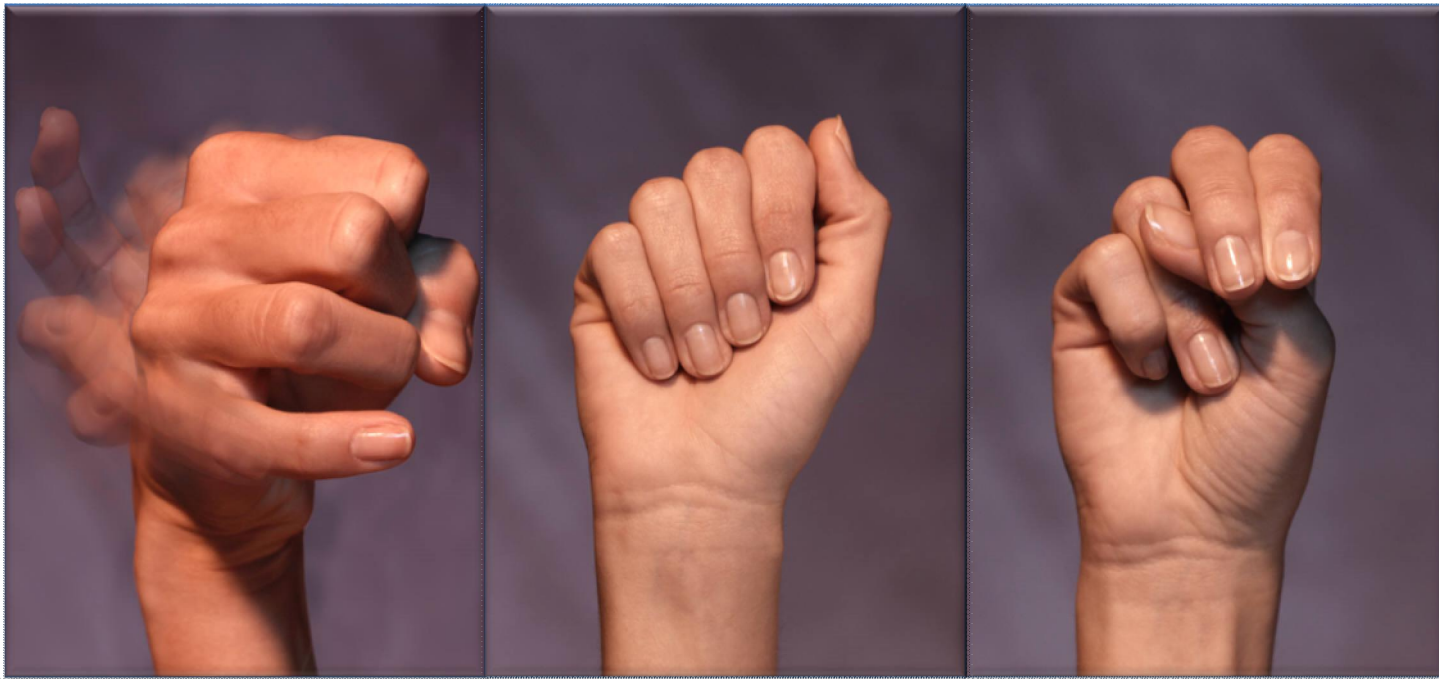
Accommodation

The employer modified its no animal policy and allowed the service dog in the workplace.



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Providing Readers and Interpreters



Using JAN



Example

A veteran who recently returned to the workforce in a customer service position has (PTSD) and a (TBI). After disclosing his disability and requesting reasonable accommodations, his employer provided him with a cubicle close to an exit, with his back facing a wall. This helped to alleviate some of his stress, but he still had difficulty with memory and emotional outbursts.

Using JAN

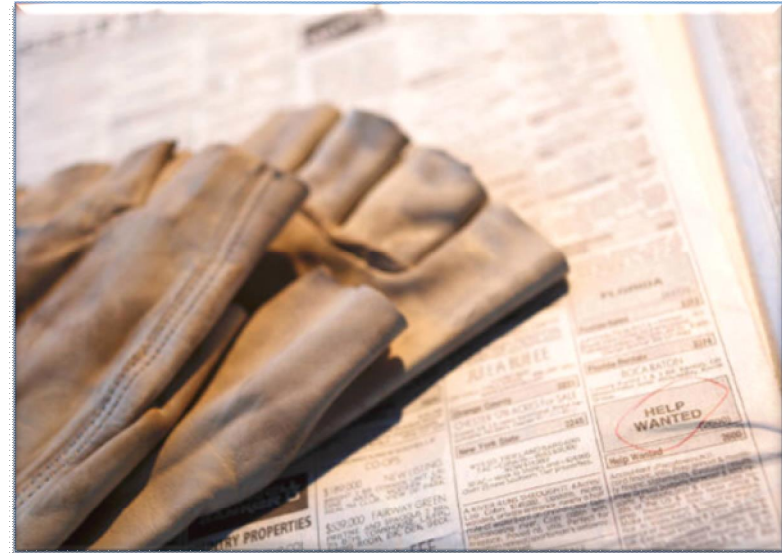
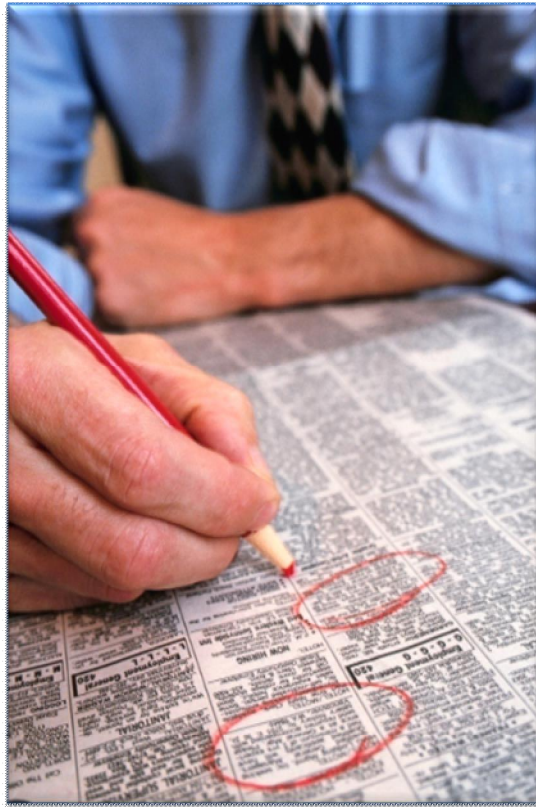


Accommodation

The employer obtained a job coach through the Department of Veterans Affairs to assist the employee adjust to his new position. The job coach worked with the employer and employee to develop a customized form for taking notes, a system for organizing the employee's workspace, and suggested the employee e-mail his supervisor with questions so he will have written responses. The job coach also helped incorporate breaks into the employee's day to walk and do breathing exercises to help reduce the likelihood of outbursts.

Using JAN

Reassignment



Using JAN

Example

A retired Army medic had difficulty managing stress in the workplace due to her PTSD. Her stress intolerance was intensified when she heard the emergency medical helicopter arrive and depart from the hospital where she worked as a nurse.



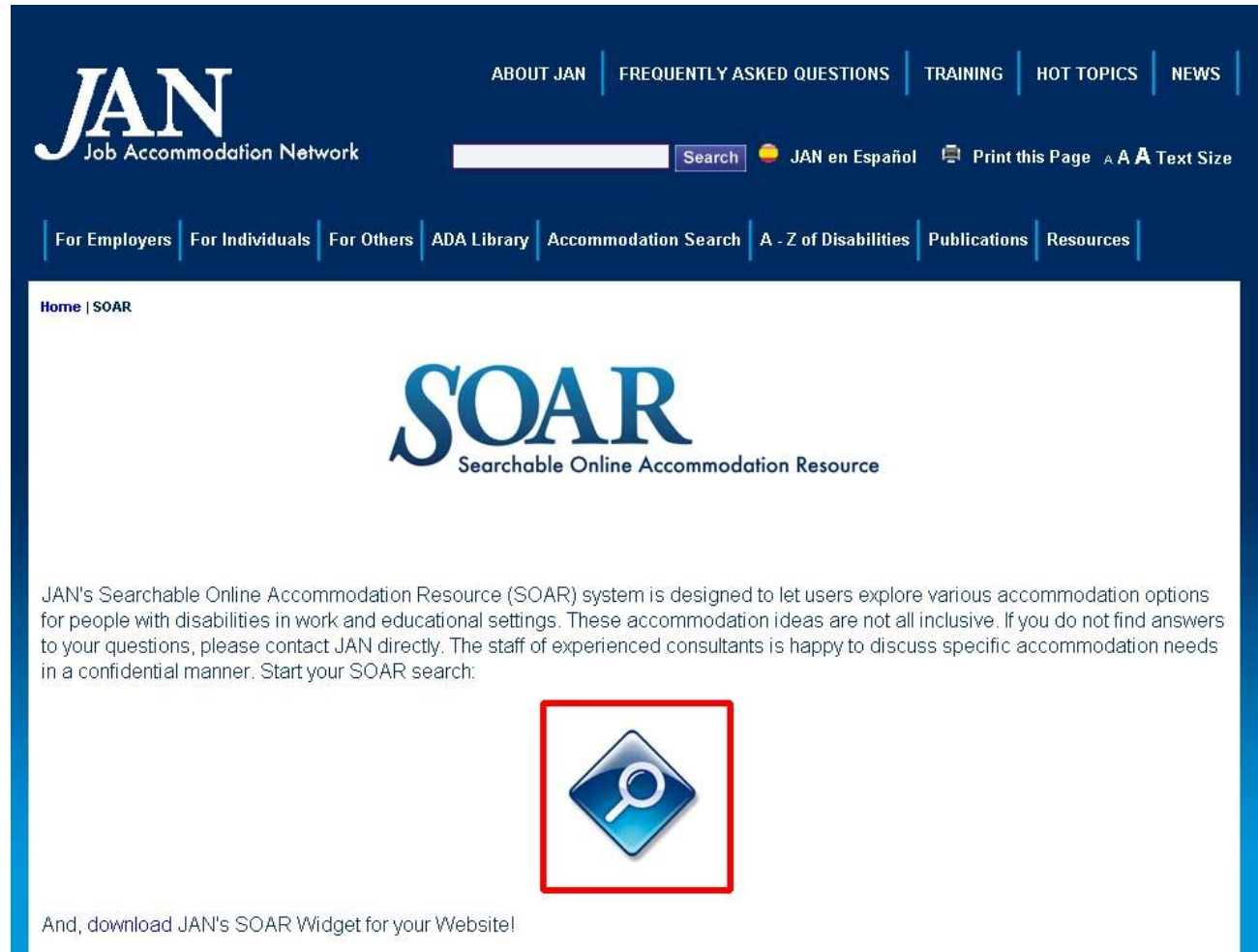
Using JAN

Accommodation

The nurse was reassigned to a vacant position on a unit that was far from the heli-pad so she rarely heard the helicopter. During times when the helicopter staff would practice maneuvers in her area she was allowed to work a flexible schedule.






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The screenshot shows the JAN website's navigation menu and the SOAR search page. The navigation menu includes links for ABOUT JAN, FREQUENTLY ASKED QUESTIONS, TRAINING, HOT TOPICS, NEWS, For Employers, For Individuals, For Others, ADA Library, Accommodation Search, A - Z of Disabilities, Publications, and Resources. The SOAR page features the SOAR logo and a search icon highlighted with a red box.

JAN
Job Accommodation Network

ABOUT JAN | FREQUENTLY ASKED QUESTIONS | TRAINING | HOT TOPICS | NEWS


Search  JAN en Español  Print this Page  Text Size

For Employers | For Individuals | For Others | ADA Library | Accommodation Search | A - Z of Disabilities | Publications | Resources

Home | SOAR

SOAR
Searchable Online Accommodation Resource

JAN's Searchable Online Accommodation Resource (SOAR) system is designed to let users explore various accommodation options for people with disabilities in work and educational settings. These accommodation ideas are not all inclusive. If you do not find answers to your questions, please contact JAN directly. The staff of experienced consultants is happy to discuss specific accommodation needs in a confidential manner. Start your SOAR search:



And, download JAN's SOAR Widget for your Website!

Using JAN

[Home](#) | [SOAR](#) | **Step 1: Select the Impairment**

SOAR Searchable Online Accommodation Resource

Step 1: Select the Impairment

JAN receives thousands of accommodation-related inquiries per year. The SOAR system allows users to obtain accommodation ideas. JAN consultants compile these accommodation ideas and post them to SOAR. If you need additional information on an accommodation situation that has not been posted, or if you would like to discuss the information presented here, contact JAN.

- Arthritis
- Back Conditions
- Cancer
- Chronic Fatigue Syndrome
- Cumulative Trauma Disorders (e.g., carpal tunnel syndrome and tendonitis)
- Deaf or Hard of Hearing
- Epilepsy/Seizure Disorder
- Heart Conditions
- Learning Disabilities
- Lupus
- Intellectual or Developmental Disabilities
- Mental Health Impairments
- Multiple Chemical Sensitivity
- Multiple Sclerosis
- Vision Impairments

Using JAN

[Home](#) | [SOAR](#) | [Step 1: Select the Impairment](#) | [Step 2: Select the Limitation](#)

SOAR Searchable Online Accommodation Resource

Step 2: Select the Limitation

Epilepsy / Seizure Disorder

[Skip Intro](#)

Epilepsy is a chronic, neurological condition characterized by recurrent seizures. A seizure happens when abnormal electrical activity in the brain causes an involuntary change in body movement or function, sensation, awareness, or behavior (CDC, 2012). Seizures can vary from a momentary disruption of the senses to short periods of unconsciousness or staring spells to convulsions, and some people have only one type of seizure, while others have more than one type (CDC, 2012). The term epilepsy can be used interchangeably with the term seizure disorder; epilepsy is a chronic condition and cannot be transmitted from person to person (CDC, 2012). Having a seizure does not necessarily mean that a person has epilepsy. Only when a person has experienced two or more seizures is s/he considered to have epilepsy (NINDS, 2011). Epilepsy affects about 2.3 million adults in the United States, with approximately 150,000 new cases reported yearly (CDC, 2013).

Accommodations are evaluated on a case-by-case basis. We have compiled a non-inclusive list of limitations that result in common accommodation situations. In addition, you can find more information at JAN's A to Z Web page at: <http://askjan.org/media/atoz.htm>.

Please select the limitation that corresponds with the individual needing an accommodation below.

- Individual has difficulty with cognitive impairments (memory, time management, stress management).
- Individual has difficulty with motor impairments (driving, balancing/climbing, fatigue, safety).
- Individual has difficulty with sensory impairments (photosensitivity, see / hear / communicate).
- Individual has difficulty with attendance / absenteeism or personal care.

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JAN
Job Accommodation Network

ABOUT JAN | FREQUENTLY ASKED QUESTIONS | TRAINING | HOT TOPICS | NEWS

Search JAN en Español Print this Page A A Text Size

For Employers | For Individuals | For Others | ADA Library | Accommodation Search | A - Z of Disabilities | Publications | Resources

Home | **Step 1: Select the Impairment** | Step 2: Select the Limitation | Step 3: Select the Job Function

SOAR
Searchable Online Accommodation Resource

Step 3: Select the Job Function

Other Accommodations

- Attendance/Absenteeism
- Personal Care

ASK A JAN CONSULTANT
JAN provides free, confidential technical assistance about job accommodations and the Americans with Disabilities Act (ADA). [Send Us Feedback.](#)

(800)526-7234 (Voice)
(877)781-9403 (TTY)
[Live Chat](#)

Using JAN

[Home](#) | [Step 2: Select the Limitation](#) | [Step 3: Select the Job Function](#) | [Step 4: Choose the Accommodation](#)

SOAR Searchable Online Accommodation Resource

Step 4: Choose the Accommodation

Attendance / Absenteeism

Seizure activity can affect a person's attendance at work.

- Allow employee to remain on the job after a seizure when possible
- Provide flexible schedule
- Modify an attendance policy
- Provide leave while the employee is adjusting to medications
- Work a straight shift instead of rotating shifts

ASK A JAN CONSULTANT

JAN provides free, confidential technical assistance about job accommodations and the Americans with Disabilities Act (ADA). [Send Us Feedback.](#)

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Self-Employment Team

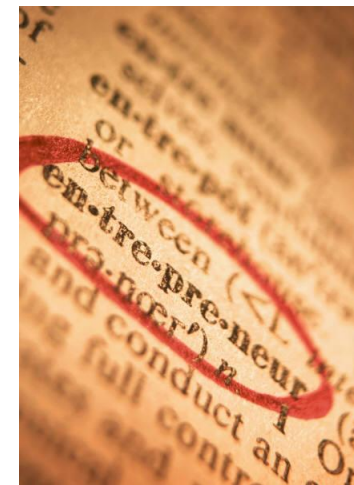


- Individualized consulting, resource materials, and referrals based on specific needs and goals
- Ongoing electronic and telephone access and support
- JAN self-employment Website and publications
- Microenterprise, home-based business, independent contracting, and customized self-employment
- Assist individuals with all types of disabilities

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We can provide information on...

- Entrepreneurship programs for veterans with disabilities
- Feasibility and idea development
- Business planning
- Low cost marketing strategies
- Business legal structure options
- Benefits planning
- Financing options including asset development
- Health and business insurance information
- Tax issues (including tax credits)
- Mentorship and coaching



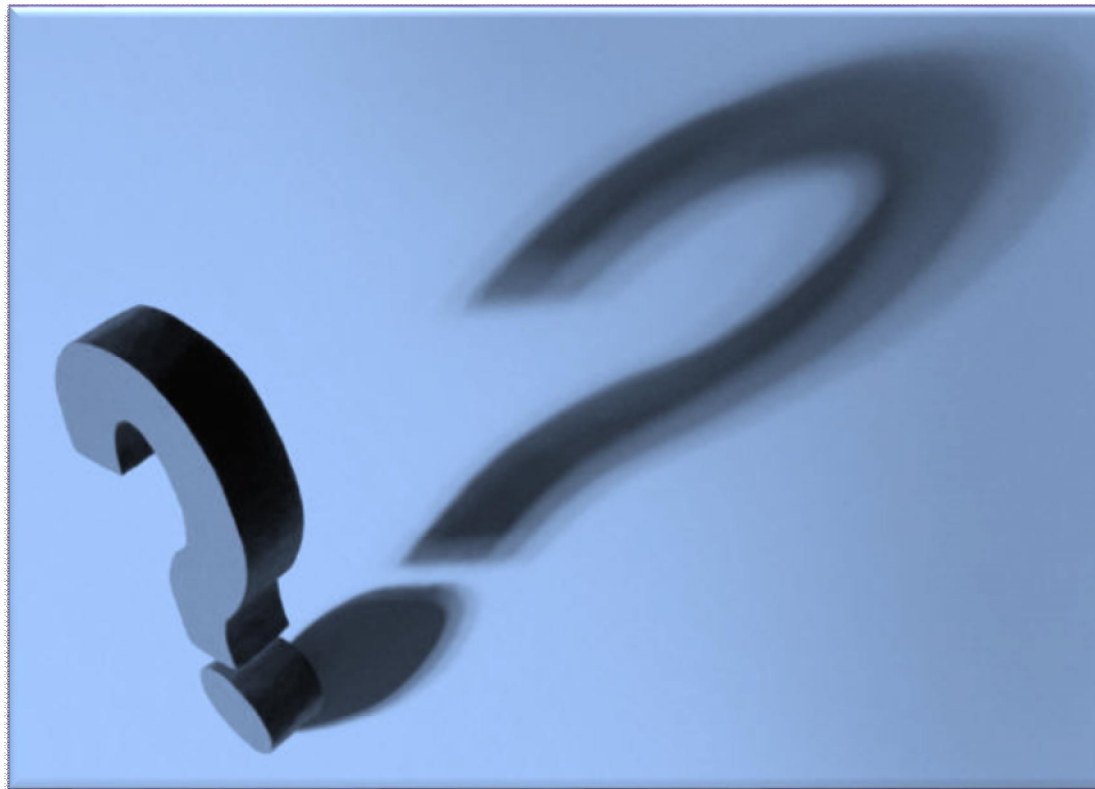
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“Carol”

- Mobility impairment and cognitive issues
- Security and emergency management consulting
- Served in wars in Iraq and Afghanistan
- Interested in government contracting (federal and state)
- Strong network of contacts
- Questions about business organization, financing, marketing
- Resources for a woman-owned and veteran-owned business
- Accommodation questions for home office



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Contact

- (800)526-7234 (V) & (877)781-9403 (TTY)
- AskJAN.org & jan@askjan.org
- (304)216-8189 via Text
- janconsultants via Skype

