



## **Job Accommodations That Work!**

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

# Accommodations That Work



## Overview

- JAN Services
- Costs/Benefits
- Accommodation Situations
- Special Guest Appearance



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Practical Solutions • Workplace Success

## Overview

- Job Accommodation
- Americans with Disabilities Act / Rehabilitation Act
- Entrepreneurship



# Accommodations That Work



## Overview

- 30 Years of Service
- Experienced
- Free
- National
- Easy to Use



# Accommodations That Work



## Fact Sheet Series

### Workplace Accommodations: Low Cost, High Impact

Annually Updated Research Findings Address the Costs and Benefits of Job Accommodations  
Updated: 09/01/10

Job Accommodation Network  
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Morgantown, WV 26506-6080  
(800)526-7234 (V)  
(877)781-9403 (TTY)  
jan@askjan.org  
askjan.org



A service of the U.S. Department of Labor's Office of Disability Employment Policy



## Key JAN Study Findings

**Finding:** Most employers report no cost or low cost for accommodating employees with disabilities.

- Over half of accommodations (56%) were made at no cost.
- Of the 37% who experienced a one-time cost to make an accommodation, the typical cost of accommodating an employee was \$600.

**Finding:** Employers report accommodations are effective.

**Finding:** Employers experience multiple direct and indirect benefits after making accommodations.

## Accommodation Examples

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Practical Solutions • Workplace Success

## Making Work-site/Work Station Accessible



# Accommodations That Work



## Situation

A claims processing clerk with food allergies had difficulty breathing when co-workers cooked food in the microwave. She suggested a private office with a window or tele-work as possible accommodations. Her employer had concerns about co-worker morale and maintaining the confidentiality of records.

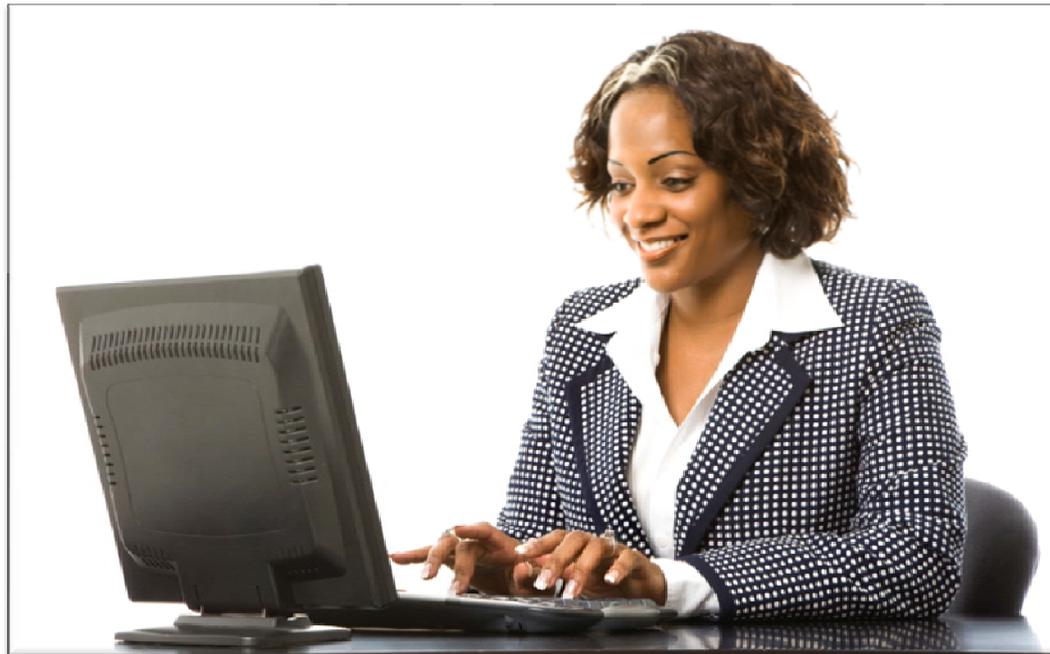


# Accommodations That Work



## SOLUTION:

The employer opted to implement a policy that the microwave in the employee's work area could not be used to cook food.



# Accommodations That Work



**COST:** \$0

**BENEFIT:** Accommodated a valuable employee without jeopardizing morale and confidentiality.



# Accommodations That Work



## Situation

An administrative assistant was severely allergic to cigarette smoke. She asked her employer to ban all employees from smoking, on and off the job, as even lingering smoke in co-workers' clothing affected her. She could not do her job from home or without interacting face-to-face with co-workers. The employer denied the employee's request.



# Accommodations That Work

## Rationale:

The general rule is that it is not reasonable to ask employers to provide accommodations that significantly impact coworkers or the public. Also, policing such a ban would be virtually impossible for employers.



# Accommodations That Work

## Modifying Schedules and Allowing Leave Time



# Accommodations That Work

## Situation

A case worker with multiple sclerosis was experiencing a flare up of her condition, which caused her to get fatigued easily. She asked her employer to allow her to work at home two days a week. Her employer wanted to explore other options, such as providing a place for the employee to lie down during rest breaks.



# Accommodations That Work



## SOLUTION:

The employee did not want to explore other options so decided to use FMLA two days a week instead of pursuing her accommodation request.



# Accommodations That Work



**COST:** \$NR

**BENEFIT:** We followed the law and enabled the employee to address her medical needs and be productive when in the office.



# Accommodations That Work



## Situation

A production worker in a manufacturing plant had an anxiety disorder that was exacerbated by stress. Watching NASCAR relaxed him so he asked his employer to adjust his schedule during NASCAR season and not require him to work weekends. His employer denied the request.



# Accommodations That Work

## Rationale:

Employers can require medical documentation when an employee requests an accommodation and in this case, the employee's doctor was not willing to support the employee's request as being medically needed.

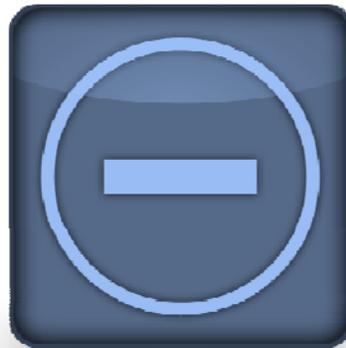


## Modifying Policies



## Situation

A sales person in a retail setting had migraine headaches, which were triggered by sunlight. Her doctor recommended that she wear sunglasses. The employer's policy was that employees could not wear sunglasses when interacting face-to-face with customers. The reason for the policy is that the employer thought sunglasses would make employees look less trustworthy and would negatively affect sales.



# Accommodations That Work



## SOLUTION:

The employer decided to let the employee wear sunglasses on a trial basis to see if they impacted her sales. The employee's sales actually improved during the trial period so the employer allowed the employee to continue wearing sunglasses as needed.



# Accommodations That Work

**COST:** \$0

**BENEFIT:** Employee's attendance improved, kept a valuable employee, and adhered to legal requirements.



## Situation

A project manager for a government agency sustained a traumatic brain injury that interfered with regulation of emotions and behavior when he got stressed. One of his job duties was running team meetings. In some meetings the employee was unable to control his facial expressions and comments to members of the team. He asked his employer to excuse him from complying with conduct rules related to interacting with co-workers. His employer denied the request.



# Accommodations That Work



## Rationale:

Uniformly applied conduct rules that are job-related and consistent with business necessity can be enforced for employees with disabilities. This includes prohibitions on violence, threats of violence, stealing, destruction of property, insubordination towards supervisors and managers, and inappropriate behavior with coworkers, clients, and customers.



## Changing Supervisory Methods



## Situation

An employee was turning in his paperwork late and when disciplined he started screaming at his supervisor and throwing things. Later he disclosed he has Asperger's and had been very frustrated because he could not remember details when communicated verbally and his supervisor rarely put his assignments and deadlines in writing.



# Accommodations That Work

## **SOLUTION:**

The employer started providing written instructions and reminders about when paperwork was due.



# Accommodations That Work



**COST:** \$0

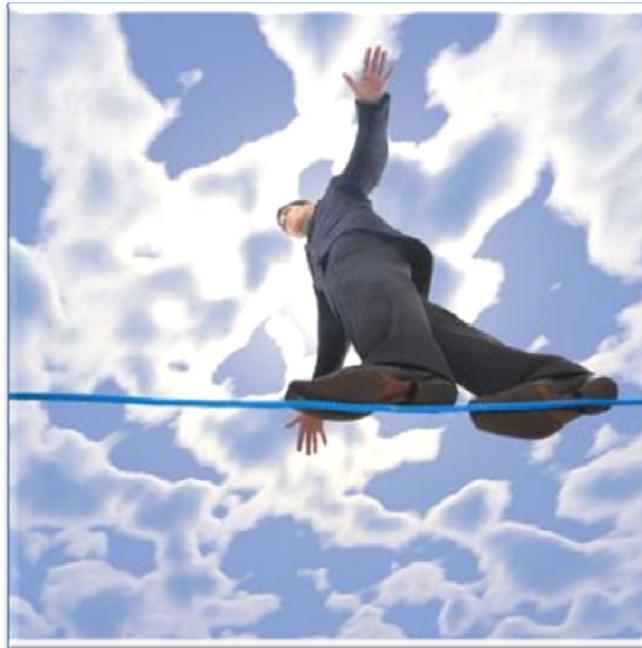
**BENEFIT:** Less hassles with the employee and he is turning in his paperwork on time.



# Accommodations That Work

## Situation

An attorney with bipolar disorder was having trouble getting along with her new supervisor, which was exacerbating her medical condition. She asked to be reassigned to another supervisor. Her employer denied the request.

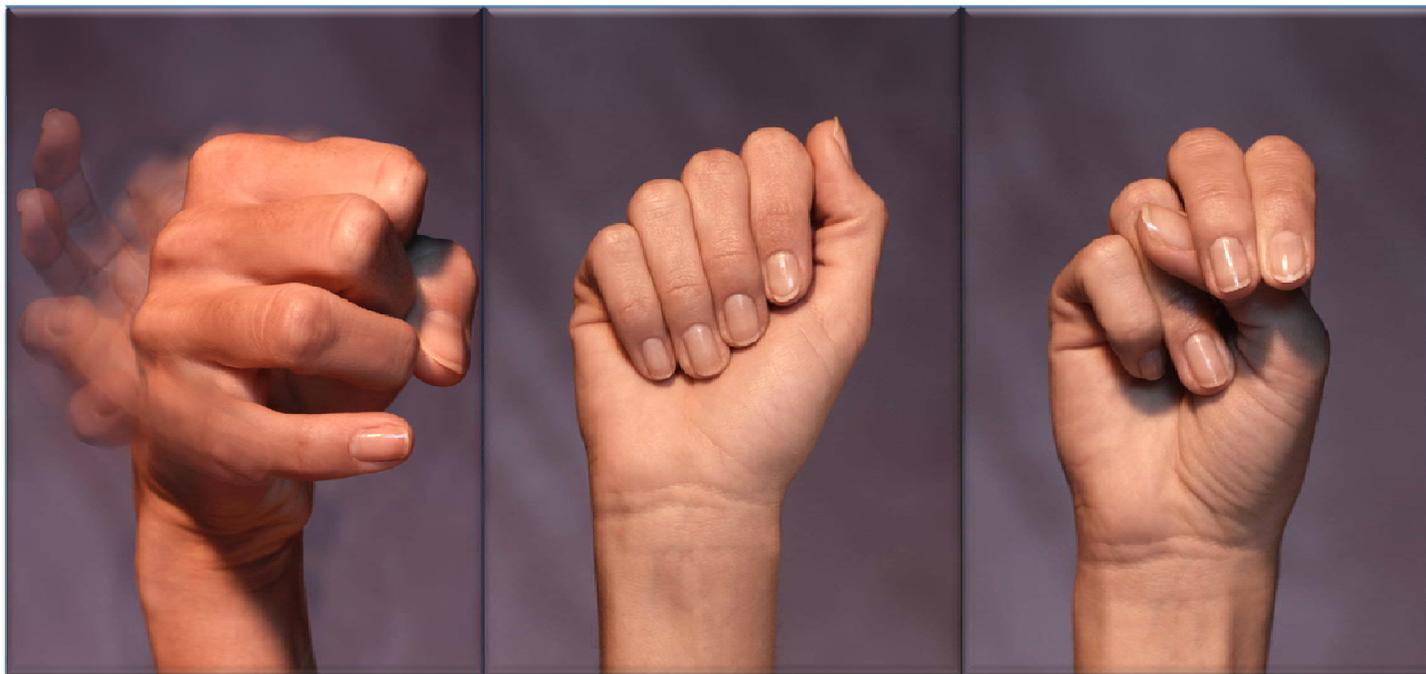


## Rationale:

Although employers must consider modifying supervisory methods, an employer does not have to provide an employee with a new supervisor as a reasonable accommodation. Nothing, however, prohibits an employer from doing so.



## Purchasing A Service



# Accommodations That Work



## Situation

A soil and plant scientist had heart disease and was unable to drive. His job required him to go to various sites to do inspections, but he could no longer drive himself. There was no available public transportation to most of the sites.



# Accommodations That Work

## **SOLUTION:**

The employer hired a driver to take the scientist to his work sites.



# Accommodations That Work

**COST:** \$NR

**BENEFIT:** Able to retain a valuable, experienced employee.



# Accommodations That Work

## Situation

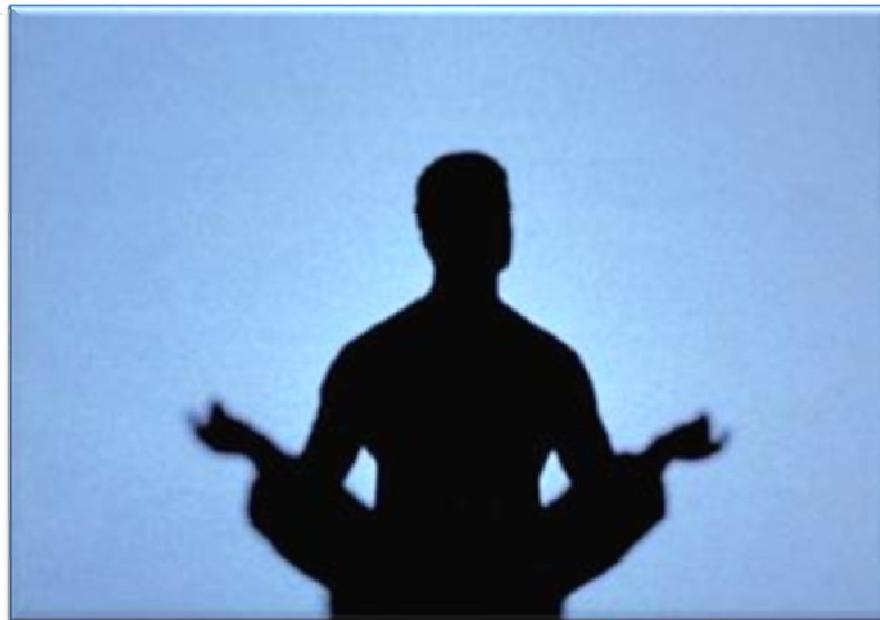
A counselor for a federal agency had diabetes and high blood pressure. He had been missing a lot of work because of his health. His doctor recommended he take yoga classes to help improve his health. He asked his employer to pay for the classes. His employer denied the request.



# Accommodations That Work

## Rationale:

Employers are not required to pay for wellness classes or medical treatment as an accommodation.



# Accommodations That Work

## Purchasing or Modifying Equipment or Products



# Accommodations That Work

## Situation

A welder for a contractor who specialized in irrigation systems for farmers had a snake phobia and was having trouble performing his job because he had to work outside in rural areas.



# Accommodations That Work

## **SOLUTION:**

The employer purchased leg guards to protect against snake bites, which enabled the employee to work despite his phobia.



# Accommodations That Work

**COST:** \$60

**BENEFIT:** Never had an employee bitten by a snake, but bought the guards anyway so the employee could feel safe.



# Accommodations That Work

## Situation

An office worker with sleep apnea requested to be allowed to take naps in her office during her breaks. When the employer granted the request, the employee asked the employer to buy her a Lazy-Boy recliner for her office. The employer denied the request for a recliner.



# Accommodations That Work

## Rationale:

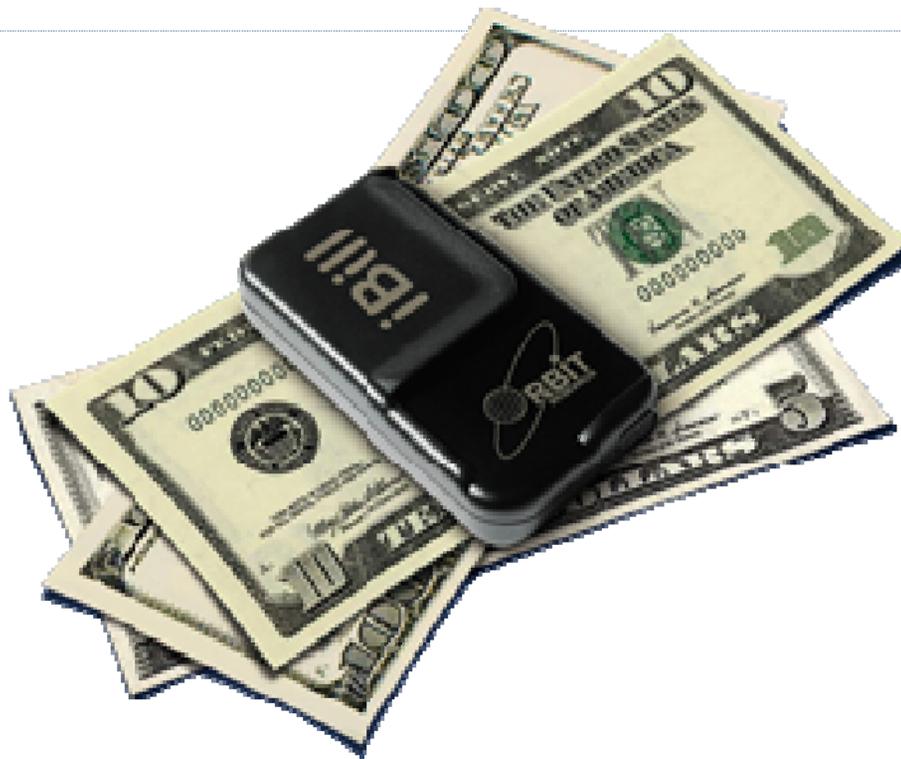
A recliner is a personal need item and employers are not responsible for purchasing personal need items as an accommodation.



# Accommodations That Work

## Currency: [www.orbitresearch.com](http://www.orbitresearch.com)

- iBill 2nd Generation Talking Banknote Identifier



## Temperature Control: [www.veskimo.com](http://www.veskimo.com)

- Microclimate Body Cooling Vest



## Communication: [www.coloradocyclist.com](http://www.coloradocyclist.com)

- Bike Peddler Take-A-Look Mirror

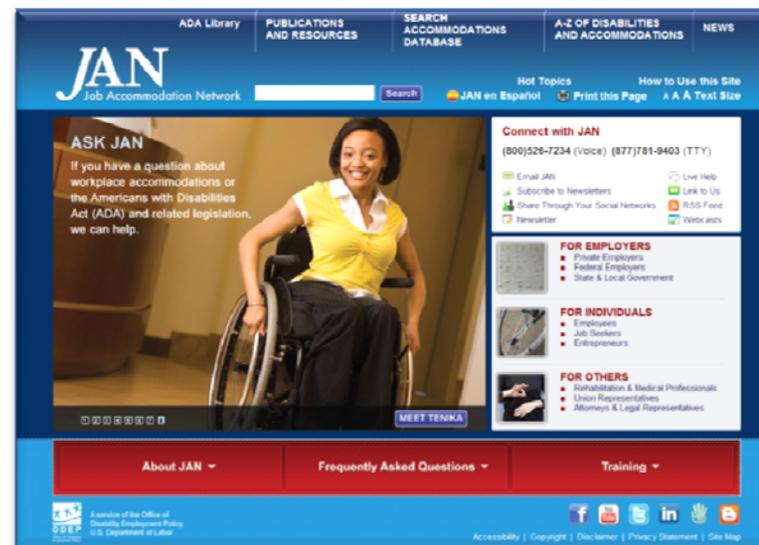


# Accommodations That Work



## Contact

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





Computer/Electronic  
Accommodations  
Program



# Real Solutions for Real Needs



**Dinah Cohen**  
Director

June 26, 2013

# Real Solutions for Real Needs

## CAP Mission

- To provide assistive technology and accommodations to ensure people with disabilities and wounded service members have equal access to the information environment and opportunities in the Department of Defense and throughout the Federal government

## CAP Overview

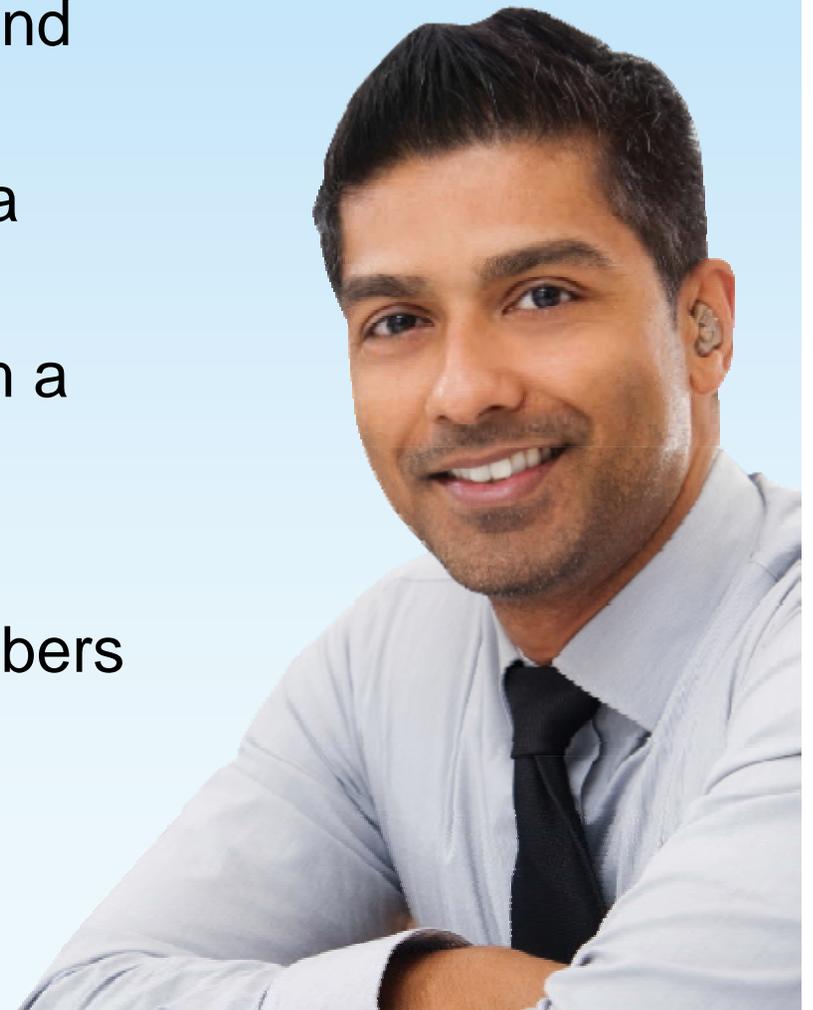
- Provides needs assessments, assistive technology, and support services free of charge to federal employees with disabilities and wounded Service member.
- Support employees throughout the employment lifecycle, including recruitment, placement, promotion and retention
- Over 124,000 accommodations

*Fiscal Year 2012  
CAP Accommodations Profile*

Employees	5,920
Wounded Service Members	5,504
Total Customers	11,424

# CAP Customers

- Federal employees with disabilities
- Federal managers ready to hire and accommodate
- Federal employees that develop a disabling condition
- Federal employees returning from a Workers' Compensation injury
- Teleworkers with disabilities
- Returning wounded Service members



# Employment Lifecycle



**Come to Work**  
(WRP, Schedule A)

**Stay at Work**  
(Telework, Work Life Wellness)

**Return to Work**  
(Workers' Comp, Wounded Service Members)

**Goal**  
The Federal Government becomes *the* Model Employer of People with Disabilities and Wounded Service Members

# Reasonable Accommodation: The Strategy

## Policies

- Establish centrally-funded approach to financial and human resources
- Ensure non-conflicting policies (acquisitions, security, etc.)

## Procedures

- Update and post reasonable accommodation procedures on an annual basis to address evolving workforce needs and usage
- Identify needs assessment team and provide an interactive process
- Check your reasonable accommodation resources, i.e. JAN

## Training

- Provide annual training on procedural updates, new assistive technology, and other resources for managers and Help Desk personnel
- Encourage managers to attend disability-related training

## System Accessibility

- Integrate accommodations with general IT refresh
- Section 508 and Section 255 [www.access-board.gov](http://www.access-board.gov)

# Assistive Technology

## Dexterity Impairments

- Alternative keyboards, input devices and voice recognition software

## Vision Impairments

- Screen readers, Braille terminals, magnification software and CCTV's

## Hearing Loss

- Assistive listening devices (ALDs), TTYs, videophones and captioning services

## Cognitive/TBIs Impairments

- Cueing and memory aids, literacy software, screen readers and ALDs

## Embedded Technology

- Magnifier, Text to Speech Narrator, On Screen Keyboard

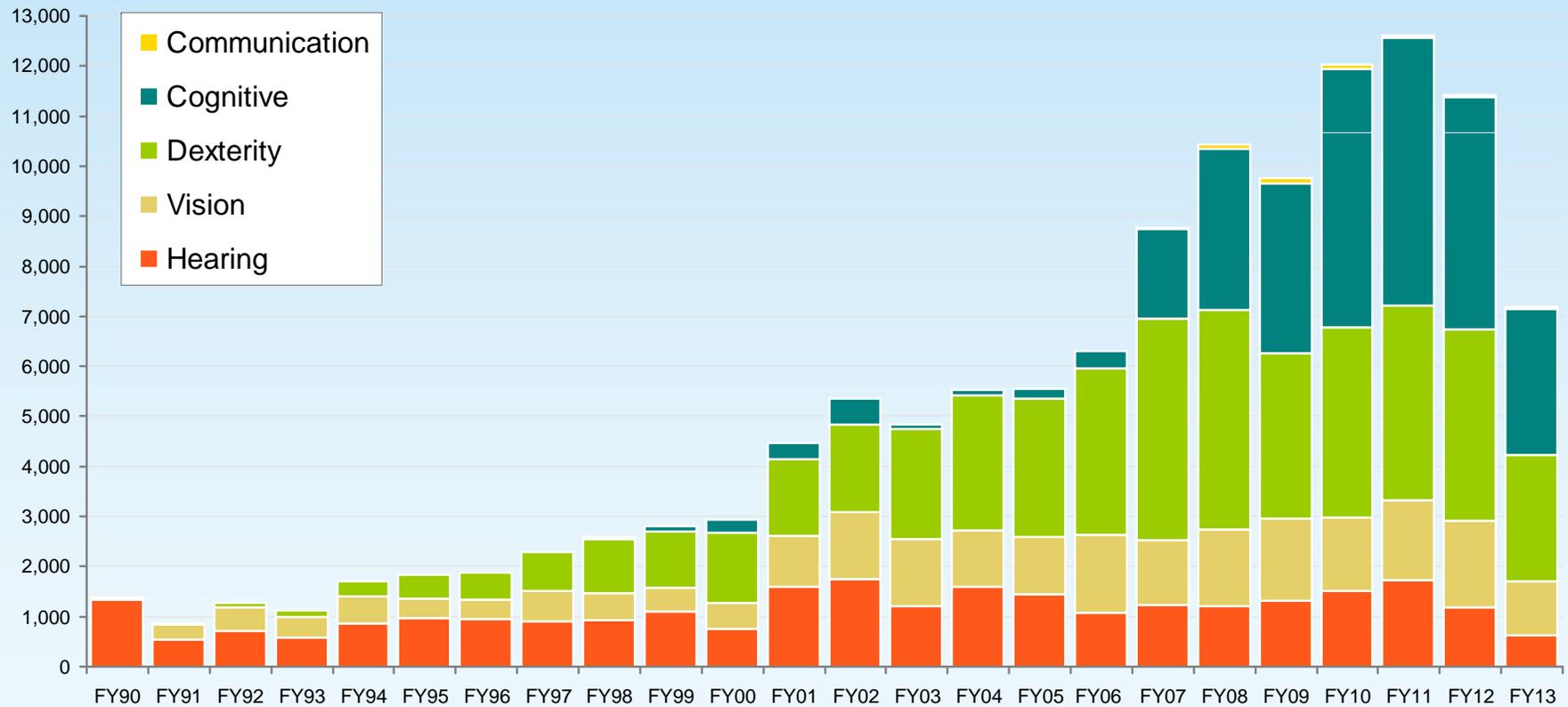


# Technology with Multiple Applications

- **Assistive Listening Devices (ALDs)**
  - Hearing: Amplification of sound to a level that can be heard
  - Cognitive: Amplifying desired sounds can assist with concentration issues
- **Screen Magnification Software**
  - Vision: Magnify the screen or read aloud to avoid eye fatigue or control contrast and color schemes
  - Cognitive: Audio feature highlights the word while it is spoken can assist individuals with a mild reading disability
- **Voice Recognition Software**
  - Dexterity: Controlling the computer with your voice instead of manually inputting text with a mouse and keyboard
  - Cognitive: Ensure the correct spelling of words or use of acronyms and proper nouns for those with language or learning disabilities

# CAP Accommodations Profile by Disability (FY90-FY13YTD)

124,887



# CAP Technology Evaluation Center (CAPTEC)



- Assist individuals and supervisors in choosing appropriate computer and electronic accommodations
- Wide variety of assistive technology
  - VTC capability
  - Tours
- Located in the Pentagon (2D1049)
  - 703-693-5160 (V)
  - 703-693-6189 (TTY)



DoDCAP  
TheDoDCAP's Channel

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Playlists



In order to best equip our customers for success,  
we first assess what they need.

0:03 / 3:26 360p

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### PDA: Personal Digital Assistants

From: TheDoDCAP | Dec 2, 2010 | 243 views

Learn how Personal Digital Assistants (PDAs) can help employees with cognitive and memory limitations: Tweet this story:  
<http://clicktotweet.com/75cld>

Like

(more info)

View comments, related videos, and more

< Back to Playlists

### Assistive Technology Demonstration Videos

Our AT Demonstration videos can provide information about the different types of accommodations and how these solutions help employees with disabilities.

More Info



#### Video Phones

TheDoDCAP - 150 views



#### PDAs: Personal Digital Assistants

TheDoDCAP - 243 views



#### EyePal: A Scanner/Reader

TheDoDCAP - 213 views



#### Ergonomics

TheDoDCAP - 80 views



#### Embedded Technology

TheDoDCAP - 68 views



#### Dynavox: An Augmentative

TheDoDCAP - 561 views

# Stay at Work: Telework

- Increase Telework participation
  - Ensure policies are posted online
  - Provide Telework as a Form of Reasonable Accommodation
  - OPM/GSA Site: [www.telework.gov](http://www.telework.gov)
- Reduce Workers' Compensation costs
  - Protecting Our Workers and Ensuring Reemployment (POWER Initiative)  
[www.dol.gov/owcp/dfec/power](http://www.dol.gov/owcp/dfec/power)
  - Meet with Labor Relations to review cases for return to work
  - Accommodate Workers' Compensation claimants who obtain on-the-job injuries
  - Get health and safety staff involved



# Return to Work: Wounded Service Members

- **Support:** Recovery and Rehabilitation
  - CAP is now partnered with 58 MTFs
- **Equip:** Assistive Technology
  - Provided 34,000 accommodations
- **Empower:** Employment
  - Executive Order 13518
  - Veterans Recruitment Appointment (VRA)
  - 30% or more disabled Veterans
  - Participate in DoD Hiring Heroes Career Fairs [www.cpms.osd.mil](http://www.cpms.osd.mil)
  - Feds Hire [www.fedshirevets.gov/hire](http://www.fedshirevets.gov/hire)
  - Hire Heroes USA [www.hireheroesuse.org](http://www.hireheroesuse.org)





Computer/Electronic Accommodations Program

Need larger text?

View My Solutions

CAP Customers | Accommodation Solutions | Programs | Publications/Forms | News, Events & Training | About CAP

## CAP NEW Online Training

CAP has created a NEW Online Training Module entitled "Providing Reasonable Accommodation Solutions." Learn how CAP can assist your organization in providing reasonable accommodation solutions!

1 2 3 4 5 6



### What is a reasonable accommodation solution?

#### Request an Accommodation

Ready to place a request for an accommodation? [Start here](#). Need to [browse assistive technology](#), or help to determine the appropriate accommodation to meet your needs? We can help!

#### Explore CAP

CAP Mobile App

View CAP Videos

Support WSM

#### Need Assistance?

Contact us from 8am-5pm Eastern Time by phone at (703) 614-8416, (571) 384-5629 VP, or anytime by email at [cap@mail.mil](mailto:cap@mail.mil).

#### Stay Connected to CAP

Facebook | Twitter | YouTube | CAP App

Email | Newsletter | Link to Us | RSS Feeds

#### Recent News & Upcoming Events

##### Recent News

- ▶ [CAP Releases a Mobile App!](#): The Computer/Electronic Accommodations Program has released free iPhone and Android applications! The CAP Mobile App is now available in the iTunes App Store and Google Play. CAP has created this app to provide you with information about CAP and the disability community on the go!
- ▶ [OPM Changes Schedule A Regulation](#): OPM has released final regulation pertaining to the appointment of persons with intellectual disabilities, severe physical disabilities, and psychiatric disabilities.

##### Upcoming Events

- ▶ [JAN Webcast Training: Workplace Accommodations for Employees who Use Mobility Devices](#) | 3/12/2013
- ▶ [DC Metro Business Leadership Network \(BLN\) 2013 Program](#) | 3/27/2013
- ▶ [Federal Workplace Conference & Expo](#) | 4/2/2013



# What's New?

## CAP's NEW Online Training

“Providing Reasonable Accommodation Solutions.” Learn how CAP can assist your organization in providing reasonable accommodation solutions!



## CAP's Flipbook

“Accommodating Federal Employees with Disabilities and Wounded Service Members.” Contains information about CAP programs, initiatives, online tools and more!



## New Tools to Assist Our Customers

A series of “Quick Tips” tutorials to address frequently asked questions to streamline the accommodation process. Have an idea for a Quick Tip? Email us at [CAP@mail.mil](mailto:CAP@mail.mil)



## NDEAM Support

CAP tools, videos, online training and/or speakers available to support your National Disability Employment Awareness Month events!



**Because We Are EQUAL to the Task.**



**Real Solutions for Real Needs**

# Resources

- Computer/Electronic Accommodations Program
  - Website: [www.cap.mil](http://www.cap.mil)
  - Email: [CAP@mail.mil](mailto:CAP@mail.mil)
- Department of Labor
  - Job Accommodation Network [www.askjan.org](http://www.askjan.org)
  - Disability.Gov [www.disability.gov](http://www.disability.gov)
  - eFedLink [www.efedlink.org](http://www.efedlink.org)
- Office of Personnel Management
  - Executive Order [www.opm.gov/disability](http://www.opm.gov/disability)
  - USAJobs [www.usajobs.gov](http://www.usajobs.gov)
  - Feds Hire Vets [www.fedshirevets.gov](http://www.fedshirevets.gov)
- Equal Employment Opportunity Commission [www.eeoc.gov](http://www.eeoc.gov)