

JAN

Job Accommodation Network

Practical Solutions • Workplace Success

Accommodations A to Z & Everything In Between

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

Overview

- [About JAN](#)
- Costs/Benefits
- Examples
- Zazzy Accommodations



Accommodations A to Z

Overview

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



Accommodations A to Z

Overview

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



Overview

- About JAN
- **Costs/Benefits**
- Examples
- Zazzy Accommodations



Accommodations A to Z



JAN
Job Accommodation Network
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Fact Sheet Series

**Workplace Accommodations:
Low Cost, High Impact**

Annually Updated Research Findings Address the Costs and Benefits of Job Accommodations

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ODEP
Office of Disability
Employment Policy

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

The image shows a fact sheet cover with a dark blue border. At the top is the JAN logo. Below it is the title "Fact Sheet Series" in white. The main title "Workplace Accommodations: Low Cost, High Impact" is in large blue font. Below that is a subtitle in small grey font. The contact information for JAN is listed in the bottom left. The ODEP logo is in the bottom right. At the very bottom is a line of text: "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 (58%) were made at no cost.
- Of the 36% who experienced a one-time cost to make an accommodation, the typical cost of accommodating an employee was \$500.

Finding: Employers report accommodations are effective.

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

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Making Work-site/Work Station Accessible



Accommodations A to Z

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 telework as possible accommodations. Her employer had concerns about co-worker morale and maintaining the confidentiality of records.



Accommodations A to Z

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 A to Z

COST: \$0

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



Accommodations A to Z

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 A to Z

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.



Modifying Schedules and Allowing Leave Time



Accommodations A to Z

Situation

A librarian with chronic fatigue syndrome 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 A to Z

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. After a period of time she returned to full-time.



Accommodations A to Z

COST: \$NR

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



Accommodations A to Z

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 A to Z

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.



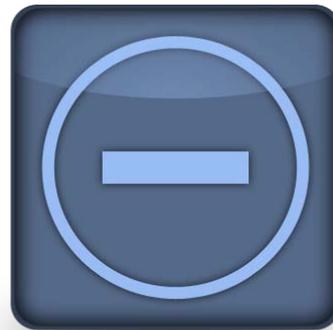
Modifying Policies



Accommodations A to Z

Situation

A technician in a medical environment had high blood pressure and a vision impairment, which were exacerbated by direct light. Her doctor recommended that she wear a sun visor. The employer's policy was that employees could not wear hats while at work. The reason for the policy is that the employer thought hats would make employees look less trustworthy and would negatively affect interaction with the public.



Accommodations A to Z

SOLUTION:

The employer decided to let the employee wear a sun visor for a trial period. The employee's attendance improved during the trial period so the employer allowed the employee to continue wearing the sun visor as needed.



Accommodations A to Z

COST: \$0

BENEFIT: Employee's attendance improved, kept a valuable employee, and improved productivity.



Accommodations A to Z

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 A to Z

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

A production administrator assistant was turning in his paperwork late and missing deadlines. She disclosed that she had chronic obstructive pulmonary disorder (COPD), and the dust from the manufacturing facility was bothering her. Her supervisor typically provided her with verbal instructions.



Accommodations A to Z

SOLUTION:

The employer moved the employee away from dust, purchased respiratory equipment, and started providing written instructions via email or memo.



Accommodations A to Z

COST: \$500

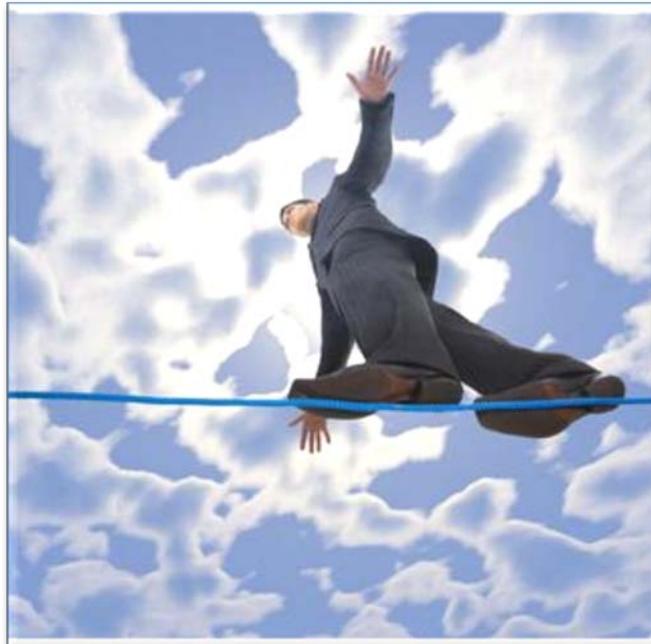
BENEFIT: Tasks are being completed on time.



Accommodations A to Z

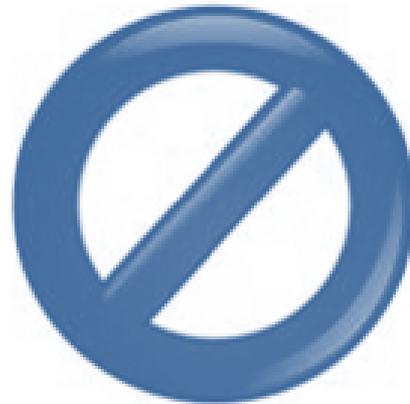
Situation

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.

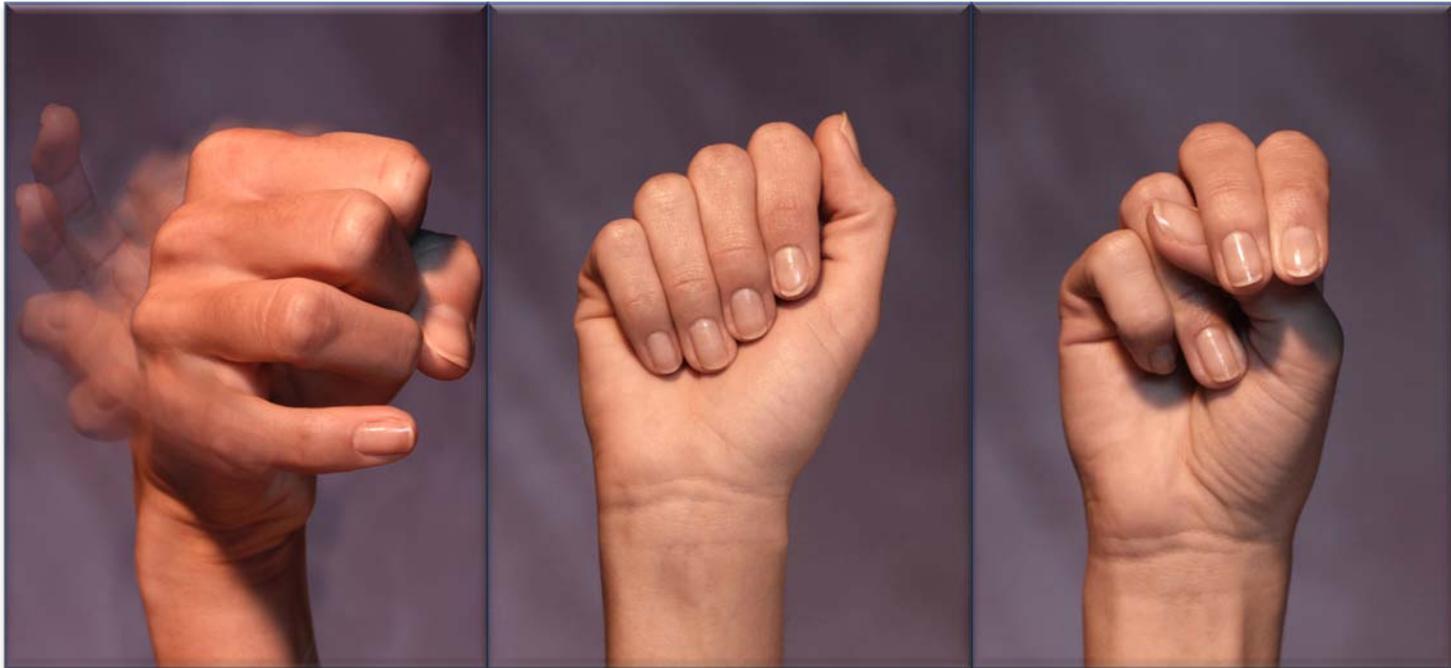


Rationale:

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 A to Z

Situation

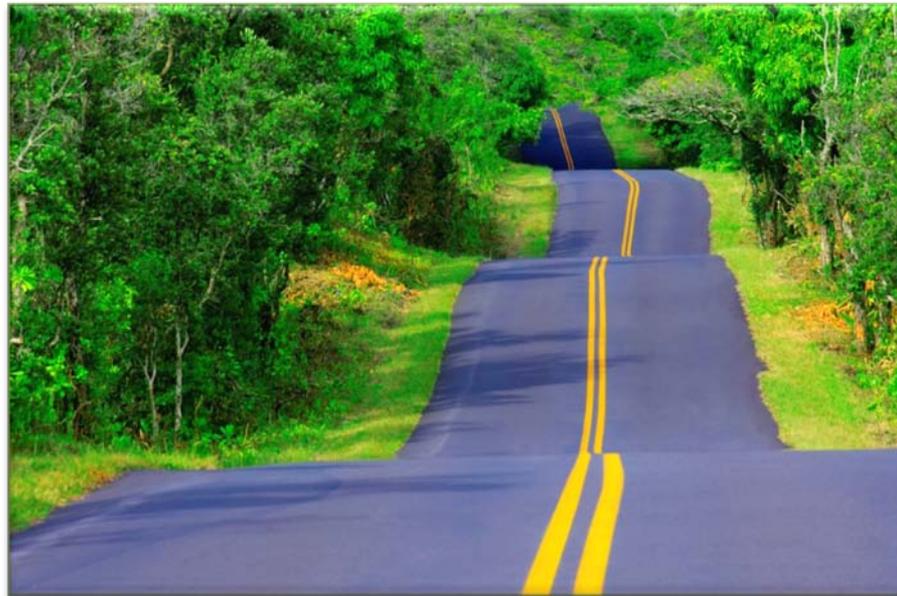
A financial advisor had diabetic retinopathy, and his job required him to go to various sites to meet with clients. He was uncomfortable driving in the winter months in his work vehicle, which was a 2-wheel drive, high profile van. He requested a driver.



Accommodations A to Z

SOLUTION:

The employer allowed the employee to drive his own vehicle in winter months. The employer reimbursed him for mileage. The employer continued to provide a work vehicle during warmer weather.



Accommodations A to Z

COST: \$NR

BENEFIT: Able to retain a valuable, experienced employee.



Accommodations A to Z

Situation

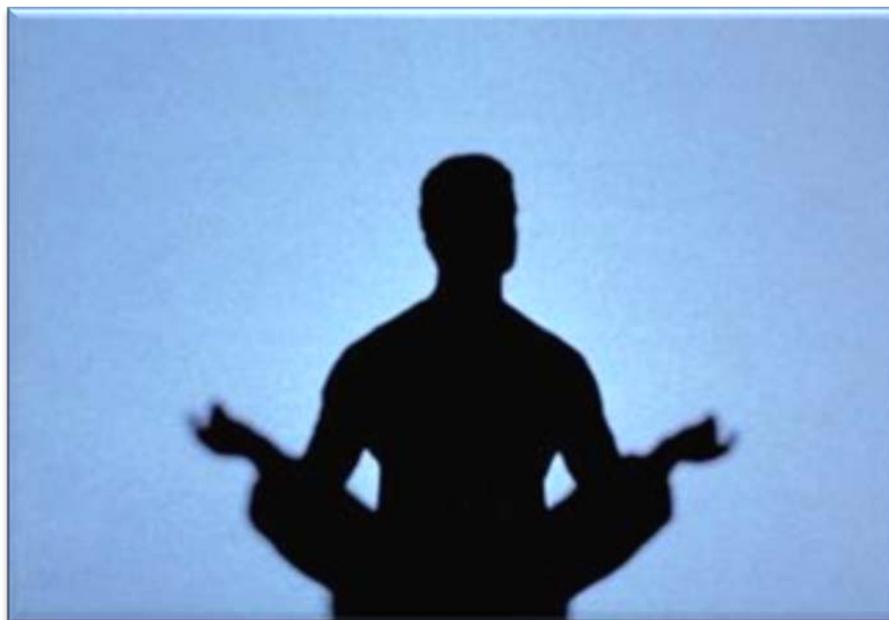
A counselor for a federal agency had diabetes and high blood pressure. He had been missing a lot of work because of his health. His doctor recommended he take yoga classes to help improve his health. He asked his employer to pay for the classes. His employer denied the request.



Accommodations A to Z

Rationale:

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



Accommodations A to Z

Purchasing or Modifying Equipment or Products



Accommodations A to Z

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 A to Z

SOLUTION:

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



Accommodations A to Z

COST: \$60

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



Accommodations A to Z

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 A to Z

Rationale:

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



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Zazzy Accommodation

Alternative Input: <http://infogrip.com>

- TacType (ikeyboard)



Zazzy Accommodation

Alternative Input: <http://www.yogitype.com>

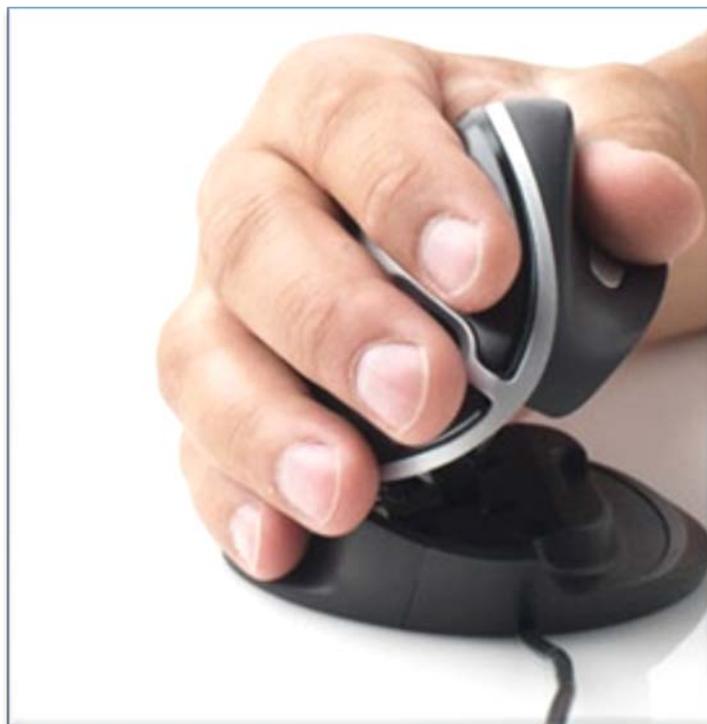
- Yogitype Keyboard & Mouse



Zazy Accommodation

Alternative Input: <http://alimed.com>

- Oyster Mouse



Zazzy Accommodation

Sitting: <http://us.vela.eu>

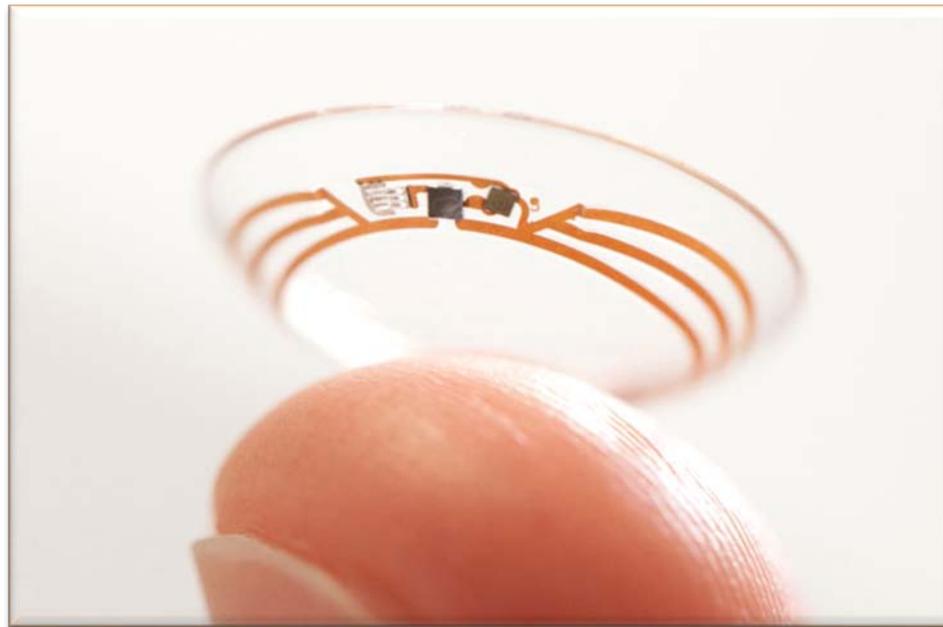
- Vela Tango Electric Lift Chair with Brake



Zazy Accommodation

Wearable Device: <http://google.com>

- Google X Glucose Monitor Contact Lens



Accommodations A to Z

Contact

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- AskJAN.org & jan@askjan.org
- (304)216-8189 via Text
- janconsultants via Skype

