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**U.S. Equal Employment Opportunity Commission
Indianapolis District Office**

The Americans with Disabilities Act (ADA): Accommodations, Etiquette, and Best Practices for Invisible Disabilities

May 13, 2025

8:00 am – 12:20 pm ET

Virtual Workshop via Zoom

AGENDA

Time	Presentation
7:30 am	Virtual Environment Opens
8:00 am	Opening Remarks Alessandra Rosa, Esq., Lead Outreach and Education Coordinator, EEOC Indianapolis District Office
8:05 am	Overview of the ADA, the Interactive Process, and Reasonable Accommodations Aimee McFerren, Senior Trial Attorney, Indianapolis District Office
9:05 am	Break

Alessandra M. Rosa
463-999-1181
alessandra.rosa @eoc.gov

Samuel Bills
313-774-0016
samuel.bills@eoc.gov



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Time	Presentation
9:10 am	Key Principles of Disability Etiquette for Effective Communication Daniel A. Spencer, Business Relations Consultant, READI-Net, Vocational Rehabilitation Service, Alabama
	Etiquette matters! This session will discuss why understanding communications with individuals with physical and mental disabilities is so important for creating inclusive and respectful workplaces. Participants will learn the preferred etiquette and manners of interacting and communicating.
10:45 am	Break
10:50 am	To Tell or Not to Tell: Disclosing an Invisible Disability in the Workplace. Melanie Whetzel, MA, CBIS, Principal Consultant, Cognitive/Neurological Team Lead, Job Accommodation Network (JAN)
	What is neurodiversity? What disabilities and characteristics best describe someone who fits under this umbrella term? Join us for a session that focuses on neurodiversity and invisible disabilities in the workplace. Learn what this concept means, when and why it might be necessary to disclose the diagnosis, what accommodations can be requested, and more. This session includes real-life accommodation situations and solutions.
12:20pm	Closing Remarks

REGISTRATION FEE: \$350.00 per person

REGISTER HERE: [Indianapolis Virtual Workshop](#)

CREDITS:

HRCI – This program has been submitted to the HR Certification Institute for review.

SHRM – Approved for 4 credits.

CLE – Approved for 4 Gen. credits in IN and OH; 3 Gen credits in KY.

Federal Counselor or Investigator Refresher credits have been approved (4 hours).

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PRESENTER BIOGRAPHIES



Aimee McFerren, Senior Trial Attorney, EEOC Indianapolis District Office

Aimee L. McFerren is a Senior Trial Attorney in the United States Equal Employment Opportunity Commission's Louisville Area Office, Indianapolis District. She joined the agency through its nationally competitive Honors Program in 2003. Ms. McFerren first worked as a trial attorney in the Commission's Houston District office. She next served a mediation detail in the New York District Office, before joining the Louisville Area Office as a trial attorney in 2007. She served as a Senior Attorney Advisor in the Office of the Chair from August 2021 –through March 2022, where she provided legal and strategic advice to then-EEOC Chair Charlotte Burrows. Most recently she completed a 3-month detail in 2024 as Acting Supervisory Trial Attorney in the Commission's Indianapolis District.



Alessandra Rosa, Esq., Lead Outreach and Education Coordinator, EEOC Indianapolis District Office

Alessandra Rosa is the Lead Outreach and Education Coordinator for the U.S. Equal Employment Opportunity Commission, Indianapolis District Office. The Indianapolis District covers Indiana, Kentucky, Michigan and the western half of Ohio. Ms. Rosa began her legal career as a litigating attorney in both the private and public sector, serving as Deputy Advisor for the Governor of Puerto Rico and as General Counsel for the Puerto Rico Department of Housing. Upon her relocation to Indianapolis, Ms. Rosa became the Director of ADR and Compliance at the Indiana Civil Rights Commission. In 2018, she joined the EEOC as a Trial Attorney for the Indianapolis Legal Unit until 2021, when she was named Administrative Judge for the Federal Hearings Unit. In September 2023, Ms. Rosa became the Lead OEC for the district. As an Administrative Judge, Ms. Rosa received the Commission's Chair Emerging Leader Award for her outstanding contributions and exceptional performance directly related to fulfilling the agency's mission. Ms. Rosa frequently provides education on the Pregnant Workers Fairness Act, Title VII of the Civil Rights Act, the American with Disabilities Act, the Equal Pay Act, and the Age Discrimination in Employment Act. Ms. Rosa also provides training and education on hiring best practices, maintaining a respectful workplace, leading with respect, and properly investigating discrimination and harassment claims, among others.

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alessandra.rosa @eoc.gov

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Daniel Spencer, Business Relations Consultant, READI-Net, Vocational Rehabilitation Service, Alabama

Daniel Spencer is a Business Relations Consultant for the Alabama Department of Rehabilitation Service's Vocational Rehabilitation Business Relations Program - READI-Net (Resources for Employment and Disability Information). Daniel is responsible for developing and maintaining partnerships with business and industry, and federal contractors within Alabama, as well as nationally, in order to assist companies with their disability and inclusion needs, including the recruitment, employment, retention and advancement of individuals with disabilities. Daniel travels state-wide providing disability and employment related trainings to employer partners on such topics as Disability Etiquette, Disability Awareness, ADAAA, Return to Work/Stay at Work initiatives, Reasonable Accommodations, and Section 503 of the Rehabilitation Act. He received his Bachelor of Arts degree in Business Management from Talladega College.

He went on to attend DeVry University's Keller School of Management on the University's Educator Fellowship Program where he received his master's degree in human resource management and his master's in business administration graduating with honors. Daniel started out working with students with disabilities as a Jointly-Funded Job Coach with Vocational Rehabilitation at Talladega High School where he worked there for more than 7 years. He went on to become the Business Relations Consultant for the Vocational Rehabilitation unit in Gadsden, Alabama



Melanie Whetzel, MA, CBIS

Principal Consultant, Team Lead, Job Accommodation Network (JAN)

Melanie Whetzel is a Principal Consultant and Team Lead for the Job Accommodation Network (JAN), the leading national source of expert guidance on workplace accommodation and disability employment issues. With nearly 30 years of experience in the disability field, Melanie is a highly knowledgeable and valued consultant. Melanie began her career at JAN in February of 2008 as a consultant on the cognitive/neurological team and now leads that team.

Prior to her career with JAN, she taught and advocated for students with disabilities in the public-school system for fourteen years. Becoming a JAN Consultant was a perfect way to transition from teaching and advocating for students, assuring they had the modifications they needed to be successful in the classroom, to facilitating adults in their employment pursuits and helping them be successful in the workplace.

Melanie holds a Master of Arts degree in Special Education, and a Bachelor of Arts degree in English. She has completed a graduate certification in Career Planning and Placement for Youth in Transition and became a Certified Brain Injury Specialist in December 2014.

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