



# Let's tour the accommodation resource guide

1
Office environment accommodations



2 Light demand occupations



Medium-heavy demand occupations



Hi, my name is Carla, and I am going to take you on a special Accommodations Tour! We'll be making five stops along the way.



Many of these accommodations can be applied to virtual environments as well, if employees are in alternate work arrangements.

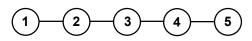
4
Healthcare occupations



Regulatory accommodation considerations







## Accommodation do's and don'ts

First, let's set the stage with some helpful tips and tricks for HR Managers/Supervisors.



## 7 tips for an effective workplace accommodations program

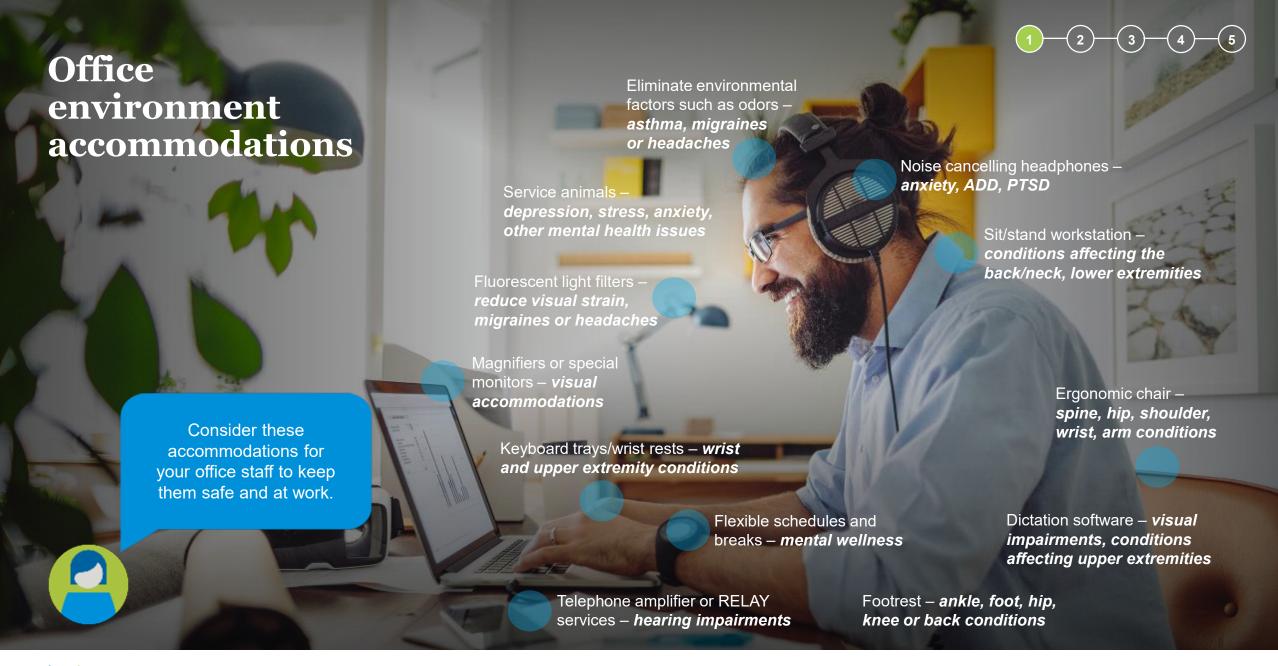
- Recognize the practicality in accommodating to keep skilled employees
- 2 Have a formal policy regarding workplace accommodations, including information on ADA (Americans with Disabilities Act) and procedures to submit an accommodation request
- 3 Audit your job descriptions! These should be robust and very specific in terms of outlining necessary job functions
- 4 Share the wealth! Front line supervisors and managers should be trained to understand the workforce accommodation policies, even if they aren't the final decision-maker
- 5 Foster a culture of diversity and inclusion by training supervisors and managers on recruiting, hiring, and retaining employees with disabilities
- 6 Evaluate accommodation requests by focusing on reasonable accommodations based on necessary job functions, while documenting and communicating clearly through the process
- 7 Keep in touch! Check in regularly with both the employee and the supervisor/manager

## 5 mistakes to avoid with

#### **ADA** accommodations

- Adopting an 'Us vs. Them' attitude; instead, focus on how the **process can support business goals**
- 2 Too many decision-makers; need to ensure consistency and legal compliance
- Trying to prove the employee isn't disabled, vs. evaluating the disability's impact on essential job functions
- 4 Lack of communication; this will only lead to frustration and distrust
- Closing the file [too early]. Have a regular cadence of **follow-ups and check-ins** even after the accommodation is implemented









Ergonomic air tools – *upper extremities* 

Private divider – *PTSD*, anxiety, mental wellness

Gripping tools – hand injuries and upper extremity conditions

Offer an allowance or discount for appropriate safety footwear – **foot or back conditions** 

Forearm support <u>upper</u> extremity conditions

Identify tasks within the workplace that can be performed temporarily by an employee to allow them to stay at work or return sooner – overall wellness and recovery

Utilizations of stools or chairs for positions requiring extended periods of standing – foot or back conditions

Power or scissor lifts – back and lower extremity conditions

Job restructuring to reduce repetitive motions such as twisting, bending, reaching – musculoskeletal conditions

Scheduled breaks, offering physical activities such as stretching or walking – overall physical and mental wellness

Cross-training to break up repetitive tasks and reduce risks – *stress*, *foot or back conditions* 

Cushioned, anti-fatigue mat – *lower extremity or back conditions* 

Scooters or power chairs – assist when unable to ambulate after injury or surgery

Light demand occupations put more stress on the body, whatever you can do to reduce repetition and stress helps.





## Mediumheavy demand occupations

There are several ways to prevent injury and help employees stay productive. Here are some ideas.

> Cushioned, anti-fatigue mats lower extremity and back conditions

Scheduled breaks, offering physical activities such as stretching or walking - overall physical and mental wellness

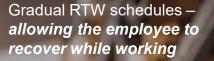
Written Instructions and clear expectations mental health and wellness

Cross-training to allow alternating roles to break up repetitive tasks and reduce risks - stress, foot or back conditions

Offer an allowance or discount for appropriate safety footwear - foot or back conditions

Job restructuring to reduce repetitive motions such as twisting, bending, reaching

musculoskeletal conditions



Consider a team lift or equipment to assist with lifting - musculoskeletal conditions

Grippers or forearm straps reduce strain on upper extremities, back, legs

Power lifts or scissor lifts – back, lower extremity strain

Identify tasks within the workplace that can be performed temporarily by an employee to allow them to stay at work or return sooner – stress, foot or back conditions



## Healthcare occupations

Assistive devices can be instrumental in lifting, repositioning and transferring patients for healthcare workers!

Promotion of EAP Programs prevention of burnout and mental health conditions

conditions affecting the back/ neck or upper extremities

Portable equipment and workstations - musculoskeletal conditions affecting back or neck

> Adjustable exam tables musculoskeletal conditions of the back/neck

> > Cross training when applicable – allowing staff to move easily within the organization

> > > Cushioned or anti-fatigue mats lower extremity or back conditions

Employee discounts for health and wellness programs - promoting physical and mental wellness

1 2 3 4 5

Talk-to-text software – *visual* impairment, conditions affecting upper extremities

> Gradual RTW schedules allowing the employee to recover while working

> > Team-lift or equipment to lift or assist - reducing strain and potential injury



## Regulatory accommodation considerations

Many employers face their own set of challenges when working with regulatory agencies within their field. These agencies enforce strict rules and guidelines for employment eligibility and safety.

Mental health offerings - overal employee wellness

Offer cross-training to allow employees to perform another role if regulations prevent them from doing their current position (pilot, driver, conductor) overall employee wellness

Awareness of regulatory agencies impact on employees' ability to perform their job – *regulatory* requirements (DOT, FAA, TSA, NTSB, EEOC)

Hand controls - conditions affecting the lower extremities or back

Ergonomic seats conditions affecting the spine or lower extremities

Gradual return to work schedules - allowing the employee to recover while working



## Accommodation resources

It is important to remember that you are never alone. There are a lot resources available to assist you in accommodating your employees and making your workplace safe. Here are a few resources to get you started.





### MetLife's 18th annual US employee benefit trends study 2020

https://www.metlife.com/employee-benefit-trends/ebts2020-holistic-wellbeing-drives-workforce-success

**Support for Managing Employee Requests and Accommodation** Needs under the ADA by MetLife's ADA Workforce Solutions Team Contact your MetLife Representative for more information.



Employees' practical guide to requesting and negotiating reasonable accommodation under the Americans with Disabilities Act

https://askjan.org



#### Utilization of data to identify ergonomic opportunities

https://www.osha.gov/SLTC/ergonomics/identifyprobs.html



#### Telework guidance

https://www.telework.gov/guidance-legislation/teleworkguidance/reasonable-accommodations



#### CDC website for researching diseases and conditions

https://www.cdc.gov/diseasesconditions/index.html



#### **National Alliance on Mental Illness**

https://www.nami.org/Your-Journey/Individuals-with-Mental-Illness/Succeeding-at-Work

