



Workplace
Accommodations for
Wounded Warriors
will begin at 12:30 PM

Listening to the Webinar

Online:

- Please make sure your computer speakers are turned on or your headphones are plugged in
- Control the audio broadcast via the AUDIO & VIDEO panel
- If you have sound quality problems, please go through the Audio Wizard by selecting the microphone icon



Listening to the Webinar *continued*

- To connect by telephone:

1-857-232-0476

Pass Code:

368564

**This is not a toll-free
number**

Listening to the Webinar *continued*

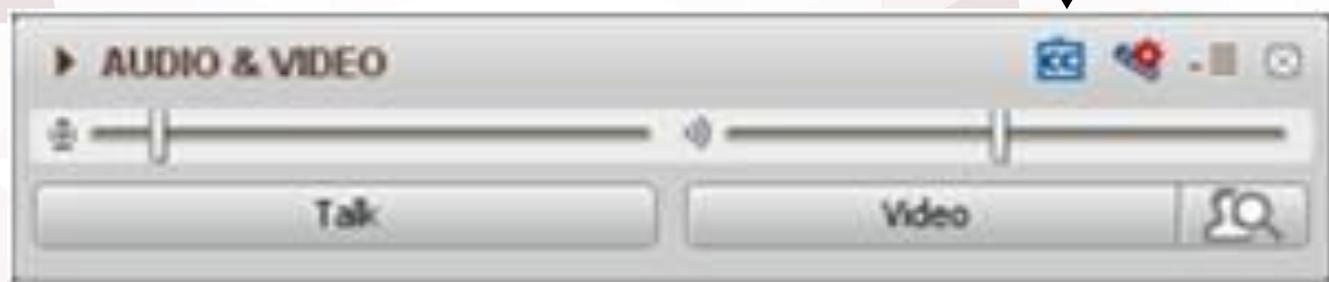
- MOBILE Users (iPhone, iPad, or Android device – including Kindle Fire HD)
Individuals may listen** to the session using the Blackboard Collaborate Mobile App (Available free from the Apples Store, Google Play or Amazon.)

**Closed Captioning is not visible via the Mobile App and limited accessibility for screen reader/Voiceover users

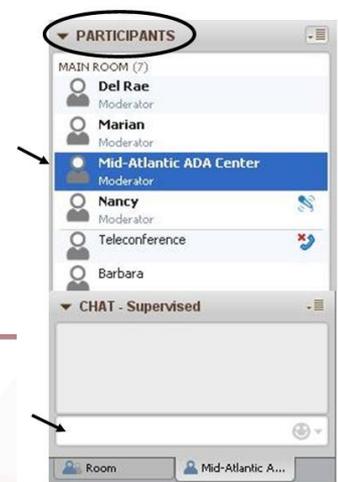
Captioning

Real-time captioning is provided; open the window by selecting the “cc” icon in the Audio & Video panel

- You can re-size the captioning window, change the font size, and save the transcript



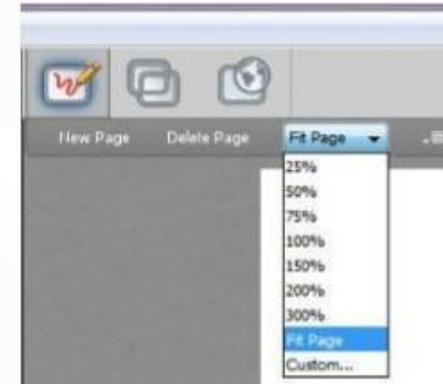
Submitting Questions



- **In the webinar platform:**
 - You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area. You will not be able to see the question after you submit it but it will be viewable by the presenters
 - If you are connected via a mobile device you may submit questions in the chat area within the App
- Questions may also be emailed to:
ADAtraining@transcen.org

Customizing Your View

- Resize the Whiteboard where the Presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard. The default is “fit page”



Customize Your View continued

- Resize/Reposition the Chat, Participant and Audio & Video panels by “detaching” and using your mouse to reposition or “stretch/shrink”. Each panel may be detached using the  icon in the upper right corner of each panel

Technical Assistance

If you experience technical difficulties

- Use the Chat panel to send a message to the Mid-Atlantic ADA Center
- E-mail ADAtraining@transcen.org
- Call 301-217-0124

Archive

- This webinar is being recorded and can be accessed within a few weeks
- You will receive an email with information on accessing the archive



Workplace Accommodations for Wounded Warriors

Audio and Visual are provided through the on-line webinar system. This session is closed captioned. Individuals may also listen via telephone by dialing 1-857-232-0476 Access Code: 368564 This is **not** a toll-free number.

About Your Hosts...

- TransCen, Inc.
 - Improving lives of people with disabilities through meaningful work and community inclusion
- Mid-Atlantic ADA Center, a project of TransCen, Inc.
 - Funded by National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR), Administration for Community Living, U.S. Department of Health and Human Services





Mid-Atlantic ADA Center Workplace Accommodations for Wounded Warriors December 14, 2016

RON DRACH – Drach Consulting, LLC
Senior Advisor, National Organization on Disability

Types of Disabilities



DRACH
CONSULTING

- ▣ Burns, spinal cord injuries, amputations, visual impairments, hearing loss, and the two signature but invisible wounds of PTSD and TBI.
- ▣ Hearing Loss
- ▣ CBS NEWS reported 60% return home from Iraq and Afghanistan with some kind of hearing loss.
- ▣ Amputations
- ▣ Post Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI) are considered the “signature injuries” (as well as invisible) of these wars

Signature Injuries



DRACH
CONSULTING

- ▶ Post Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI) are considered the “signature injuries” (as well as invisible) of these wars
- ▶ Much discussion around dropping the “D” in the DSM 5 but it is retained

(Without changing the broader institutional factors that result in discrimination against those with the PTSD label, modifying that label seems unlikely to result in a significant increase in individuals willing to be diagnosed or treated. RAND 2013)

Traumatic Brain Injury



DRACH
CONSULTING

- ▶ Among service members diagnosed with a traumatic brain injury, the majority of cases are concussions. Understanding the characteristics of service members with these injuries and their treatment patterns can inform the delivery of high-quality care.

(RAND Apr 18, 2016)

<http://www.rand.org/topics/traumatic-brain-injury.html>

Traumatic Brain Injury



DRACH
CONSULTING

- ▶ Most workplace difficulties are the result of cognitive functional limitations such as remembering, organizing, learning, and planning skills. (Hirsh et al., 1996).
- ▶ Mild TBI: Symptoms of mild TBI include headache; confusion; lightheadedness; dizziness; blurred vision or tired eyes; ringing in the ears; bad taste in the mouth; fatigue; a change in sleep patterns; mood changes; and trouble with memory, concentration, attention, or thinking. The injury may or may not result in a brief period of unconsciousness.
- ▶ Moderate or Severe TBI: Symptoms of moderate to severe TBI may be similar to symptoms of mild TBI, but they may also include a headache that gets worse or does not go away, repeated vomiting or nausea, convulsions or seizures, inability to awaken from sleep, dilation of one or both pupils of the eyes, slurred speech, weakness or numbness in the arms or legs, loss of coordination, increased confusion, restlessness, or agitation.

Types of Accommodations in the Work Place TBI



Physical Limitations:

- ❖ Install ramps, handrails, and provide “handicap” parking spaces
- ❖ Install lever style door handles
- ❖ Clear pathways of travel of any unnecessary equipment and furniture

Types of Accommodations in the Work Place TBI



Visual Problems:

- ❖ Provide written information in large print
- ❖ Change fluorescent lights to high intensity, white lights
- ❖ Increase natural lighting
- ❖ Provide a glare guard for computer monitors
- ❖ Consult a vision specialist particularly with someone who has lost part of or all of their vision

Types of Accommodations in the Work Place TBI



Maintaining Stamina During the Workday:

- ❖ Permit flexible scheduling, allow longer or more frequent work breaks
- ❖ Provide additional time to learn new responsibilities
- ❖ Provide self-paced workload
- ❖ Provide backup coverage for when the employee needs to take breaks
- ❖ Allow for time off for counseling
- ❖ Allow for use of supportive employment and job coaches
- ❖ Allow employee to work from home during part of the day
- ❖ Provide for job sharing opportunities
- ❖ Allow part-time work schedules

Types of Accommodations in the Work Place TBI



Additional information about TBI including examples of accommodations for: Maintaining Concentration; Difficulty Staying Organized and Meeting Deadlines; Memory Deficits; Problem Solving Deficits; and Working Effectively with Supervisors can be found at

www.askjan.org/media/BrainInjury.html

PTSD



DRACH
CONSULTING

Symptoms of PTSD include:

- ▶ Unwanted and repeated memories of the life-threatening event
- ▶ Flashbacks where the event is relived and person temporarily loses touch with reality
- ▶ Avoidance of people, places, sights, or sounds that are reminders
- ▶ Feelings of detachment from people, even family, and emotional numbness
- ▶ Shame about what happened and was done
- ▶ Survivor guilt with loss of friends or comrades
- ▶ Hypervigilance or constant alertness for threats.

Types of Accommodations in the Work Place PTSD



DRACH
CONSULTING

Concentration:

- ▶ Reduce distractions in the work area:
 - Provide space enclosures, sound absorption panels, or a private office
 - Allow for use of white noise or environmental sound machines
 - Allow the employee to listen to soothing music
 - Provide a noise cancelling headset
 - Plan for uninterrupted work time
 - Purchase organizers to reduce clutter

Types of Accommodations in the Work Place PTSD



DRACH
CONSULTING

Concentration (con't)

- ▶ Increase natural lighting or provide full spectrum lighting
- ▶ Allow flexible work environment:
 - Flexible scheduling
 - Modified break schedule
 - Work from home/Flexi-place
- ▶ Divide large assignments into smaller tasks and goals
- ▶ Use auditory or written cues as appropriate
- ▶ Restructure job to include only essential functions
- ▶ Provide memory aids such as schedulers, organizers, and / or apps

Types of Accommodations in the Work Place PTSD



DRACH
CONSULTING

Memory

- ❖ Provide written as well as verbal instructions
- ❖ Provide written checklists Use a wall calendar
- ❖ Use a daily or weekly task list Provide verbal prompts and reminders Use electronic organizers, hand held devices, and /or apps
- ❖ Allow the employee to record meetings and trainings
- ❖ Provide printed minutes of meetings and trainings

Reasonable Accommodations: Why Are they Needed?



DRACH
CONSULTING

- To have an equal opportunity to compete for a job
- To gain access to the workplace
- To perform the essential functions of the job
- To enjoy equal access to the benefits and privileges of employment
- **Required by law**

KEY ISSUES



- ▣ Hidden injuries of PTSD/TBI
- ▣ Associated stigma/stereotype
- ▣ The stereotypes separates the person
- ▣ The person is then avoided/stigmatized/isolated
- ▣ Limited Work Opportunities
- ▣ Limited Relationships, except with other wounded warriors

Questions?



DRACH
CONSULTING



Contact Info



- ▶ Ron Drach, President
- ▶ Drach Consulting, LLC
- ▶ consultrwd@yahoo.com
- ▶ www.facebook.com/drachconsulting
- ▶ <http://www.linkedin.com/pub/ronald-drach/4a6b/357>

Contact Us

- **ADA questions**
 - **ADA National Network**
 - 1-800-949-4232 V/TTY
 - ADAta.org
- **Questions about this webinar**
 - **TransCen, Inc.**
 - 301- 424-2002
 - TransCen.org
 - **Mid-Atlantic ADA Center**
 - 1-800-949-4232 V/TTY (DC, DE, MD, PA, VA, WV)
 - 301-217-0124 local
 - ADAinfo.org