




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

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2



Listening to the Webinar *continued*


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3



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

4



Captioning

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

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5



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

6



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"



7

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




8

Technical Assistance

If you experience technical difficulties

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



9

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

10





Workplace Accommodations for Wounded Warriors


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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




12



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

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


13



Types of Disabilities

- ▣ 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

14



Signature Injuries

- ▣ 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)

15

Traumatic Brain Injury

- ▶ 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>

16

Traumatic Brain Injury

- ▶ **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.

17


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

18

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

19

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

20

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

21

PTSD




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.

22

Types of Accommodations in the Work Place PTSD




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

23

Types of Accommodations in the Work Place PTSD



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

24

Types of Accommodations in the Work Place PTSD



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

25

Reasonable Accommodations: Why Are they Needed?



- 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

26

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

27

Questions?




28

Contact Info




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29

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- ADA questions
 - ADA National Network
 - 1-800-949-4232 V/TTY
 - ADAa.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



30
