

**Event:** Maximizing Job Performance and Social Integration: IDD & Autism part 2  
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Good morning and welcome to the second session of maximizing job performance and social integration for people with autism and intellectual disabilities. My name is [Indiscernible name] and I'm with University of North Texas workplace conclusion and sustainable employment also known as UNTY. I would like everyone that's logged in to notice on the webinar control panel on the right hand side there's a question box. If you have any questions please use this box. I want to make sure everyone can hear me okay so please type the word yes in that box. Perfect.

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Also if you have any trouble hearing me please note that in the box as well. If you're calling in by phone, please email us to receive credit for your participation. At the end of our session will provide more information about receiving credit for the webinar. I want to introduce our speaker, Melanie was with us last week that she's from the job accommodation network she's a consultant on the cognitive neurological team and she has a 14 year history of teaching and advocating for students with disabilities in the public store school system. She has a bachelor of arts degree in English and has earned 60 hours above the Masters level. Her postgraduate work has been primarily focused on special education. She most recently completed a graduate certificate in career planning and placement for youth and type transition. As a member of the cognitive neurological team she specializes in learning disabilities mental impairments developmentalists disabilities autism spectrum disorder and brain injuries. She became certified brain injury specialist in December 2014. Melanie, welcome.

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Great to be here. We will get started. If you are this first part will be a little repeat the job accommodation network better known as JAN is the leading source of free expert and confidential guidance on workplace accommodation and disability employment issues. Working towards practical solutions for the benefit of both the employer and the employee should -- JAN helps people with employee shows employers how to capitalize on the bounty and talent of people with disabilities as to the workplace. JAN was established in 1983 as if free National Service and continues to function as that today. Even though we are National Service we are located on the beautiful campus of West Virginia University. We specialize in job accommodation and the employment provision of the Americans with disabilities act or the ADA. Consultants offer one-on-one guidance on work as accommodation, The Americans with Disabilities Act or the ADA and related such as Rehabilitation Act. We also provide

information on self-employment, entrepreneurship options for people with disabilities. The ADA prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunication. The rehabilitation act prohibits discrimination on the basis of disability in programs conducted by federal agencies, in programs receiving federal financial assistance, and federal employment, and in the employment practices of federal contractors. Consultants at JAN can assist callers at any point in the interactive process are explaining what the process includes and they help pinpoint and self difficulties and specific steps. We answer specific questions and give targeted technical assistance and we also provide comprehensive resources. All calls are confidential's so callers can freely explore their options. There are numerous ways to connect with us. You can communicate using the telephone, chat, text, TTY, relay, email and social network. We offer life training just like your are receiving today through this webinar and if you would like if you locate the training pop in the red box on the right hand side of the homepage, you can access over 50 archived webcast spending five years as well as our distant time training module. We work as your partner in the employment and retention of employees with disabilities.

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We are working on strategies and accommodations that will increase productivity and efficiency, self-management, tolerance to workplace changes, those are the three with it last week so today we're going to be talking about the management up job stress and anxiety, time management and planning, and on task behavior.

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We're going to look first at managing stress and anxiety. We are looking at stress and anxiety we are looking at interacting with coworkers, working effectively with supervisors, sensitivity issues, and some [Indiscernible].

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A first situation here is involves an employee who was uncomfortable speaking so decided it was easier not to show for the meeting. His supervisor did not agree. So now we will look at some accommodation for managing stress and emotions in the workplace. Referring the employee to counselor error or the employee assistance program can be helpful and appropriate. So can allow you telephone calls during work hours to doctors or others for needed support. As well as allowing the present of a support animal. Allow flexible work environment which may include flexible scheduling. This might mean adjusting the beginning and ending times of the employees work day. Not all jobs will learn themselves very well to a adjusted schedule but from jobs that are more independent and adjusted or modified schedule may be very effective. A modified break schedule may be helpful and that can mean anything that works for both the employee and the employer. Although the employer doesn't have to provide more [Indiscernible] than they do to those without disabilities, looking to restructure lunches and breaks can be very beneficial. Some people benefit

from less frequent but longer breaks in order to exercise or take a rest. While others find short but were frequent breaks helpful. Combining a lunch break with another can add time or the lunchtime itself can be broken up to allow for more frequent breaks. Right next to the employee lounge and the dinging all day long triggers anxiety and easy fix when asked if there was any other location for the workstation the employee replied she was moved to the area of the office where she could no longer hear the dinging. Not all situations work that way.

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Here in our solution the employee who refuse to shop for meetings talk with a supervisor about several triggers and ideas for solutions. One of them being an advanced organizer or an agenda for meeting with details about the meeting topic so he would be more prepared to speak. The employer agreed to provide the assistance the employee would need.

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In our next situation a helpdesk employee's main job function were troubleshooting the problems of staff members. He was highly competent and solving problems but became impatient rude and disrespectful to coworkers who contacted him for assistance. Now let's consider several strategies at accommodation ideas here to help with coworkers interaction. Provide sensitivity training to promote disability awareness. Make sure the employee is fully onboard as the employee disability information is strictly confidential. Oftentimes the employees themselves will want to provide information that will help coworkers better understand and accept their disability. Allow employees to work from home when feasible.

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Help the employee learn the road by providing a work place mentor that the employee has a good report with it feels comfortable going to questions and issues. Make the employee attendance a social function optional if that is a problem for individual employees. Allow the employee to transfer to another workgroup shift or department when possible if that would help solve the issue. If not sure how that will work, it can be done on a temporary or trial basis to see how effective it might be. The accommodation might be effective for Mo both the employer and the employee. Encourage all employees to minimize personal conversations or move personal conversations away from work areas. Allow alternative forms of communication between coworkers such as email, instant messaging, or text messaging. Use role-play scenarios to this demonstrate appropriate behavior in the workplace personalized to address the specific behavior that the employee is struggling with. You can also use training videos to demonstrate appropriate behavior in the workplace. For the accommodation a new policy was instituted which allows the employee to take requests for help by email instead of in person or by phone. Reducing the employees stress from interactions with coworkers. This enabled him to keep his emotions and behavior in check and increases overall work productivity.

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Our next example is a food service worker in the kitchen of a restaurant who helps with food preparation and cleaning. She completes job tasks but she talks to our coworkers incessantly about her personal issues. A manager talks with the employee and explains that her conduct is interfering with work and making her coworkers uncomfortable. As an accommodation, a job coach teaches the employee how to talk with coworkers about in personal topics like the weather, and how to focus conversations on work tasks. The job coach and helps the employee apply the new skills directly on the job and is able to fade out direct involvement after a couple of months. In our next example and employee who was having difficulty performing her job functions, even right after her manager had given her instructions, called Jan for suggestions on communication strategies. Let's look at accommodation ideas for working effectively. Communicate one-on-one with the employee. Deal with problems as they arise, don't wait until they lost relevance. The employee may have forgotten if you wait too long. Keep the job coach informed of day-to-day issues, train supervisors on communication etiquette. And at this point I want to point out we had a slide against that shows that but we do have a publication on effective communication that can be helpful. And you want to discuss disciplinary procedures thoroughly and make sure that the employee understands what those are.

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Monitor the effectiveness of accommodations currently being provided on an ongoing basis. If they are not working or are not as effective as you thought they might be it's a good time to find that out and tweak those. Provide detailed day-to-day guidance and feedback. That can be done in person with meetings, using messages to employee can listen to, detailed emails so the employee has information in writing to refer back to, or using apps that can help give step-by-step guidance. Offer positive reinforcement as often and as freely as possible. I was a teacher before I came to JAN and we were encouraged to provide five positive statements to students for every negative or constructive one. That really makes you think about how to stay more positive. And I believe constructive criticism suggestions for improvement or how ever you want to call it can always be stated more positively it just takes some thought.

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Identify areas of improvement for the employee and a fair and consistent manner. Be concrete when explaining ideas for improvement. Instead of saying that his work is to improve state exactly what it is that needs to improve and some concrete ways in which to accomplish it. Provide clear and concrete expectation and the consequences of not meeting expectations. So the employee knows exactly what the expectations are give depending on what would be open most beneficial to the employee. That can be done with the use of visual charts or using a voice recorder. Assist the employee in assigning priorities, colorcode them, if visual helps, red for urgent, yellow for what needs to be done and green as the last group of tasks. Assign project and systematic a

predictable manner. Step-by-step if possible starting new steps early when the previous ones have been completed. Establish long-term and short-term goals for the employee and put them into writing so the employee knows what is expected and can refer back to them repeatedly if necessary. Adjust the supervisory method on a case-by-case basis by modifying the manner in which conversations take place the way meetings are conducted or disciplines has been addressed. Seek input from the employee, a mentor, a job coach or family members. 40 accommodation solution, JAN suggested strategies for communication that included speaking more slowly, using clear short sentences, and asking the employee to repeat back the information to help determine if she has understood. Also suggest that putting instructions into writing recording them or both.

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Our next accommodation example involves prepare professionals in a large German police goal who asked elementary school as she was overwhelmed with the noise load in the cafeteria during the lunch.

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We will look at some accommodation ideas for sensitivity issues we're going to look first at fragrance sensitivity. Some ideas there are to maintain good indoor air quality, discontinued use of fragranced products such as soaps and lotions, use only unscented cleaning products, provide [Indiscernible] readings rooms and restrooms, modified workstation location and if there's a location closer fresher or more filtered air. Modified work schedule. Candy employee work earlier in the day before more coworkers would come to work? Allow for fresh air brakes so the employee can go to another area or even outdoors. Provide an air purification system. Modify or create a fragrance free work policy. What a difference it can make an immediate environment were coworkers understand and become more tuned to issues others have wit's end. And then also allow telework as much as possible and if it's effective.

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. Have strategies and accommodation ideas for sensitivity issues involving light, and noise. First were going to look at florescent light sensitivity. Some suggestions here are two movie employee to a private area to allow for personal adjustments to appropriate lighting. Change the lighting completely if that's a possibility, or allow telework. For noise sensitivity knew the employee to a more private area or away from high-traffic areas. Move the employee away from office machinery, equipment, and other background noises. Provide an environmental sound machine to help mask distracting sound, this works for some people but for others, they're just not able to tolerate it because it makes noise too. Provide noise canceling headset, same goes here. Headsets work for some individuals but many others who cannot tolerate them. I just found out about a new product that I think is great. It's called quiet on. As in get your quiet on. This is a one-of-a-kind earplug that combines active noise cancellation and acoustic noise attenuation to create silence. Many people who have noise

sensitivity also have other sensory issues that do not allow them to use headsets comfortably. The size and the weight of headsets often makes it nearly impossible to use. Another issue with headsets is that they can set the employee apart from others in the workplace. The quiet on earplugs are very unobtrusive and should enjoy as much attention to the employee. Another idea is to provide sound absorption panels, cubicles with lids or ceilings on them and encourage coworkers to keep non-work-related conversation to a minimum and out of the work area and then allow telework when possible. Since most people can control the noise levels at home better than they can control them in the workplace. 40 accommodation solutions the employee was accommodated by being taken off the lunch duty in the cafeteria and given the detention lunch duty or small number of children would eat lunch in a classroom under closer supervision that did not allow them to interact with each other. Another example that illustrates sensitivity issues involves an employee who worked in an old family firm and was being required to wear a dress of certain links and pantyhose. She simply stated when she called that there was no way she could work with a pantyhose. As a solution we talked about various other options. Could the dress be long Sony has could be worn? Could the employee make an exception to the dress code for this particular employee? On 3088 there is what's called a modified workplace policy that's states an employee an employee can change a policy that does not work for one employee. These can be policies that involve attendance, animals, dress codes, or many others pick we discussed how a pantsuit can be just as professional as a dress but I never did hear back on this once I don't really know how that ended up but it was very interesting when it comes to sensitivity issues. Here we have some ideas for anxiety that can help users relax and calm down, can help them refocus, can help them do guided deep breathing exercises, monitor behavior, and recognize triggers.

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Our next section here contains strategies and accommodation ideas for time management and planning. The topics covered will be concentration and distraction, time management, organization, prioritization, completing tasks, and then some apps. Our next accommodation example involves an automotive repair technician who was highly distractible and inattentive to his tasks. Let's look at some accommodation ideas for concentration. Reducing distractions in the work area by providing space enclosures, sound absorption panels, or a private office maybe effective. As well as listening to music or white noise or using headsets to block out noises. Or the little quiet on earplugs. Space enclosures and private offices can also be effective for visual distractions in the workplace. An employee's office space or work area can be redesigned, relocated to minimize or remove the distractions as well.

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Increase natural lighting and provide full spectrum lighting to improve productivity and alertness. Divide large assignments into smaller tasks and goals that are more knowledgeable, use auditory or written cues as appropriate, and restructured the job to

include only essential functions that would allow more time and energy for the completion of them. Such as schedulers calendars, email I don't apps can create to make sure the employee knows how to use them. We have discovered that lots of people are using memory [Indiscernible] organizational tools because they don't know how. Decluttering at work area can be very effective as well but chances are the employee will need direct assistance with that. Reducing the ability to attend to concentrate on work tasks and of course organized workspace should allow the employee to find the material easier and more quickly. The automotive repair technician was provided a mechanic stool with color-coded shelves. His supervisor help him load the stool with regularly used tools and he was also given a daily checklist. In our next situation and mail clerk had difficulty remembering to go for a second mail collection when he was involved in other tasks. Let me extend on this a little bit because it's a really humorous story about a very personal employee. This employee worked in a large plantlike environment were different departments each have their own coffee club. Employees with joint their departmental coffee club and be able to drink free coffee with their coworkers. Because this employee traveled around and employees were very friendly to him, he felt he was a part of all the departments. He joined several if not all of the coffee close. As he went on his mail run every morning, he would stop and have coffee and chitchat with the various departments and taking so much time that his morning run ran into this afternoon.

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Let's consider some strategies and accommodations you for difficulty in the areas of time management. Divide large assignments into smaller more manageable tasks. A big assignment may be totally overwhelming and prohibited an employee from being able to even get started. Use a timer for approximate times of tasks copyrighted checklist with or without timeline. Helped employee plan instruction is workday in terms of what tasks to do first, how long you should be spending on each one, etc. Supply electronic or handheld organizers to make sure the employee knows how to use them. Allowed employee to use his or her phone with organizational applicant provide step-by-step guidance. Use a calendar with input from others to emphasize due dates. Use color-coded entries for quick visual recognition of the type of entry each one is. And I will just say as an example here I know someone who uses a paper planner that thing is so color-coded that she looks at that and instantly knows today, tomorrow, or what she needs to do and it's very effective for her and it could be very effective for others but they just might need help with that. The male clerks manager went with the employee on his one see what the issue was and that's when it was discovered how much time he was spending socializing. The mail clerk was provided with a watch that had a timer set for when he needed to start his second mail run. The watch vibrated to alert him when it was time to go. The watch was also used in order to help him gauge if he was working speedily and not. The manager determines where on the one he should be at the halfway mark and at had a timer set. For both morning

and afternoon Miller. This helped employee speed up as he had not yet reached that department. He was allowed to drink coffee with one department's coffee club each day and was provided a coffee club schedule to help him stay on track.

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In our next accommodation example we have an employee who works outside landscaping. He has trouble with time management and staying focused on the tasks he needs to complete. He works for a smaller employer who cannot provide direct supervision he needs. The employee has been using his cell phone to assist him fairly successfully to. But the employer thought it didn't look like he [Indiscernible]. The watch was set to vibrate or alarm and the task needing to be completed or started appeared on the face of the watch. The employee was trained to set the watch from the task he has to complete daily. In this next accommodation situation a janitorial employee at difficulty organizing the supply and knowing what to do differently in various areas. So here let's look at some strategies and accommodation ideas for difficulties in the areas of organization, and prioritization. Use color coding. This can include NBA's simplest color paperclips, rubber bands, highlighters, file folders and the list goes on. Daily or weekly chart. Provided job coach or a signed workplace mentor. A coworker who was very organized could assist employee get herself better organized would work as well. An employer does not have to have a formal mentoring program in order to provide a mentor as an accommodation. Instead a coworker was developed a relationship with the employee or if there one if there is one that could develop a relationship. Allow the supervisor to assign prioritization of tasks and color-coded those is needed. If color coding is going to be used for multiple tasks, make sure you use the same colors for more easily recognizable steps and degrees of urgencies. A lot of people use Spotlight colors of red light and green. Use mobile devices, email, making sure that the employer knows how to use each one of those effectively. If possible assign a new project only when the previous project is complete. Provide a cheat sheet of names, photos, and information that the employee can refer to. Organize the employees workspace to reduce clutter, put away seldom use items and tools in a labeled space for easy retreat. Provide several work areas for separate tasks. With complete sets of needed supplies for each work area and label to delineate what tasks are performed in each area. Schedule a time weekly to clean and organize the workspace and what's really important is to take time at the end of each state organize and prepare for the following day's work. In that way when employee comes in they can get a better start in the morning. In our janitorial solution the employer color-coded the rooms and the needed list of supplies for each of the different areas. The employee was also provided a color-coded list chart attached to his equipment for the very task. In this next example clerical aide but sometimes gets lost or become disoriented when delivering mail items two different floors in her building. Let's consider here some strategies and accommodation ideas for performing or completing tasks. Provide verbal prompts and reminders, use a recorder if that's

applicable and would be helpful. Provide written or symbolic reminders in a chart or [Indiscernible] book, use a watch with an alarm, a deeper or a phone or tablet with a nap. You'd -- use a Jake for assembly to its something constructed or repurposed that helps employee complete the job tasks. An example here could be a rubber box, a rubber lined box was provided to assist that employee to secure slippery plastic bags that he was packing and it kept sliding around and could not get the screws in there properly. The rubber lined box helped hold the box up. You can also arrange work materials in the order of use, numbering or lettering if need be or using a succession of photos that would be helpful. Use a task list with numbers, symbols, photos, or colors. Avoid isolated workstations where the employee may be forget. Provide at training or retraining in part or in full as needed. In this accommodation example chance JAN suggested providing employment a color-coded map and identify each department or office and the location of elevators. This employee could also use a walkie-talkie to communicate with the supervisor if she became lost in the building. For organizational apps they can help users create schedules, and to do lists. They can share lists with others, they can break down tasks, they can create reminders and alerts, and help manage time. In our final section we will look at on task behaviors and strategies and accommodation ideas that involve job coaching, entering and apps.

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We do have a question or a comment as well. About the apps. They're wondering if you can there cell phone seems to be brought up a lot about my reminders. Are there certain apps out there that are better than others? Can you make a recommendation on one that you have used before?

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We provide a list and I would be happy to do that if someone wants to call or email. We provide a list of several that have been helpful to others. With a description. And what are the difficulties with apps is that there are so many coming out and being used, it's really hard to keep up with that. But yes, we can provide a list for organizational apps, training apps, or apps that help with memory.

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Thank you.

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In our next situation the primary essential function of a janitor at a [Indiscernible] factory is to sweep away the ever chelating dust pick which he does very well. However, once he has performed a complete suite of the floor company has difficulty determining when it needs to be done again. This result in a sawdust becoming a barrier to other workers mobility. As an accommodation the employer brings in a job coach to address the problem. After monitoring the employees work in helping him to learn to discriminate between a clean floor and one that's already to be sucked again, the job coach is able to fade out his direct involvement that remains available to support the employee as needed. In this example a new warehouse custodial employee

is working successfully with a job coach. The job coach stuck with the manager about getting employee into a routine as quickly as possible. At the manager kept changing the directions he had given the employee. As an accommodation, the job coach helped the employee make an ordered list of tasks he needed to complete before leaving each room. And ask the manager to okay the order at the list. Since the biggest challenges were variations in the routine, the job coach has asked that she stay with the employee until the routine has become set and then gradually reduced her time with him. The manager agreed to accommodate the employee in this way.

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In this example a new employee who had passed his probationary period with flying colors was not experiencing the gradual withdrawal of the job coach who had been instrumental in the employee's success. The supervisor was seeing a few issues resurface. The employer recruited a coworker that had formed a positive relationship with the new employee to function as a natural support to the employee after the job coach was gone providing the same type of support as needed by the employee. Here is another really good example of one of my favorites this is a country club employee who was having difficulty getting motivated in the morning. To initiate the tasks that he was responsible for. Extend the training on how to do the tasks, along with a task list and picture forms were not proving to be successful motivators. The employer notice that a friendship had developed between a new employee and a pro shop employee and the Pro shop employee described the relationship as a [Indiscernible]. He began to mentor the new employee by doing periodic checks on him during the morning and the response is very positive and the new employee worked successfully seemingly eager to please his new friend. And here some on task apps users create schedules, and to do list a create reminder and alerts, help manage time, help relax, refocus and calm and help self regulate.

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Here you see Jan's new workplace accommodation and we will see drawers which was an information for recruiters hiring managers and supervisors. Tools for reasonable accommodation subject matter experts, and consultant tools for employee and coworkers and smaller drawers at the bottom information about JAN, about the toolkit and how it can be helpful and definitions of the terms that are used so here we would like to show your short video that highlights an interview with an applicant who was on the autism spectrum and then an improved interview with the same applicant. I was mistaken, we cannot show that video but we do have the link there and I would recommend all of you watch that. It's really interesting to see how this reacts to the question and how the interviewer reacts to the interviewee or the applicant and then it should tell you how you can get some help and how they do a second interview to do it a little bit more and I would recommend everyone do that.

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I just wanted to show some of our publications on these flights. This is intellectual or cognitive impairment, here we have a shot of our accommodation compliance series location employees with executive functioning deficits, individuals with intellectual cognitive and [Indiscernible] impairment as well as brain injuries, autism, and learning disabilities can all have difficulties when it comes to executive functions there. Here you will see a publication on job coaching and lastly you find the expected accommodation practices series for communication tips working with individuals with intellectual impairments. That's the one I mentioned earlier. It gives a lot of good tips and maybe where to have this conversation.

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Are there any questions at this time?

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We don't have any questions. I do have quite a few comments for individuals that were in that app list so if you can send it to me will make sure that we will attach that list if that's okay with you. And then I also had focus they were very interested in the video and we will make sure we attach that link when we send out the questionnaire to everyone so they can view and I'm assuming that link has both of the videos you referring to.

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It's almost like one continuous video to show the first intervention and then the second part. Perfect.

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We had a few comments on the way about a great presentation. A lot of folks talked about the meeting in the beginning and it was in a questions I didn't interrupt you but I have a similar experience with that in working with the consumer attending a meeting that had to do presentations and we were able to use JAN and find accommodation and recommend that the person videotape their presentation so that during the meeting the meeting was watched and the person did not have to present in front of everyone which help reduce their anxiety level greatly.

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That's good to know because we do recommend that but a lot of times we don't hear back on whether that was successful or not or whether the employee actually went through with that and I think that can be excellent and then a person could be there to answer questions. Sometimes people have difficulty to answer questions on the fly like that.

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It worked perfectly and I think would individuals without disabilities public speaking is also a great fear.

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I something just recently about public speaking is one of the biggest fears we have as a whole population. To get in front of other people so yes, it can be really difficult for people with disabilities take

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Absolutely. I don't have anymore I'm getting more questions they're saying yes, thank you, we do need that link and this presentations been a great resource and we greatly thank you. Melanie, we have enjoyed our two sessions with you. We have recorded this webinar so it's posted on our website if you want to go back and review this. We will also send out that email with the links that we talked about as soon as I get that from Melanie, I will forward it to everybody and then our participants are going to receive an email with an evaluation for this two-part webinar. Please complete the survey and we appreciate it so much for your feedback. Let us know what you want to hear and what you don't want to hear and I think everybody can agree that this was great information. These are things we need to know out on the field. A certificate of your completion will be uploaded to your user portal in the next 3 to 5 business days I believe you will receive credit and if you need that email us. I want to give it back to Melanie so she can share her last slide with us.

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Here is just our contact information that you can reach us toll-free 800 526 Here is just our contact information that you can reach us toll-free 800-526-7234 or 877 or 877-781-9403 for TTY or visit us on the web and ask Jen.org and you can also contact us through Skype and text and find us on Twitter, Facebook, LinkedIn and other social networks. Thank you for making JAN part of your training program.

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We thank you again Melanie. My last comment came in. Asking about contacting JAN and absolutely , reach out to JAN anytime you need their help. That's what they are therefore. As Melanie mentioned, it's free, just an awesome resource.

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If you want to go on the website if you've never done that go and look around it's pretty comprehensive but if you looking for something in particular I need a quick response please feel free to call and we can help you locate that and you can send that out to you in an email.

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That concludes our webinar for today. Thank you so much for all your attendance. We look forward to hearing from you again. Thank you, and have a great day.

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[Event concluded]

