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Good morning Ed welcome to the accommodations for persons with intellectual and developmental disability is webinar, my name is Crystal George I will be opposed. Before I introduce our presenters, I want to make sure that everybody can hear me. If you can, send an email or use the question box on the webinar control panel located to the right of your screen anti-PS if you can hear me. - And type yes if you can hear. With that everybody can, if you are calling in by phone only please email to receive credit for participation. At the end of the session I will provide more information about receiving credit for this webinar. Now I was introduce our speakers Melanie Wetzal and Kelsey Lewis. Melanie is the lead consultant on the cognitive neurological team and holds a Masters degree in special education and recently completed a graduate certificate or certification and career planning and placement for youth in transition. Melanie became a certified brain injury specialist in December 2014.

Healthy as a consultant on the cognitive neurological team and holds both a bachelor's and master's degree in social work and has an interest in policy and how it affects at risk population. As members of the cognitive neurological team Melanie and healthy specialize in learning disabilities, mental impairment, development will disabilities, autism spectrum disorders, and brain injuries. I would now like to turn the presentation over to Melanie and Kelsey.

Okay thank you. All right we will get started and talk a little bit about this agenda and it goes as follows. We will talk a bit about intellectual disabilities, provide you with your - real estate you solutions, common problems in the job for him people with intellectual disabilities and also leave room at the end for Q&A.

Here is a quick overview we like to present. In case you do not know about JAN and what we do. The job accommodation network, better known as JAN common as a free resource on workplace accommodation and disability employment issues, working towards practical solutions that benefit both the employer and the employee, JAN helps people with disabilities enhance their employability and shows employers how to capitalize on the value and talent that people with disabilities add to the workplace.

Also JAN was established in 1983 as a national, free service we are located on the beautiful downtown campus of West Virginia University and specialize in job accommodation and the employment provision of the Americans With Disabilities

Act, or the ADA, and that puts the rehabilitation act. We can assist in the interactive process at any point during that process, we give targeted, technical assistance, we provide comprehensive resources, we maintain confidentiality which is really important to callers who can then fill free to explore all of their options.

And JAN is very easy to use and offer several ways to obtain confidential, personalized assistance anytime, anywhere. You can communicate with JAN using telephone, chat, text, TTY, relay, email, Skype and social network. We offer live and archived training sponsored by corporations, organizations, federal, state and local government, and webinars just like today. We work to partner in making model employers.

Here we have some general information about intellectual disability. Intellectual disability is one characterized by a significant limitation both an intellectual functioning and adaptive behaviors that affect many everyday, social, and practical skills. Let me expand a little bit on that. And individuals generally diagnosed as having an intellectual disability when I have an intellectual functioning level, or IQ, below 70 or 75. The personal have significant limitations and adaptive skill areas as expressed in conceptual, social, and practical skills, and the disability originated before the age of 18.

Adaptive skill areas refer to basic skills needed for everyday life and they include communication, self-care, total living, social skills, leisure, health and safety, self-direction, functional academics which include reading, writing, and basic math, and work. Of course individuals with severe intellectual disabilities are more likely to have additional limitations in persons with milder intellectual disability. An estimated 2.5 million Americans have an intellectual disability and the majority of adults with an intellectual disability are either unemployed or underemployed despite their ability, desire, and willingness to engage in meaningful work in the community.

Our hope and present this webinar is to help educate and promote a better understanding of intellectual disability and the impact they have on employment and offer effective accommodation solutions that will help promote employment. Let's talk a little bit about the ADA amendments act, and intellectual, cognitive disability. There is no list of impairment that qualify as disabilities under the ADA. To qualify as a person with a disability a person must have a mental or physical impairment and be substantially limited in one or more major life activities. Major life activities include, but are not limited to, walking, talking, sleeping, reproducing normal cell growth, digestive, biological, and respiratory function. Substantially limited means a person is more limited than the average person. In order to determine if someone qualifies as a person with a disability under the ADA you have to look at the definition. However

the EEOC states there are some impairments that will virtually always constitute disability because they substantially limit brain function.

An intellectual and cognitive disability is one of those because of limitations in the functions of learning, reading, and thinking. The EEOC, I probably should let you know if you're not familiar with that, that is the equal employment opportunity commission and they are the enforcing agency of the ADA. We're going to look today at accommodations for limitations in three major areas in those areas include cognitive abilities, motor abilities, and social ability.

Let's look at accommodations for limitations and cognitive abilities first. Those cognitive abilities include reading, writing, performing calculation, memory, organization and time management and performing or completing tasks. Our first situation here involved a bus garage employee who has difficulty reading but had excellent listening comprehension skills.

The often missed instructions and important announcements or sent via email. So let's look here at some common accommodation ideas for limitations and reading. Depending on cognitive ability people with intellectual disability may not be able to read information in the work environment. Accommodations include providing pictures, symbols, or diagrams and set of written words. Read written information to the employee, provide written information on audio, and that could be as easy as using a voice recorder, use the voice output on the computer, a screen reader to be very effective in reading to the employees what is on the screen. Also the use of a line guide to identify or highlight one line of text at a time for easier tracking.

Our solution here is the employee was provided with screen reading software that allowed him to listen to the emails he received. His performance greatly improved as well as his attendance at meetings and gatherings. Our next situation involves a janitorial employee who was unable to write well and accurately document the work she completed because the form the employer required her to use necessitates writing out the tasks she has completed. Per documentation made it appear that if she did nothing at all during her shift.

Now we will look at some accommodation ideas to assist an employee who has difficulty with writing. Depending on cognitive ability people with intellectual disabilities may not be able to write, spell, sign documents, or otherwise communicate through written word. So some accommodations include providing templates or forms to process information being requested, allow verbal responses and set of written response, Allow type response instead of written response.

Individuals they be able to type much more effectively than they can rights. The use of voice and put on the computer such as Dragon NaturallySpeaking, and that is the kind of software that types what the employee dictates, the use of spellcheck tool on the computer for assistance with the proper spelling, the use of a scribe to write the employees responses, this can be very effective and quick unless the employee is required to do a lot of writing and would tie up another employee.

Provide ample space on forms requiring written responses and this is very important. Many forms of such a small spaces it is difficult for anyone to write small and concise enough. But someone who has difficulty in the physical process of writing could find tiny writing spaces really impossible. Here is our solution. The employer accommodated the employee by making a change the forms you use so she have the same opportunities others to document the work she completed. Perform now included pictures of the tasks the only required her to check off each one is a was completed.

Here is our next situation. It is a Baker's assistant who is unable to count to 12 and filling a baking sheet with cookie dough. Let's look now at some accommodations for performing calculation. Depending on cognitive abilities people with intellectual disabilities may not be able to count, tally, measure, or track to an inability to do math or perform calculations involving numbers. Accommodation ideas include allowing the use of a calculator, and this could include the use of a large display calculator, or a talking calculator.

The use of a counter or ticker, the job includes counting items. Make a pre-counted or premeasured poster, template, or jig. Here is an example, a box constructed with a rubber lining to help secure hold open a slippery plastic bag the employee needs to fill with items for shipping. Provided talking tape measure for the outcome of the more accurate measurement, use liquid level indicators. Those are devices that are used to detect when a cup, for instance, is full or when it is close to being full.

Also mark a measuring cup with a filter here line and you separate, March cups for various ingredients or measurement. Our solution here is a plastic template that fits into the baking sheet was created with 12 goals in which to place the cookie to. With the holes were filled the assistant removed the template and baked 12 cookies each time. Let's turn this over to Kelsey.

Our next situation is a grocery store stalker who is having difficulty remembering what tests to return to when he was interrupted by customers asking for assistance, or when he was called to another task such as cleaning up the spill. We're going to talk about accommodation ideas for memory now. People with intellectual disabilities may

have memory deficits due to the cognitive inability to retain information, auditory processing difficulties, were congenital hearing impairments.

Some accommodations that can help with memory deficits or using voice-activated recorder's record verbal instruction and there is even software available for computers that will arrange verbal messages and is easily accessible. Provide written information which could include written instructions or reminders. Providing checklists to help employees are member which activities they've already completed and what is left to do. You can also prompt the employee with verbal cues such as reminders or post written or pictorial instructions on frequently used machines.

The solution to our situation is the stocking clerk was given a small voice recorder he kept in his pocket. When the current task he was engaged in was interrupted he would record exactly what he was doing and where he was so he could return to the task. Our next situation is an office worker at an elementary school who was responsible for receiving copy orders and providing the completed copies to teachers within two days.

He was unable to complete the handwritten orders on-time with no organizational system. Often times people with intellectual disabilities may be disorganized due to the inability to retain information, or an inability to transport or apply skills to different work environments. Some ideas to address organizational difficulties are minimizing clutter which can help increase concentration, colorcode items were resources, provide ABC or 1 to 3 charts which can help individuals with filing and these can be charts you buy it is also why store or when you make yourself.

Divide large tasks into multiple, smaller tasks, avoid reorganization of workspace unless you have the employee agree it is needed and work together to complete it. Label items or resources using symbols and set of words, and print labels instead of handwritten labels. The solution is the school secretary provided a typed form that require the teachers to supply a uniform amount, type, of information while at the same time setting it daily labeled baskets that the teachers place their orders and materials in.

The baskets allow the employee to see which orders news to be done first allowing the copy orders to be completed in the today timeframe. Our next situation is a male clerk who had difficulty remembering to go from the second mail collection run when he was involved in other tasks.

People with intellectual disabilities may have limitations and adaptive skills such as self initiation task. Some ideas to address this limitation is to provide verbal prompts

or reminders. Provide written or symbolic reminders, use alarm watches or beepers to help keep on track or remind an employee to move onto the next task, use a jig to increase productivity, and I am not sure if you are aware of this or not, but a jig is something that holds an item stationary so an employee can use both hands when working on something.

Arrange materials and orders of use, use task lists with numbers or symbols, avoid isolated workstations. Although working around noise and movement of others can prohibit production, sometimes working in isolated areas can cause a strain in time management as well because of the lack of support to stay on task. Allow the use of a job coach, and provide additional training or retraining if needed. Assistive technology can help greatly with limiting the amount of retraining needed and this can include recording devices or computer software associated with it or smartphone apps. If you have questions regarding best types of products feel free to contact us with questions for specific situations.

Our solution was the mail clerk was provided with a watch that had a timer set for when he needed to start his run and the watch vibrated to alert him it was time to go. Next we're going to go over accommodations for limitations and motor abilities. This includes the use of computers, telephones, accessing workspace, and handling or grasping objects. Now we will go back over to Melanie.

All right, here is our next situation. An activities aid in an extended living facility had difficulty writing documentation in the daily log for the groups she assisted. So now we are going to look at some accommodation ideas for using a computer. People with intellectual disabilities may have difficulty using the computer and this may be due to manual dexterity deficits, rigidity, paralysis or birth defects involving the fingers, hands and arms.

The use of a key guard can help. A key guard is designed to help those who because of a tremor, trembling, or poor muscle coordination tend to touch a series of unwanted keys. The use of alternative input devices instead of a mouse can be very helpful as well. Those include speech recognition software, speech output, a trackball, a joystick, or a touchscreen. Again, all of these can be useful depending on the needs and preferences of the employee.

Our solution here was providing the activities aid with speech to text software that allowed her to dictate her notes from the computer, print them out and place them in the log which was located in a binder. All right. Our next situation here involves a maintenance worker who had difficulty reading, commonly called phone numbers

from a chart and dialing the numbers correctly. Here we have accommodation ideas for using the telephone.

People with intellectual disabilities may have difficulty using the telephone for the same types of reasons they might be using a computer. Again those reasons include manual dexterity, spasticity or rigidity, paralysis, or difficulty using their fingers, hands, and arms. Accommodation ideas here include a large button phone for easier access. The use of a phone with universal symbols such as fire, police and Dr. and set of dialing the numbers, the use of a phone with speed dial, which was clearly labeled with the person or department the employee is trying to reach, the use of a receiver holder to assist the employee may find it difficult or be unable to hold the phone for the duration of the call. And lastly the use of a headset, a cordless works wonders and we can personally attest to that.

Our solution here is as an accommodation the employee was provided with a large button phone that allowed for photos to be inserted in place of the numbers. The phone numbers were program dense of employee only had to press the button with a photo of the person he was calling for the call to go through. Healthy. Kelsey.

Our next situation is a parts order and a distribution center who had difficulty standing for his shift with only a 30 minute lunch and short afternoon break. His work became sloppy in the afternoons due to his fatigue. Now we will talk about accommodations for accessing workspaces. People with intellectual disabilities may have difficulty accessing the workspace. This may be due to muscle weakness or fatigue and inability to stand for long periods of time, inability to walk long distances, inability to reach items or an inability to carry or move heavy objects.

Accommodation ideas are placing anti-fatigue that's at workstation, using motorized scooters to get around, use stools of a workstation, which could include this it/stand stool at the position it is created to involved with continuous standing, provide frequent breaks to rest and reorient back into the task. The solution was the employee was provided with both an anti-fatigue mat to help with his back and legs and a stand/lean stool which allowed him the ability to work in an upright position while his rate was rested on a padded seat.

Our next situation is a production worker who had difficulty grasping a plastic bottle to accurately apply an adhesive label. We will go over a calm edition ideas for handling or grasping objects. People with intellectual disabilities might have difficulty handling or grasping objects. This might be due to an inability to pinch or grip, inability to maintain a steady hand, muscle weakness or joint pain. Using ergonomic tools, or other tool adaptations, can be helpful. Using orthopedic writing aids which

could be a sub was pushing a pencil through Styrofoam ball and using gross motor movements to write.

We have vendors for these types of manufactured products on our website and if you search by limitation on our A to Z page and using grip aids avoid slippage and increases grip ability, and using a jig or braced a holding stationary. And JAN suggested that making a wooden jig would secure the bottle which would allow the employee to use both hands while applying the label.

Next we will go over accommodations for social abilities. Emotional support. This can be a trusted supervisor, and tour, or coworker. This could also mean allowing the employee time to contact social support during their work day. Interacting with coworkers sometimes it's like limiting contact or providing disability awareness training to coworkers in order to increase productive and supportive communication and interaction.

Working effectively with supervisors could mean altering the methods of communicating in managing the employee. This could mean anything from increasing communication through email while limiting verbal communication, providing positive reinforcement, or giving concrete examples on expectation. Our next situation is a new employee who had passed the probationary time with flying colors, but was now experiencing the gradual withdrawal of the job coach who had been estimates on the employee's success.

The supervisor was seeing a few issues resurface. For emotional support, people with intellectual disabilities may have limitations and adaptive skills including communication and understanding emotions and social cues. Some beneficial accommodations for this is giving positive feedback, using visual performance charts, providing tangible rewards, using coworkers as mentors, using your employee assistance programs, and providing a job coach.

Our next solution was the employer recruited a coworker that informed - have formed a positive relationship with the new employee to form a national or natural supporting relationship while the job coach was gone. Our next situation includes an employee who had difficulty making and sustaining eye contact and who has a habit of sliding his eyes down to the coworker's chest area when he was conversing with them. Female coworkers felt this is highly inappropriate.

We will discuss now interacting with coworkers. People with intellectual disabilities have limitation and adaptive skills in exhibiting appropriate social skills like communicating and cooperating with others, and maintaining interpersonal

relationships. And so accommodation ideas for interact with coworkers include writing sensitivity training or disability awareness training all employees which can help educate employees on how to communicate effectively. Using role-play scenarios to concretely demonstrate appropriate behaviors in the workplace, using training videos to demonstrate appropriate behavior in the workplace as well is also helpful.

Modeling appropriate social skills such as where and when to eat it work, when and if to hug other coworkers, and if it is appropriate, how to pay for coffee, what to do if you are mad, who to ask for help, and when to leave your workstation.

Can I jump in for just a minute? Something I wanted to say here. Do not assume that because employee may not be doing the proper thing that is because they are being belligerent or they have a contract issue. A lot of times it is because they have not been trained in what to do and it also could be that the previous place they worked had different rules or guidelines. So what was appropriate and one workplace may not be appropriate in the next workplace. And so the training and social skills is really important because they make the individuals, the employees may not pick up on themselves, so that piece of it is important. Okay sorry.

So our solution was the employee was provided a mentor, someone whom he felt comfortable with help guide with personal and social skills. They worked on practicing the skill of looking at an alternative location near the coworkers here when the employee cannot maintain eye contact when talking to coworkers. This death or helped decrease awkwardness that was felt between he and his coworkers.

Our next situation is an employee who is having difficulty performing her job functions, even right after her manager had given her instructions. They called JAN for assistance on communication strategies. I will go over accommodations for working effectively with supervisors. People with intellectual disabilities may have limitations and adaptive skills in areas such as communication, interpersonal relationships and problem solving. Some ideas in addressing these limitation are communicating 121 with employees. This can decrease the overwhelming feeling of those types of communications if they already have issues with interpersonal relationship.

Dealing with problems as they arise, keep job coach is informed, trainer supervisors on communication etiquette, discuss disciplinary procedures in a concrete but empathetic way when possible, monitoring effectiveness of accommodations currently provided.

Our solution was that JAN suggested strategies for communication which included speaking more slowly using clear and short sentences, asking the employee to repeat back information to help determine if she understood the information. Now we are going to go over to Melanie.

Now have some additional situations and solutions. We have an example here of an employee who had difficulty with a few of his less preferred tasks, was leaving them until the last minute. This method of task completion is causing him to miss deadlines. So his supervisor worked with him to structure his day so that he worked on the tasks that he had the most trouble with first thing in the morning when his focus was at its best. He was then able to complete more enjoyable tasks after that, enabling him to meet deadlines.

Sort of the same strategy we used in the first until last. Our next situation is an employee who works in outside landscaping has trouble with time management and staying focused on the tasks he needs to complete. He works for a smaller employer who cannot provide the direct supervision he needs. He was using his phone to assist him but the employer felt it made him look like he was off task.

So a consultant recommended daily, written list of tasks and purchasing a watch with multiple settings that can be programmed to varying amounts of time. The watch was set to vibrate or alarm and the task needed to be completed or started would appear on the face of the watch. The employee was trying to set the watch for the tasks he had to complete daily.

Here we have an example of a new warehouse custodial employee who is working successfully with a job coach. The job coach spoke with the manager about getting the employee into a routine as quickly as possible. But the manager kept changing the directions he had given the employee.

Here is our solution, JAN suggested the job coach help the employee make in order to escape tasks that the employee needed to complete before it leaving each room and ask the manager to okay the order of the list. Since variations in the routine were going to be the biggest challenge for the employee, the job coach asked that she stay with the employee until the routine had been set and gradually reduce her time with him. The manager agreed to accommodate the employee in this way.

Here we have a situation where a hotel employee worked in the basement of a very large, old hotel. He was great at performing the tasks of his position, but he had great difficulty finding his way to the worksite location because of the twists and turns in the old hotel. The solution here was the employer put up colored slips of paper with

arrows at certain intervals where the twists were occurring to direct the employee. Once he got off the elevator at the basement level, the employee follow the arrows with no problem.

Our last example here is an employee at a fast food restaurant who is doing a great job of cleaning tables when needed, but in between times it left him standing around sort of getting in the way. Our solution here was the crew manager determined that a more senior member of the crew had developed rapport with the new employee and worked with the senior member to develop an informal mentoring program. A mentoring relationship did develop and the new employee was able to learn the full scope of the job tasks, it questions answered and become a more focused, diligent employee.

Our next four slides show shots of the publications we have that we feel will be most useful in helping you work with employees with intellectual disabilities. The first one is our Accommodation and Compliance series, intellectual and cognitive impairment, and these can be found on our listing which is found in the top right corner of our webpage. The next page want to highlight is the executive functioning. The third one is job coaching in the work twice. And the last one we want to draw your attention to today is communication tips for working with individuals with intellectual disability.

That concludes our presentation for this morning. Do we have questions?

We do have a couple. First one is I work with an individual who is in his early 20s and is able to work but refuses to do certain tasks as his mom told him he does not have to. Do you have any ideas of what may help?

I think a good, honest conversation on his level that in order to keep the job, I think a lot of times it is just a conversation about what is required in this job. If you want to keep your job this is what you need to do any to listen to what the manager or supervisor tells you to do and we will make a list of those tasks. Your mom can tell you what you need to be doing at home but your mom cannot tell you what you need to be doing at work.

If you want to have a meeting and include the mother that is a good idea. Sometimes maybe the mother has an intellectual impairment herself, I don't know why you would tell some other they didn't have to do certain things at work, but I think for the employee data understanding that in order for me to keep my job these are things that have to do and these include these things that my mother has told me I don't have to do. And there may be some kind of reason, maybe some had a family reason, but there may be some reason the mother thinks he shouldn't have to do those. Anytime you want to involve a parent or guardian in a meeting with an employee President-elect

disability at the that is always a good idea because the family can be supportive, or in this case, not really supportive and maybe the mom needs to understand the seriousness of not doing part of your job.

And sometimes, that may come down to talking about what is it that you like to do with the money that you get paid? And if you want to continue to do that these are the tasks you have to do because this is what the job contain.

Our next question is can an employer contact JAN to get ideas on how to help their workers?

Yes. Absolutely. Here is our contact information. That is one of our goals. We want to create model employers, any questions you may have feel free to give us a call.

Would it be acceptable to them to provide scenarios as well to staff when they talk to them?

Yes, that is actually the most helpful way for us to be able to aid them, and that is that they have a scenario that a specific so we can help them come up with accommodation ideas specific to their issue. We will have employers or cause that we are hiring a person with intellectual disability, what accommodations will we need to make. Sometimes we think of common ideas for maybe a certain job type but until they have the person and maybe another difficulties they're having an specific job tasks, that is really what is most helpful.

Could you expand on the executive functioning publication and what that entails?

Sure, the executive functioning are functions that involved attention, staying on task, organization, and so we have ideas for attendant, ways to help somebody get to work on time. The executive functioning as a part of the brain that is always developed and people with disabilities and I can include people with learning disabilities, intellectual disabilities, a brain injury, people with ADD and ADHD. So we have ideas and therefore accommodations like with multitasking. That could be a really difficult task for someone to do. There are accommodation ideas and therefore that in their different ideas that are in there than some other pods.

Is that good?

Yes.

That publication can be found as well on the A to Z listing, it doesn't have its own listing but if you look under intellectual disabilities, under autism, brain injuries, it is located in all of those areas.

If our agency wanted to have JAN presented then is there a fee associated or can we just contact JAN to have them provide training?

There is never a fee involved in the presentation if we do a webcast that is totally free, if there is travel involved there could be expenses. And our director, Anne Hirsch, is the one who determines what trends we do and when. We do have some modules that we have on our website as well and to some organizations are looking at modules and setting up times for Q&A. So we can really tailor the training to what your needs are. So absolutely, contact us and we can see about getting that set up.

Those are the only questions that we had.

Well if you are like me and you think of a question as soon as we hang up or tonight on your way home, feel free to give us a call or chat or email, whichever way is most helpful. We have a JAN on-demand on our website where you can email questions and it goes through a former you ask questions and you supply the information. That is very helpful to some people are you can email with a scenario or question, or give us a call. Whatever it is that you prefer.

You can find information online, some people have done that and they never make phone calls. That we encourage people to call because sometimes that is a safe time because there is a lot of information on our website and have a quick question it might be a time benefit to give us a call.

Absolutely. Thank you kiss - healthy and Melanie for your time. Everyone listening will receive an email for the evaluation survey for this session. What you have completed online survey your certificate of completion of the uploaded to your user portal on the website. As always, where offering CRC credit for the session, please email us if you need CRC form. Thank you all for your participation and thank you Melanie and Kelsey for your time.
