

Guide

Successful Service Dog Accommodations in Emergency Work Settings

July 2017

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Photography by Dave Morrow



Picture of Louis and Star looking at each other, sitting in the back of the ambulance.

Captain Louis Belluomini, Combat Veteran and Paramedic

Louis Belluomini, one of our nation's heroes, successfully uses Star, his service dog, as a reasonable accommodation in his paramedic job with Putnam County EMS in Ottawa, Ohio.

As a paramedic, his service dog, Star, manages his symptoms of post-traumatic stress disorder (PTSD) and traumatic brain injury (TBI).

Louis expresses, "My service dog, Star, is my treatment, she controls my PTSD in my work environment and everyday life. She is my medicine, when actual medication did not work!"

Limited information is available on a service dog as an accommodation used in the emergency work setting to help a first responder manage symptoms of PTSD. Louis is not aware of any other paramedics in the United States who use their service dog in their job.

Therefore, Louis was interviewed to provide tips and recommendations for this informational guide to educate first responders, employers, and the public on how a service dog is an effective accommodation in emergency work settings.

Louis also discusses stereotypes and myths that management may have about service dogs and PTSD. As these negative attitudes may delay or block the approval of a first responder's request for a service dog accommodation. Louis's interview starts on page 3.

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Contact the NW ADA Center-Idaho at 208-841-9422 for alternative formats.



The Northwest ADA Center-Idaho frequently receives calls with questions about the Americans with Disabilities Act (ADA) and service dog regulations.

Recently, we received a call from a firefighter/paramedic, asking for information about his employment rights under the ADA. He requested the use of his trained service dog as a reasonable accommodation in his job to manage his symptoms of PTSD.

He works for a city in Idaho as a firefighter/paramedic, and also serves as a firefighter with the Idaho National Guard. He is a hero who served in Operation Iraqi Freedom.

Understanding a service dog accommodation starts by reviewing the employment regulations under Title I of the ADA. A service dog in the workplace is a form of reasonable accommodation.

A reasonable accommodation helps reduce or eliminate workplace barriers to enable a qualified individual with a disability to perform the essential functions of a job.

The employer is required to engage in an interactive discussion with the employee about the need for an accommodation, such as a service dog. A reasonable accommodation may occur at any stage of employment, such as application, retention, or return to work.

Go to page 2 for more information on the ADA and a service dog as an accommodation.

Title I of the ADA Service Dog Accommodations

What is the Definition of A Service Animal Under Title I of the ADA?

According to Equal Employment Opportunity Commission (EEOC), there is no specific definition of service animal under Title I of the ADA. Title II and Title III ADA regulations do not apply to reasonable accommodation questions arising under Title I.

Because there is not a specific definition of service animal under Title I, employers may have to consider allowing an employee to bring in an animal that does not meet the Title II or III definition of service dog, such as a comfort or emotional support dog.

Does the ADA Automatically Allow a Service Dog in the Work Place?

Title I of the ADA does not require employers to automatically allow employees to bring their service animals to work; instead, allowing a service animal into the workplace is a form of reasonable accommodation.

According to the EEOC, there are no “magic words” that must be used as part of a reasonable accommodation request. The EEOC states that when individuals decide to request an accommodation, they must let their employer know that they need a change at work related to their medical condition.

The ADA requires that the employer engage in an interactive discussion with the employee when a reasonable accommodation is requested. The employer cannot automatically deny the employee’s request; the discussion must clarify what the individual needs and identify the appropriate reasonable accommodation.

According to the EEOC, if a service animal has been trained to help with the employee’s medical needs, the employee has a right to request that, as a reasonable accommodation, the service animal must be allowed in the work setting.

What this means for employers: In general, employers should not be involved in an employee’s personal medical decisions. The employer should not deny an employee’s request to use his/her service

animal at work, if the animal helps the employee with his or her personal medical needs.

The employer cannot require employees to use any other medical treatments or procedures, if this is the employee’s treatment of choice. Employers must consider allowing an employee with a disability to use a service animal at work unless doing so would result in an undue hardship.

Undue Hardship is Defined as:

An accommodation that would be excessively costly, extensive, substantial, disruptive, or that would fundamentally alter the nature or operation of the business. In determining undue hardship, factors to be considered include:

- the nature and cost of the accommodation in relation to the size and the financial resource of the business,
- the nature and structure of the employer’s operation, and
- the impact of the accommodation on the specific facility providing the accommodation.

What Medical Information can Employers Request when an Employee or Applicant Requests an Accommodation?

Under the ADA, employers must limit the scope of a medical inquiry in response to an accommodation request. When the disability or need for accommodation is not obvious, an employer may require that the employee provide medical documentation:

- to establish that the employee has a disability,
- to show that the employee needs the requested accommodation, and
- to help determine effective accommodation options.

The Job Accommodation Network, askjan.org, has a number of resources on accommodations. A resource list on Title I of the ADA, PTSD, and service animals in the workplace is on page 11.

Is the Support of Management Important?

The ADA is a civil rights law that obligates employers to provide a reasonable accommodation, when requested by an employee with a disability, to perform the essential job duties of the job.

In Louis's opinion, "The most important influence to get a service dog accommodation approved is the attitude of management. A supportive manager makes all the difference in the world!"

"We are all working toward the same goal in our job, saving people's lives. If having a trained service dog by your side helps you get through your daily life, be successful in your job, management must be supportive."

Louis's managers, Michael L. Klear, Director Putnam County, Office of Public Safety and Nancy Erhart, EMS Chief, support his treatment for PTSD, "Paramedics work 24-hour shifts and spend a third of their life at work. When Louis is at work it is important that Star is part of his continued treatment for PTSD."

Mike and Nancy explain, "As in any decision regarding a new idea, management has to keep an open mind regarding a service dog. A service dog in our field of work may be a concern, but after seeing Louis and Star work together we support the idea."

Nancy and Mike focused on Louis's medic skills, "We understand, for Louis to be at his best skill level in his job as a paramedic, he needs Star as an accommodation."

Louis has learned to accept and manage his PTSD and talks openly with his managers, "If you discuss how PTSD impacts you at work, explain you are seeking opportunities to combat your PTSD, your



Picture of Louis and his managers, Mike Klear & Nancy Erhart standing in front of ambulance. Star is lying at their feet.

managers will respect you."

Louis recognizes that he is lucky to have the support from his coworkers and management team. He explains, "PTSD is often viewed as a weakness, particularly in the first responder work setting. When PTSD is misunderstood, the employee will not be open about their condition or reach out for help."

"If management requires endless paperwork and red tape, blocking or delaying the

accommodation, a first responder won't ask for help and disappear from the workforce," Louis points out.

Louis insists, "We are shunning our heroes when they can't deal with the stress. We recruit new rookies and screw them up mentally! It is an ongoing cycle and it is unacceptable."

Louis advocates for change, "We must work together to get the proper treatment for our first responders and accept the treatment that works for the individual, so they can do the job they are meant to do, saving people's lives!"

Louis provides advice to a first responder, "The relationship between you and your employer is very fragile and can be easily broken. There are very few first responders who request or are approved for a service dog as a reasonable accommodation! If we screw this up with our employer, it will make it difficult for the person to get an accommodation."

Louis points out to managers, "We can serve as a role model for first responders and our patients, that a trained service dog is an acceptable accommodation in the work setting."

Does a Service Dog Need to be Highly Trained?

Louis's job as a paramedic requires a highly trained service dog in the emergency work setting.

Louis explains, "A service dog must be trained to deal with stressful, chaotic situations during an emergency, and also stay focused on the handler who has PTSD."

Star was paired with Louis through the nonprofit organization, K9s For Warriors, in Florida. Star's former owner was an active duty military member who donated her after being deployed.

Star was in training for a year before Louis met her. "When I met Star in Florida, we went through three weeks of training together," Louis explains. "Two days after we met, Star woke me up from three nightmares in one night."

Star is trained to be aware of her surroundings and respond to Louis's body changes caused by nightmares, noises, sounds, unfamiliar people, objects, weather-related stressors, and any other situation that could cause the handler stress.

Explaining the relationship he shares with Star, Louis says, "If Star is not with me when I am at work, she will need to be retrained. She will lose her ability to sense my body changes triggered by a stressor causing a PTSD episode."

Louis and Star work 24-hour shifts. "During our downtime, sleeping quarters are available, so we can rest," explains Louis. "Star is trained to sense when I



Picture of Louis kneeling behind Star. Louis is showing her vest as working clothes.

am having a nightmare. She will nudge me awake with her nose, or paw at my face and head."

"Star also senses before I sleepwalk, a symptom of my PTSD. Star quietly crawls up on the bed, lies on top of me, and prevents me from walking in my sleep."

Star is trained to protect Louis's personal perimeter. He explains, "In the military

we are trained to watch our partner's back. By having Star by my side, I don't have to worry about someone behind me, because she is always watching my back."

Louis educates his coworkers on service dog etiquette, "A service dog is a tool when working, trained to do specific tasks for the individual with PTSD, and can't be distracted. A comfort dog or therapy dog provides emotional support. There is a big difference between the classifications."

Louis adds, "Star wears her vest when she is out of the house. She is trained to respond to my commands, and does not do anything on her own. Star doesn't chase after other animals, chew on a bone, or pick things up off the ground, unless commanded to."

He also explains Star's vest to his coworkers, "When Star is wearing her vest, she must be ignored. Her vest is her working clothes. When she is out of the vest, you can pet and play with her."

Before a service dog is requested as a reasonable accommodation, read Louis's tips and recommendations on pages 6 and 7.

Can a Paramedic use a Service Dog Successfully on the Job?



The picture on the left is Star lying by the chair in ambulance. The picture on the right is Louis working on the computer; Star lying by his feet in the ambulance.

Can a Paramedic Use a Service Dog Successfully in the Emergency Work Setting?

Absolutely! Star is highly trained as a service dog for PTSD and TBI. Training Star to my job duties and work on the ambulance was not difficult, at all!" Louis affirms, "Service dogs make a positive impact on a person's career in the emergency work environment!"

"Each individual is unique in how PTSD impacts their life and how they choose to cope with the trauma. A service dog manages my symptoms at work," stresses Louis.

"Star is extremely important to have by my side at work, because our relationship is a constant building process managing my PTSD symptoms. If our relationship is delayed or broken she will lose her ability to do her job and our bond will be broken."

Louis points out the importance of management's support for a service dog at work, "One of the

biggest barriers to a service dog accommodation, is if coworkers and management have negative attitudes toward you and your service dog."

Louis's managers, Michael and Nancy, initially had questions concerning the safety of a service dog in the emergency work setting. They explain, "We weren't familiar with and didn't have experience regarding service dogs and their handlers. Our primary concern is for the safety of all our employees and our patients. However, we felt that Louis's medic skills and experience was well worth giving him a chance."

Mike and Nancy add, "Before we hired Louis, we did research on service dogs. After many conversations, we felt for Louis to be the very best medic, Star must be at his side."

Louis says, "I am lucky to be surrounded by positive managers and coworkers that don't view me as a crutch or weak because of my PTSD. Their support is critical to my success in my career and Star's ability to do her job while I am at work."

Louis's Tips & Recommendations

Be Prepared Before You Talk to Your Employer

Requesting a service dog as a reasonable accommodation in the emergency work setting is not common or easy. Before requesting a service dog as an accommodation, Louis emphasizes, "Develop a plan."

He explains, "A plan will prepare you to educate management and coworkers on how a service dog is necessary to help you perform your job duties to manage your symptoms of PTSD."

Develop a Plan with Lots of Details

Louis describes his plan as very simple, with lots of details. "Think carefully about your plan, include lots of information. You will be more prepared and confident when requesting a service dog."

The conversation with the employer will be different for everyone. Louis says it is important to have an open and honest discussion, "Positive communication with the employer is key." Louis describes four key areas in his plan:

- explain what the service dog is trained to do,
- demonstrate that a service dog is a working dog and not a pet,
- describe how a service dog will not cause any problems at work, and
- address the employer's concerns.

Address Management's Fears or Concerns

The plan should address management's fears or concerns, even if they are based on stigma or completely unfounded.

An individual who requires a service dog can't ignore hypothetical questions and must be prepared to have solid answers for their employer. Questions might include:

- What if a patient is afraid of dogs?

- What if there isn't space for the dog?
- What if the patient is allergic to dogs?
- What if you can't perform the job duties?

Louis explains, "If a patient is fearful of dogs, Star can be moved to the front passenger seat. Star's designated space in the ambulance is behind the patient, or behind the captain's chair that is separated from the patient by a door."

Louis points out, "When I have patients who are combative and aggressive, stress levels get high. Star knows, when she is in the ambulance, she does not react and stays calm."

Demonstrate How Your Service Dog is Trained

Describing how the service dog is trained to manage PTSD symptoms will help employers feel comfortable. Louis explains, "Star accompanied me to my job interviews and demonstrated how we work together as a team."

Louis also had Star demonstrate her ability to work in the first responder environment, "I commanded Star to show how she gets in and out of the ambulance, where she sits, and how she waits to be secured."

Star is also trained to get into the ambulance and sit quietly in the space between the driver and the cab. Louis says most patients in the ambulance do not realize Star is with him on the emergency calls.

Safety

Safety is a key area in Louis's plan, "Star wears reflective clothing at night, including a light up collar, so she is visible. Star's shots are up-to-date, including her flea/tick and heart-worm medication."

Louis points out that he can crate Star if he has to leave her at the station. Louis explains, "I can secure her in the crate until we return." However Louis says he hasn't had to leave Star at the station because of a patient's fear of dogs or allergies.

(Continued on page 7.)

Bathroom Breaks

Louis's plan provides information on how he takes care of Star's needs at work. "I make sure Star relieves herself before we rush to a call. If I don't have time to give her a break before we go to the emergency, Star stays in the ambulance. When I am free I can let her out."

Star is on a regimented schedule, her routine is the same every day. Louis explains, "Star's water intake is controlled, for her to be comfortable, to limit bathroom breaks. To minimize Star's pooping schedule, she eats one large meal at 5:00 p.m. everyday and poops at the same time in the morning."

Grooming

Star's grooming schedule is included in Louis's plan, "She is groomed at least once a week and goes to a professional groomer once a month."

Louis also includes information on how he cleans up after Star at the station. He explains, "I keep a t-shirt on Star at work, so shedding is minimized. I get up an hour before the end of my shift to vacuum the floor and carpet that she lies on. I disinfect the ambulance and the rooms in the station Star occupies. I Windex the windows and walls in the ambulance and in the station. I spray a scent so the station doesn't smell like a dog."



Picture of Louis sitting on the back bumper of the ambulance. Star is lying at Louis's feet.

Positive Media Attention

Louis pointed out during his job interview that the work relationship he has with Star can attract positive media attention for the organization.

Louis doesn't mind the media attention, because awareness is raised about PTSD and the use of a service dog as an accommodation in the first responder work setting.

Louis says, "A supportive work environment encourages first responders to acknowledge their PTSD and seek out help so they can do their job of saving lives."

Louis adds, "When the media portrays my employer's kindness and strong support for veterans and first responders, these stories show that PTSD doesn't have to destroy a first responder's career or consume their life."

Louis's Final Thoughts on Accommodations

Louis summarizes, "I believe my request for my service dog accommodation was approved by management due to the following:

- 1) My plan for Star is detailed and carefully thought out;
- 2) Star is highly trained to manage my symptoms of PTSD in the emergency work setting; and
- 3) Star doesn't disrupt my work."

Are There Stereotypes & Stigma Surrounding PTSD?

Louis and an Emergency Medical Technician (EMT) were interviewed below to explore negative stereotypes and myths about PTSD impacting the career of a first responder. The EMT requested that we use John as a fictitious name to conceal his identity. John is fearful that he will lose his job if his new employer reads this guide.

John's Story

PTSD in a first responder work environment, or any work setting, can be taboo to talk about. When John disclosed his PTSD, his employer questioned his mental health and made statements like, "If you are so disabled by your PTSD to need a service dog at work, then you aren't cut out for the job anymore because of your mental state."

John points out, "This stereotype is a toxic, black-and-white view of what PTSD is. The employer's negative attitude will impact an individual's ability to do his or her job. In many cases, the employer visualizes worst-case scenarios and thinks about their own fears and uncertainties when they think about PTSD."

John explains, "The employer doesn't understand that PTSD is different for everyone and only looks at the extreme side of the PTSD spectrum. Employers may view PTSD as a burden and a weakness, rather than an individual's strength and ability to overcome challenges and still perform their job exceptionally well."

False assumptions are attached to PTSD such as, "You can't possibly work or be a good EMT if you have PTSD," says John.

John says he recently entered the field of a first responder, "In my case, first it's a matter of proving I can do the job well! Then explain to my company, I can do the job even better if my employer makes allowances for a service dog as a reasonable accommodation."

Unfortunately, John was fired from his first EMT job, when he disclosed his PTSD by requesting a service dog as an accommodation. John is a prime example of discrimination that happens in work settings, and this practice must stop!

Louis's Story

Louis explains that he was officially diagnosed with PTSD in March 2016, dating back to his military tour in Iraq in 2009. For a long time, Louis was silent about his PTSD, "I was afraid of backlash from the military, due to my diagnosis of PTSD. I had a top-secret security clearance and was worried the military would take it away and change my job. I was reluctant to get help from the Veterans Administration (VA) right after I was diagnosed with PTSD and TBI."

Louis explains, "We are trained not to talk about what we experience, keep driving forward, tuck away our pain, be tough, and get over it. This is not fair to our warriors on the front lines!"

"When we swallow our pain and try to forget, we are causing deeper PTSD related issues. We take our submerged feelings home to our families. We are failing our heroes and leaving them with extra stress that could lead to negative responses when away from the work environment," Louis stresses.

"As a first responder, we are told to deal with our PTSD! Since we are in the business of saving the lives of others, shouldn't we be saving our coworkers and ourselves?" Louis urges.

Louis finally got help from the VA for PTSD and TBI related issues. He started with medication that made him physically and mentally worse. Louis and his wife, Jessica, searched for other options and found K9s For Warriors.

Louis says, "If it wasn't for K9s For Warriors, Star, and support from my wife, I would probably be dead! My PTSD has taken me to dark places and put me in bad situations. I am convinced, if it wasn't for these three important influences, I would not be here today."

Education & Awareness on PTSD is Needed!

Paramedics, EMTs, dispatchers, firefighters, nurses, and doctors save citizens in their communities every day. Often, they come across scenes of horror and heartbreak that most of us cannot imagine. It's only fair, in exchange for their lifesaving work, they're given support to remain mentally healthy.

Statistics are grim. There is limited high-quality data on first responder suicides. The increase in awareness has prompted several groups to look more closely at these deaths. A survey of more than 4,000 first responders found that 6.6 percent had attempted suicide, more than 10 times the rate in the general population, according to a 2015 article published in the Journal of Emergency Medical Services (JEMS).

Friends, family, and coworkers reported 132 first responder suicides nationwide in 2016 to the Firefighter Behavioral Health Alliance, an Arizona-based nonprofit that promotes improved mental health support for first responders. The voluntary reports likely capture only about 40 percent of the suicides, said Jeff Dill, the organization's founder and CEO.

According to a survey in the article, Survey Reveals Alarming Rates of EMS Provider Stress and Thoughts of Suicide. (September 28, 2015 issue of JEMS) The survey found that first responders who felt supported and encouraged at work were less likely to contemplate suicide. Responders who didn't feel supported wrote comments in the survey such as, "I asked for help and ended up losing my 22-year career" and "I asked for help and was laughed at."

Louis is quick to emphasize, "The suicide rate for first responders and military personnel is extremely high and unacceptable! First responders with PTSD may not understand what is causing their symptoms, suffering in silence, perhaps for years. We must offer healthy options to prevent our heroes from being shunned and vanishing into the darkness."

Louis points out, "There is limited education to prepare first responders on safe procedures to

handle an emergency call assisting a veteran, with lethal weapon training, experiencing a manic episode."

Louis provides an example of an emergency call involving a veteran with PTSD experiencing a manic episode. "We are getting frequent calls dealing with barricaded situations, where a veteran believes he is on the battlefield in combat. When the police, EMS (Emergency Medical Services) and other public safety responders rush to the scene; the veteran perceives the rescue as a threat and defends himself."

"The veteran will have a vision in his mind he can't shut off. The rescue turns into a dangerous situation, because our first-line responders are not trained on effective ways to respond to a veteran in extreme distress."

"A patient experiencing flashbacks can mistake medical professionals and first responders as a threat. The worst case scenario is when the veteran believes the first responder is the enemy on the battlefield. The medical professionals can't see what the patient is reliving in their mind."

Louis explains, "Every emergency call is unique and must be handled with extreme caution. We are not getting these individuals proper care; this is obvious by looking at the suicide rate in the military. Statistics show twenty-two veterans or soldiers commit suicide every day, because of what they are dealing with mentally."

Louis and his wife, Jessica are making a difference through education and training on topics related to PTSD, including, but not limited to:

- signs and symptoms of a combat veteran experiencing PTSD;
- common symptoms of PTSD to watch out for in family, patients and coworkers;
- steps to act quickly to get a person help;
- information on how a person can manage their PTSD with a service dog and other treatment options.

Louis's Background & Training

Louis has been a paramedic since 2007. He currently works for Putnam County EMS in Ottawa, Ohio and at Hanco EMS in Findlay, Ohio. Both employers are emergency medical service providers with busy 911 systems that receive a variety of emergency calls.

Previously, he worked for ProMedica in Toledo, Ohio, as a flight and ground medic in a critical care roll, and he worked as a paramedic in the ER at Toledo Hospital and Toledo Children's Hospital.

Louis graduated from Bowling Green State University (BGSU) and received a bachelor's degree in criminal justice. He was enrolled in paramedic school while he was enlisted in the military reserves, where he worked as a psychological operations specialist.

Louis was enlisted in the US Army Reserves while attending ROTC to become commissioned as an officer in the military. After Louis graduated from BGSU, he was commissioned as an officer in the military and started as a Second Lieutenant with the Military Police Corps.

In January 2007, Louis graduated from paramedic school as a certified paramedic. Louis started his fire and Emergency Medical Services (EMS) career when he was deployed with the Central Joint Fire Department to Hurricane Katrina in support of local fire departments that required assistance in the area.

He was stationed at Pearlinton, Mississippi, which was Ground Zero for Hurricane Katrina. During the hurricane there was flooding in New Orleans. He said the houses in Pearlinton were destroyed and the staircases led to nothing.

Louis attended military police school in Fort Leonard Wood, Missouri. After completing this program, he immediately started his training for deployment to Iraq in November 2008. He was deployed for the 2008-2009 tour spending one year in Iraq. He was attached to the 25th Infantry Division and the 8th Military Police Brigade.

Louis learned a great deal during his paramedic career while assisting medical staff overseas in the military. Although his job in the military was unrelated to the medical field, due to his civilian experience, he assisted on the battle field when extra help was needed.

After returning home he moved to Findlay, Ohio, where he worked as an investigator for the government and a part-time paramedic. Louis explains, "Working as an investigator was very difficult. There was little down-time and vacation time was mostly nonexistent. I decided after a few years to move on and work full-time as a paramedic. I love working as a paramedic!"

Louis expresses his feelings, "The hardest part of my military career was how often the deployments were and how dangerous they are." After returning home from his deployment in Afghanistan, he became a flight medic on a helicopter based out of Toledo, Ohio.

Louis rekindled his relationship with Jessica when he brought a patient into her unit at the ICU medical unit of Toledo Hospital. They were married in December 2015. Their child, Silvio, was born in November 2016.

Louis and Star are available to provide education and training. Please contact the Northwest ADA Center-Idaho for Louis's information: 208-841-9422. Louis says, "We are ready, willing, and available to help!"



Picture of Star draped in the American Flag.

Resources

The content in this educational guide was developed through a grant from the Northwest ADA Center, at the University of Washington, part of the ADA National Network. Grant funds were awarded by the Administration for Community Living (ACL), National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR) grant #90DP0095. The contents of this publication do not necessarily represent the policy of the NW ADA Center, NIDILRR, ACL, and HHS and you should not assume endorsement by the Federal Government.

Resource List

Regulations Related to Title I Employment Disability Discrimination:

https://www.eeoc.gov/laws/types/disability_regulations.cfm

The ADA: Questions and Answers: <https://www.eeoc.gov/eeoc/publications/adaqa1.cfm>

Enforcement Guidance: Reasonable Accommodation And Undue Hardship Under The Americans With Disabilities Act: <https://www.eeoc.gov/policy/docs/accommodation.html>

Accommodation and Compliance Series: Medical Inquiry in Response to an Accommodation Request: <https://askjan.org/media/medical.htm>

Service Animal Resources: <http://askjan.org/topics/servanim.htm>

Service Animal Related Job Accommodations: <https://askjan.org/media/eaps/serviceanimalsEAP.doc>

Service Animals and Allergies in the Workplace: <https://askjan.org/corner/vol02iss01.htm>

Website link to K9s For Warriors: <https://www.k9sforwarriors.org/>

Disability Discrimination EEOC Filing a Charge: <https://www.eeoc.gov/laws/types/disability.cfm>

To locate your Regional ADA Center go to the following website: <http://adata.org/national-network>

Employers' Guide: Reasonable Accommodations Recognizing Accommodation Requests: <https://askjan.org/Erguide/Three.htm>

Depression, PTSD, & Other Mental Health Conditions in the Workplace: Your Legal Rights: https://www.eeoc.gov/eeoc/publications/mental_health.cfm

Employees with Post Traumatic Stress Disorder (PTSD) Accommodations: <http://askjan.org/media/ptsd.html>

ADA: Know Your Rights, Returning Service Members with Disabilities: https://www.ada.gov/servicemembers_adainfo.html

PTSD: A Healing Story: <https://youtu.be/E97I4Cjarpq>

Louis and Star featured in a news story about his new job in Putnam County: <http://www.hometownstations.com/story/34934170/service-dog-helps-putnam-county-paramedic>

Louis and Star featured in a news story at his previous job with ProMedica: <https://youtu.be/1FnE3LNVMXI>

ICU Hospital Nurses Have Very High Rates of PTSD: <https://youtu.be/PXebHXbeonE>

Increasing First Responder Suicide Rates Spark Concern: <https://www.usnews.com/news/best-states/pennsylvania/articles/2017-03-25/increasing-first-responder-suicide-rates-spark->

Go to page 12 for additional resources and our contact information.

Resources



Contact the Northwest ADA Center-Idaho for information on the Americans with Disabilities Act. We provide training, technical assistance, on-site accessibility reviews and non-legal guidance on the ADA. We do not enforce the ADA.

Contact Dana Gover, MPA, ADAC

ADA Training & Technical Assistance Specialist:

Email: dananwadacenteridaho@gmail.com

ADA TA Hotline: voice and text 208-841-9422

Website: <http://www.nwadacenter.org/idaho>

Disability Action Center NW (DAC) is the main contractor for our project. Our partners include Access Concepts & Training, Inc; the three Centers for Independent Living in Idaho and the Idaho State Independent Living Council.

- Disability Action Center NW (DAC) <http://dacnw.org/>,
- Living Independence Network Corporation (LINC) <http://www.lincidaho.org/>,
- Living Independently For Everyone (LIFE) <http://www.idlife.org/>, and
- Idaho State Independent Living Council (SILC) <https://silc.idaho.gov/>.

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