



# easterseals Crossroads

**Indata project**

## **Job Accommodations – Hiccups and Glitches**

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# The Job Accommodation, it's Magic!



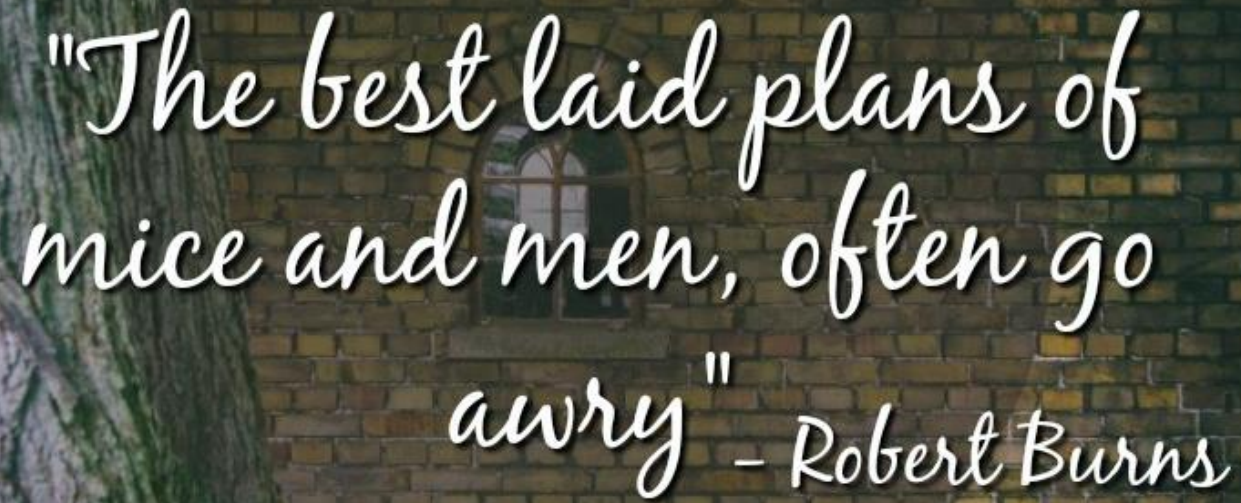
**POOF!**

# The Job Accommodation



CELEBRATE!

On to the next opportunity!



*"The best laid plans of  
mice and men, often go  
awry" - Robert Burns*

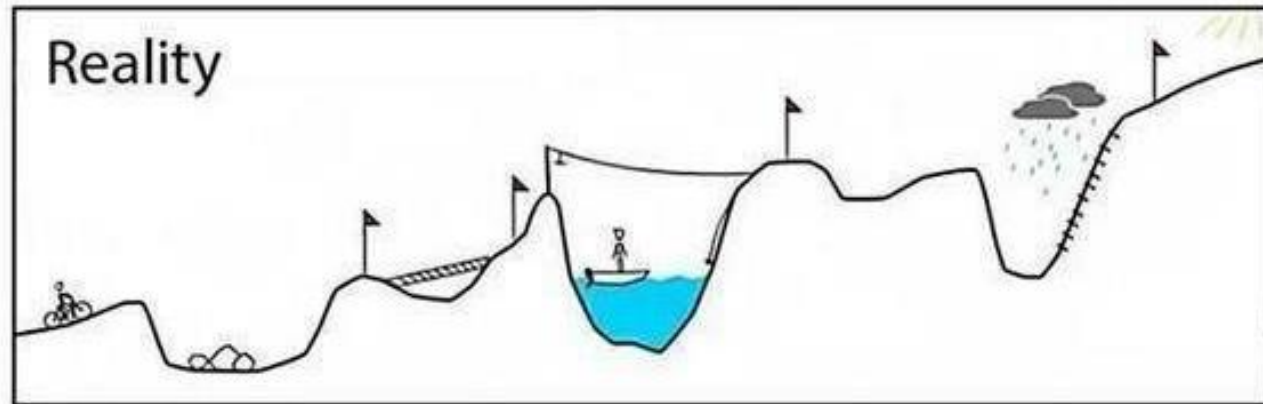
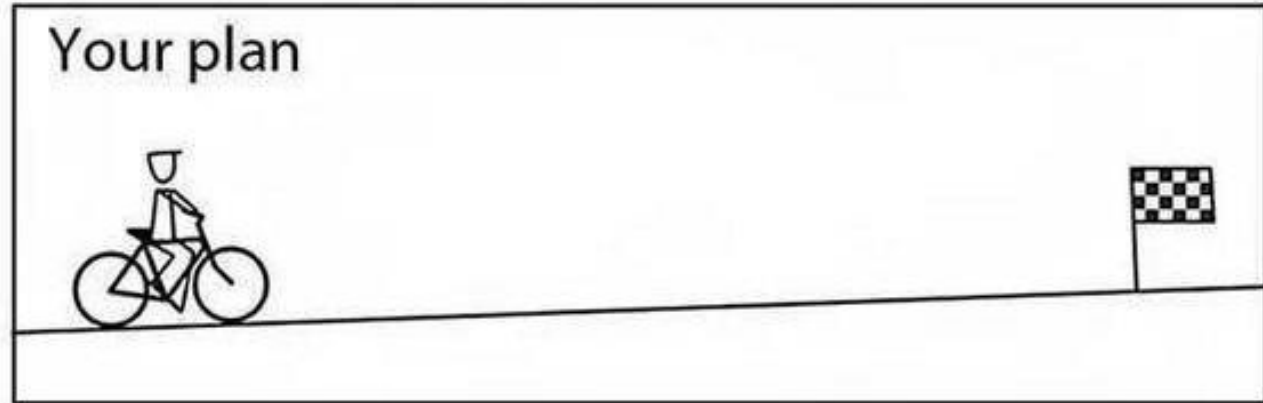


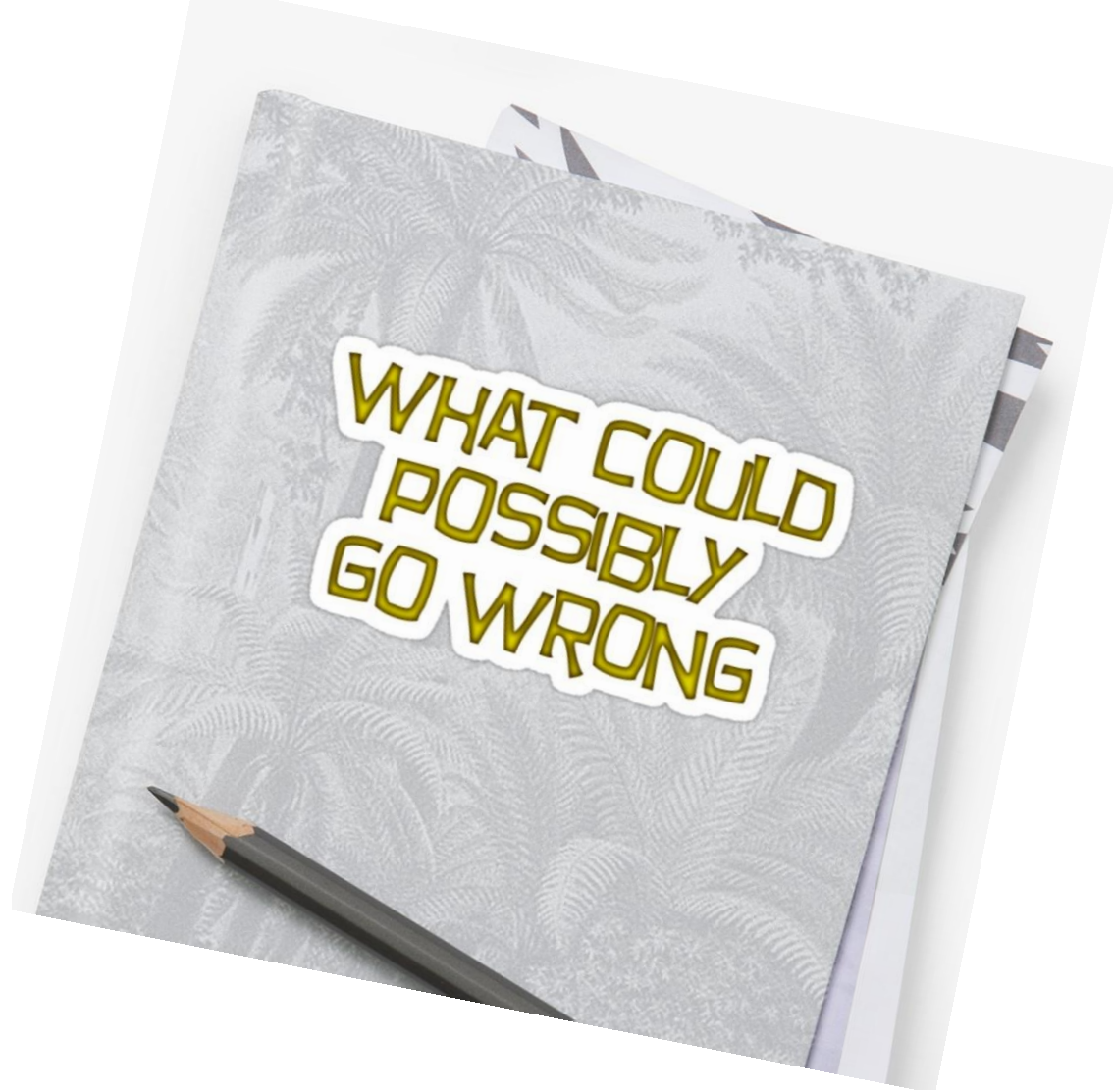
# Expectations and Perceptions



# Hiccups and Glitches

What to do when things don't go according to plan.



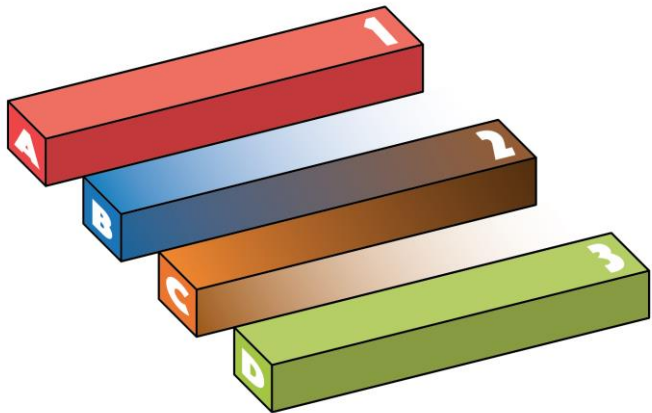




What do you see?







# Don't get tripped up!

- ☐ Know who ALL stakeholders are
- ☐ Set expectations & explain
- ☐ Communicate though
  - ☐ Staff changes
  - ☐ Job changes
  - ☐ Health changes
  - ☐ Other/unexpected changes
- ☐ Available Assistive Technology
- ☐ Adequate Training and Learning Curve!
- ☐ Follow up to make sure it is working!
- ☐ Everyone CELEBRATE!!!



# The Job Accomodation



It's ironic that we use technology to communicate (land line, mobile phone, email, fax, etc.) about this process and we sometimes find that communication to be the most challenging part of the process.

**Success is spelled COMMUNICATION**



# How do we use Assistive Technology



Joe

- Truck
- Dyslex
- Had a

### Hiccup!

- ✓ One of stakeholders was resentful and did not think he could do it.
- ✓ Office changed technology after we were finished and did not anticipate it would affect Joe.

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(zones) in

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➤ Uses smart

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➤ Need to

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### Multiple Glitches:

- ✓ Expectations
- ✓ Not all Stakeholders were identified
- ✓ Communication
- ✓ Not strong team






Doug

- Engineer for 29 years close retirement
- Blood clots caused ... on, swelling in legs
- Lower back
- Hearing ...
- 3
- Solution

Hiccup!

✓ I did not know he was also working with an audiologist who was also making recommendations, but not directly related to job

catastrophic



Allison

➤ Graduate School  
law professor

➤ Human Resources  
he

➤ Needs  
note

➤ Lives

### Glitches!

- ✓ Many stakeholders and other interested individuals did not recognize the Allison had a disability.
- ✓ Allison worked hard not to let anyone know.
- ✓ Allison had used AT before that prejudiced her view of the recommendations

Assistant to

**Noah**

➤ Off

➤ Suf

**Hiccups!**

- ✓ Additional medical conditions, caused more need
- ✓ Afraid to lose job
- ✓ Afraid of how co-workers react to him
- ✓ Supervisor pressured to get back up to speed
- ✓ Consumer did not disclose Carpal Tunnel, which he had suffered with for 5+ years

ke body work

artphone

techno y on smartphone

memory & organization apps



**Terri**

- Student at a
  - Major: Nuclear
  - Aut
  - Reading
  - Math sk
  - Difficult
  - Sol
  - Laptop
  - And
  - P
- Glitches!**
- ✓ Profs saw he was so smart in math/knowledge, overlooked his needs for organization accommodation.
  - ✓ Consumer did not use recommendations.
- LD in  
reading;  
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desktop calendar

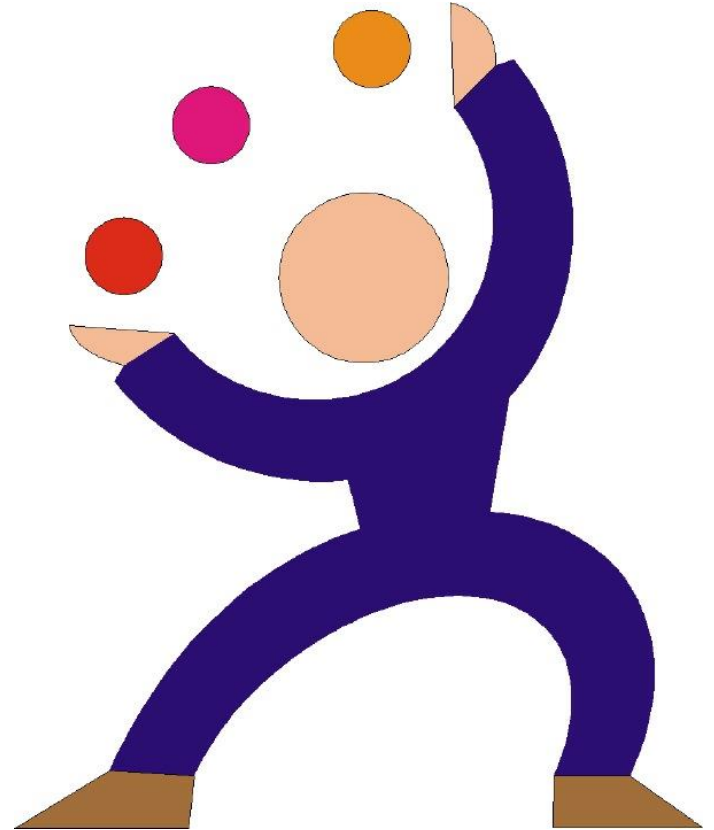
# The Job Accomodation



**Never Stop Asking Questions!**

# The Job Accommodation : the juggling

- Work as a TEAM
- Managing Expectations
- Realistic Timelines & Waiting
- Changes in everything!
- Availability of Assistive Technology
- Training & Learning Curves
- Re-evaluating challenges





# The Job Accomodation



**Success is spelled COMMUNICATION**

# Need more help?

If you have AT questions, we have answers!



**888-466-1314**

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# QUESTIONS?

Thank you for attending!