

Title: Managing Disability from the JAN Perspective: 1983-2010

Since 1983 the Job Accommodation Network, better known as JAN, has been helping U.S. employers of all types and sizes retain employees with disabilities by providing practical solutions to workplace accommodation challenges. Responding to more than 450,000 inquires since its inception, JAN continues to serve employers, employees, and others through telephone, email, live chat, and many other social networking tools such as Second Life. More than 80% of these inquiries are related to retaining an employee. With a history of success, JAN's research into the cost and benefit of accommodation is one of the most quoted statistics in the field.

JAN's session examines the employer experience in managing the accommodation of individuals with disabilities in the United States. Most frequent impairments involving physical, psychological, and sensory limitations, and the accommodations implemented by employers will be presented. This information will be presented as it relates to various industries. The presenter will provide the audience with historical data of workplace impairments and conditions followed by a discussion of employer experience as reported in the JAN study. For example, the JAN study shows that employers can increase the chance of early return-to-work and stay-at-work by providing job modifications to accommodate the needs of the individual and the demands of the job. Effective workplace accommodation policies and practices will also be offered and discussed with a focus on communication and training. The session will conclude with a discussion about using JAN as a resource for both its services, as well as a gateway to other effective resources for managing disability in the workplace.

Presenter – Anne Hirsh, MS, JAN CoDirector