



Accommodation Situations

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Accommodation and ADA Challenges:

**Accommodations
That Affect Others**

**Workplace
Changes**

**Uncomfortable
Issues**

**COVID-19
Pandemic Issues**

Accommodations That Affect Others

Example: Service Animal

An employee with Post Traumatic Stress Disorder asked to bring his service dog to work. His employer denied the request because a coworker is allergic to dogs.



Options: Accommodate Everyone

Don't just deny the request, consider options to accommodate both employees!

- [Service Animals and Allergies in the Workplace](#)
 - Eliminate in-person contact
 - Minimize exposure if in-person contact cannot be eliminated
 - Consider allowing telework



Workplace Changes

Example: Parking

An employer moves to a new location where there is less parking. The employee lot has the required number of accessible spaces under accessibility guidelines, but it's not enough to accommodate all employees who need parking-related accommodations.



Options: Get Specific

Don't give up, get more information!

- Get documentation or talk with employees about actual limitations and needs
- Assign parking based on needs, not everyone needs an accessible parking space
- Consider [other options](#) such as valet parking or telework



Uncomfortable Issues

Example: Body Odor

An employer received reports that an employee had severe body odor that was disrupting the workplace; employees sat close to each other in cubicles. The employer confirmed that the odor was severe and unpleasant but was concerned that a disability was creating the problem, wasn't sure what to do, so told coworkers to just tolerate it.



Options: Take It Step by Step

The problem won't likely go away on its own, take action!

Step 1: Decide who will talk to the employee and what will be said.

Step 2: Have a private meeting and allow enough time.

Step 3: Explain the problem, expectations, timeframe. Be sensitive, but straightforward. Offer to help.

Step 4: If employee discloses a disability, engage in the interactive process.

[JAN's Conduct Page](#)



COVID-19 Pandemic Issues

Example: Mask Exemption

An employee with a respiratory impairment provided a doctor's note indicating that the employee has trouble breathing while wearing a mask. The employee asked for an exemption from the employer's mandatory mask policy. The employer denied the request based on safety.



Options: Safety First

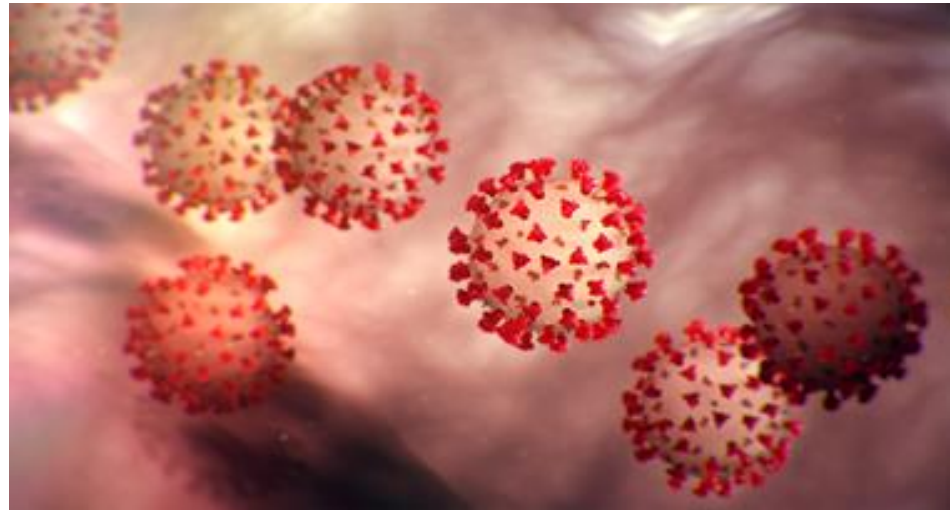
Consider accommodations to overcome safety issues!

- Private office where mask can be removed most of the day
- Rest breaks to remove the mask
- [Face mask frame](#)
- Other [safety strategies](#)
- [Telework](#)



Example: Anxiety and Return to Work **JAN** Job Accommodation Network

An employee with anxiety asked to be allowed to continue working remotely because fear of returning to the workplace exacerbated her medical condition. Her employer denied the request because the employee could not fully perform her job from home. The employee refused to discuss any other options.



Options: It's Not All or Nothing


Don't give up, help the employee feel comfortable discussing the situation!

- Identify the specific source of the fear
- Consider an ease-in approach
 - Full time telework temporarily, with end date
 - Hybrid schedule
- Allow ongoing telework part time for job functions that can be done from home
- Identify and eliminate or reduce triggers

[JAN's Telework Flowchart](#)

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