JAN follow-up answers to questions received during the JAN webcast,
“AT Update: What’s New in 2022?” 8/11/2022
<https://askjan.org/events/index.cfm?calview=eventdetails&dtid=E7BA29E3-C79D-7B81-5B1AB0D1629406B4>

Accommodation

**What devices might be available for employees with a very weak voice/whispering that are working in a call center answering phones using headsets?**

* The type of device needed would likely depend on the type of phone you used in the call center. There is a telephone amplifier designed for landline phones called the Voice Magnifier. Additional outgoing [voice amplifiers for telephone](https://askjan.org/solutions/Outgoing-Voice-Amplification-Telephone.cfm) use can be found on the JAN website. It is also possible to use certain speech generating/AAC devices with a telephone or computer. If the individual is using a VoIP phone that is software-based and runs directly on their computer, it may be possible to use a high-quality microphone and adjust the computer's audio settings sufficiently to allow for effective communication. Software that produces synthetic speech is an additional potential option. - Teresa

**Based upon your expertise in the ADA Community, with Auditory Perceptual Deficit should I be requesting more training. As I am in the early stages of an Client Service Representative candidacy position--the organization has stated that they do have a colleague to provide shadowing. Should I rely on this than the AT concept?**

* In some cases, employees may benefit from additional training in addition to assistive technology or AT. There is no need to choose one over the other. Employers should instead work with employees with disabilities to identify the best combination of accommodations to allow the employee to work effectively and have equal access to benefits and privileges of employment. - Teresa

**Do you have any ideas on how to help a person who is deaf and can't read? They do read lips. How would you deliver on-demand training?**

* It is always beneficial to check with an employee or candidate who is deaf to see what method of communication is most effective for them. If the individual uses sign language, then an ASL interpreter is likely to be the most effective accommodation for training. For an on-demand training, a video recording of a sign language interpreter who is signing the training content is likely to help. If the individual's most effective means of communication is lipreading, then a recording of an oral interpreter may help. - Teresa

**Have a client high on the Spectrum who gets migraines when using a computer for extended periods. We have tried blue filter glasses and dimming screen, but it is not that effective. Looking for other options.**

* Depending on the task this person needs to complete on the computer, an e-ink monitor or another type of [e-ink device](https://askjan.org/solutions/E-Ink-Devices.cfm) may be worth trying. - Teresa

Technology

**Is the Esko Evo an option for someone who has lifting/pushing restrictions to only 10 lbs?**

* The Esko EVO is more of a support than a lifting replacement. The individual is still physically lifting the items in question, they are just doing so with some mechanical support to help them bare a portion of the load. This support might improve the individual’s ability to lift a higher amount of weight but depending on what weights they typically have to lift, other options might still be needed. - Matt

**Does the Honeycomb Pollution mask interfere with those who have a tree nut allergy?**

* The Honeycomb mask mentioned in today's presentation uses a coconut-based filter. Individuals with coconut allergies should avoid this mask as it contains an ingredient to which they are allergic. Individuals with tree nut allergies that are not specific to coconut should exercise caution and check with a physician to see whether this mask is suitable for them. – Teresa

**Would the employer be responsible to maintain a motorized assistive technology that was purchased by the employee for exclusive use at work?**

* Most likely the employer would not. Generally, the employer would only have to consider helping to maintain devices that they own. So, if an individual purchased a device, even if they intend to solely use it for work-related tasks, it is still an item that they own and control. Thus, they would be free to keep it and take it with them should they find other employment at another company. Employers certainly may assist in maintaining such devices if they wish, but they most likely would not be required to do so. – Matt

**Do you see the prices of these devices going down so more people are able to afford them.**

* That will largely depend on the market. If products like these beget competition, then that will make lower prices more likely. But, if not then the companies will likely have little reason to lower their prices if they are successful. - Matt

**Is the mask in today's presentation something that could be recommended for someone with asthma?**

* JAN does not endorse or recommend products. Employees with asthma may wish to check with a physician for help in determining which mask is best suited to their needs. In some cases, employees with asthma who use masks may need breaks in an area where they can safely remove their mask. - Teresa

**Any recommendations for learning about software options for people with executive functioning issues (who may become overwhelmed with tracking windows and all of the activity on a computer).**

* If monitoring multiple processes is a necessary part of the employee’s work, then accommodations to build resilience and remind the employee to return to key tasks may be helpful.
* If an employee needs to carve out time to focus on a specific task, then technology that allows them to focus on that task specifically may help. For example, people who need to focus on writing a draft may benefit from a device such as the Freewrite Traveler from Astrohaus which is specifically designed for distraction free writing.
* In some cases, employees who become overwhelmed trying to monitor for incoming emails while also performing other tasks may benefit from receiving emails on a second screen or on a second device such as a tablet or smart phone.
* Smartwatches can also be used to receive email alerts and other reminders.
* By substituting an audible or vibrating alert, the individual may be less likely to feel overwhelmed by visual alerts and reminders.
* A job coach may be helpful in planning a routine for carving out time for focus tasks and developing a reminder system - Teresa

**Any new memory app? One where you can reset the alarm if you are interrupted mid task to remind you to go back to the initial task?**

* I do not know of an app that will automatically prompt one to return to an interrupted task. However, there are several apps for memory and organization. The right solution will of course depend on the task that needs to be completed, that will present the user with reminders to complete daily goals, and tasks from a to-do list. For example, Habit List is an example of an app that allows the user to return to or complete a task directly from the lock screen. - Teresa

**Are there any products for those required to speak/present webinars but has a voice limitation. They can speak for 1/2 hour for the day but required to speak a total of three hours daily.**

* Individuals who need to limit the amount of time they spend speaking and who need to present webinars may benefit from pre-recording their audio. For example, it is possible to embed an audio recording in a slide so that the audio will play when the slide is advanced. There are other recording methods that may also work depending on the platform that the employer uses for webinars.
* Other technologies such as speech generating or AAC devices may also be helpful especially if the time for Q&A exceeds the employees total talk time for the day. Speech generating/AAC devices can also be used to limit the amount of time the individual spends speaking during other work-related activities.
* I have not heard of an individual using voice amplification while presenting a webinar, but in some cases, access to amplification can also help to preserve one's voice and prevent vocal strain.
* Other accommodations such as allowing a co-presenter or qualified reader to read text prepared by the employee may also be possible.
- Teresa

**Dragon software has gone cloud based. Comments on security and around HIPAA concerns with the Medical version?? (And Legal version, too) The EULA is now in conflict with my state's constitution and the state can't sign the contract per se. (I am a state employee)**

* This is largely out of our realm so the guidance we can provide here would be limited. You will probably want to consult with legal counsel on this. But, to determine if there is a security issue or confidentiality concerns, you would need information on how the cloud service works, what information is captured, how is that data stored, what it is used for, and so on. Cloud-based does not automatically mean that it is insecure, but it does require a closer look to ensure that it is secure. - Matt