



**Job Accommodation Network**

Practical Solutions • Workplace Success

## **Accommodation and Compliance Series**

# **Accommodation and Compliance Series: Shingles/Herpes Zoster**

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**Funded by a contract with the Office of Disability  
Employment Policy, U.S. Department of Labor**

## Preface

The Job Accommodation Network (JAN) is funded by a grant from the Office of Disability Employment Policy, U.S. Department of Labor. JAN makes documents available with the understanding that the information be used solely for educational purposes. The information is not intended to be legal or medical advice. If legal or medical advice is needed, appropriate legal or medical services should be contacted.

JAN does not endorse or recommend any products or services mentioned in this publication. Although every effort is made to update resources, JAN encourages contacting product manufacturers/vendors and service providers directly to ensure that they meet the intended purposes. This guarantees that the most up-to-date information is obtained.

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## **JAN'S Accommodation and Compliance Series**

### **Introduction**

JAN's Accommodation and Compliance Series is designed to help employers determine effective accommodations and comply with Title I of the Americans with Disabilities Act (ADA). Each publication in the series addresses a specific medical condition and provides information about the condition, ADA information, accommodation ideas, and resources for additional information.

The Accommodation and Compliance Series is a starting point in the accommodation process and may not address every situation. Accommodations should be made on a case by case basis, considering each employee's individual limitations and accommodation needs. Employers are encouraged to contact JAN to discuss specific situations in more detail.

For information on assistive technology and other accommodation ideas, visit JAN's Searchable Online Accommodation Resource (SOAR) at <https://AskJAN.org/soar>.

### **Information about Shingles**

Shingles, herpes zoster, is a reactivation of the chickenpox virus (the varicella-zoster virus). After having chickenpox, the varicella-zoster virus retreats to nerve cells in the body, where it often lies dormant for many years. Like other members of the herpes family (such as the herpes simplex viruses that cause cold sores and genital herpes), the varicella-zoster virus that causes chickenpox never leaves the body.

Certain factors, such as stress, aging, or low immunity, can reactivate the virus and it begins to reproduce. The virus travels along the path of a nerve (where the virus "slept") to the skin's surface and becomes visible as shingles. Shingles causes numbness, tingling, itching, or pain before a blistering rash appears. This rash appears as fluid-filled blisters. Because shingles occurs in an area of the skin that is supplied by sensory fibers of a single nerve, called a dermatome, the rash usually appears in a strip on one side of the body, typically the torso, face, nose, and eyes.

Diagnosis is difficult before the rash appears and may be mistaken for conditions such as appendicitis or heart attack. Treatments focus on shortening the duration of the shingles outbreak and controlling the associated pain, but there is not currently a vaccine distributed to prevent shingles. Shingles may lead to a chronic painful condition called post-herpetic neuralgia (PHN) that can be difficult to treat, and many individuals who experience shingles have pain in the affected area during periods of short-term stress. A small percentage of people have more than one occurrence of shingles.

## **Shingles and the Americans with Disabilities Act**

The ADA does not contain a definitive list of medical conditions that constitute disabilities. Instead, the ADA defines a person with a disability as someone who (1) has a physical or mental impairment that substantially limits one or more "major life activities," (2) has a record of such an impairment, or (3) is regarded as having such an impairment. For more information about how to determine whether a person has a disability under the ADA, see [How to Determine Whether a Person Has a Disability under the Americans with Disabilities Act Amendments Act \(ADAAA\)](#).

### **Accommodating Employees with Shingles**

People with shingles may develop some of the limitations discussed below, but seldom develop all of them. Also, the degree of limitation will vary among individuals. Be aware that not all people with shingles will need accommodations to perform their jobs and many others may only need a few accommodations. The following is only a sample of the possibilities available. Numerous other accommodation solutions may exist.

#### **Questions to Consider:**

1. What limitations is the employee experiencing?
2. How do these limitations affect the employee and the employee's job performance?
3. What specific job tasks are problematic as a result of these limitations?
4. What accommodations are available to reduce or eliminate these problems? Are all possible resources being used to determine possible accommodations?
5. Once accommodations are in place, would it be useful to meet with the employee to evaluate the effectiveness of the accommodations and to determine whether additional accommodations are needed?
6. Do supervisory personnel and employees need training?

#### **Accommodation Ideas:**

##### **Limitations**

##### **Decreased Stamina/Fatigue**

- Aide/Assistant/Attendant
- Anti-fatigue Matting
- Ergonomic Assessments

- Ergonomic Equipment
- Job Restructuring
- Periodic Rest Breaks
- Stand-lean Stools
- Task Rotation
- Telework, Work from Home, Working Remotely
- Wearable Anti-fatigue Matting
- Worksite Redesign / Modified Workspace

#### Hard of Hearing

- Face-to-Face Communication
  - Assistive Listening Devices (personal)
  - Assistive Listening Devices and Sound Field System
  - CART Services - Remote
  - CART Services
  - Masks - Clear
  - Communicate Another Way
  - Notepad or White Board
  - Portable Text Communication Devices
  - Speech Recognition Software
  - Two-Way Radio With Texting
  - Voice Recorders
- Other
  - Amplified Stethoscopes and Related Products
  - Hearing Protection
  - Job Restructuring
  - Training Modifications
  - Vibrating Watches/Alarms
- Phone Access
  - Captioned Telephone Calls
  - Headsets - Hearing Aid Compatible, Amplification
  - Telephone Amplification

- TTY - Portable
  - TTY Software
  - TTYs (Text Telephones)
  - Voicemail Transcription: Voice to Text
- Services
  - Aide/Assistant/Attendant
  - Disability Awareness/Etiquette Training
  - Interpreter
  - Real-time and Off-line Captioning Services
  - Relay Conference Captioning (RCC)
  - Scribe/Notetaker
  - Video Relay Services (VRS)
- Worksite Access
  - Alerting Devices
  - Established Routes of Travel for Heavy Equipment/Vehicles
  - Cyclist's Mirror
  - Industrial Mirrors
  - Noise Abatement
  - Noise Canceling Headsets
  - Paging Products & Services
  - Sound Absorption and Sound Proof Panels
  - Strobe Lights
  - Vehicle Rear Vision System
  - Worksite Redesign / Modified Workspace

## Headache

- Air Cleaners & Purifiers
- Alternative Lighting
- Anti-Glare Filters for Fluorescent Lights
- Cubicle Doors, Shields, and Shades
- Environmental Sound Machines / Tinnitus Maskers / White Noise Machines

- Flexible Schedule
- Full Spectrum or Natural Lighting Products
- Job Restructuring
- Lighting Gel Filters
- Marginal Functions
- Modified Break Schedule
- Non-Fluorescent Lighting
- Task Lighting
- Telework, Work from Home, Working Remotely

#### Low Vision

- Accessible Mobile Phones
- Accessible Telephones
- Apps for Individuals with Vision Impairment
- External Computer Screen Magnification
- Head-mounted Magnifiers
- High Visibility Floor Tape and Paint
- Large Button Phones
- Large Visual Display for Telephone
- Lighted Reading Glasses
- Low Vision Office Supplies
- Magnification (Hand or Stand)
- Optical Character Recognition (OCR) Systems - Scan
- Portable Video/Electronic Magnifiers
- Screen Magnification and Screen Reading Combined
- Screen Magnification Software
- Sewing Aids for Individuals with Vision Impairment
- Stair Tread/Textured Tape
- Tactile Timepieces/Watches
- Talking Alarm Clocks
- Talking Bar Code Scanner/Reader
- Talking Blood Glucose Monitors

- Talking Blood Pressure Monitors
- Talking Cash Register
- Talking Coin Counter/Sorter
- Talking Color Detector
- Talking Copier
- Talking Credit Card Terminal
- Talking Money Identifier
- Talking Scales
- Talking Telephones
- Talking Watches

#### Skin Rash/Blisters/Sores

- Alternative Cleaning Supplies
- Augmentative and Alternative Communication (AAC) Device
- Disability Awareness/Etiquette Training
- Job Restructuring
- Odor Control
- Outgoing Voice Amplification - Telephone
- Policy Modification
- Touchless Faucets
- Voice Amplification

#### Stress Intolerance

- Apps for Anxiety and Stress
- Behavior Modification Techniques
- Counseling/Therapy
- Environmental Sound Machines / Tinnitus Maskers / White Noise Machines
- Flexible Schedule
- Job Restructuring
- Marginal Functions
- Modified Break Schedule
- Supervisory Methods



- Support Animal
- Support Person

#### Suppressed Immune System

- Disability Awareness/Etiquette Training
- Hand Protection
- Physical/Social Distancing Signage
- Policy Modification
- Telework, Work from Home, Working Remotely
- Worksite Redesign / Modified Workspace

#### Temperature Sensitivity

- Sensitivity to Cold
  - Air Deflectors
  - Cold Resistant Gloves
  - Flexible Schedule
  - Heated Clothing
  - Heated Ergonomic and Computer Products
  - Heated Gloves
  - Telework, Work from Home, Working Remotely
  - Vent Covers
  - Workstation Space Heaters
- Sensitivity to Heat
  - Air Deflectors
  - Cooling Clothing
  - Fans
  - Flexible Schedule
  - Portable Air Conditioners
  - Telework, Work from Home, Working Remotely
  - Vent Covers

#### **Work-Related Functions**

##### Policies

- Additional Training Time / Training Refreshers
- Aide/Assistant/Attendant
- Environmental Sound Machines / Tinnitus Maskers / White Noise Machines
- Flexible Schedule
- Marginal Functions
- Modified Break Schedule
- Periodic Rest Breaks
- Physical/Social Distancing Signage
- Policy Modification
- Reassignment
- Service Animal
- Sleep Alerting Devices
- Strobe Lights
- Supervisory Methods
- Support Animal
- Telework, Work from Home, Working Remotely
- Touchless Faucets

## Stress

- Apps for Anxiety and Stress
- Behavior Modification Techniques
- Counseling/Therapy
- Environmental Sound Machines / Tinnitus Maskers / White Noise Machines
- Flexible Schedule
- Job Coaches
- Job Restructuring
- Marginal Functions
- Modified Break Schedule
- Monitor Mirrors
- Odor Control

- On-site Mentoring
- Service Animal
- Simulated Skylights and Windows
- Strobe Lights
- Supervisory Methods
- Support Animal
- Support Person
- Telework, Work from Home, Working Remotely
- Uninterrupted Work Time

#### Temperature

- Sensitivity to Cold
  - Air Deflectors
  - Cold Resistant Gloves
  - Flexible Schedule
  - Foot Warmers
  - Heat Resistant Gloves
  - Heated Clothing
  - Heated Ergonomic and Computer Products
  - Heated Gloves
  - Modified Break Schedule
  - Telework, Work from Home, Working Remotely
  - Vent Covers
  - Workstation Space Heaters
- Sensitivity to Heat
  - Air Deflectors
  - Cooling Clothing
  - Fans
  - Flexible Schedule
  - Heat Resistant Gloves
  - Modified Break Schedule
  - Personal Visors

- Telework, Work from Home, Working Remotely
- Vent Covers

## Situations and Solutions:

The following situations and solutions are real-life examples of accommodations that were made by JAN customers. Because accommodations are made on a case-by-case basis, these examples may not be effective for every workplace but give you an idea about the types of accommodations that are possible.

### **A professor with shingles had pain in his neck when cold air hit from the air conditioning vent.**

She experienced chronic pain due to having shingles around the back of her neck. She was accommodated with a directional air vent to move the cool air away from where she sat.

### **A finance manager with shingles was required to attend a training on workplace violence.**

She was still considered contagious the day before the training began. As an accommodation, the employer set up a remote training platform so that she could attend the training from home.

### **A journalist had difficulty recovering from shingles.**

She was experiencing chronic migraines and depression from six weeks of shingles, which manifested around her right eye. Her employer granted her extended leave to work on her recovery.

### **A federal employee experience neuralgia from shingles when trying to sleep.**

His physician stated that the most severe effects should pass within two months. He was granted telework with a flexible schedule to accommodate his fatigue and lack of sleep.

### **A chef could no longer wear latex gloves due to an allergy that developed from shingles on her arm.**

He was accommodated with latex-free gloves.

## Products

There are numerous products that can be used to accommodate people with limitations. JAN's Searchable Online Accommodation Resource at <https://AskJAN.org/soar> is designed to let users explore various accommodation options. Many product vendor lists are accessible through this system; however, JAN provides these lists and many more that are not available on the Web site upon request. Contact JAN directly if you have specific accommodation situations, are looking for products, need vendor information, or are seeking a referral.

## Resources

### **Job Accommodation Network**

West Virginia University  
PO Box 6080  
Morgantown, WV 26506-6080  
Toll Free: (800) 526-7234  
TTY: (304) 293-7186  
Fax: (304) 293-5407  
[jan@askjan.org](mailto:jan@askjan.org)  
<https://askjan.org>

The Job Accommodation Network (JAN) is a free consulting service that provides information about job accommodations, the Americans with Disabilities Act (ADA), and the employability of people with disabilities.

### **Office of Disability Employment Policy**

200 Constitution Avenue,  
NW, Room S-1303  
Washington, DC 20210  
Toll Free: (866) 633-7365  
[odep@dol.gov](mailto:odep@dol.gov)  
<https://www.dol.gov/agencies/odep>

The Office of Disability Employment Policy (ODEP) is an agency within the U.S. Department of Labor. ODEP provides national leadership to increase employment opportunities for adults and youth with disabilities while striving to eliminate barriers to employment.

### **American Chronic Pain Association**

P.O. Box 850  
Rocklin, CA 95677-0850  
Toll Free: (800) 533-3231  
Fax: (916) 632-3208  
[ACPA@theacpa.org](mailto:ACPA@theacpa.org)  
<http://www.theacpa.org>

The purpose of the American Chronic Pain Association is to facilitate peer support and education for individuals with chronic pain and their families so that these individuals may live more fully in spite of their pain.

**American Pain Society**

8735 W. Higgins Road,  
Suite 300  
Chicago, IL 60631  
Toll Free: (847) 375-4715  
[info@americanpainsociety.org](mailto:info@americanpainsociety.org)  
<http://www.ampainsoc.org>

The American Pain Society is a multidisciplinary community that brings together a diverse group of scientists, clinicians, and other professionals to increase the knowledge of pain and transform public policy and clinical practice to reduce pain-related suffering.

**Centers for Disease Control and Prevention**

1600 Clifton Rd  
Atlanta, GA 30333  
Toll Free: (800) 232-4636  
<https://www.cdc.gov/>

The Centers for Disease Control and Prevention are dedicated to protecting the health and safety of people - at home and abroad, providing credible information to enhance health decisions, and promoting health through strong partnerships.

**Immunization Action Coalition**

2550 University Avenue West  
Suite 415  
North Saint Paul, MN 55114  
Direct: (651) 647-9009  
Fax: (651) 647-9131  
[admin@immunize.org](mailto:admin@immunize.org)  
<http://www.immunize.org>

<http://www.mayoclinic.org/>

The Mayo Clinic's mission to inspire hope and contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education and research.

**MedlinePlus**

8600 Rockville Pike  
Bethesda, MD 20894  
[custserv@nlm.nih.gov](mailto:custserv@nlm.nih.gov)  
<https://medlineplus.gov>

MedlinePlus is the National Institutes of Health's Web site for patients and their families and friends. Produced by the National Library of Medicine, the world's largest medical library, it brings you information about diseases, conditions, and wellness issues in language you can understand. MedlinePlus offers reliable, up-to-date health information, anytime, anywhere, for free.

**National Center for Biotechnology Information**

8600 Rockville Pike  
Bethesda, MD 20894  
[pubmedcentral@ncbi.nlm.nih.gov](mailto:pubmedcentral@ncbi.nlm.nih.gov)  
<https://www.ncbi.nlm.nih.gov/>

The National Center for Biotechnology Information advances science and health by providing access to biomedical and genomic information.



**National Institute of Allergy and Infectious Diseases**

5601 Fishers Lane

MSC 9806

Bethesda, MD 20892-9806

Toll Free: (866) 284-4107

Direct: (301) 496-5717

Fax: (301) 402-3573

[ocpostoffice@niaid.nih.gov](mailto:ocpostoffice@niaid.nih.gov)

<http://www.niaid.nih.gov/Pages/default.aspx>

NIAID conducts and supports basic and applied research to better understand, treat, and ultimately prevent infectious, immunologic, and allergic diseases.

**National Institute of Arthritis and Musculoskeletal and Skin Diseases**

1 AMS Circle

Bethesda, MD 20892-3675

Toll Free: (877) 226-4267

Direct: (301) 495-4484

Fax: (301) 718-6366

[NIAMSinfo@mail.nih.gov](mailto:NIAMSinfo@mail.nih.gov)

<http://www.niams.nih.gov>

The mission of the National Institute of Arthritis and Musculoskeletal and Skin Diseases is to support research into the causes, treatment, and prevention of arthritis and musculoskeletal and skin diseases, the training of basic and clinical scientists to carry out this research, and the dissemination of information on research progress in these diseases.

**National Institute of Neurological Disorders and Stroke**

P.O. Box 5801

Bethesda, MD 20824

Toll Free: (800) 352-9424

Direct: (301) 496-5751

<http://www.ninds.nih.gov>

The NINDS, an agency of the U.S. Federal Government and a component of the National Institutes of Health and the U.S. Public Health Service, is a lead agency for the

congressionally designated Decade of the Brain, and the leading supporter of biomedical research on disorders of the brain and nervous system.

**National Institute on Aging**

31 Center Drive

MSC 2292

Bethesda, MD 20892

Toll Free: (800) 222-2225

[niaic@nia.nih.gov](mailto:niaic@nia.nih.gov)

<https://www.nia.nih.gov/>

At NIA, our mission is to discover what may contribute to a healthy old age as well as to understand and address the disease and disability sometimes associated with growing older. In pursuit of these goals, our research program covers a broad range of areas, from the study of basic cellular changes that occur with age to the examination of the biomedical, social, and behavioral aspects of age-related conditions, including Alzheimer's disease.

**Remedy's Health Communités**

<http://www.healthcommunities.com>

Remedy Health Media is America's fastest growing health information and technology company. We are a leading provider of clinical resources and wellness tools that help millions of patients and caregivers live healthier, more fulfilled lives.

Our mission is to empower patients and caregivers with the information and applications needed to efficiently navigate the healthcare landscape and as a result, to permit better health outcomes through use of our products and services.

**The Foundation for Peripheral Neuropathy**

485 Half Day Road

Suite 350

Buffalo Grove, IL 60089

Toll Free: (877) 883-9942

Fax: (847) 883-9960

[info@tffpn.org](mailto:info@tffpn.org)

<https://www.foundationforpn.org/>

The Foundation for Peripheral Neuropathy is a Public Charity committed to fostering collaboration among today's most gifted and dedicated neuroscientists and physicians. These specialists from around the country will help us maintain a comprehensive view of the field and determine the research areas that hold the most promise in neuropathy research and treatment to develop new and effective therapies that can reverse, reduce and one day eliminate Peripheral Neuropathy. It is our ultimate goal to utilize every means and opportunity to dramatically improve the lives of those living with this painful and debilitating disorder.

**U.S. Department of Veterans Affairs**

Toll Free: (844) 698-2311

<http://www.va.gov/>

The Agency is responsible for providing employment, training, educational and reemployment rights information and assistance to veterans, and other military personnel who are preparing to transition from the military. Also provide hearing aids. All World War I veterans are eligible to receive free hearing aids. Other veterans can receive free hearing aids if their hearing loss is at least 50% service-related.

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