

JAN

Job Accommodation Network

Practical Solutions • Workplace Success

Accommodation and Compliance Series

Accommodation and Compliance Series: Employees with Shingles/Herpes Zoster

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Employment Policy, U.S. Department of Labor

Preface

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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 <http://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 list of medical conditions that constitute disabilities. Instead, the ADA has a general definition of disability that each person must meet. A person has a disability if he/she has a physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or is regarded as having 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. Has the employee been consulted regarding possible accommodations?
6. 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?
7. Do supervisory personnel and employees need training?

Accommodation Ideas:

Limitations

Decreased Stamina/Fatigue

- Aide/Assistant/Attendant
- Anti-fatigue Matting

- Elevating Wheelchairs
- Ergonomic Assessments
- Ergonomic Equipment
- Job Restructuring
- Periodic Rest Breaks
- Scooters
- Stand-lean Stools
- Telework, Work from Home, Working Remotely
- Walkers
- Wearable Anti-fatigue Matting
- Wheelchairs
- Worksite Redesign / Modified Workspace

Hard of Hearing

- Aide/Assistant/Attendant
- Alerting Devices
- Amplified Stethoscopes and Related Products
- Apps for Individuals Who are Deaf or Hard of Hearing
- Assistive Listening Devices (personal)
- Assistive Listening Devices and Sound Field System
- Captioned Telephone Calls
- CART Services
- CART Services - Remote
- Clear Face Masks
- Communicate Another Way
- Cyclist's Mirror
- Disability Awareness/Etiquette Training
- Established Routes of Travel for Heavy Equipment/Vehicles
- Headsets - Hearing Aid Compatible, Amplification
- Hearing Protection
- Industrial Mirrors
- Interpreters

- Job Restructuring
- Noise Abatement
- Noise Canceling Headsets
- Notepad or white board
- Paging Products & Services
- Portable Text Communication Devices
- Real-time and Off-line Captioning Services
- Relay Conference Captioning (RCC)
- Scribe/Notetaker
- Sound Absorption and Sound Proof Panels
- Speech Recognition Software
- Strobe Lights
- Telephone Amplification
- Training Modifications
- TTY - Portable
- TTY Software
- TTYs (Text Telephones)
- Two-Way Radio With Texting
- Vehicle Rear Vision System
- Vibrating Watches/Alarms
- Video Relay Services (VRS)
- Voice Recorders
- Voicemail Transcription: Voice to Text
- 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
- Enlarged Keyboard Tops and Labels
- External Computer Screen Magnification
- Head-mounted Magnifiers
- 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
- Tactile Timepieces/Watches
- Talking Alarm Clocks
- Talking Bar Code Scanner/Reader
- Talking Blood Glucose Monitors
- Talking Blood Pressure Monitors

- Talking Cash Register
- Talking Color Detector
- Talking Copier
- Talking Money Identifier
- Talking Scales
- Talking Telephones
- Talking Watches

Skin Rash/Blisters/Sores

- Alternative Cleaning Supplies
- Disability Awareness/Etiquette Training
- Job Restructuring
- Policy Modification

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
- Policy Modification
- Telework, Work from Home, Working Remotely
- Worksite Redesign / Modified Workspace

Temperature Sensitivity

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

Work-Related Functions

Policies

- Additional Training Time / Training Refreshers
- Aide/Assistant/Attendant
- Flexible Schedule
- Marginal Functions
- Modified Break Schedule
- Periodic Rest Breaks
- Policy Modification
- Reassignment
- Service Animal
- Supervisory Methods
- Support Animal
- Telework, Work from Home, Working Remotely

Stress

- Apps for Anxiety and Stress
- Behavior Modification Techniques

- Counseling/Therapy
- Flexible Schedule
- Job Restructuring
- Marginal Functions
- Modified Break Schedule
- Monitor Mirrors
- On-site Mentoring
- Service Animal
- Simulated Skylights and Windows
- Supervisory Methods
- Support Animal
- Support Person
- Telework, Work from Home, Working Remotely
- Uninterrupted Work Time

Temperature

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

Situations and Solutions:

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 <http://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
<http://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
<http://dol.gov/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
<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
<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
<http://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
<http://www.immunize.org>

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
<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
<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 Communities

<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
<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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