

JAN

Job Accommodation Network

Practical Solutions • Workplace Success

Accommodation and Compliance Series

Accommodation and Compliance Series: Employees with Depression

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AskJAN.org



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 contract with 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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Updated 11/26/2018.

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 Depression

Depression is an illness that involves feelings of sadness lasting for two weeks or longer, often accompanied by a loss of interest in life, hopelessness, and decreased energy. Such distressing feelings can affect one's ability to perform the usual tasks and activities of daily living. This is considered to be clinical depression. It is very different from a temporary case of "the blues" triggered by an unhappy event or stressful situation. Depression affects the mind, but this does not mean "it's all in your head."

Depression is a medical illness linked to changes in the biochemistry of the brain. Depression is not a weakness of character. Being depressed does not mean a person is inadequate. It means the person has a medical illness that is just as real as diabetes or ulcers. Like other medical disorders, clinical depression should not be ignored or dismissed. A clinically depressed person cannot simply "snap out of it" any more than a person with an ulcer could simply will it away.

JAN's [Effective Accommodation Practices \(EAP\) Series: Executive Functioning Deficits](#) is a publication detailing accommodations for individuals with limitations related to executive functioning. These ideas may be helpful in determining accommodations.

Depression 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 Depression

People with depression 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 depression 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

Attentiveness/Concentration

- Applications (apps)
- Behavior Modification Techniques
- Cubicle Doors, Shields, and Shades
- Electronic Organizers

- Environmental Sound Machines / Tinnitus Maskers / White Noise Machines
- Flexible Schedule
- Job Coaches
- Modified Break Schedule
- Noise Canceling Headsets
- Sound Absorption and Sound Proof Panels
- Telework, Work from Home, Working Remotely
- Timers and Watches
- Worksite Redesign / Modified Workspace
- Written Instructions

Control of Anger/Emotions

- Apps for Miscellaneous Mental Health / Control of Anger & Emotions
- Behavior Modification Techniques
- Counseling/Therapy
- Disability Awareness/Etiquette Training
- Employee Assistance Program
- Environmental Sound Machines / Tinnitus Maskers / White Noise Machines
- Flexible Schedule
- Job Restructuring
- Simulated Skylights and Windows
- Sun Boxes and Lights
- Supervisory Methods
- Support Animal
- Support Person

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

Executive Functioning Deficits

- Apps for Concentration
- Checklists
- Color Coded System
- Cubicle Doors, Shields, and Shades
- Environmental Sound Machines / Tinnitus Maskers / White Noise Machines
- Form Generating Software
- Job Coaches
- Job Restructuring
- Marginal Functions
- Modified Break Schedule
- Noise Canceling Headsets
- Recorded Directives, Messages, Materials
- Sound Absorption and Sound Proof Panels
- Speech Recognition Software
- Timers and Watches
- Wall Calendars and Planners
- Written Instructions

Memory Loss

- Additional Training Time / Training Refreshers

- Apps for Memory
- Electronic Organizers
- Memory Software
- Recorded Directives, Messages, Materials
- Reminders
- Support Person
- Verbal Cues
- Wall Calendars and Planners
- Written Instructions

Organizing/Planning/Prioritizing

- Applications (apps)
- Apps for Organization/ Time Management
- Color-coded Manuals, Outlines, and Maps
- Electronic Organizers
- Ergonomic Equipment
- Job Coaches
- Job Restructuring
- On-site Mentoring
- Organization Software
- Professional Organizers
- Reminders
- Supervisory Methods
- Timers and Watches
- Wall Calendars and Planners
- Written Instructions

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

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

Situations and Solutions:

An employee with major depression and bipolar disorder was having difficulties working in a busy central banking office.

He needed to manage a large staff of workers, provide customer service, and oversee the daily office management. As an accommodation he requested and received a transfer to a smaller and less busy branch office. The employee maintained his salary and the responsibilities of his leadership role.

A county employee who works in the property records room has bouts of depression that are intensified when he is busy, under deadlines, and has frequent interruptions.

He then finds it difficult to concentrate and get his work completed. The employer rescheduled a part-time worker to help during the busy times, allowing the employee to go to a specified desk behind a partition where he could concentrate more fully on the records he was responsible for.

A guidance counselor for a large high school experienced severe bouts of irritable bowel syndrome, depression, and fatigue as a result of fibromyalgia.

He experienced difficulty in opening the heavy doors to the entrance of the school and had to make frequent trips to the bathroom. The individual's employer complained that he was spending too much of his time away from his office and therefore was not available for students. The employer moved the employee's office to a location closer to the faculty restroom, added an automatic entry system to the main doors, and allowed flexible leave time so the employee could keep appointments with his therapist.

Jude, an applicant with a depression and anxiety, is applying for a customer service position that requires a pre-employment test.

Due to medication that Jude takes for both conditions, his processing speed is a bit slower. He feels he can only do his best on the test if he has the accommodations of extended time as well as taking the test in a private location to help limit distractions. In order for the employer to even consider those accommodations, the employee will need to disclose the mental health impairments and be prepared to provide medical documentation.

A customer service representative working in a call center was experiencing limitations associated with generalized anxiety disorder and depression.

He began treatment with a new healthcare provider who adjusted his medications and recommended bi-weekly counseling sessions for one month. He exhausted his accrued paid sick leave but was FMLA eligible. He applied FMLA leave intermittently in order to attend counseling appointments.

A construction worker had Huntington's disease related depression.

He requested ADA leave to get treatment and a reduced work schedule when he returned back to work, he was accommodated with leave and a modified schedule.

A middle school teacher with chronic depression asks for the accommodation of leave one afternoon a week for a sixteen-week period so she can attend an intensive out-patient therapy program recommended by her mental health practitioner.

The physician feels this treatment is necessary to prevent a depressive episode requiring further leave. Her employer finds no hardship in providing her with a substitute for those sixteen afternoons and provides the requested accommodation.

A driver with seasonal affective disorder (SAD) who picks up and delivers clients to various appointments began to forget waiting clients as well as the routes she needed to travel in order to deliver them to the appropriate facility.

When her employer mentioned the mistakes, the driver broke down. She described her depression and anxiety with the change of seasons and how it affected her memory. The use of reminder apps, as well as those to help with directions, were discussed as possible accommodation solutions.

An employee returning to work after a stroke was dealing with depression.

As a result, the employee's performance was impaired and the previous supervisory method was no longer effective. The supervisor agreed to meet with the employee weekly to discuss performance and conduct issues that were becoming problematic, as well as put accommodations into place. Among the accommodations: a flexible schedule for health care appointments, a diagram to help with the flow of duties, templates to assist in report writing, and a move to an area with more natural lighting.

An employer, trying to accommodate an employee returning to work after a leave, had questions about the stress of required travel that escalated the employee's depression and anxiety.

The employer was advised to continue on in the interactive process to discover what specifically about the travel was stressful so they could determine accommodations for those identified issues. Examples of questions to ask could include what particularly about the travel causes the stress that heightens the depression, such as the length of the travel, the distance, the planning process, or even specific modes of travel and/or locations.

An employee voluntarily admitted herself to a hospital inpatient unit due to severe depression.

Her mother called the employer to let them know what had happened and to tell them her return date was uncertain at that time. The employer provided leave under the ADA for the employee and requested her mother to keep them informed about the employee's progress and possible return to work date.

A grocery store bagger with seasonal affective disorder (SAD) had difficulty working an early schedule due to oversleeping.

She also experienced fatigue and depression during late fall and winter months. She was accommodated with an afternoon schedule and was moved to the front of the store, which had windows that let sunlight enter her workspace.

An electrician with severe depression needed to attend periodic licensure trainings.

The person had difficulty taking effective notes and paying attention in the meetings. The individual was accommodated with notes from remote Communication Access Realtime Translation (CART) service.

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 Psychiatric Association

1000 Wilson Blvd
Suite 1825
Arlington, VA 22209-3901
Toll Free: (888) 357-7924
Direct: (703) 907-7300
apa@psych.org
<http://www.psych.org>

The American Psychiatric Association is an organization of psychiatrists working together to ensure humane care and effective treatment for all persons with mental illness, including substance use disorders. It is the voice and conscience of modern psychiatry. Its vision is a society that has available, accessible quality psychiatric diagnosis and treatment.

American Psychological Association

750 First Street NE
Washington, DC 20002
Toll Free: (800) 374-2721
Direct: (202) 336-5500
<http://www.apa.org/>

Our mission is to advance the creation, communication and application of psychological knowledge to benefit society and improve people's lives.

American Tinnitus Association

522 S.W. Fifth Avenue
Suite 825
Portland, OR 97204
Toll Free: (800) 634-8978
Direct: (503) 248-9985
Fax: (503) 248-0024
tinnitus@ata.org
<http://www.ata.org>

Strives to silence tinnitus through education, advocacy, research, and support. This nonprofit organization provides the latest information and resources to tinnitus patients, promotes tinnitus awareness to the general public and the medical community, and funds the nation's brightest tinnitus researchers.

Anxiety and Depression Association of America

8701 Georgia Ave.
Suite #412
Silver Spring, MD 20910
Direct: (240) 485-1001
Fax: (240) 485-1035
<http://www.adaa.org/>

ADAA is a national nonprofit organization dedicated to the prevention, treatment, and cure of anxiety and mood disorders, OCD, and PTSD and to improving the lives of all people who suffer from them through education, practice, and research.

Brain & Behavior Research Foundation

90 Park Avenue,
16th Floor
New York, NY 10016
Toll Free: (800) 829-8289
Direct: (646) 681-4888
info@bbrfoundation.org
<https://bbrfoundation.org/>

The Brain & Behavior Research Foundation is committed to alleviating the suffering caused by mental illness by awarding grants that will lead to advances and breakthroughs in scientific research.

Center for Psychiatric Rehabilitation

940 Commonwealth Ave.
West Boston, MA 02215
Direct: (617) 353-3549
Fax: (617) 358-3066
psyrehab@bu.edu
<http://cpr.bu.edu/>

The Center is a research, training, and service organization dedicated to improving the lives of persons who have psychiatric disabilities. Our work is guided by the most basic of rehabilitation values, that first and foremost, persons with psychiatric disabilities have the same goals and dreams as any other person. Our mission is to increase the likelihood that they can achieve these goals by improving the effectiveness of people, programs, and service systems using strategies based on the core values of recovery and rehabilitation.

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.

Depression and Bipolar Support Alliance

55 E. Jackson Blvd,
Suite 490
Chicago, IL 60604
Toll Free: (800) 826-3632
Fax: (312) 642-7243
<http://www.dbsalliance.org/site/PageServer?pagename=me>

The Depression and Bipolar Support Alliance (DBSA) is the leading peer-directed national organization focusing on the two most prevalent mental health conditions, depression and bipolar disorder, which affect more than 21 million Americans, account for 90% of the nation's suicides every year, and cost \$23 billion in lost workdays and other workplace losses.

Erika's Lighthouse

897 1/2 Green Bay Road
Winnetka, IL 60093
Toll Free: (847) 386-6481
info@erikaslighthouse.org
<http://www.erikaslighthouse.org/>

We are a not-for-profit dedicated to educating and raising awareness about adolescent depression, encouraging good mental health and breaking down the stigma surrounding mental health issues.

Families for Depression Awareness

395 Totten Pond Road,
Suite 404
Waltham, MA 02451
Direct: (781) 890-0220
Fax: (781) 890-2411
<http://familyaware.org/>

Families for Depression Awareness is a national nonprofit organization helping families recognize and cope with depression and bipolar disorder to get people well and prevent suicides.

Freedom From Fear

308 Seaview Avenue
Staten Island, NY 10305
Direct: (718) 351-1717
help@freedomfromfear.org
<http://www.freedomfromfear.org/>

Freedom From Fear is a national not-for-profit mental health advocacy association. The mission of FFF is to impact, in a positive way, the lives of all those affected by anxiety, depressive and related disorders through advocacy, education, research and community support.

International Foundation for Research and Education on Depression

P.O. Box 17598
Baltimore, MD 21297
Fax: (443) 782-0739
info@ifred.org
<http://www.ifred.org>

The mission of International Foundation for Research and Education on Depression (iFred) is to shine a positive light on depression and eliminate the stigma associated with the disease through prevention, research and education. Its goal is to ensure 100% of the 350 million people affected by depression seek and receive treatment.

Mayo Clinic

13400 E. Shea Blvd.
Scottsdale, AZ 85259
Direct: (480) 301-8000
<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
<https://www.nlm.nih.gov/medlineplus/>

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.

Created by the U.S. National Library of Medicine

Mental Health America

500 Montgomery Street
Suite 820
Alexandria, VA 22314
Toll Free: (800) 969-6642
Direct: (703) 684-7722
Fax: (703) 684-5968
<http://www.mentalhealthamerica.net/>

Mental Health America (MHA) – founded in 1909 – is the nation's leading community-based nonprofit dedicated to addressing the needs of those living with mental illness and to promoting the overall mental health of all Americans. Our work is driven by our commitment to promote mental health as a critical part of overall wellness, including prevention services for all, early identification and intervention for those at risk, and integrated care and treatment for those who need it, with recovery as the goal.

National Alliance on Mental Illness

3803 N. Fairfax Dr.,
Ste. 100
Arlington, VA 22203
Toll Free: (800) 950-6264
Direct: (703) 524-7600
Fax: (703) 524-9094
<http://www.nami.org>

The National Alliance on Mental Illness (NAMI) is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI advocates for access to services, treatment, supports and research and is steadfast in its commitment to raise awareness and build a community for hope for all those in need.

National Center for Biotechnology Information

8600 Rockville Pike
Bethesda, MD 20894
pubmedcentral@ncbi.nlm.nih.gov
<http://www.ncbi.nlm.nih.gov/>

MISSION: IMS brings together an international community of health care professionals, researchers, educators, and others to improve care and transform delivery of treatment to those suffering from soft tissue pain through the promotion and exchange of globally recognized research, education, and innovation in patient care.

National Fibromyalgia & Chronic Pain Association

31 Federal Avenue
Logan, UT 84321
Toll Free: (801) 200-3627
info@fmcpcaware.org
<http://www.fmcpcaware.org/>

The National Fibromyalgia & Chronic Pain Association (NFMCPA) is a 501(c)3 not for profit organization. We support people with chronic pain illnesses and their families and friends by contributing to caring, professional, and community relationships. Through continuing education, networking with support groups and advocates, and affiliation with professional organizations, the members of the NFMCPA have a place to be informed, get involved, and recognize achievements.

National Institute of Mental Health

6001 Executive Boulevard
Rockville, MD 20852
Toll Free: (866) 615-6464
Direct: (301) 443-4513
Fax: (301) 443-4279
nimhinfo@nih.gov
<http://www.nimh.nih.gov>

NIMH offers a variety of publications and other educational resources to help people with mental disorders, the general public, mental health and health care practitioners, and researchers gain a better understanding of mental illnesses and the research programs of the NIMH. All publications and educational materials are written by science writers, in collaboration with NIMH scientists and outside reviewers.

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.

National Jewish Health

1400 Jackson Street
Denver, CO 80206
Toll Free: (877) 225-5654
Direct: (303) 388-4461
<http://www.nationaljewish.org/>

National Jewish Health is known worldwide for treatment of patients with respiratory, cardiac, immune and related disorders, and for groundbreaking medical research. Founded in 1899 as a nonprofit hospital, National Jewish Health remains the only facility in the world dedicated exclusively to these disorders. *U.S. News & World Report* has ranked National Jewish Health as the number one or number two hospital in pulmonology on its Best Hospitals list ever since pulmonology was included in the rankings.

Office on Women's Health

Department of Health and Human Services
200 Independence Avenue, SW Room 712E
Washington, DC 20201
Toll Free: (800) 994-9662
Direct: (202) 690-7650
Fax: (202) 205-2631
<http://www.womenshealth.gov/>

The Office on Women's Health (OWH), part of the U.S. Department of Health and Human Services (HHS), works to improve the health and sense of well-being of all U.S. women and girls. OWH serves as the focal point for women's health activities across HHS offices and agencies and leads HHS efforts to ensure that all women and girls achieve the best possible health.

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 Environmental Illness Resource

162 Bramham Drive
Oakdale Court
Harrogate, North Yorkshire, England HG3 2-2UB
Toll Free: (441) 423-528055
support@ei-resource.org
<http://www.ei-resource.org/>

The Environmental Illness Resource seeks to provide those with environmental illnesses with information of the highest quality in the hope that this will lead to improved quality of life and perhaps even recovery of good health. In addition, to provide a free and open online community in which members may exchange information between themselves and support each other in their healing journeys.

The Soldiers Project

4605 Lankershim Blvd.
Suite 202
North Hollywood, CA 91602
Toll Free: (877) 576-5343
Fax: (818) 761-7476
<https://www.thesoldiersproject.org/>

The Soldiers Project is committed to providing a safety net of psychological care for military service members and their loved ones as well as educating the general public on how the psychological consequences of war affect not only those who serve, but also their loved ones at home and in our communities. We provide free, confidential professional psychological counseling services to those who have served in our nations military after September 11, 2001.

Tourette Syndrome "Plus"

940 Lincoln Place
North Bellmore, NY 11701-1016
Direct: (516) 785-2653
admin@tourettesyndrome.net
<http://www.tourettesyndrome.net/>

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.

World Health Organization

525 Twenty-third Street

N.W.

Washington, DC 20037

Direct: (202) 974-3000

Fax: (202) 974-3663

<http://www.who.int/en/>

We are the directing and coordinating authority on international health within the United Nations' system.

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