Blue Job Accommodation Network (JAN) logo



**JAN Webcast Resources**

[The Way I See It: Accommodation Process Perspectives from Different Points of View](https://askjan.org/events/index.cfm?calview=eventdetails&dtid=A92CECBB-ACDA-B034-F2BF52AF2A9D476F)

**Date:** October 12, 2023

**Description:**

Accommodation process points of view are unique to each individual and their role in the process. Whether you’re an employer representative responsible for processing accommodation requests under the Americans with Disabilities Act (ADA) or an individual making an accommodation request, no two perspectives of the process or the outcome will be exactly the same. This training explores various interactive accommodation process scenarios, analyzes common misperceptions, and offers insight to enable employers and workers with disabilities to recognize and consider different points of view.

**Presenters:**

* Lisa Mathess, Principal Consultant, ADA Specialist
* Lore Lee, Consultant
* Matthew McCord, Senior Consultant – Motor Team
* Tracie DeFreitas, Program Leader, Director of Training and Outreach

As follow-up to the webcast, these JAN resources might be useful:

**Slide 6** -

Interactive Process at [https://AskJAN.org/topics/interactive.cfm](https://askjan.org/topics/interactive.cfm)

**Slide 7** -

Employee Accommodation Inquiry Letter at [https://AskJAN.org/publications/consultants-corner/Employee-Accommodation-Inquiry-Letter.cfm](https://askjan.org/publications/consultants-corner/Employee-Accommodation-Inquiry-Letter.cfm)

Recognizing an Accommodation Request Under the ADA at [https://AskJAN.org/articles/Recognizing-an-Accommodation-Request-Under-the-ADA.cfm](https://askjan.org/articles/Recognizing-an-Accommodation-Request-Under-the-ADA.cfm)

**Slide 8** -

Disability Disclosure and the Americans with Disabilities Act (ADA) at [https://AskJAN.org/topics/Disability-Disclosure.cfm](https://askjan.org/topics/Disability-Disclosure.cfm)

How Can I Help? at [https://AskJAN.org/blogs/jan/2018/10/how-can-i-help.cfm](https://askjan.org/blogs/jan/2018/10/how-can-i-help.cfm)

**Slide 9** -   
Emotional Support Animals in the Workplace: A Practical Approach at [https://AskJAN.org/publications/consultants-corner/vol12iss04.cfm](https://askjan.org/publications/consultants-corner/vol12iss04.cfm)

Disability Disclosure and the Americans with Disabilities Act (ADA) at [https://AskJAN.org/topics/Disability-Disclosure.cfm](https://askjan.org/topics/Disability-Disclosure.cfm)

Accommodation and Compliance Series: Service Animals as Workplace Accommodations at [https://AskJAN.org/topics/servanim.cfm](https://askjan.org/topics/servanim.cfm)

**Slide 10** -

Confidentiality of Medical Information under the ADA at [https://AskJAN.org/publications/consultants-corner/vol11iss01.cfm](https://askjan.org/publications/consultants-corner/vol11iss01.cfm)

**Slide 11** -

Accommodation and Compliance Series: Parking at [https://AskJAN.org/topics/parking.cfm](https://askjan.org/topics/parking.cfm)

**Slide 12** -

A Flexible Approach to ADA Medical Documentation at [https://AskJAN.org/publications/employers/A-Flexible-Approach-to-ADA-Medical-Documentation.cfm](https://askjan.org/publications/employers/A-Flexible-Approach-to-ADA-Medical-Documentation.cfm)

Temporary or Trial Accommodations at [https://AskJAN.org/topics/Temporary-Accommodations.cfm](https://askjan.org/topics/Temporary-Accommodations.cfm)

Avoiding “The Waiting Place” After Requesting Medical Information at [https://AskJAN.org/blogs/jan/2016/05/avoiding-the-waiting-place-after-requesting-medical-information.cfm](https://askjan.org/blogs/jan/2016/05/avoiding-the-waiting-place-after-requesting-medical-information.cfm)

**Slide 13** -

Telework Accommodation Request Flowchart at [https://AskJAN.org/articles/Telework-Accommodation-Request-Flowchart.cfm](https://askjan.org/articles/Telework-Accommodation-Request-Flowchart.cfm)

Recertifying the Ongoing Need for Accommodation at [https://AskJAN.org/publications/consultants-corner/Recertifying-the-Ongoing-Need-for-Accommodation.cfm](https://askjan.org/publications/consultants-corner/Recertifying-the-Ongoing-Need-for-Accommodation.cfm)

To Ask, or Not to Ask? – Knowing When to Request Medical Information at [https://AskJAN.org/articles/To-Ask-or-Not-to-Ask-Knowing-When-to-Request-Medical-Information.cfm](https://askjan.org/articles/To-Ask-or-Not-to-Ask-Knowing-When-to-Request-Medical-Information.cfm)

**Slide 14** -

Leave at [https://AskJAN.org/topics/leave.cfm](https://askjan.org/topics/leave.cfm)

Employer-Provided Leave and the Americans with Disabilities Act at <https://www.eeoc.gov/laws/guidance/employer-provided-leave-and-americans-disabilities-act>

**Slide 15** -

Conduct at [https://AskJAN.org/topics/condandperf.cfm](https://askjan.org/topics/condandperf.cfm)

Accommodations Beyond Job Performance at [https://AskJAN.org/articles/Accommodations-Beyond-Job-Performance.cfm](https://askjan.org/articles/Accommodations-Beyond-Job-Performance.cfm)

**Slide 16** -

How to Inform an Employer That an Accommodation is Not Effective and a Sample Letter at [https://AskJAN.org/articles/How-to-Inform-an-Employer-That-an-Accommodation-is-Not-Effective-and-a-Sample-Letter.cfm](https://askjan.org/articles/How-to-Inform-an-Employer-That-an-Accommodation-is-Not-Effective-and-a-Sample-Letter.cfm)

What Employers Can Do When They Cannot Identify an Effective Accommodation at [https://AskJAN.org/publications/consultants-corner/What-Employers-Can-Do-When-They-Cannot-Identify-an-Effective-Accommodation.cfm](https://askjan.org/publications/consultants-corner/What-Employers-Can-Do-When-They-Cannot-Identify-an-Effective-Accommodation.cfm)

Best Practices for Addressing Requests for Ergonomic Chairs at [https://AskJAN.org/publications/consultants-corner/vol12iss05.cfm](https://askjan.org/publications/consultants-corner/vol12iss05.cfm)