

# JAN

Job Accommodation Network

Practical Solutions • Workplace Success

## Accommodation and Compliance Series

# Accommodation and Compliance Series: Employees who are Aging

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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 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 01/24/2019.

## **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 Aging**

Today, around 40 million Americans are over age 65, and that number is expected to continue to increase as baby boomers age. With the aging of the baby-boom generation, the average age for workers will increase, and the likelihood that more employees will be managing a disability rises. Many individuals will continue to work at full production with no accommodations. However, aging may contribute to limitations that can easily and cheaply be accommodated. Age-related limitations can involve a wide range of conditions, including depression and anxiety, and other cognitive, sensory, and physical limitations.

### **Aging 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 Aging**

People with limitations from aging 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 who are aging 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

- Alternative Lighting
- Applications (apps)
- Apps for Memory
- Behavior Modification Techniques
- Cubicle Doors, Shields, and Shades
- Electronic Organizers
- Environmental Sound Machines / Tinnitus Maskers / White Noise Machines
- Flexible Schedule

- Full Spectrum or Natural Lighting Products
- Job Coaches
- Job Restructuring
- Marginal Functions
- Modified Break Schedule
- Noise Canceling Headsets
- Sound Absorption and Sound Proof Panels
- Task Separation
- Telework, Work from Home, Working Remotely
- Timers and Watches
- Uninterrupted "Off" Work Time
- Verbal Cues
- Wall Calendars and Planners
- Worksite Redesign / Modified Workspace
- Written Instructions

#### Balancing

- Living Independently
  - Bath Chairs
  - Canes
  - Crutches
  - Grab Bars
  - Personal Safety and Fall Alert Devices
  - Rollators and Rolling Walkers
  - Walkers
  - Scooters
  - Stair Assists
  - Stair Lifts
  - Swing Away Grab Bars
  - Walkers with Seats
  - Toileting Aids
- Moving Around

- All-Terrain Scooters
- All-Terrain Wheelchairs
- Canes
- Crutches
- Personal Transportation and Mobility Products
- Rollators and Rolling Walkers
- Scooters
- Stair Assists
- Stair Lifts
- Walkers with Seats
- Walkers
- Working at Heights
  - Aerial Lifts
  - Fall Protection
  - Rolling Safety Ladders
- Working Safely
  - Anti-fatigue Matting
  - Evacuation Devices
  - Fall Protection
  - Padded Edging
  - Protective Eyewear

#### Decreased Stamina/Fatigue

- Aide/Assistant/Attendant
- Anti-fatigue Matting
- Elevating Wheelchairs
- Ergonomic Assessments
- Ergonomic Equipment
- Flexible Schedule
- 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

#### Effect of/Receive Medical Treatment

- Flexible Schedule
- Telework, Work from Home, Working Remotely

#### Hearing Impairment

- Apps for Individuals Who are Deaf or Hard of Hearing
- Clear Face Masks
- Real-time and Off-line Captioning Services

#### Lifting

- Agriculture/Farm
  - Animal Lift Tables
  - Carts
  - Compact Mobile Cranes
- Industrial
  - Aerial Lifts
  - Battery Powered Lift Tables
  - Engine Lifts and Lift Plates
  - Lift Gates
  - Lift Tables
  - Ball Transfer Tables
  - Rolling Safety Ladders
  - Drum Handling
  - Stairclimbing Handtrucks
  - Vacuum Lifts
  - Truck Mounted Cranes

- Vehicle Lifts and Manipulators
  - Winches and Chain Hoists
  - Work Platforms
- Office or Retail Goods
  - Carts
  - Compact Material Handling
  - Ergonomic Assessments
  - Ergonomic Equipment
  - Height Adjustable Table Legs
  - Low Task Chair
  - Stairclimbing Handtrucks
- Other
  - Drywall and Wallboard Lifts
  - Ergonomic Equipment
  - Independent Living Aids
  - Job Restructuring
  - Lifters and Carriers for Mobility Aids
  - Lifting Aids
  - Manhole Cover Lifts
  - Periodic Rest Breaks
  - Power Lift IV Stands
  - Proper Lifting Techniques
- People
  - Accessible Baby Changing Stations
  - Adult Changing Tables
  - Adjustable Exam Tables
  - Bath Chairs
  - Evacuation Devices
  - Large-Rated Wheelchair Lifts
  - Patient Lifts (General)
  - Pool Lifts



- Powered Bath Lifts
- Toileting Aids
- Transfer Aids
- Transfer Sheets
- Walk-up Changing Tables
- Wheelchair Lifts

## Low Vision

- Magnification
  - External Computer Screen Magnification
  - Head-mounted Magnifiers
  - Magnification (Hand or Stand)
  - Portable Video/Electronic Magnifiers
  - Screen Magnification Software
  - Screen Magnification and Screen Reading Combined
- Other
  - Apps for Individuals with Vision Impairment
  - Enlarged Keyboard Tops and Labels
  - Lighted Reading Glasses
  - Low Vision Office Supplies
- Phone
  - Accessible Mobile Phones
  - Accessible Telephones
  - Large Button Phones
  - Large Visual Display for Telephone

## 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

#### Overall Body Weakness/Strength

- Independent Living
  - Grab Bars
  - Personal Safety and Fall Alert Devices
  - Independent Living Aids
  - Toileting Aids
  - Aide/Assistant/Attendant
- Mobility Aids
  - Scooters
  - Walkers
  - Wheelchairs
- Office Equipment
  - Anti-fatigue Matting
  - Compact Material Handling
  - Ergonomic and Adjustable Office Chairs
  - Ergonomic Equipment
  - Forearm Supports
  - Multi-Purpose Carts
  - Stair Lifts
  - Stand-lean Stools
  - Wearable Anti-fatigue Matting
  - Worksite Redesign / Modified Workspace
- Other
  - Modified Break Schedule
  - Periodic Rest Breaks
  - Telework, Work from Home, Working Remotely

## Pain

- Industrial
  - Adjustable Workstations for Industrial Settings
  - Anti-fatigue Matting
  - Anti-vibration Gloves
  - Anti-vibration Seats
  - Anti-vibration Tool Wraps
  - Carts
  - Ergonomic Assessments
  - Ergonomic Equipment
  - Fans
  - Stand-lean Stools
  - Wearable Anti-fatigue Matting
  - Workstation Space Heaters
- Office Equipment
  - Adjustable Workstations for Office Settings
  - Alternative Keyboards
  - Gooseneck and Other Telephone Holders
  - Scribe/Notetaker
  - Speech Recognition Software
  - Headsets
  - Supine Workstations
  - Stand-lean Stools
  - Worksite Redesign / Modified Workspace
  - Writing Aids
  - Wearable Anti-fatigue Matting
  - Workstation Space Heaters
  - Scooters
  - Alternative Mice
  - Forearm Supports
  - Anti-fatigue Matting

- Automatic Door Openers
- Carts
- Chairs with Head Support
- Compact Material Handling
- Ergonomic and Adjustable Office Chairs
- Ergonomic Assessments
- Fans
- Ergonomic Equipment
- Other
  - Aide/Assistant/Attendant
  - Flexible Schedule
  - Modified Break Schedule
  - Service Animal
  - Telework, Work from Home, Working Remotely

#### Respiratory Distress/Breathing Problem

- Air Cleaners & Purifiers
- Air Cleaners - Chemical/Odor Removal
- Air Cleaning Systems
- Air Purifiers for Multiple Chemical Sensitivity
- Alternative Cleaning Supplies
- Carpet Alternatives, Sealants, and Sustainable Flooring
- Flexible Schedule
- Floor Cleaning/Stripping Products - Chemical Sensitivity
- Low/No Odor Paints and Stains
- Masks - Smoke Allergy
- Odor/Fragrance/Chemical Masks
- Personal Air Cleaner (Neckworn)
- Powered Air Purifying Respirator (PAPR)
- Respirator Masks
- Telework, Work from Home, Working Remotely

## 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

## Take Medication

- Additional Training Time / Training Refreshers
- Flexible Schedule
- Medication Reminders
- Policy Modification
- Reminders
- Rest Area/Private Space
- Telework, Work from Home, Working Remotely
- Verbal Cues
- Voice Recorders

## Toileting/Grooming Issue

- Accessible Toilets and Toilet Seats
- Aide/Assistant/Attendant
- Flexible Schedule
- Grab Bars - Toilet Hinged Arm Support
- Grooming and Dressing Aids
- Independent Living Aids
- Modified Break Schedule

- Swing Away Grab Bars
- Telework, Work from Home, Working Remotely
- Toileting Aids
- Transfer Aids
- Worksite Redesign / Modified Workspace

#### Walking

- Scooters
- Walkers
- Wheelchairs

### **Work-Related Functions**

#### Access Information

- Magnification
  - External Computer Screen Magnification
  - Magnification (Hand or Stand)
  - Screen Magnification Software
- Phone
  - Accessible Mobile Phones
  - Accessible Telephones
  - Large Button Phones
  - Large Visual Display for Telephone

#### Light

- Alternative Lighting
- Anti-Glare Filters for Fluorescent Lights
- Flexible Schedule
- Fluorescent Light Tube Covers
- Full Spectrum or Natural Lighting Products
- LED Light Filters
- LED Lighting
- Lighting Gel Filters
- Modified Lighting

- Non-Fluorescent Lighting
- Personal Visors
- Simulated Skylights and Windows
- Sun/UV Protective Clothing
- Telework, Work from Home, Working Remotely
- Transparent Window Shades
- UV Protection Shelters
- Vehicle Window Tinting and Shades

#### Move Items/People

- Animal Lift Tables
- Carts
- Compact Mobile Cranes

#### Noise

- Cubicle Doors, Shields, and Shades
- Environmental Sound Machines / Tinnitus Maskers / White Noise Machines
- Fans
- Flexible Schedule
- Folding Wall Partitions and Room Dividers
- Noise Abatement
- Noise Canceling Headsets
- Telework, Work from Home, Working Remotely

#### Parking

- Accessible Parking Space
- Flexible Schedule
- Telework, Work from Home, Working Remotely
- Wheelchairs

#### 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

#### Use Cognitive Function

- Additional Training Time / Training Refreshers
- Aide/Assistant/Attendant
- Color Coded System
- Counting/Measuring Aids
- Electronic Dictionaries
- Electronic Organizers
- Extra Time
- Job Coaches
- Line Guides
- Marginal Functions
- Modified Break Schedule
- On-site Mentoring
- Reassignment
- Reminders
- Service Animal
- Support Person



- Training Modifications
- Uninterrupted Work Time

## Situations and Solutions:

### **Ruth was recently diagnosed with dementia.**

She has been having great difficulty performing the essential functions of her position. With information from Ruth's doctor, her employer determined that she would do better at tasks that are repetitive and routine. Ruth's employer wants to help her retain her employment by carving out tasks for her from other positions, freeing those employees up to perform some of the tasks Ruth can no longer do. This positive move for Ruth created more specialized job descriptions for the entire department.

### **An individual with osteoarthritis and walking limitations had difficulty accessing the work-site.**

The employer contacted JAN asking for ways to improve access. JAN suggested an accessible parking space, office close to the entrance, and moving the individual closer to the common office equipment area.

### **A social worker with Type 2 diabetes was experiencing vision loss. The individual requested a reduced workload.**

The employer contacted JAN looking for alternatives to lowering productivity standards. JAN suggested stand magnification equipment for reading print materials and screen magnification software for reading from the computer screen.

### **A bus driver recently diagnosed with sleep apnea asked for a light duty position.**

The employer contacted JAN asking for other options. JAN suggested a flexible schedule, temporary reassignment to shorter bus runs, and time off for treatment.

### **A child care worker with cancer had difficulty walking through a campus environment.**

The employee requested the ability to stay in one building. The employer contacted JAN for options. JAN suggested a mobility aid that the individual used solely for job functions.

## 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)  
<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](mailto: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.

### **Administration for Community Living**

330 C St SW  
Washington, DC 20201  
Direct: (202) 401-4634  
<https://www.acl.gov/>

All Americans—including people with disabilities and older adults—should be able to live at home with the supports they need, participating in communities that value their contributions. To help meet these needs, the U.S. Department of Health and Human Services (HHS) created the Administration for Community Living (ACL) in 2012.

ACL brings together the efforts and achievements of the Administration on Aging, the Administration on Intellectual and Developmental Disabilities, and the HHS Office on Disability to serve as the Federal agency responsible for increasing access to community supports, while focusing attention and resources on the unique needs of older Americans and people with disabilities across the lifespan.

### **Alliance for Aging Research**

1700 K St., NW, Suite 740

Washington, DC 20006

Direct: (202) 293-2856

Fax: (202) 955-8394

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

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

The Alliance for Aging Research is the leading non-profit organization dedicated to accelerating the pace of scientific discoveries and their application to vastly improve the universal human experience of aging and health. The Alliance was founded in 1986 in Washington, D.C., and has since become a valued advocacy organization and a respected influential voice with policymakers.

### **American Association of Retired Persons**

601 E Street, NW

Washington, DC 20049

Toll Free: (888) 687-2277

Direct: (202) 434-3525

[member@aarp.org](mailto:member@aarp.org)

<http://www.aarp.org>

AARP is a nonprofit, nonpartisan membership organization for people age 50 and over. AARP is dedicated to enhancing quality of life for all as we age. We lead positive social change and deliver value to members through information, advocacy and service.

**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 Society on Aging**

575 Market St., Suite 2100  
San Francisco, CA 94105-2869  
Toll Free: (800) 537-9728  
Direct: (415) 974-9600  
Fax: (415) 974-0300  
<http://www.asaging.org/>

Founded in 1954, the American Society on Aging (ASA) is an association of diverse individuals bound by a common goal: to support the commitment and enhance the knowledge and skills of those who seek to improve the quality of life of older adults and their families. The membership of ASA is a multidisciplinary array of professionals who are concerned with the physical, emotional, social, economic and spiritual aspects of aging. They range from practitioners, educators, administrators, policymakers, business people, researchers, students, and more.

**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.

**National Council for Aging Care**

1530 Wilson Blvd  
Arlington, VA 22209  
Toll Free: (877) 664-6140  
<http://www.aging.com/>

Our mission is to help you and thousands of other older adults who want to live independently, plan your finances, and take charge of your health care.

**National Council on Aging**

251 18th Street South  
Suite 599  
Arlington, VA 22202  
Direct: (571) 527-3900  
<http://www.ncoa.org>

The National Council on the Aging is a national network of organizations and individuals dedicated to improving the health and independence of older persons; increasing their continuing contributions to communities, society, and future generations; and building caring communities.

**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.

**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.

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