



Computer/Electronic
Accommodations Program

Support. Equip. Empower.

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Overview


Background

CAP was established in 1990 as a centrally funded program to provide accommodations to employees of the Department of Defense (DoD)

- CAP was expanded in 2000 to support other federal agencies
 - 69 federal partner agencies
 - CAP has provided over \$21M in assistive technology to partner agencies
 - CAP receives no funding from our partners
- CAP was further expanded in 2005 to support wounded, ill and injured military personnel

CAP's Mission


Provide assistive technology and accommodation to support individuals with disabilities and wounded, ill and injured Service members throughout the Federal Government in accessing information and communication technology.

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Learning Objectives



- Identify two of the most common causes of conflict that arise when providing reasonable accommodations.
- Describe at least three common strategies to remove conflict during employee requests for reasonable accommodations.
- List the three steps in identifying appropriate accommodations.
- Understand commonly requested assistive technologies or accommodations.

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Common Conflict Sources


- Lack of understanding of:
 - What the employee is experiencing
 - What is motivating the employee, supervisor, or reasonable accommodation coordinator
 - What the accommodation process is and who is in charge of it
 - How are actions perceived and what is the desired outcome
- Focus on past experiences
 - Individuals who were not helpful in discovering a solution in the past
 - Processes that took too long or required significant effort to complete
 - Desired accommodations in the past were not implement
 - Changing job requirements or functional limitations have created a moving target from past efforts



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Mitigation Techniques



- Set the stage appropriately
 - Set ground rules for respect and sensitivity for all parties involved
 - Admit what you do not understand and acknowledge feelings
 - Emotional intelligence (EQ) is more important than cognitive intelligence (IQ)
- Emphasize good communication
 - Seek to understand, not be understood
 - Timelines to implement solutions and complete the required process
 - Capabilities of potential accommodations

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Mitigation Techniques

- Maintain a solutions oriented approach
 - Know what does not matter:
 - How they feel they were treated in the past
 - Who they like, or not, in the organization
 - Difficulty in the process or getting attention
 - So you can focus on what does matter:
 - The current situation and the way ahead
 - Increased understanding of motivations and desired outcomes
 - Relevant historical information to build on the past and not dwell on it
 - Use the needs assessment process
 - The Position
 - The Individual
 - The Solution







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The Needs Assessment Process

The Position

- Identify the essential tasks and duties required by the position
- Discuss the diagnosis affecting the individual's ability to perform their functions
- Determine if the individual is on any work restrictions
- Discuss if the job is full-time or part-time
- Determine how many hours a day are on the computer and what applications are used
- Identify where the individual is physically located in the office
- Evaluate how the workstation is configured

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The Needs Assessment Process






The Individual

- Determine if the condition is existing or newly acquired
- Discuss if the condition is progressive or temporary
- Discuss the individual's functional limitations
- Determine how the limitations affect the individual's ability to perform the essential job functions
- See what the individual's comfort level is with technology
- Talk about previous accommodations
 - What solutions have been tried
 - Which were effective or ineffective

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The Needs Assessment Process









The Solution

- Recommend assistive technology solutions based on the individual's needs
- Determine if the individual needs training on the proposed solutions
- Discover if the proposed solutions are compatible with the electronic and physical environments
- Talk about the process to implement the solution
- Consider risk factors for secondary disabling conditions
- Discuss the impact on co-workers in the immediate environment


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Assistive Technology

-  **Dexterity**
 - o Alternative keyboards, input devices, and voice recognition software
-  **Vision**
 - o Screen readers, magnification software, and closed circuit televisions
-  **Hearing**
 - o Assistive listening devices, videophones, and captioning services
-  **Cognitive and Learning**
 - o Cueing and memory aids, literacy software, and screen readers

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Dexterity




Dexterity limitations are conditions that impact fine motor movement and include:


- Carpal Tunnel Syndrome, tendonitis, and arthritis
- Degenerative Disc Disease and sciatica
- Multiple Sclerosis and Cerebral Palsy
- Paralysis and upper extremity amputations

Symptoms may include:


- Pain, decreased range of motion, decreased muscle control, spasms, tingling or numbness

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Dexterity: Potential Solutions



- Alternative keyboards and pointing devices
- Keyboard trays and monitor arms
- Document holders
- Lumbar support
- Speech recognition software and training
- Telephone headsets
- Sit to Stand equipment (DoD employees *ONLY*)

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Vision

Vision limitations are conditions that impact vision and include:



- Myopia (Nearsightedness) and Hyperopia (Farsightedness)
- Glaucoma and cataracts
- Macular Degeneration and retinopathy
- Blindness

Symptoms may include:

- Blurriness, blind spots, floaters, tunnel vision, blindness or other visual disturbances

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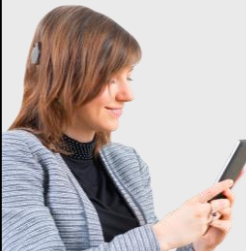
Vision: Potential Solutions

- Print magnification
 - Closed circuit televisions (CCTVs)
 - Screen magnification software
 - Large screen monitors
- Voice output
 - Screen reading software
 - Scanner/Readers
- Braille devices
 - Terminals
 - Embossers
- Portable notetakers

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Hearing

Hearing limitations are conditions that impact hearing and include:



- Hard of hearing
- Otosclerosis
- Tinnitus
- Deafness

Symptoms may include:

- Inability to hear certain volumes, tones or frequencies, ringing in the ears or deafness

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Hearing: Potential Solutions

- Assistive listening and amplification devices
- Video communication devices for video relay services
- Amplified and voice carry over telephones
- Telephone ring signalers
- Teletypewriters (TTYs)
- Closed captioning equipment for videos (produced in-house)
- Sign language interpreters or CART services (DoD employees ONLY)

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Cognitive and Learning

Cognitive and learning limitations are conditions that impact brain functions and include:



- Dyslexia
- Attention Deficit Hyperactivity Disorder (ADHD)
- Traumatic Brain Injury (TBI)
- Stroke and Alzheimer's Disease

Symptoms may include:

- Memory loss, decreased organization and concentration, word finding difficulty or orientation difficulty

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Cognitive and Learning: Potential Solutions

- Cueing and memory aids
- Educational and literacy software
- Word prediction software
- Noise-cancelling headphones
- Speech recognition software
- Screen readers
- Assistive listening devices

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Conclusion



- Two of the most common causes of conflict that arise when providing reasonable accommodations.
 - Lack of understanding
 - Focusing on irrelevant information from past experiences
- Describe at least three common strategies to remove conflict during employee requests for reasonable accommodations.
 - Set the stage appropriately (Maintain an adequate level of sensitivity and respect)
 - Focus on good communication to frame expectations
 - Maintain a solutions oriented approach
- List the three steps in identifying appropriate accommodations.
 - The Position
 - The Individual
 - The Solution
- Understand commonly requested assistive technologies or accommodations.
 - Dexterity, Vision, Cognitive and Learning, and Hearing assistive technology



CAP Online Trainings



<http://www.cap.mil/newsevents/Training.aspx>







RESOURCES




CAP Resources




CAP's Online Training Modules We have developed a series of online training modules. Learn about disability etiquette, reasonable accommodations, how to work with CAP and challenges in employment.




CAP App CAP App for Mobile Devices. Stay up to date on new assistive technology, disability events and more on the go! Available on iOS and Android.




CAP's Quick Tips CAP has created a series of short videos to help answer some of our customer's most frequently asked questions.





CAP's Webinars CAP has recorded a series of webinars to share the CAP training experience with our customers and stakeholders around the world. To see newly recorded webinars and a list of upcoming topics, please visit our website.





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