



Disclosure and Accommodation Planning

A new approach and interactive tool to support workers with chronic and episodic disability

RSI Awareness Day, MFL Occupational Health Centre, Winnipeg, February 29, 2024

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A research partnership to support the sustained employment of people with intermittent, chronic health conditions

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A research partnership to support the sustained employment of people with intermittent, chronic health conditions

Project Director: Monique Gignac

Partners:

Institute for Work & Health
Arthritis Society Canada
Canada Life Workplace
Strategies for Mental Health
Canadian Mental Health
Association

Crohn's & Colitis Canada
Mindful Employer Canada
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A research partnership to support the sustained employment of people with intermittent, chronic health conditions

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Takeaway Messages

- People living with chronic and episodic conditions causing disability are often unsure whether or how to communicate workplace support needs.
- Workers, workplaces, disability service providers, health and rehabilitation professionals and others report needing more information about types of support that help meet job demands and sustain employment.
- The *Job Demands and Accommodations Planning Tool* (JDAPT) aims to provide practical support and accommodation ideas.
- Early evaluation of the JDAPT is positive in terms of useability, comprehensiveness, relevance, and outcomes examining the provision and uptake of support.

What is meant by an Episodic or Dynamic Disability?

- 8 million people in Canada (27%) report living with a disability
- Over 60% of disabilities are episodic or dynamic in nature: they are recurrent, progressive, fluctuating
- Many episodic conditions are unpredictable and invisible to others
- Examples include depression, anxiety disorders, PTSD, arthritis, multiple sclerosis, diabetes, irritable bowel syndrome, some types of cancer, epilepsy, migraine, many pain conditions, chemical sensitivities, MSK conditions, HIV, some cancers, long COVID

(Statistics Canada, 2023; Morris et al., 2019)

Episodic Disability: The Challenges

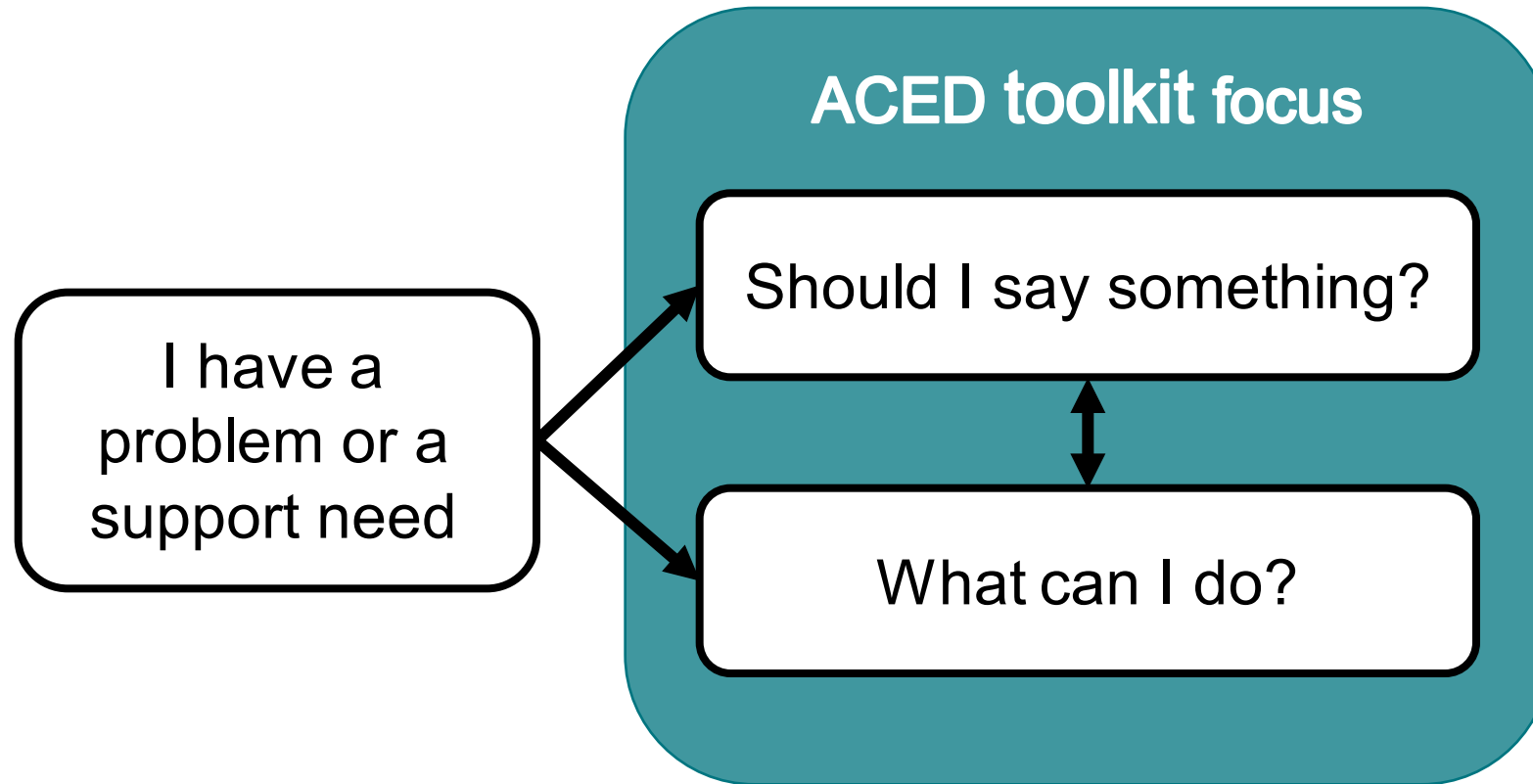
The **changing**, **unpredictable**, and **invisible** nature of many disabilities creates challenges in:

- Workplace disability communication, disclosure, and the protection of privacy
- Providing support or accommodations to maintain productivity



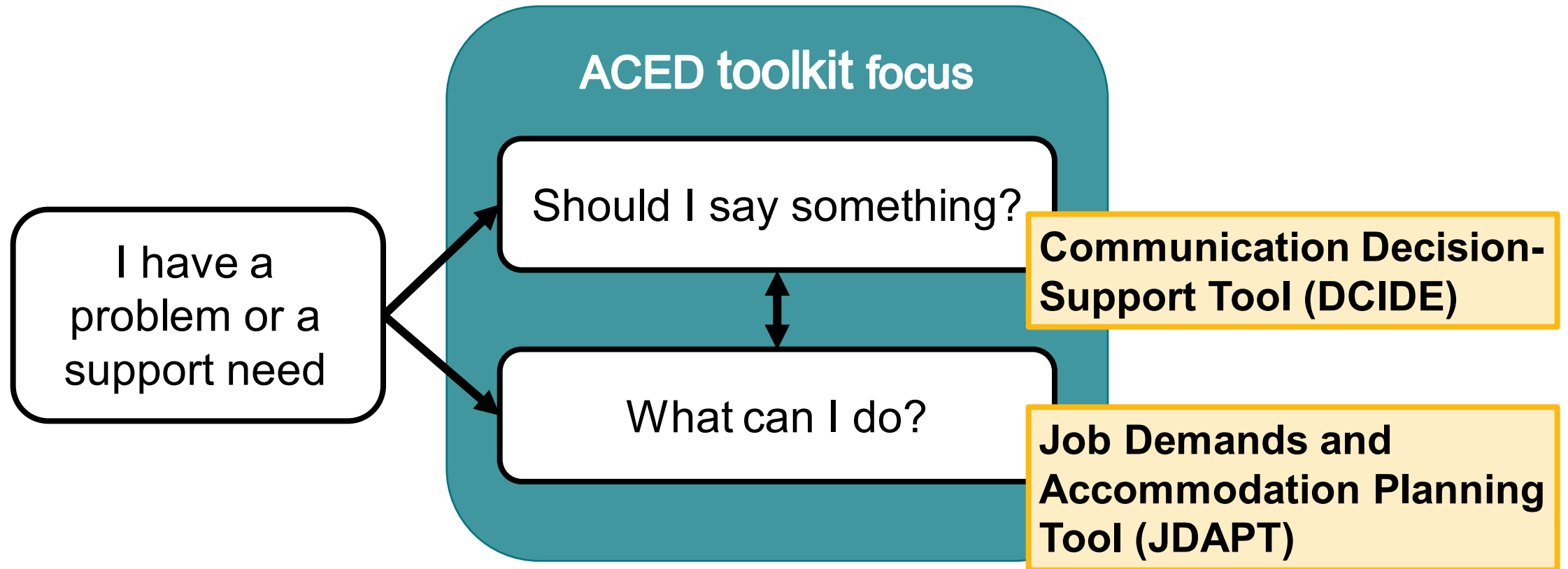
Addressing the Challenges: The ACED Toolkit

<https://aced.iwh.on.ca>



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Should I say something?

- Across several Canadian surveys (n = 3387), 25%-49% of participants living with a physical or mental health condition **had not shared** information about their health limitations at work with their supervisor
- There is no single correct communication decision

| | <i>Positive outcomes include:</i> | <i>Negative outcomes include:</i> |
|------------------|---|---|
| Disclosed | <ul style="list-style-type: none"> • support • greater understanding | <ul style="list-style-type: none"> • must prove oneself • stigma, gossip, loss of reputation as a good worker |
| Did not disclose | <ul style="list-style-type: none"> • less stress • less concern about how others view you | <ul style="list-style-type: none"> • absence of support • misperceptions about reasons for any job difficulties |

Communication decisions are complex (n = 737; workers with a physical or mental health condition causing disability at least some of the time)

| Need for Support | Goals in Decision Making | Values and Preferences | Organizational Information |
|--|---|--|---|
| <p>Examples:</p> <ul style="list-style-type: none">- Changes to health- Changes to job demands or performance- Need for supports, accommodations- Safety concerns | <p>Examples:</p> <ul style="list-style-type: none">- Want information- Want access to supports- Want to avoid future problems- Want to protect my finances- Want to protect my reputation | <p>Examples:</p> <ul style="list-style-type: none">- Feel I have an obligation to share- Value my privacy- Want to be able to control any information shared- Have had positive/negative past experiences | <p>Examples:</p> <ul style="list-style-type: none">- Support availability (e.g., benefits, paid sick days, current, past accommodations)- Perceptions of the workplace and its culture |

Communication decisions are complex (n = 737 workers)

| Need for Support | Goals in Decision Making | Values and Preferences | Organizational Information |
|--|--|------------------------|----------------------------|
| 56% of respondents reported considerable needs for support | Sharing was seen as most helpful for accommodation and information needs | | 70% had supports available |

Communication decisions are complex (n = 737 workers)

| Need for Support | Goals in Decision Making | Values and Preferences | Organizational Information |
|--|---|--|--|
| 56% of respondents reported considerable needs for support | Top goals included financial security & protecting one's reputation Sharing was seen as most helpful for accommodation and information needs | 30% of respondents were willing to share & thought sharing was important 36% were reluctant to share 34% were unsure about sharing | 70% had supports available 20% reported a positive culture 23% were unsure/ambivalent 57% reported a culture not conducive to sharing |

Workplace Key Informant Research

What do those whose job it is to support workers with episodic disabilities believe are the key issues and challenges to disability support?

<https://link.springer.com/article/10.1007/s10926-020-09901-2>

 Springer Link

[Open Access](#) | [Published: 14 May 2020](#)

Disclosure, Privacy and Workplace Accommodation of Episodic Disabilities: Organizational Perspectives on Disability Communication-Support Processes to Sustain Employment

[Monique A. M. Gignac](#) , [Julie Bowring](#), [Arif Jetha](#), [Dorcas E. Beaton](#), [F. Curtis Breslin](#), [Renee-Louise Franche](#), [Emma Irvin](#), [Joy C. Macdermid](#), [William S. Shaw](#), [Peter M. Smith](#), [Aaron Thompson](#), [Emile Tompa](#), [Dwayne Van Eerd](#) & [Ron Saunders](#)

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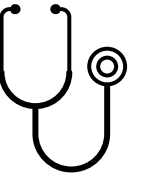
Abstract

Purpose Employers increasingly are asked to accommodate workers living with physical and mental health conditions that cause episodic disability, where periods of wellness are punctuated by intermittent and often unpredictable activity limitations (e.g., depression, anxiety, arthritis, colitis). Episodic disabilities may be challenging for workplaces which must comply with legislation protecting the privacy of health information while believing they

Workplace Key Informant Research

Workplace Culture

- Medical models are common
- Some organizations recognizing the need to implement a social model of disability



Misgivings about Others

- Many individuals are involved in the support process
- Frequent concerns about others' skills, training, motivation and involvement



Disability as a Performance Problem

- Formal communication often triggered by work absences (e.g., attendance management)
- Re-casts disability as a performance problem needing disciplinary actions



Bottom Lines



Workers want guidance on whether to communicate, how to get support if they don't want to share information, and what to share.



Workplace professionals want a transparent, consistent, and comprehensive approach to assessing individualized worker job needs.



All groups want practical support and accommodation ideas.

Job Demands and Accommodation Planning Tool (JDAPT)

Job Demands and Accommodation Planning Tool (JDAPT)

The Job Demands and Accommodation Planning Tool (JDAPT) helps workers with chronic and episodic conditions—and the workplace parties who support them—identify accommodations tailored to job demands that allow workers to successfully stay in their jobs.



JDAPT for workers

This version is for workers with chronic conditions who are most comfortable working with an English-language tool and are looking for practical supports and accommodation ideas tailored to their specific job demands.

[Go to the tool](#)



L'OPA-ET destiné aux travailleurs et travailleuses

Notre outil en français s'appelle "L'Outil de planification d'accommodements pour répondre aux exigences liées au travail" - ou OPA-ET en abrégé. L'OPA-ET s'adresse aux travailleurs atteints de maladies chroniques qui se sentent plus à l'aise avec un outil en français et qui recherchent des soutiens pratiques et des idées d'accommodements adaptés aux exigences de leur travail.

[Accéder à l'outil](#)



JDAPT for organizations

This version of the JDAPT is for supervisors, human resources practitioners, disability case managers and worker representatives who are looking for tailored accommodation ideas that will help them support workers with chronic

Goals:

- Adopt a prevention & support framework – be more proactive; less crisis-focused
- Integrate with existing workplace support processes
- Provide ideas for practical supports to meet work demands
- Be relevant to diverse jobs, disability types, sectors and organizational sizes
- Promote discussion and brainstorming
- Improve the process and outcomes
- Be interactive, accessible, & evidence based
- Protect privacy

Job Demands and Accommodation Planning Tool (JDAPT)

- Focuses on work demands that may be challenging at times or regularly. Does not focus on a health or disability diagnosis
- Guides a user through a series of simple questions about their job tasks and working conditions
- Provides a personalized list of support ideas relevant to an individual's job demands. The ideas can help generate solutions that work for a person's needs
- Can be used on one's own or to discuss support needs with others and focus on work solutions



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- Can be used on one's own or to discuss support needs with others and focus on work solutions
- The JDAPT prototype was the grand prize winner in the 2022 MaRS-CIBC Inclusive Design Challenge: Support at Work



Job Demands and Accommodation Planning Tool (JDAPT):

24 types of job demands and working conditions organized in four domains

Physical demands

e.g., working with your hands

Cognitive or “thinking” demands

e.g., concentrating for long periods

Working with others

e.g., supervising others

Working conditions

e.g., working around distractions

- **Worker version:** self-assessment of job demands & challenges
- **Organizational versions:** can be completed by workplace staff: a) with a particular worker in mind; b) with a particular job in mind

Job Demands and Accommodation Planning Tool (JDAPT)

Physical demands

Cognitive or “thinking” demands

Working with others

Working conditions

For each demand, user rates

- a) **Importance** to the job*
- b) **Difficulty** due to health*
- c) **Change** in ability over time*

Personalized Report

Linked Support Strategies & Accommodation List

A PDF of all materials can be saved by respondents

Job Demands and Accommodation Planning Tool (JDAPT)

<https://aced.iwh.on.ca/jdapt>

Job Demands and Accommodation Planning Tool (JDAPT)

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JDAPT for workers

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[Accéder à l'outil](#)



JDAPT for organizations

This version of the JDAPT is for supervisors, human resources

Job Demands and Accommodation Planning Tool (JDAPT)

| | | | | | | | | |
|---------------------|--------------|------------------|-------------------|---------------------|--------------------|---------------------|-----------------|---------|
| Introduction | Instructions | Physical demands | Cognitive demands | Working with others | Working conditions | Job demands summary | Strategies list | Results |
|---------------------|--------------|------------------|-------------------|---------------------|--------------------|---------------------|-----------------|---------|

Introduction

Welcome to the Job Demands & Accommodation Planning Tool—called JDAPT (pronounced 'jay-dapt') for short.

The JDAPT is an easy-to-use online tool designed for workers with an episodic disability—that is, a chronic health condition, often invisible, that reoccurs, fluctuates or is getting worse over time. If that includes you, the JDAPT can help you identify the support you may need to continue working comfortably, safely and productively in your job.

How does the JDAPT work?

The JDAPT helps you identify the demands of your job that you may be having difficulties with because of your health. Based on these job demands, the tool suggests ideas and strategies (e.g. job accommodations) to address these difficulties and help you keep working.

- The JDAPT can be used for almost all types of jobs.
- It will take about 15 minutes to complete.
- You can complete the tool on your own or with someone you trust.

How does the JDAPT help?

The JDAPT allows you to prioritize and adopt the ideas and strategies best suited to your situation. Some of the ideas and strategies you can implement on your own. Others will need the approval of your workplace.

If workplace approval is needed, you can use your JDAPT results to help you organize and plan how to approach your supervisor, human resources manager, union representative or other person in your workplace who can help get you the support you need. You may even want to share your JDAPT results (or a summary) as a conversation starter.

Even if your health condition is not currently affecting your ability to do your job, the JDAPT points to self-management and other supports that can help ensure you can continue working comfortably and productively in your job for as long as possible.

What the JDAPT is NOT

The JDAPT is:

- **not** a formal functional assessment, job analysis or cognitive demands analysis tool;

Who created the JDAPT?

The JDAPT is grounded in research and was developed by the Accommodating and Communicating about Episodic Disabilities (ACED) team, housed at the Institute for Work & Health, a not-for-profit research organization based in

Job Demands and Accommodation Planning Tool (JDAPT)

| | | | | | | | | |
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|--------------|---------------------|------------------|-------------------|---------------------|--------------------|---------------------|-----------------|---------|

How to complete the JDAPT

The JDAPT begins by asking you to think about the demands of your job as they relate to your health condition in four key areas.



In each section, you are given a list of five to eight related job demands. For each job demand, you will be asked:

- 1 To indicate if the demand is an important part of your job or not**
Do you do this task or activity frequently or is it critical to doing your job successfully?

Then, if the job demand is an important part of your job, you will be asked:

- 2 How would you rate your ability to do this demand?**
Do you have no difficulty, some difficulty or a lot of difficulty with this part of your job due to your health?
- Does your ability to do this demand change over time because of your health?**
Is your ability to do this job task stable, or does it change over time? It may change from day-to-day, week-to-week, or over the course of months or years. The period of change isn't as important as identifying which abilities are stable and which change.

For each job demand that you have some or a lot of difficulty with, or that changes over time due to your health, we will provide a list of potential

Job Demands and Accommodation Planning Tool (JDAPT)

- Introduction
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- Cognitive demands
- Working with others
- Working conditions
- Job demands summary
- Strategies list
- Results

Physical demands

For each of the five physical demands below, indicate if the activity is an important part of your job. That is, do you do this activity frequently, or is it critical to doing your job successfully?

Moving around or working in awkward positions or postures
[▶ See examples](#)

Working with your hands
[▶ See examples](#)

Doing activities that require strength
[▶ See examples](#)

Doing activities that require physical endurance or stamina
[▶ See examples](#)

Using one or more of your senses (i.e., touch, taste, smell, hearing or seeing)
[▶ See examples](#)

Are there other physical demands of your job that are difficult because of your health condition?

Please use the space below to note for yourself any other information about the physical demands of your job.

You have finished reviewing the physical demands of your job. Click "Next Page" to review the cognitive demands of your job.

- [< Previous Page](#)
- [✔ Save Draft](#)
- [Next Page >](#)

Doing activities that require strength
[▶ See examples](#)

Doing activities that require physical endurance or stamina
[▼ See examples](#)

- working for long periods at tasks like sitting, standing, lifting, typing, reaching
- doing repetitive work (i.e., performing the same task over and over)
- working at a fast pace

Thinking about your health condition...

How would you rate your ability to do work that requires physical endurance or stamina?

- No difficulty
- Some difficulty
- A lot of difficulty

Does your ability to do work that requires physical endurance or stamina change over time because of your health?

- No
- Sometimes
- Often

Using one or more of your senses (i.e., touch, taste, smell, hearing or seeing)
[▶ See examples](#)

Thinking about your health condition...

How would you rate your ability to do work that requires using one of more of your senses (i.e. touch, taste, smell, hearing or seeing)?

- No difficulty
- Some difficulty
- A lot of difficulty

Job Demands and Accommodation Planning Tool (JDAPT)

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Cognitive demands

For each of the six cognitive demands (i.e. mental or "thinking" activities) below, indicate if the activity is an important part of your job. That is, do you do this activity frequently, or is it critical to doing your job successfully?

Paying attention to detail or remembering information

▶ See examples:

important not important

Concentrating for long periods of time

▶ See examples

important not important

Responding to changing work demands

▶ See examples:

important not important

Using problem-solving or critical thinking skills

▶ See examples:

important not important

Multi-tasking

▶ See examples:

important not important

Managing time pressures

▶ See examples

important not important

Are there other cognitive demands (i.e. mental and "thinking" tasks) of your job that are difficult because of your health condition?

yes no

Please use the space below to note for yourself other information about the cognitive demands of your job.

You have finished reviewing the cognitive demands of your job. Click "Next Page" to review the demands of your job related to working with others.

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- No
- Sometimes
- Often

Concentrating for long periods of time

▼ See examples

- keeping your attention on a job task for a long period of time
- paying attention to relevant information and ignoring distractions
- staying focused on a single work activity

important not important

Thinking about your health condition...

How would you rate your ability to concentrate on the job?

- No difficulty
- Some difficulty
- A lot of difficulty

Does your ability to concentrate on the job change over time because of your health?

- No
- Sometimes
- Often

Responding to changing work demands

▼ See examples:

- adapting quickly to new job demands or changes at work
- learning new information or skills, such as new processes or protocols

important not important

• shifting focus when needed

Job Demands and Accommodation Planning Tool (JDAPT)

Introduction Instructions Physical demands Cognitive demands Working with others **Working conditions** Job demands summary Strategies list Results

Working conditions

For each of the eight demands below related to working conditions, indicate if the activity is required as part of your job or to do your job successfully.

Working around distractions
[▶ See examples](#)

Working in extremes of temperature, weather, or other conditions
[▶ See examples](#)

Working with hazardous equipment or in hazardous situations
[▶ See examples](#)

Working in isolated conditions
[▶ See examples](#)

Working or being at work during specific times
[▶ See examples](#)

Travelling as part of work
[▶ See examples](#)

Working in situations where making an error could have critical consequences
[▶ See examples](#)

Working in locations with no easy access to facilities to meet personal needs
[▶ See examples](#)

Are there other demands related to your working conditions that are difficult because of your health?

working in locations with no easy access to facilities to meet personal needs
[▶ See examples](#)

Are there other demands related to your working conditions that are difficult because of your health?

Add condition of work How would you rate your ability to meet this demand of your job? Does your ability to meet this demand change over time because of your health?

Some difficulty No
 A lot of difficulty Sometimes Often

Please use the space below to note for yourself any other information related to the conditions in which you are required to work.

You have finished reviewing all four areas related to the demands of your job. Click "Next Page" to see a summary of your responses.

Job Demands and Accommodation Planning Tool (JDAPT)

Introduction | Instructions | Physical demands | Cognitive demands | Working with others | Working conditions | **Job demands summary** | Strategies list | Results

Job demands summary

Thank you for completing the first part of JDAPT, the Job Demands and Accommodation Planning Tool.

Below is a summary of your responses, indicating:

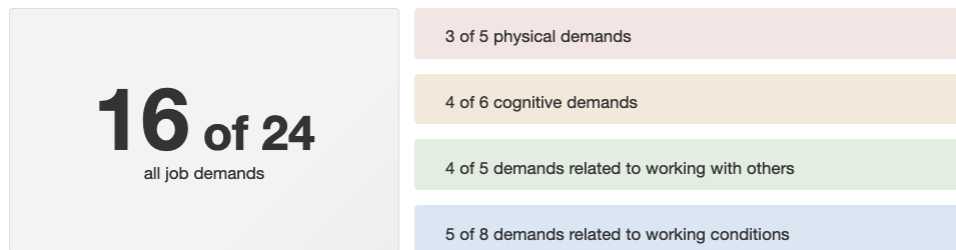
- the number of job demands that are critical to you doing your job successfully
- among these, the number that are causing you some or a lot of difficulty because of your health condition

The summary can be used:

- for your own use, as a snapshot of the types of job demands causing you the most concern
- to share with your supervisor, human resources department or others to help introduce a discussion about areas where you feel you are working well and areas where support may be helpful
- to compare your results with responses to your previous and future uses of JDAPT

You will be able to save a PDF version of this summary after you have completed the tool.

Job demands that are an important part of your work



Of these 16 demands, you have some or a lot of difficulty with



Of these 16 demands, abilities change over time with



Your ability to perform important job demands

- No difficulty with 8 activities
- Some difficulty with 8 activities
- A lot of difficulty with 0 activities

Your ability changes over time because of your health

- No change for 9 activities
- Changed sometimes for 5 activities
- Changed often for 2 activities

Job Demands and Accommodation Planning Tool (JDAPT)

Physical endurance or stamina

Things you might try on your own

- Try to maintain a good posture to reduce pain and/or fatigue when working
- Wear comfortable shoes with a good grip and support

Adjustments you could try at work *(you may or may not need to request permission to do these)*

- Use a stool or footrest to help you change positions while working
- Pace your work to avoid becoming tired
- Take the time you need to follow workplace safety guidelines and keep your attention up to avoid injuries
- Plan your more difficult tasks for when you are feeling better
- Switch between tasks to vary your position and reduce strain
- When doing the same task, take the time to change your position to reduce strain
- Adjust your breaks to help maintain your energy – this could mean either taking regular or more frequent breaks, or fewer but longer breaks, depending on your needs
- Ask others for assistance
- Ask your supervisor for adjustments for work meetings or events

Formal accommodations to consider requesting

- Furniture or equipment that can help reduce strain
- Request a flexible or alternative work schedule which allows you to work when feeling better and have more energy
- Permission to work at home on some days if this is possible in your job
- Temporary or permanent job modification, which means re-assigning or reducing time spent on less important or less essential tasks

Job Demands and Accommodation Planning Tool (JDAPT)

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Use a stool or footrest to help you change positions while working

- high stool for alternative sitting and standing at a counter
- low stool or rail to rest feet on one at a time when standing
- footrest to raise feet while sitting

Job Demands and Accommodation Planning Tool (JDAPT)

Concentrating for Long Periods

Things you might try on your own

- Do calming or refreshing activities during breaks to bring back focus or to "reset"

Adjustments you could try at work (you may or may not need to request permission to do these)

- Turn off phone or computer notifications while working on a specific task
- Use a timer to set working times and mini breaks which can help with concentration
- Use applications to reduce distractions
- If there are no safety or interpersonal concerns, wear headphones or ear plugs to exclude other sounds
- Introduce background noise if that helps you focus
- Adjust light and/or heat to enhance concentration
- Plan your more difficult tasks for when you are feeling better
- Schedule blocks of time to concentrate on one task without distractions or interruptions
- Adjust your breaks to help maintain your energy, either regular or more frequent breaks, or fewer but longer breaks
- Move your work temporarily to a less distracting location and/or new surroundings which may help with focus

Formal accommodations to consider requesting

- Changes to your workstation to reduce distractions
- Request a flexible or alternative work schedule which allows you to work when feeling better and have more energy
- Temporary or permanent job modification, which means re-assigning or reducing time spent on less important or less essential tasks

Use a timer to set working times and mini breaks which can help with concentration

- work at one task for 30 minutes, then take a mini break to stretch or walk around before working for another 30-minute session

Job Demands and Accommodation Planning Tool (JDAPT)

Working with Others

Things you might try on your own

- Do calming or refreshing activities during breaks to bring back focus
- Understand your limits and potential challenges and triggers

Adjustments you could try at work (you may or may not need to request permission to do these)

- Discuss with others that you are interested in working as a team and value the input from others
- Be open with your recognition and praise of your co-workers' skills and work and give positive feedback
- Try to build connections rapport with others by talking what you can do for each other
- If possible, increase the time you have available to meet with others to promote open communication
- Clarify job tasks and responsibilities as a team and with supervisor(s)
- Check in with others to assess work outcomes
- Check that you have the same information and understanding of discussions that others do
- Ask a co-worker or friend for advice or strategies for handling interpersonal situations
- Identify an informal or formal mentor(s) who can provide support and problem-solving ideas

Formal accommodations to consider requesting

- Request a flexible or alternative work schedule which allows you to work when feeling better and have more energy
- Permission to work at home on some days, if this is possible in your job
- Professional advice or training to build skills to improve communication and interpersonal skills
- Request mediation to resolve interpersonal conflict

Check that you have the same information and understanding of discussions that others do

- repeat back instructions in your own words
- send a summary after a meeting to confirm decisions

Job Demands and Accommodation Planning Tool (JDAPT)

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| Introduction | Instructions | Physical demands | Cognitive demands | Working with others | Working conditions | Job demands summary | Strategies list | Results |
|--------------|--------------|------------------|-------------------|---------------------|--------------------|---------------------|-----------------|----------------|

Thank you for completing the Job Demands and Accommodation Planning Tool!

Here are your results in PDF that you can download, save and/or print:



[Your job demands summary](#)



[Your job demands summary plus full report](#)



[Your full list of recommended strategies and accommodations relevant to your job demands](#)



[Your personalized list of strategies and accommodations](#)

These results are meant for your personal use. You do not have to share the information with others.

Please download and save your PDFs now! For your privacy, we do not save your responses, and your PDFs will not be available after you close this web page.

We hope you found the Job Demands and Accommodation Planning Tool (JDAPT) useful. Do you have any comments, feedback on the job demands, or suggestions for new strategies? Please email us at aced@iwh.on.ca.

Communicating your needs

Many workplace changes or accommodations require permission from your supervisor or management – and that means telling others about some of the difficulties that you are experiencing at work. Often you do not need to share personal health details to

Considerations in Developing JDAPT Support Strategies

DO's

- Emphasize strategies to prevent harm, promote individual capacity, and manage personal, social, and environmental challenges
- Be concrete & specific (e.g., don't say "avoid stress at work")
- Find a range of examples to suit different types of jobs and needs
- Provide strategies and supports that one can implement on one's own, as well as supports from others
- Provide some lifestyle strategies, but focus mostly on the workplace

DON'Ts

- Do not provide clinical, rehabilitation, or legal advice
- Do not name products or brands
- Do not be too prescriptive (e.g., work 4 hours/week for 8 weeks, then increase to 6 hours...)
- Avoid strategies that are cost prohibitive for most organizations (e.g., hire a job coach)
- Avoid suggestions that do not link to a specific job demand (e.g., create a confidential support group in your organization)

JDAPT: Real World Outcome Evaluation

Assessment was undertaken in several stages:

1. Needs Assessments (identified gaps in existing resources, reviewed existing studies, conducted new research to explore gaps and causes)
2. Formative Evaluation (sensitivity testing for comprehensiveness, understandability, relevance, feasibility, length).
<https://doi.org/10.1007/s10926-022-10057-4>
3. Preliminary Outcome/Effectiveness Evaluation (perceived quality of tool, use, uptake)
4. Implementation Evaluation (adoption of the tool more broadly)

Methods Used: In-depth interviews, focus groups, environmental scan and literature reviews, surveys (e.g., pre-post-follow-up testing)




JDAPT Sensibility Testing: Formative Evaluation

- Sensibility testing assesses:
 - Comprehensiveness
 - Understandability
 - Relevance
 - Feasibility
 - Length
 - Overall impressions
- Participants were interviewed about each JDAPT question
- Goal: 70% of participants endorse each category as acceptable

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A Sensibility Assessment of the Job Demands and Accommodation Planning Tool (JDAPT): A Tool to Help Workers with an Episodic Disability Plan Workplace Support

[Monique A. M. Gignac](#) , [Julie Bowring](#), [Sabrina Tonima](#), [Renee-Louise Franche](#), [Aaron Thompson](#), [Arif Jetha](#), [Peter M. Smith](#), [Joy C. Macdermid](#), [William S. Shaw](#), [Dwayne Van Eerd](#), [Dorcas E. Beaton](#), [Emma Irvin](#), [Emile Tompa](#) & [Ron Saunders](#)

[Journal of Occupational Rehabilitation](#) (2022) | [Cite this article](#)

408 Accesses | 2 Altmetric | [Metrics](#)

Abstract

Purpose Sensibility refers to a tool's comprehensiveness, understandability, relevance, feasibility, and length. It is used in the early development phase to begin assessing a new tool or intervention. This study examined the sensibility of the job demands and accommodation planning tool (JDAPT). The JDAPT identifies job demands related to physical, cognitive, interpersonal, and working conditions to better target strategies for workplace supports and

JDAPT Sensibility Testing: Formative Evaluation

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Sample:

46 workers living with diverse physical and mental health conditions
23 organizational representatives (e.g., supervisors, HR, disability managers)

Diverse organizations and job types (e.g., sales/service, education, manufacturing, health, government, transportation, financial, hospitality)

Overall findings:

Sensibility assessments far exceeded 70% for most categories.

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“It seemed like you covered every piece, whether it was the physical piece, tedious work that’s happening over and over again, or working long hours, travelling – so you have covered everything.” (Baker living with ADHD and a skin condition)

“There were basically all of them that I go through in my job. It’s basically everything I do at work.” (Truck driver living with Crohn’s disease)

“I go in and just say, ‘I’m dealing with a mental illness’ and my boss says, ‘what do you need?’ And I say, ‘I don’t know’... I think the JDAPT might be better to help me understand actually, these three aspects of the job are what actually are difficult for me, so let’s think about what we do with those.” (Government worker living with depression and PTSD)

<https://doi.org/10.1007/s10926-022-10057-4>

JDAPT Longitudinal Outcome Evaluation

- 3 waves of data over 9 months
 - **Time 1**: health, job context & perceptions, demographics, JDAPT, JDAPT perceptions
 - **Time 2** (3-month post-T1): JDAPT use/perceptions; re-assessment of some job context and job perceptions
 - **Time 3** (9-month post-T1): JDAPT use/perceptions; re-assessment of some job context and job perceptions
- Sample of individuals with physical or mental health/cognitive conditions
- Time 1 n = 269
- Time 2 n = 210 (76%)
- Time 3 n = 188 (89% of T2; 70% of T1)

JDAPT Longitudinal Outcome Evaluation

Made changes to manage work and health outside of work **T2 = 73%; T3 = 70%**

Made changes to manage work and health at work **T2 = 59%; T3 = 43%**

Shared the JDAPT with others at their workplace **T2 = 21%; T3 = 24%**

JDAPT Longitudinal Outcome Evaluation

Made changes to manage work and health outside of work T2 = 73%; T3 = 70%

“It was empowering to see how much one can do on one’s own, especially when I’m hesitant about being supported by HR”

Made changes to manage work and health at work T2 = 59%; T3 = 43%

“I used both the full and my personalized list of strategies and accommodations when I was informed that I would need to return to working in the office some days a week...The suggestions in the materials were very helpful!”

Shared the JDAPT with others at their workplace T2 = 21%; T3 = 24%

“I used the list of strategies and accommodations plans, plus the language of the job demands summary, to help me request a workplace accommodations plan. These tools were critical in helping me explain how my disability impacts my work and allowed me to think about possible solutions...The plan is still being finalized...Without the JDAPT I wouldn’t have had the confidence to go through this (intimidating) process and advocate for myself in such an effective way!”

JDAPT Evaluation Study: T1 & T2; T1 & T3

| Measure | Changes: T1-T2; T1-T3 | Effect Size |
|--|-----------------------|-------------|
| Self-Efficacy: Problem Solving | ▲ | .53 |
| Self-Efficacy: Meeting Job Demands | ▲ | .46 |
| Self-Efficacy: Emotional Needs | ▲ | .61 |
| Difficulty getting as much work done as others expect you to | ▼ | .56 |
| Work productivity problems | ▼ | .78 |
| Absenteeism past 6 months | ▼ | .27 |

Note: All differences were statistically significant at $p < .001$

JDAPT Evaluation: The end of the beginning...



- Additional analyses find no/few differences in JDAPT outcomes by gender, age, condition type, permanent/contract work, union membership, organization size (i.e., the JDAPT is working well for many groups).
- Conduct new research to examine adoption, reach, acceptability with organizations (e.g., disseminate to organizations, physicians).
- Continue to enhance the support/accommodation list and tailor the JDAPT to different work contexts.

JDAPT: aced.iwh.on.ca/jdapt

- English & French JDAPT freely available
- The JDAPT does not ask for personal, identifying information
- Users can download their responses, but data are not saved to protect privacy



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Available since March 31, 2023; As of February 25, 2024:

- Nearly 8000 unique visitors
- JDAPT strategy pdfs downloaded ~3900
- ~7900 site visitors from Canada;
 - ~2000 from the U.S., U.K. and Australia. Other countries include Belgium, Germany, Spain, France, Finland, Israel, South Korea, Philippines, India, South Africa





Thank you!

Questions? Comments?

Monique Gignac: mgignac@iwh.on.ca

ACED website with JDAPT: <https://aced.iwh.on.ca/jdapt/>

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