

EXAMPLES OF REASONABLE ACCOMMODATIONS FOR VETERANS WITH DISABILITIES

ACCOMMODATION INFORMATION
Below are some suggestions for accommodations. It is important to remember that not all veterans with post traumatic stress disorder (PTSD) will need these accommodations, if any. This is not an all-inclusive list:
Lack of Concentration
Volunteers with PTSD may have difficulty concentrating on job tasks.
<ul style="list-style-type: none"> • Reduce distractions in the work environment
<ul style="list-style-type: none"> • Provide space enclosures or a private space
<ul style="list-style-type: none"> • Allow the volunteer to play soothing music using a headset
<ul style="list-style-type: none"> • Increase natural lighting or increase full spectrum lighting
<ul style="list-style-type: none"> • Divide large assignments into smaller goal oriented tasks or steps
<ul style="list-style-type: none"> • Plan for uninterrupted work time
Coping with Stress:
Volunteers with PTSD may have difficulty handling stress.
<ul style="list-style-type: none"> • Allow longer or more frequent work breaks as needed
<ul style="list-style-type: none"> • Provide backup coverage for when the volunteer needs to take breaks
<ul style="list-style-type: none"> • Provide additional time to learn new responsibilities
<ul style="list-style-type: none"> • Restructure job to include only essential functions during times of stress
<ul style="list-style-type: none"> • Allow time off for counseling
<ul style="list-style-type: none"> • Assign a supervisor, manager, or mentor to answer the volunteer's questions
Working Effectively with a Supervisor:
Managers could supervise volunteers with PTSD using alternative supervisory techniques.
<ul style="list-style-type: none"> • Giving assignments, instructions, or training in writing or via e-mail
<ul style="list-style-type: none"> • Provide detailed day-to-day guidance and feedback
<ul style="list-style-type: none"> • Provide positive reinforcement
<ul style="list-style-type: none"> • Provide clear expectations and the consequences of not meeting expectations
<ul style="list-style-type: none"> • Develop strategies to deal with problems before a crisis occurs
Interacting with Co-workers:
Volunteers with PTSD may have difficulty working with others.
<ul style="list-style-type: none"> • Encourage the volunteer to walk away from frustrating situations and confrontations
<ul style="list-style-type: none"> • Allow volunteer to work from home part-time
<ul style="list-style-type: none"> • Provide partitions or closed doors to allow for privacy
<ul style="list-style-type: none"> • Provide disability awareness training to coworkers and supervisors

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Dealing with Emotions:

Volunteers with PTSD could have difficulty exhibiting appropriate emotions or controlling anger.

- Refer to volunteer assistance programs (EAP) and veterans centers
- Use stress management techniques to deal with frustration
- Use of a support animal
- Allow telephone calls during work hours to doctors and others for needed support
- Allow frequent breaks

Sleep Disturbance:

Volunteers with PTSD may have disruption in sleep patterns that could affect workplace performance.

- Allow the volunteer to work one consistent schedule
- Allow for a flexible start time
- Combine regularly scheduled short breaks into one longer break
- Provide a place for the volunteer to sleep during break

Absenteeism:

Volunteers with PTSD could have absenteeism or tardiness issues or have difficulty maintaining reliable attendance.

- Allow for a flexible start time or end time, or work from home
- Provide a straight shift or permanent schedule
- Count one occurrence for all PTSD-related absences
- Allow the volunteer to make up the time missed

Panic Attacks:

Volunteers with PTSD could experience panic attacks at home or at work which could affect workplace performance.

- Allow the volunteer to take a break and go to a place where s/he feels comfortable to use relaxation techniques or contact a support person
- Identify and remove environmental triggers such as particular smells or noises
- Allow the presence of a support animal