

ACCOMMODATIONS CASE STUDIES WORKSHEET *(WITH SOLUTIONS)*

1. A youth who has a very mild case of mental retardation and is regarded as “high functioning” is applying for a cashier’s position at a neighborhood drugstore, but has difficulty making change.

Q: How would you coach her and the potential employer to accommodate this task?

Solutions:

Provide the youth with a talking calculator and a chart of bills and coins. COST: \$150

2. A youth with an attention deficit disorder has just been hired to work in a packaging facility, but is having problems staying on task.

Q: How would you assist this youth to keep his job?

Solutions:

Negotiate with the employer to provide (or allow the youth to bring) a tape recorder with headphones and cassette tapes that contain music and frequent reminders to stay focused on the current task the youth is performing. This reduces distractions and helps prompt the youth to focus on the job. COST: Under \$100

3. The youth you’re working with has a severe learning disability and has been hired to “dress & package up” burgers at a fast food restaurant. The youth can not read, and can only recognize specific letters on orders for hamburgers.

Q: How can you assist the employer and youth in accommodating this job?

Solutions:

The employer can code the condiment bins with the first letter of the item so that the youth can match the orders to the appropriate bin. In addition, the youth can be taught three key words (“only,” “none,” and “plain”) through flash card repetition. COST: Under \$25

These examples have been adapted and excerpted from materials developed by the President’s Committee on Employment of People with Disabilities and used in the ICI “One-Stop Disability Resource Manual. Used with permission.

4. A youth who is blind has just been hired as receptionist for a law firm. She cannot see the lights on the phone console which indicates which telephone lines are ringing, are on hold or in use by staff.

Q: What type of accommodation(s) could be made for her to do this job?

Solutions:

The employer can purchase a light-probe, a pen-like product which detects a lighted button. COST: \$45

5. A large grocery store wants to hire, as a bagger/stock person, a youth you've been working with who happens to have significant hearing loss. The employer's concern is that she will not be able to hear the paging loudspeaker system that is used to call employees to different parts of the store for work assignments.

Q: In what ways could the employer accommodate this youth in this position?

Solutions:

The employer can purchase for the youth, a personal paging device, which is worn on the wrist or belt and which vibrates when activated by an incoming signal. When signaled, the youth immediately goes to the office for specific instructions. This way, the employer can be sure the employee both heard and understood his assigned tasks. COST: \$350

6. A youth with severe depression and who has been working successfully for the past year as a clerk-typist for a major insurance company, begins to show radical behavior changes. These changes are affecting her work. Her supervisor calls you with concerns about what to do.

Q: What do you suggest to the supervisor in the way of accommodating this youth's disability?

Solutions:

If confidential talks with the youth and the supervisor are not beneficial, the youth and supervisor can agree that the youth will meet with her psychiatrist. The meeting could result in a change of medication which regulates the problem behaviors. The meeting with the psychiatrist is covered by the company medical plan.

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7. As the result of diabetes, a productive youth working in sales at a clothing store is experiencing fatigue, and needs time during the day to administer medication. She is having difficulty performing her sales duties for a sustained period of time.

Q: How could the employer accommodate her in this position?

Solutions:

The youth's schedule is altered to allow for a longer meal break and special brief time periods during the day to administer medication. She makes up for the time by working a little longer in the evening or on weekends as necessary. COST \$0

8. A youth with a traumatic brain injury (TBI) from a motorcycle accident three years ago is hired by a small local bank. His job duties include processing checks and other transactions. Items must be numbered and placed in a sorting machine tray in a special manner. The problem lays in periodic confusion due to memory loss and weakness on one side of his body.

Q: What would you suggest the employer do to accommodate this youth in this position?

Solutions:

A job coach/trainer can be supplied by the rehabilitation agency to assist in special training in task sequencing, and the equipment is adjusted to accommodate his body's weakness. COST to employer: \$0

9. A youth with juvenile arthritis and has issues with stamina and balance wants to apply for a job at a department store as a retail clerk. She has great people and communication skills and uses a 3-wheel scooter.

Q: How would you coach the youth and potential employer to accommodate her?

Solutions:

The youth is assigned to a department on the first floor, provided space for her scooter, given a sit/lean stool to use at the register and is allowed to be scheduled for the first shift only with every third day off. COST: \$200

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