

Arkansas Rehabilitation Services

Stay-at-Work/Return-to-Work Program

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About our SAW/RTW Program

- Who We Are

- OT's, PT's, SLP's, CEAS, ATP



- What We Do

- Designed to provide support to employers when assisting employees that experience injury or illness that results in disability in remaining at work or returning to work as soon as it is safe and medically feasible.

What are the Benefits

- ADA compliance
 - Assist in determination of reasonable accommodation after self disclosure.
 - Can assist with task analysis to determine essential job functions or those tasks that may be shifted to other positions as part of a reasonable accommodation.
 - Can assist in facility evaluation.
- Federal Government Contractors (Section 503) are required to have 7% of their workforce include workers with a disability.
- **2010 Arkansas Code 11-9-505 - Additional compensation**
 - Any employer who without reasonable cause refuses to return an employee who is injured in the course of employment to work, where suitable employment is available within the employee's physical and mental limitations, upon order of the Workers' Compensation Commission, and in addition to other benefits, shall be liable to pay to the employee the difference between benefits received and the average weekly wages lost during the period of the refusal, for a period not exceeding one (1) year.

What are the Benefits

- Reduce on the Job Injuries
 - Reduce Employee Time Off
 - Every year, more than 4.1 million workers suffer a serious job-related injury or illness. (OSHA)
 - Reduce Workers Compensation Claims
 - In 2014 there were 6,507 workers compensation claims in the state of Arkansas totaling \$218,312,981.19 worth of expenses!
 - That is an average of \$33,500 per case!
 - Over 3000 of these claims had to do with the neck, back, or parts of the UE. (ARWCC)
 - Aging Work Force
 - As baby boomers grow older, so does the U.S. workforce. Three decades ago the median age of the labor force was 35 years. Today, the median age is estimated to be 41 years. By 2030, 23 percent of the U.S. labor force is projected to be ages 55 and older, compared with 13 percent in 2000. (USDOL)
- Cost Effectiveness
 - The cost of replacing an employee can be 1 to 3 years of that persons annual salary. The cost of an accommodation can be inexpensive in comparison.

The Process of Accommodation

- Functional Job Description Analysis
 - Where is the drop in performance happening?
 - Which essential job functions is the employee lacking in performance?
- Environmental Analysis
 - When and where is the problem occurring?
 - Is there a specific time of day, time of year, or a specific area in the facility involved when performance is affected?
- Task Analysis
 - Is there a specific task that is causing all the issues?
 - Look at what is required of the employee to perform the tasks needed to fulfill their essential job functions. Is there a task that is the issue?
 - What about this task makes it difficult for the employee?

Identify the Barriers to Employment

What is a Barrier to Employment?

- Anything that interrupts efficient and effective job performance



Functional Job Description Analysis

- Step 1: Collect Information about the Job
- Step 2: List the Tasks
 - List tasks and competencies required to perform successfully on the job.
- Step 3: Identify the Critical Tasks
 - Have the SMEs rate the importance of each task.
- Step 6: Choose Selective and Quality Rating Factors
 - Choose a rating scale that is quantitative and is a good representation of what quality performance looks like.
 - This rating factor also needs to be achievable.

Environmental Analysis

- Is it possible to modify where the job task is performed to remove the barrier?
 - May include facility modification or relocation.
- Things to Consider:
 - Time
 - Place
 - Noise Level
 - Distractions
- Hospital example



Task Analysis



- Step 1: Identify the Job Function to Analyze
- Step 2: Break the Function Down to Specific Tasks
- Step 3: Identify What is Needed to Complete the Task
 - Tools
 - Materials
 - Environment
- Step 4: Break Down the Task into Subtasks or Steps
- Step 5: Identify the Mental and Physical Requirements
- Step 6: Identify Specific Breakdown Points
- Step 7: Identify Potential Accommodations to Alleviate Breakdown Points

Accommodation Always on Your Mind



“No wonder your arm aches. Shackles should be placed at eye level. Man, it’s an ergonomic nightmare down here.”

Accommodation Using Assistive Technology

- Is there a product or service available that will eliminate the barrier?
 - Will there be training necessary before the employee becomes proficient in using the accommodation?
 - Low-Cost to High-Cost/Low-Tech to High-Tech
 - What kind of time frame will be established to determine if the accommodation is successful?
- Is the product compatible with systems within the facility?
 - Has the facility used this product before?
 - Does the product raise any security concerns?

Examples of Assistive Technology



Examples of Accommodation



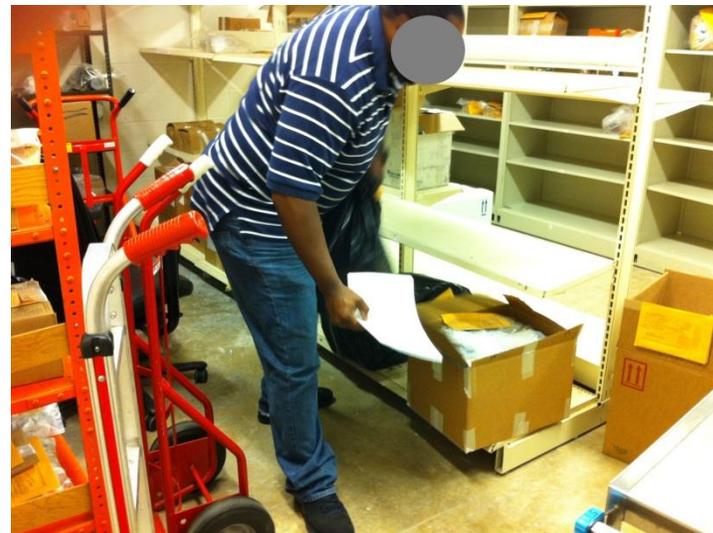
Barrier Identification

- Objectives
 - Review Case Study
 - Identify 5 Barriers to Employment
 - Why do you see these as barriers?
 - Identify Assistive Technology or an Accommodation to Address the Identified Barriers
 - How do you expect this to eliminate or reduce the barrier?
 - Review Your Recommendations with the Class
 - Any Other Issues You Feel Should be Addressed?

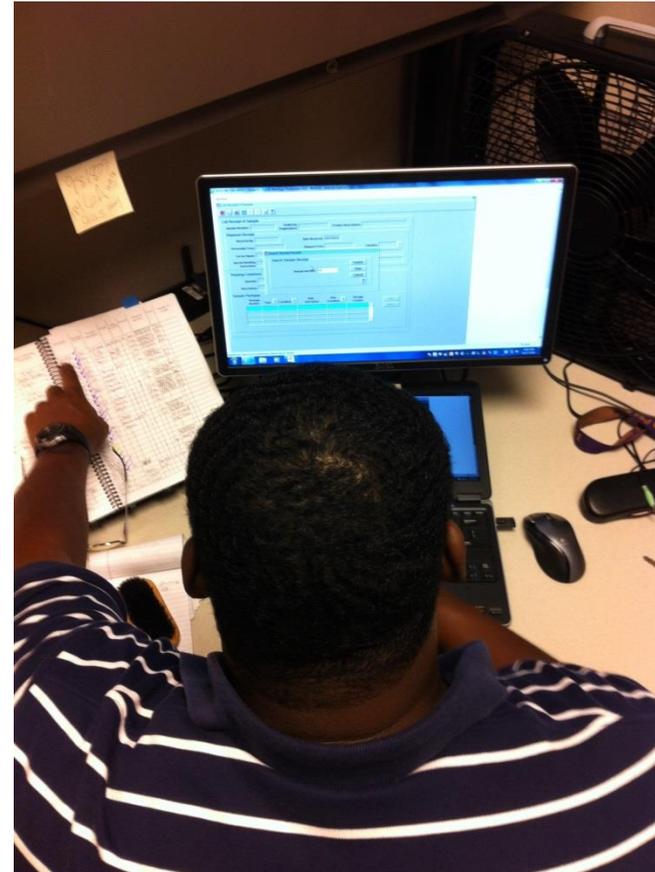
Case Study #1

- Mr. Ben age 32, 6'1", 320lbs
 - Works as a receiving and distribution specialist in a warehouse setting at a medical facility. His job consists of receiving shipments in the loading dock, frequently lifting and sliding packages over 50lbs. Logging in the received shipments and weighing them both pre-distribution and post-distribution to determine actual weight of contents. Following receiving shipments he is required to input these shipments into the warehouse database to ready the items for distribution within the facility. He then will distribute these items to facility personnel that request them. This includes going into dry or refrigerated storage to receive the items, and placing them on rolling carts for distribution.
 - Employee complains of Lower Back and Right Shoulder pain nearly continuously, and has been receiving treatment from his PCP for mild carpal tunnel aggravation. Employee had a T10-T12 spinal fusion in 2009 following a herniated disc between T10 and T11.
 - Employee spends approximately 2 hours/day receiving and distributing items from the warehouse and approximately 6 hours/day at his workstation logging items and managing the warehouse database.

Case Study



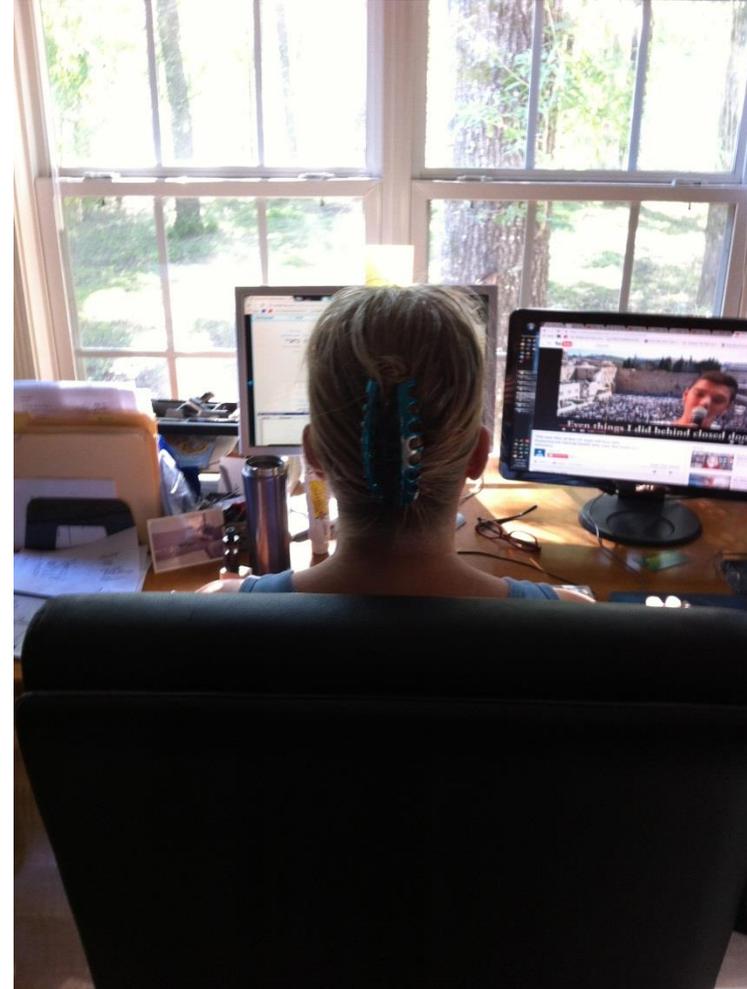
Case Study



Case Study #2

- Linda Bennett age 58, 5'6", 175lbs
 - Employee works in an office setting, spending 8 hours/day at her workstation. Employee is responsible for sorting through extensive excel spreadsheets organizing data into reports that reflect the company's effectiveness in certain areas. Approximately 6 hours/day is spent sorting and organizing these spreadsheets that may contain up to 20 excel pages with over 200 rows/page. The remaining 2 hours/day is spent writing the reports and justifying findings.
 - Employee is at risk of losing employment secondary to a decrease in production and timely completion of work. Employee with complaints of "getting lost in spreadsheets", "not being able to find the correct material", and forgetting specific directions given to her by her supervisor.
 - Employee suffered a stroke while at home and is just now returning to work following a 10 month absence. Client has some Right side neglect, but is able to utilize bilateral UE and LE with no significant effects on ROM or Strength. Employee has developed tunnel vision and reports 20/20 vision in a 3" x 3" circle with reducing visual acuity as it moves toward the periphery.

Case Study #2



Resources

- Contact you local Vocational Rehabilitation Agency
- **Stay At Work/Return to Work**
 - Email: accessar@Arkansas.gov
- **ICAN**-Increasing Capabilities Access Network
 - www.ar-ican.org
 - 900 W 7th Street, Little Rock, AR
 - 501-666-8868
- **TAP** – Telecommunications Access Program
 - 501-686-9693
- Cornell University (Ergonomics)
 - www.Ergo.human.cornell.edu
- United States Department of Labor (Ergonomics)
 - www.osha.gov/SLTC/etools/computerworkstations
- ADA Home Page
 - www.ada.gov
 - www.ADAbasics.org
- Job Accommodations Network
 - www.askjan.org