



# **National Service Inclusion Project Fact Sheet**

## **A SAMPLE PROCESS FOR DETERMINING EFFECTIVE ACCOMMODATION OPTIONS**

### **Step 1: Determine Why the Service Member Needs an Accommodation**

When trying to determine effective accommodation options, supervisors first have to determine why the service member needs an accommodation. For example, if a service member says he is having difficulty using his computer because of a medical condition and needs an accommodation, does the supervisor have enough information to know why an accommodation is needed?

No, the service member did not say in what way he couldn't use his computer. Is he having trouble typing because of a motor limitation? Is he having trouble seeing the screen because of a vision disability? Or is he having trouble reading because of a learning disability? As you might guess, accommodation options can be very different for a motor limitation versus a vision difficulty versus a learning disability. Before a supervisor can explore accommodation options, the supervisor must determine why the service member needs a reasonable accommodation.

### **Step 2: Explore Options**

Once the supervisor determines why the accommodation is needed, the supervisor is ready to explore accommodation options. Again, the service member is often the best starting point. However, if the service member cannot suggest options, contact the National Service Inclusion Project (NSIP) for assistance via email: [nsip@umb.edu](mailto:nsip@umb.edu) and toll-free number: 888.491.0326 (V/TTY) or Job Accommodation Network (JAN) which offers several methods for exploring accommodation options, including: One-on-one consultation, JAN's Accommodation and Compliance Series publications and fact sheets, and the Searchable Online Accommodation Resource (SOAR). For more information, visit NSIP's website, [www.serviceandinclusion.org](http://www.serviceandinclusion.org) or JAN's website, <http://www.jan.wvu.edu>

### Step 3: Choose Option

Once the supervisor determines effective accommodation options, s/he is ready to choose the accommodation that will be implemented. At this point, the supervisor should discuss the options with the service member who requested the accommodation. Although the organization is free to choose among effective accommodation options, the Equal Employment Opportunity Commission (EEOC) recommends that supervisors consider the preference of the service member. If the goal is to provide effective accommodations, it makes sense to try to provide the accommodation that the service member prefers when possible.

### Step 4: Provide Effective Training

Once an accommodation option is chosen, an often overlooked step in the process is to provide effective training, if needed. In some cases, service members and their supervisors or managers must learn how to use new equipment or new methods of doing things. Without effective training, an accommodation may fail.

### Step 5: Evaluating the Effectiveness of the Accommodations

Once an accommodation is in place, it's always good to check-in with the service member to make sure the accommodation is working and to determine whether any change has occurred that would alter current accommodation needs. The best way to check-in is to keep open lines of communication. Let the service member be aware that s/he can explore other options if the current accommodation is not working or if an additional accommodation is necessary. This is best done before it becomes a performance issue.

Adapted from material developed by Job Accommodation Network (JAN), <http://www.jan.wvu.edu/>



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*NSIP is the training and technical assistance provider on disability inclusion for the Corporation for National and Community Service.*