**Examples of** **Accommodation Strategies for Functional Limitations Related to Psychological Job Demands**

Information adapted courtesy of “Mental Health Works”

**IMPORTANT NOTICE**

The examples are intended only for awareness and learning purposes. In certain circumstances, other accommodation measures not listed here could also be reasonable, while those listed here could be inappropriate. For guidance on your specific situation, see the “For Further Information” section below.

Accommodation measures must be determined on a case by case basis by BOTH the manager and employee, through collaborative discussions. This list is not a selection from which managers may conclude by themselves what accommodation measures would best address an employee’s functional limitations. However, management may bring this list to a meeting with the employee so that both parties can consider and discuss the ideas it presents.

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| **General**   * More frequent breaks * Time to attend counseling sessions or medical appointments * Time for calls to doctors during the workday to gain necessary support * Exchange of tasks with other employee that maintains the balance of work while capitalizing on the strengths of each employee | **Multitasking**   * Completion of fewer tasks until capacity is increased * Modification of workplace processes to allow focus on one task at a time, if practical * Clear, measurable expectations * Clear, close collaboration between employer and employee regarding priorities * Training on time management * Job-sharing arrangements * Work at home options (first see [ESDC’s Telework Directive](http://iservice.prv/eng/telework/index.shtml)) |
| **Concentration: Attention to Detail**   * Reduction or removal of non-essential tasks * Large tasks broken in to a series of smaller tasks * Increased time for completion of detailed work * Short breaks when concentration declines (even just standing up for 10 seconds) * Written detailed instructions * Exchange of tasks with other employees that maintains the balance of work while capitalizing on the strengths of each employee | **Concentration: Managing Distractions**   * Quiet work space with fewer visual and/or auditory distractions * Soothing music listened to through headphones * Ear plugs to reduce noise distraction * Increased natural lighting in the work area * Reduced clutter in the work area * Scent-free policy and/or request to limit use of scents * Noise buffers |
| **Working Relationships**   * Time to attend coaching sessions with OICM * Ask the employee to provide best way to give open and honest feedback * Clear definition of how success of relationship will be measured (i.e., no sarcasm, no outbursts, etc.) * Clear expectations regarding appropriate/inappropriate behaviours and consequences of not abiding by them * Regular meetings to review and address progress made * Explanation of accommodation to impacted co-workers without sharing any personal information – get co-workers onside for a new way of interacting * Option for not attending work related social functions | **Mental Stamina**   * Part-time schedule with gradual increase of hours * Start times or end times that accommodate the effects of medication, energy levels, or attendance at medical appointments |
| **Emotional Resilience**   * Modified instructions to reduce stress response * Praise and positive reinforcement for specific actions * Time to attend Employee Assistance Program (EAP) councelor * Clear processes related to confrontational situations/difficult clients |
| **Learning new information/skills**   * Individualized training approaches * Increased learning time * Reading in advance * Applied learning |
| **Memory**   * Recording devices (e.g. smart phones or digital recorder) * Electronic or online organizers * Written instructions for work assignments * Regular reminders, follow-up and priority setting to stay on track * Retraining and re-orientation including individualized training approaches | **Change Management**   * Advance notice of impending change * Co-developed plan to manage change before it begins * Regular meetings to discuss and support work-related changes   With the employee’s consent, communication with a previous or future supervisor to ensure effective transition for the employee |

**FOR FURTHER SUPPORT**

Visit the [ESDC 5 Step Duty to Accommodate Process section on iService](http://iservice.prv/eng/hr/dta/managers_corner/five_step_process.shtml). This process applies to any and all accommodation situations, including those related to mental health.

If the employee is returning to work following a prolonged sick leave absence, also see the [iService section on EDSC’s Return-to-Work (RTW) process](http://iservice.prv/eng/hr/dm/tools_and_resources/roadmap/map4.shtml). It provides step-by-step instructions that include all DTA considerations that apply during an employee’s reintegration.

Should you be unsure of how to apply the DTA and RTW processes to your particular situation, you may open a ticket to the [Human Resources Services Centre](http://hrsc-csrh.prv/index.html) and request a consultation with an HR advisor.

Throughout the DTA and RTW processes, the employee and manager will need to have many discussions. Either or both parties may contact the [Office of Informal Conflict Management](http://iservice.prv/eng/hr/oicm/index.shtml) for coaching on how to have effective conversations around sensitive workplace matters.