

## How to contact JAN?

JAN offers several ways to obtain confidential, personalized assistance – anytime, anywhere.

1. **By Phone:** From 9 a.m. to 6 p.m. ET, customers can call JAN toll-free to speak with a workplace accommodation expert. (800) 526-7234 or (877) 781-9403 (TTY)
2. **Via the Web:** [AskJAN.org](http://AskJAN.org) offers more than 300 disability-specific publications, as well as the Searchable Online Accommodation Resource (SOAR), which enables users to explore accommodation options for different disabilities and workplace settings.
3. **On Demand:** JAN's online service provides customers with individualized e-mail responses to questions about accommodations and the ADA.
4. **Through Social Networks:** JAN connects with users through a variety of social media platforms, from Facebook and LinkedIn, to Twitter, blogs, and Second Life.
5. **Through In-Person Trainings:** JAN delivers training workshops at events sponsored by corporations, organizations, and federal, state, and local governments.

NAVFAC-SW Reasonable  
Accommodation Process

Employee makes Request (verbally or in writing) to manager or RA POC

Interactive process to discuss potential accommodations

Manager determines the essential functions of the employee's job

Interactive process to keep employee informed

Manager requests written documentation of the disability and the limitations to be accommodated

RA team assesses the effectiveness of various accommodations

Interactive process to keep employee informed

RA team selects most appropriate accommodation in view of both the individual's and agency's needs

Manager Issues appropriate letter

Accommodation is put into effect



*The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues.*

## What is the Job Accommodation Network (JAN)?

The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues. Working toward practical solutions that benefit both employer and employee, JAN helps people with disabilities enhance their employability, and shows employers how to capitalize on the value and talent that people with disabilities add to the workplace.

## ***Practical Solutions – Workplace Success***

### What services does JAN provide?

JAN's trusted consultants offer one-on-one guidance on workplace accommodations, the Americans with Disabilities Act (ADA) and related legislation, and self-employment and entrepreneurship options for people with disabilities. Assistance is available both over the phone and online.

## Who can benefit from JAN's services?

Those who can benefit from JAN's services include private employers of all sizes, government agencies, employee representatives, and service providers, as well as people with disabilities and their families.

JAN helps employers capitalize on the talents and value of employees with disabilities. JAN helps federal agencies:

- Benefit from the skills and talents of qualified individuals with disabilities;
- Identify resources that can help them learn how to use Schedule A and other hiring authorities to hire people with disabilities;
- Support the Office of Personnel Management's (OPM) expressed commitment to increasing the employment of people with disabilities within the federal government; and
- Understand their responsibilities under the ADA and Section 501 of the Rehabilitation Act and how to fulfill them.



## Why are JAN consultants so trusted?

JAN represents the most comprehensive job accommodation resource available. From Fortune 500 companies to entrepreneurs, JAN has served customers across the U.S. and around the world for more than 25 years. Its consultants are thought of as leaders and innovators on disability employment issues, and all have earned at least one Master's degree in their specialized fields, ranging from rehabilitation counseling to education and engineering.

