



# **Early evaluation of the JDAPT: A tool for practical support and accommodation planning.**

Realize National Summit on Episodic Disabilities and Employment,  
March 20-21, 2024

**Monique A.M. Gignac, PhD**

Scientific Director & Senior Scientist, Institute for Work & Health  
Professor, Dalla Lana School of Public Health, University of Toronto

*A research partnership to support the sustained employment of people with intermittent, chronic health conditions*

**Project Director:** Monique Gignac

**Research and IWH Team:**

Dorcas Beaton

Curtis Breslin

Renée-Louise Franche

Emma Irvin

Arif Jetha

Joy MacDermid

Ron Saunders

William Shaw

Peter Smith

Aaron Thompson

Emile Tompa

Dwayne Van Eerd

Julie Bowring

Jan Dvorak

Sara Macdonald

Lyudmila Mansurova

Cindy Moser

Uyen Vu

Lahmea Navaratnerajah

Sabrina Tonima

Morgane Le Pouesard

Andrea Larney



Social Sciences and Humanities  
Research Council of Canada

Conseil de recherches en  
sciences humaines du Canada

Canada



**CIHR IRSC**  
Canadian Institutes of  
Health Research    Instituts de recherche  
en santé du Canada

*A research partnership to support the sustained employment of people with intermittent, chronic health conditions*

**Project Director:** Monique Gignac

**Partners:**

Institute for Work & Health  
Arthritis Society Canada  
Canada Life Workplace  
Strategies for Mental Health  
Canadian Mental Health  
Association

Crohn's & Colitis Canada  
Mindful Employer Canada  
MS Canada  
OMLITSD  
**Realize Canada**  
University of Toronto

**Expert Advisory Committee:**

Alexander Ewing  
Amanda Fraser  
Catherine Hofstetter  
Hayley Pitcher  
Graeme Reed



Social Sciences and Humanities  
Research Council of Canada

Conseil de recherches en  
sciences humaines du Canada

Canada



**CIHR IRSC**  
Canadian Institutes of  
Health Research    Instituts de recherche  
en santé du Canada

# Episodic Disability: The Challenges

The **changing, unpredictable, and often invisible** nature of many disabilities creates challenges in:

- Disability communication, disclosure, and the protection of privacy in the workplace
- Support and accommodation provision

Across several Canadian surveys (n = 3387), 25%-49% of participants living with a physical or mental health condition ***had not shared any information*** about their health limitations at work with their supervisor



# Bottom Lines



Workers want guidance on whether to communicate, how to get support if they don't want to share information, and what to share.



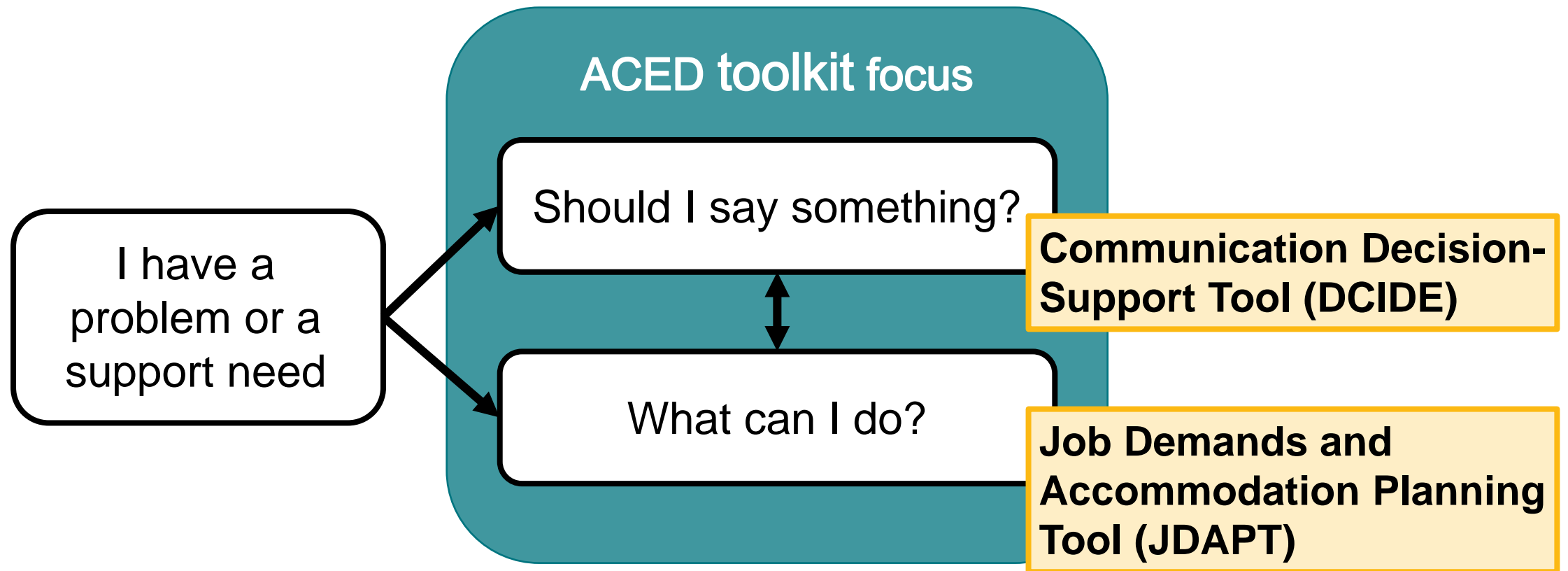
Workplace professionals want a transparent, consistent, and comprehensive approach to assessing individualized worker job needs.



All groups want practical support and accommodation ideas.

# Addressing the Challenges: The ACED Toolkit

<https://aced.iwh.on.ca>



# Job Demands and Accommodation Planning Tool (JDAPT)

## Job Demands and Accommodation Planning Tool (JDAPT)

The Job Demands and Accommodation Planning Tool (JDAPT) helps workers with chronic and episodic conditions—and the workplace parties who support them—identify accommodations tailored to job demands that allow workers to successfully stay in their jobs.



### JDAPT for workers

This version is for workers with chronic conditions who are most comfortable working with an English-language tool and are looking for practical supports and accommodation ideas tailored to their specific job demands.

[Go to the tool](#)



### L'OPA-ET destiné aux travailleurs et travailleuses

Notre outil en français s'appelle "L'Outil de planification d'accommodements pour répondre aux exigences liées au travail" - ou OPA-ET en abrégé. L'OPA-ET s'adresse aux travailleurs atteints de maladies chroniques qui se sentent plus à l'aise avec un outil en français et qui recherchent des soutiens pratiques et des idées d'accommodements adaptés aux exigences de leur travail.

[Accéder à l'outil](#)



### JDAPT for organizations

This version of the JDAPT is for supervisors, human resources practitioners, disability case managers and worker representatives who are looking for tailored accommodation ideas that will help them support workers with chronic

## Goals:

- Adopt a prevention & support framework – be more proactive; less crisis-focused
- Integrate with existing workplace support processes
- Provide ideas for practical supports
- Be relevant to diverse jobs, disability types, sectors and organizational sizes
- Promote discussion and brainstorming
- Improve the process and outcomes
- Be interactive, accessible, & evidence based
- Protect privacy

# Job Demands and Accommodation Planning Tool (JDAPT)

- Focuses on work demands that may be challenging at times or regularly. Does not focus on a health or disability diagnosis
- Guides a user through a series of simple questions about their job tasks and working conditions
- Provides a personalized list of support ideas relevant to an individual's job demands. The ideas can help generate solutions that work for a person's needs
- Can be used on one's own or to discuss support needs with others and focus on work solutions





# Job Demands and Accommodation Planning Tool (JDAPT)

- Focuses on work demands that may be challenging at times or regularly. Does not focus on a health or disability diagnosis
- Guides a user through a series of simple questions about their job tasks and working conditions
- Provides a personalized list of support ideas relevant to an individual's job demands. The ideas can help generate solutions that work for a person's needs
- Can be used on one's own or to discuss support needs with others and focus on work solutions
- The JDAPT prototype was the grand prize winner in the 2022 MaRS-CIBC Inclusive Design Challenge: Support at Work



# Job Demands and Accommodation Planning Tool (JDAPT):

*24 types of job demands and working conditions organized in four domains*

## Physical demands

e.g., working with your hands

## Cognitive or “thinking” demands

e.g., concentrating for long periods

## Working with others

e.g., supervising others

## Working conditions

e.g., working around distractions

- **Worker version:** self-assessment of job demands & challenges
- **Organizational versions:** can be completed by workplace staff: a) with a particular worker in mind; b) with a particular job in mind

# Job Demands and Accommodation Planning Tool (JDAPT)

Physical demands

Cognitive or “thinking” demands

Working with others

Working conditions

*For each demand, user rates*

*a) **Importance** to the job*

*b) **Difficulty** due to health*

*c) **Change** in ability over time*

***Personalized Report***

Linked Support Strategies & Accommodation List

*A PDF of all materials can be saved by respondents*

# Job Demands and Accommodation Planning Tool (JDAPT)

<https://aced.iwh.on.ca/jdapt>

## Job Demands and Accommodation Planning Tool (JDAPT)

The Job Demands and Accommodation Planning Tool (JDAPT) helps workers with chronic and episodic conditions—and the workplace parties who support them—identify accommodations tailored to job demands that allow workers to successfully stay in their jobs.



### JDAPT for workers

This version is for workers with chronic conditions who are most comfortable working with an English-language tool and are looking for practical supports and accommodation ideas tailored to their specific job demands.

[Go to the tool](#)



### L'OPA-ET destiné aux travailleurs et travailleuses

Notre outil en français s'appelle "L'Outil de planification d'accommodements pour répondre aux exigences liées au travail" - ou OPA-ET en abrégé. L'OPA-ET s'adresse aux travailleurs atteints de maladies chroniques qui se sentent plus à l'aise avec un outil en français et qui recherchent des soutiens pratiques et des idées d'accommodements adaptés aux exigences de leur travail.

[Accéder à l'outil](#)



### JDAPT for organizations

This version of the JDAPT is for supervisors, human resources

# Job Demands and Accommodation Planning Tool (JDAPT)

<b>Introduction</b>	Instructions	Physical demands	Cognitive demands	Working with others	Working conditions	Job demands summary	Strategies list	Results
---------------------	--------------	------------------	-------------------	---------------------	--------------------	---------------------	-----------------	---------

## Introduction

Welcome to the Job Demands & Accommodation Planning Tool—called JDAPT (pronounced 'jay-dapt') for short.

The JDAPT is an easy-to-use online tool designed for workers with an episodic disability—that is, a chronic health condition, often invisible, that reoccurs, fluctuates or is getting worse over time. If that includes you, the JDAPT can help you identify the support you may need to continue working comfortably, safely and productively in your job.

### How does the JDAPT work?

The JDAPT helps you identify the demands of your job that you may be having difficulties with because of your health. Based on these job demands, the tool suggests ideas and strategies (e.g. job accommodations) to address these difficulties and help you keep working.

- The JDAPT can be used for almost all types of jobs.
- It will take about 15 minutes to complete.
- You can complete the tool on your own or with someone you trust.

### How does the JDAPT help?

The JDAPT allows you to prioritize and adopt the ideas and strategies best suited to your situation. Some of the ideas and strategies you can implement on your own. Others will need the approval of your workplace.

If workplace approval is needed, you can use your JDAPT results to help you organize and plan how to approach your supervisor, human resources manager, union representative or other person in your workplace who can help get you the support you need. You may even want to share your JDAPT results (or a summary) as a conversation starter.

Even if your health condition is not currently affecting your ability to do your job, the JDAPT points to self-management and other supports that can help ensure you can continue working comfortably and productively in your job for as long as possible.

### What the JDAPT is NOT

The JDAPT is:

- **not** a formal functional assessment, job analysis or cognitive demands analysis tool;

### Who created the JDAPT?

The JDAPT is grounded in research and was developed by the Accommodating and Communicating about Episodic Disabilities (ACED) team, housed at the Institute for Work & Health, a not-for-profit research organization based in

# Job Demands and Accommodation Planning Tool (JDAPT)

- Introduction
- Instructions
- Physical demands
- Cognitive demands**
- Working with others
- Working conditions
- Job demands summary
- Strategies list
- Results



## Cognitive demands

For each of the six cognitive demands (i.e. mental or "thinking" activities) below, indicate if the activity is an important part of your job. That is, do you do this activity frequently, or is it critical to doing your job successfully?

**Paying attention to detail or remembering information**

▶ See examples:

important not important

**Concentrating for long periods of time**

▶ See examples

important not important

**Responding to changing work demands**

▶ See examples:

important not important

**Using problem-solving or critical thinking skills**

▶ See examples:

important not important

**Multi-tasking**

▶ See examples:

important not important

**Managing time pressures**

▶ See examples

important not important

Are there other cognitive demands (i.e. mental and "thinking" tasks) of your job that are difficult because of your health condition?

yes no

Please use the space below to note for yourself other information about the cognitive demands of your job.

You have finished reviewing the cognitive demands of your job. Click "Next Page" to review the demands of your job related to working with others.

< Previous Page

✔ Save Draft

Next Page >

- No
- Sometimes
- Often

**Concentrating for long periods of time**

▼ See examples

- keeping your attention on a job task for a long period of time
- paying attention to relevant information and ignoring distractions
- staying focused on a single work activity

important not important

Thinking about your health condition...

How would you rate your ability to concentrate on the job?

- No difficulty
- Some difficulty
- A lot of difficulty

Does your ability to concentrate on the job change over time because of your health?

- No
- Sometimes
- Often

**Responding to changing work demands**

▼ See examples:

- adapting quickly to new job demands or changes at work
- learning new information or skills, such as new processes or protocols

important not important

• shifting focus when needed

# Job Demands and Accommodation Planning Tool (JDAPT)

- Introduction
- Instructions
- Physical demands
- Cognitive demands
- Working with others
- Working conditions
- Job demands summary**
- Strategies list
- Results

## Job demands summary

Thank you for completing the first part of JDAPT, the Job Demands and Accommodation Planning Tool.

Below is a summary of your responses, indicating:

- the number of job demands that are critical to you doing your job successfully
- among these, the number that are causing you some or a lot of difficulty because of your health condition

The summary can be used:

- for your own use, as a snapshot of the types of job demands causing you the most concern
- to share with your supervisor, human resources department or others to help introduce a discussion about areas where you feel you are working well and areas where support may be helpful
- to compare your results with responses to your previous and future uses of JDAPT

You will be able to save a PDF version of this summary after you have completed the tool.

## Job demands that are an important part of your work



Of these 16 demands, you have some or a lot of difficulty with



Of these 16 demands, abilities change over time with



### Your ability to perform important job demands

- No difficulty with 8 activities
- Some difficulty with 8 activities
- A lot of difficulty with 0 activities

### Your ability changes over time because of your health

- No change for 9 activities
- Changed sometimes for 5 activities
- Changed often for 2 activities

# Job Demands and Accommodation Planning Tool (JDAPT)

## Physical endurance or stamina

### Things you might try on your own

- Try to maintain a good posture to reduce pain and/or fatigue when working
- Wear comfortable shoes with a good grip and support

### Adjustments you could try at work (you may or may not need to request permission to do these)

- Use a stool or footrest to help you change positions while working
- Pace your work to avoid becoming tired
- Take the time you need to follow workplace safety guidelines and keep your attention up to avoid injuries
- Plan your more difficult tasks for when you are feeling better
- Switch between tasks to vary your position and reduce strain
- When doing the same task, take the time to change your position to reduce strain
- Adjust your breaks to help maintain your energy – this could mean either taking regular or more frequent breaks, or fewer but longer breaks, depending on your needs
- Ask others for assistance
- Ask your supervisor for adjustments for work meetings or events

### Formal accommodations to consider requesting

- Furniture or equipment that can help reduce strain
- Request a flexible or alternative work schedule which allows you to work when feeling better and have more energy
- Permission to work at home on some days if this is possible in your job
- Temporary or permanent job modification, which means re-assigning or reducing time spent on less important or less essential tasks



# Job Demands and Accommodation Planning Tool (JDAPT)

Physical endurance or stamina

## Things you might try on your own

- Try to maintain a good posture to reduce pain and/or fatigue when working
- Wear comfortable shoes with a good grip and support

## Adjustments you could try at work (you may or may not need to request permission to do these)

- Use a stool or footrest to help you change positions while working
- Pace your work to avoid becoming tired
- Take the time you need to follow workplace safety guidelines and keep your attention up to avoid injuries
- Plan your more difficult tasks for when you are feeling better
- Switch between tasks to vary your position and reduce strain
- When doing the same task, take the time to change your position to reduce strain
- Adjust your breaks to help maintain your energy – this could mean either taking regular or more frequent breaks, or fewer but longer breaks, depending on your needs
- Ask others for assistance
- Ask your supervisor for adjustments for work meetings or events

## Formal accommodations to consider requesting

- Furniture or equipment that can help reduce strain
- Request a flexible or alternative work schedule which allows you to work when feeling better and have more energy
- Permission to work at home on some days if this is possible in your job
- Temporary or permanent job modification, which means re-assigning or reducing time spent on less important or less essential tasks

Use a stool or footrest to help you change positions while working

- high stool for alternative sitting and standing at a counter
- low stool or rail to rest feet on one at a time when standing
- footrest to raise feet while sitting

# Job Demands and Accommodation Planning Tool (JDAPT)

## Concentrating for Long Periods

### Things you might try on your own

- Do calming or refreshing activities during breaks to bring back focus or to "reset"

### Adjustments you could try at work (you may or may not need to request permission to do these)

- Turn off phone or computer notifications while working on a specific task
- Use a timer to set working times and mini breaks which can help with concentration
- Use applications to reduce distractions
- If there are no safety or interpersonal concerns, wear headphones or ear plugs to exclude other sounds
- Introduce background noise if that helps you focus
- Adjust light and/or heat to enhance concentration
- Plan your more difficult tasks for when you are feeling better
- Schedule blocks of time to concentrate on one task without distractions or interruptions
- Adjust your breaks to help maintain your energy, either regular or more frequent breaks, or fewer but longer breaks
- Move your work temporarily to a less distracting location and/or new surroundings which may help with focus

### Formal accommodations to consider requesting

- Changes to your workstation to reduce distractions
- Request a flexible or alternative work schedule which allows you to work when feeling better and have more energy
- Temporary or permanent job modification, which means re-assigning or reducing time spent on less important or less essential tasks

Use a timer to set working times and mini breaks which can help with concentration

- work at one task for 30 minutes, then take a mini break to stretch or walk around before working for another 30-minute session

# JDAPT: Real World Outcome Evaluation

## Assessment was undertaken in several stages:

1. Needs Assessments (identified gaps in existing resources, reviewed existing studies, conducted new research to explore gaps and causes)
2. Formative Evaluation (sensitivity testing for comprehensiveness, understandability, relevance, feasibility, length).  
<https://doi.org/10.1007/s10926-022-10057-4>
3. Preliminary Outcome/Effectiveness Evaluation (perceived quality of tool, use, uptake)
4. Implementation Evaluation (adoption of the tool more broadly)

**Methods Used:** In-depth interviews, focus groups, environmental scan and literature reviews, surveys (e.g., pre-post-follow-up testing)



# JDAPT Sensibility Testing: Formative Evaluation

Open Access | Published: 14 July 2022

A Sensibility Assessment of the Job Demands and Accommodation Planning Tool (JDAPT): A Tool to Help Workers with an Episodic Disability Plan Workplace Support

Monique A. M. Gignac , Julie Bowling, Sabrina Tonima, Renee-Louise Franche, Aaron Thompson, Arif Jetha, Peter M. Smith, Joy C. Macdermid, William S. Shaw, Dwayne Van Eerd, Dorcas E. Beaton, Emma Irvin, Emile Tompa & Ron Saunders

Journal of Occupational Rehabilitation (2022) | Cite this article

408 Accesses | 2 Altmetric | Metrics

## Abstract

*Purpose* Sensibility refers to a tool's comprehensiveness, understandability, relevance, feasibility, and length. It is used in the early development phase to begin assessing a new tool or intervention. This study examined the sensibility of the job demands and accommodation planning tool (JDAPT). The JDAPT identifies job demands related to physical, cognitive, interpersonal, and working conditions to better target strategies for workplace supports and

## Assessed:

Comprehensiveness, Understandability, Relevance, Feasibility, Length, Overall Impressions

## Sample:

46 workers living with diverse physical and mental health conditions

23 organizational representatives (e.g., supervisors, HR, disability managers)

Diverse organizations and job types (e.g., sales/service, education, manufacturing, health, government, transportation, financial, hospitality)

## Overall findings:

Sensibility assessments exceeded 75% for most categories.

<https://doi.org/10.1007/s10926-022-10057-4>

# JDAPT Sensibility Testing: Formative Evaluation

## Abstract

*Purpose* Sensibility refers to a tool's comprehensiveness, understandability, relevance, feasibility, and length. It is used in the early development phase to begin assessing a new tool or intervention. This study examined the sensibility of the job demands and accommodation planning tool (JDAPT). The JDAPT identifies job demands related to physical, cognitive, interpersonal, and working conditions to better target strategies for workplace supports and

“It seemed like you covered every piece, whether it was the physical piece, tedious work that’s happening over and over again, or working long hours, travelling – so you have covered everything.” (Baker living with ADHD and a skin condition)

“There were basically all of them that I go through in my job. It’s basically everything I do at work.” (Truck driver living with Crohn’s disease)

“I go in and just say, ‘I’m dealing with a mental illness’ and my boss says, ‘what do you need?’ And I say, ‘I don’t know’... I think the JDAPT might be better to help me understand actually, these three aspects of the job are what actually are difficult for me, so let’s think about what we do with those.” (Government worker living with depression and PTSD)

<https://doi.org/10.1007/s10926-022-10057-4>

# JDAPT Longitudinal Outcome Evaluation

- 3 waves of data over 9 months
  - **Time 1**: health, job context & perceptions, demographics, JDAPT, JDAPT perceptions
  - **Time 2** (3-month post-T1): JDAPT use/perceptions; re-assessment of some job context and job perceptions
  - **Time 3** (9-month post-T1): JDAPT use/perceptions; re-assessment of some job context and job perceptions
- Sample of individuals with physical or mental health/cognitive conditions
- Time 1 n = 269
- Time 2 n = 210 (76%)
- Time 3 n = 188 (89% of T2; 70% of T1)

# JDAPT Longitudinal Outcome Evaluation

## Perceptions of JDAPT:

Extremely easy to understand	84%
Extremely easy to complete	84%
Not relevant to my job	1%
Too long	3%

## Used the JDAPT:

Outside of work	T2 = 73%; T3 = 70%
At work	T2 = 59%; T3 = 43%
Shared with others at work	T2 = 21%; T3 = 24%

# JDAPT Longitudinal Outcome Evaluation

## Reasons didn't use the JDAPT:

Health not currently impacting work	T2 = 40%; T3 = 46%
Already using strategies (incl. from JDAPT)	T2 = 49%; T3 = 46%
Concerned about asking for help	T2 = 26%; T3 = 18%
No JDAPT suggestions fit my job	T2 = 1.9%; T3 = 1.6%



# JDAPT Longitudinal Outcome Evaluation

“It was empowering to see how much one can do on one’s own, especially when I’m hesitant about being supported by HR”

“I used both the full and my personalized list of strategies and accommodations when I was informed that I would need to return to working in the office some days...The suggestions in the materials were very helpful!”

“I used the list of strategies and accommodations plans, plus the language of the job demands summary, to help me request a workplace accommodations plan. These tools were critical in helping me explain how my disability impacts my work and allowed me to think about possible solutions...The plan is still being finalized...Without the JDAPT I wouldn’t have had the confidence to go through this (intimidating) process and advocate for myself in such an effective way!”

## JDAPT Evaluation Study: T1 & T2; T1 & T3

Measure	Changes: T1-T2; T1-T3	Effect Size
Self-Efficacy: Problem Solving	▲	.53
Self-Efficacy: Meeting Job Demands	▲	.46
Self-Efficacy: Emotional Needs	▲	.61
Difficulty getting as much work done as others expect you to	▼	.56
Work productivity problems	▼	.78
Absenteeism past 6 months	▼	.27

Note: All differences were statistically significant at  $p < .001$

# JDAPT Evaluation: The end of the beginning...



## No/Few differences in JDAPT outcomes by:

- Gender
- Age
- Condition type
- Permanent/contract work
- Union membership
- Organization size

...In other words, the JDAPT worked well for many groups

# JDAPT: [aced.iwh.on.ca/jdapt](https://aced.iwh.on.ca/jdapt)

- English & French JDAPT freely available
- The JDAPT does not ask for personal, identifying information
- Users can download their responses, but data are not saved to protect privacy



# JDAPT: [aced.iwh.on.ca/jdapt](https://aced.iwh.on.ca/jdapt)

- English & French JDAPT freely available
- The JDAPT does not ask for personal, identifying information
- Users can download their responses, but data are not saved to protect privacy

Available since March 31, 2023; As of February 25, 2024:

- ~ 8000 unique visitors to the tool
- JDAPT strategy pdfs downloaded ~3900
- ~7900 site visitors from Canada;

~2000 from the U.S., U.K. and Australia. Other countries include Belgium, Germany, Spain, France, Finland, Israel, South Korea, Philippines, India, South Africa





**Thank you!**

**Questions? Comments?**

Monique Gignac: [mgignac@iwh.on.ca](mailto:mgignac@iwh.on.ca)

**ACED website with JDAPT:** <https://aced.iwh.on.ca/jdapt/>

For the latest research and news from IWH, sign up for our monthly e-alerts, event notifications, and more: [iwh.on.ca/subscribe](https://iwh.on.ca/subscribe)