



# Supporting workers with disabilities and their workplaces

Monique A.M. Gignac, PhD

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

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# Presentation Overview

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## Setting the stage: Disability in Canada

- Disability numbers and episodic/dynamic disabilities
- What do these numbers mean for workplaces?

## Disclosure of a disability

- Why are disclosure decisions so difficult? How do workers make a disclosure decision?
- Can we help with decision making? (DCIDE tool)

## Accommodation Planning

- The Job Demands and Accommodation Planning Tool (JDAPT)

# Takeaway Messages

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- Many workers do not share health or support needs at work.
- Disclosure decisions and support requests can be complex and stressful for workers with health conditions and disabilities.
- Workers, organizational representatives, and health care professionals are often unclear about what to focus on in workplace discussions and what types of supports and accommodations might be helpful.
- The DCIDE Tool helps workers consider whether to share some personal information at work.
- The Job Demands and Accommodation Planning Tool (JDAPT) helps identify diverse job demands that are challenging and provides support and accommodation ideas.
- There are worker and organizational versions of the JDAPT

**Project Director:** Monique Gignac  
**Research Coordinator:** Julie Bowring

**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  
Sabrina Tonima  
Jan Dvorak  
Lyudmila Mansurova  
Cindy Moser  
Uyen Vu  
Lahmea Navaratnerajah  
Sara Macdonald  
Andrea Larney  
Morgane Le Pouesard

**Expert Advisory Committee:**

Alexander Ewing  
Amanda Fraser  
Catherine Hofstetter  
Hayley Pitcher  
Graeme Reed

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



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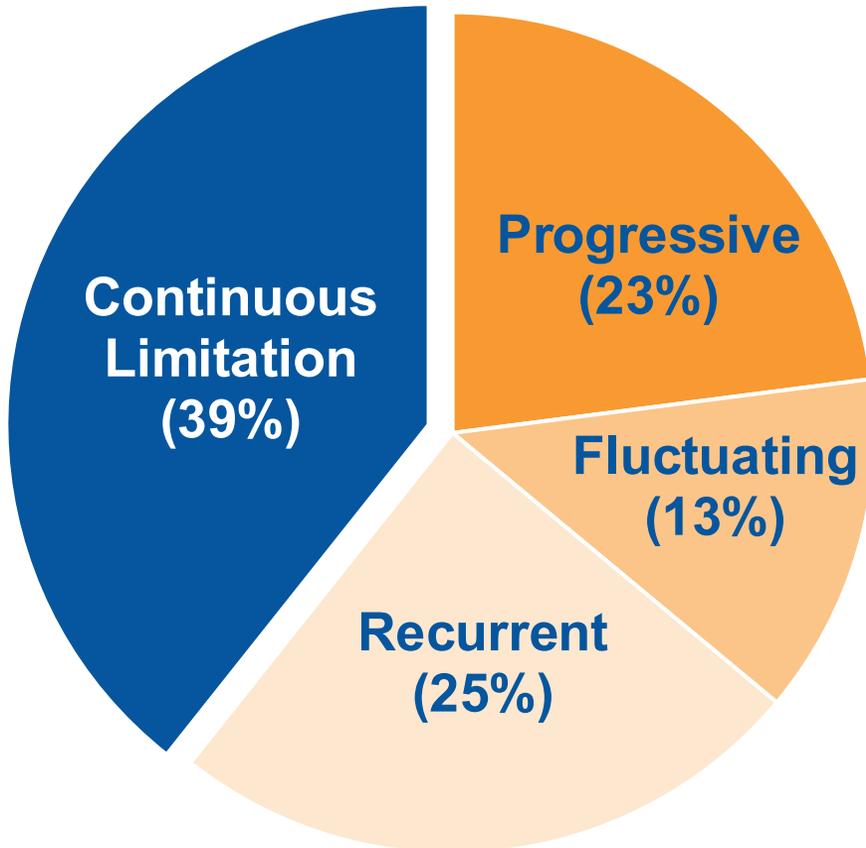
**Canada** 

# Setting the Stage: Disability in Canada

Disability numbers and episodic/dynamic disabilities

What do these numbers mean for workplaces?

# Episodic Disability in Canada



- 8 million Canadians report living with a disability
- 61% experience **episodic or dynamic** limitations or disability:
  - Progressive: worsening over time (23%)
  - Fluctuating: changes daily or weekly (13%)
  - Recurrent: periods of a month or more with no limitations (25%)
- Many disabilities are unpredictable and invisible

*Examples: depression, anxiety disorders, PTSD, arthritis, diabetes, multiple sclerosis, Crohn's, colitis, epilepsy, pain conditions, chemical sensitivities, ADHD, HIV/AIDS some cancers*  
(Statistics Canada, 2023; Morris et al., 2019)

# Workplace Challenges

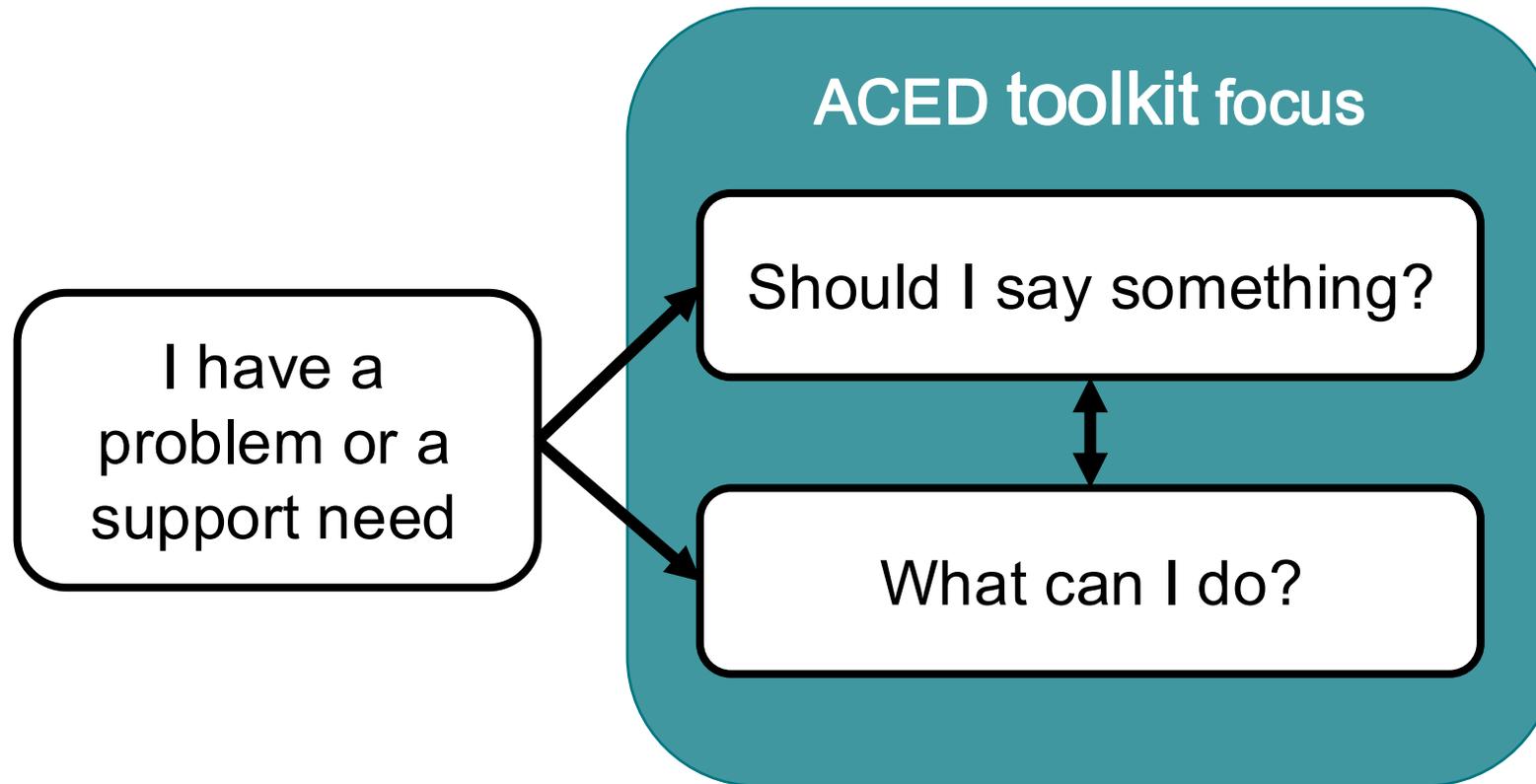
The **changing**, **unpredictable**, and **invisible** nature of many disabilities creates challenges in:

- Workplace disability communication, disclosure, and the protection of privacy
- Providing support or accommodations to maintain productivity



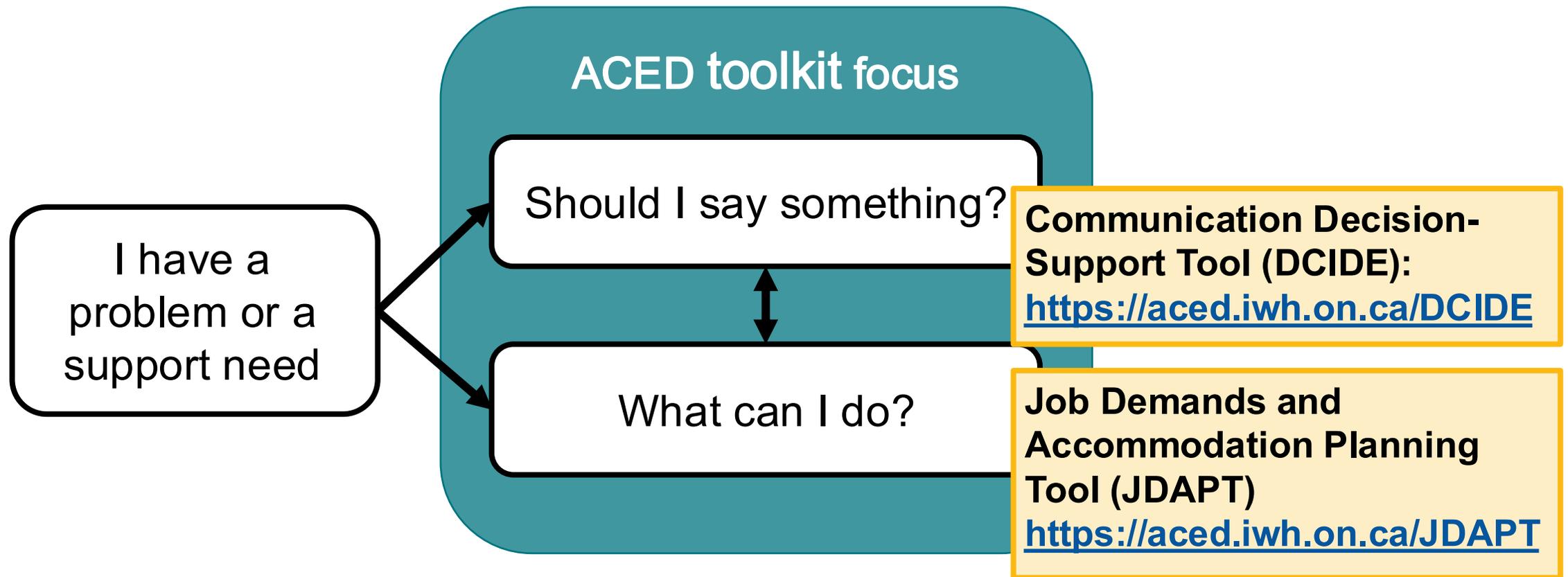
# Addressing the Challenges: The ACED Toolkit

<https://aced.iwh.on.ca> (1)



# Addressing the Challenges: The ACED Toolkit

<https://aced.iwh.on.ca> (2)



# Disclosure of a disability

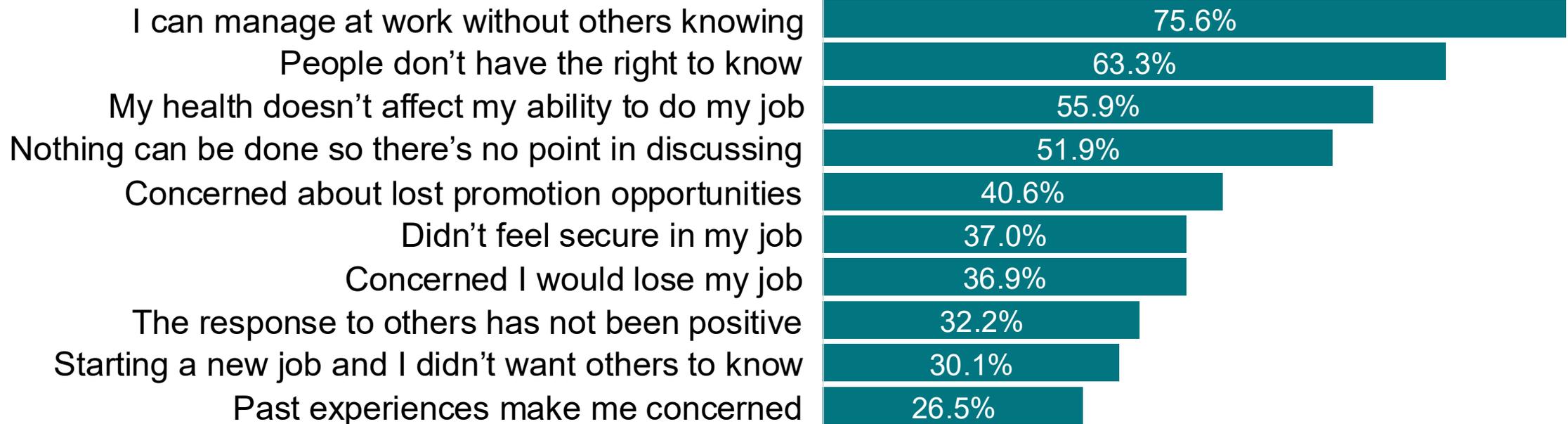
Why are disclosure decisions so difficult?

How do workers make a disclosure decision?

# What does research tell us about sharing information?

- Overall, 25%-49% of people living with physical or mental health conditions report *not sharing* information about their limitations at work with their supervisor

## ***Non-disclosure reasons*** (n=437) (Gignac, Jetha, Martin Ginis, Ibrahim, 2021)



# What does research tell us about sharing information?

There is no single correct communication decision

	<i>Positive disclosure outcomes include:</i>	<i>Negative disclosure outcomes include:</i>
Disclosed	<ul style="list-style-type: none"><li>• support</li><li>• greater understanding</li></ul>	<ul style="list-style-type: none"><li>• must prove oneself</li><li>• stigma, gossip, loss of reputation as a good worker</li></ul>
Did not disclose	<ul style="list-style-type: none"><li>• less stress</li><li>• less concern about how others view you</li></ul>	<ul style="list-style-type: none"><li>• absence of support</li><li>• misperceptions about reasons for any job difficulties</li></ul>

# Why are disclosure decisions so difficult?

## Mechanics of Disclosure

- People need to consider whether to share information, with whom, when, what, how much, mode of sharing
- Not a one-time decision, but involves multiple decisions

## Outcome Uncertainty

- Concerns about loss of reputation, career advancement, stigma, gossip, control of information, that nothing can be done, job loss if you share, and job loss if you don't share
- Research finds positive and negative outcomes

## What to Consider

- What types of information are used to make decisions?
- Is some information prioritized over other information?
- Are there decision patterns that can help us better understand disclosure?

# Why are Disclosure Decisions so Difficult?

Information Dimensions Simultaneously Encourage and Discourage Communication

## Health Impact & Need for Support

Examples:

- Changes to health
- Changes to job demands or performance
- Need for supports, accommodations
- Safety concerns

## Goals in Decision Making

Examples:

- Want information
- Want access to supports
- Want to avoid future problems
- Want to protect my finances
- Want to protect my reputation

## Preferences & Experiences

Examples:

- Feel I have an obligation to share
- Value my privacy
- Want to be able to control any information shared
- Have had positive/negative past experiences

## Organizational Information

Examples:

- Support availability (e.g., benefits, paid sick days, current, past accommodations)
- Perceptions of the workplace and its culture

# Information Dimensions Simultaneously Encourage and Discourage Communication (1)

(n=591 workers with a physical or mental health condition; Gignac, Bowring, Saunders et al., 2025)

Health Impact & Need for Support	Goals in Decision Making	Preferences & Experiences	Organizational Information
49% of respondents reported considerable impact and needs for support	Sharing was seen as most helpful for accommodation and information needs		78% had supports available

# Information Dimensions Simultaneously Encourage and Discourage Communication (2)

(n=591 workers with a physical or mental health condition; Gignac, Bowring, Saunders et al., 2025)

Health Impact & Need for Support	Goals in Decision Making	Preferences & Experiences	Organizational Information
49% of respondents reported considerable needs for support	Top goals included financial security & protecting one's reputation  Sharing was seen as most helpful for accommodation and information needs	32% of respondents were willing to share & thought sharing was important  37% were reluctant to share  20% were unsure about sharing	78% had supports available  58% reported a positive culture  16% were unsure/ambivalent  20% reported a culture not conducive to sharing

# **DCIDE: Decision-Support for Communicating about Disabilities that are Episodic**

**Can we help people make decisions that are better for them?**

# DCIDE <https://aced.iwh.on.ca/dcide>

ACED Accommodating and Communicating about Episodic Disabilities

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## DCIDE: Decision-Support for Communicating about Invisible Disabilities that are Episodic

DCIDE is a free tool that aims to help workers consider whether or not to share some personal health information with others at work.

Deciding whether to talk about a health condition at work is a complex decision for people living with chronic health conditions. For most people, it means thinking about not just their health and any difficulties they may be having at work, but also their goals, their personal preferences - and what their workplace is like when it comes to supporting workers with personal needs.

There isn't one right answer, and only the person living with a chronic health condition can make the choice that is best for them.

The DCIDE tool has been designed to help you consider some of the key issues for you in making this decision.

Access the tool below in English or French.

### Decision-support for Communicating about Invisible Disabilities that are Episodic (DCIDE)

DCIDE is a free tool that aims to help workers consider whether or not to share some personal health information with others at work.

[Access the tool](#)

### L'Aide à la décision pour communiquer sur les incapacités invisibles épisodiques (L'outil ADCIEE)

L'outil ADCIEE est un outil gratuit qui vise à aider les travailleurs à déterminer s'ils doivent ou non partager certaines informations personnelles sur leur santé avec d'autres personnes sur leur lieu de travail.

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The Institute for Work & Health (IWH) is the lead partner in the Accommodating and Communicating about Episodic Disabilities (ACED) project. IWH is an independent, not-for-profit organization that aims to conduct and mobilize research that supports policy-makers, employers and workers in creating healthy, safe and inclusive work environments.

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## Goals:

- Adopt a prevention & support framework – help users be more proactive, less crisis-focused
- Provide a tool that is personalized, interactive, accessible and evidence-based
- Be relevant to diverse health conditions and disabilities, different jobs, and personal preferences
- Provide feedback and links to other resources
- Improve the disclosure decision process
- Protect privacy

# Using the DCIDE Tool (1) <https://aced.iwh.on.ca/dcide>

- Select English or French DCIDE
- Read through the introduction
- Answer questions for the five decision dimensions

## Introduction

Welcome to the DCIDE tool (Decision-Support for Communicating about Invisible Disabilities that are Episodic).

DCIDE (pronounced "decide") aims to help workers consider whether or not to share some personal health information with others at work. It was developed by research experts, people living with episodic conditions, and community groups.

DCIDE is an easy-to-use online tool that:

- helps you to consider key issues that can be important in determining whether to disclose information about a health condition at work;
- helps you to assess your personal situation and preferences;
- links to other materials and resources that you might be able to use – regardless of whether you decide to share anything about your health at work at this time or not.

DCIDE was designed for workers with an episodic disability—that is, a chronic health condition, often invisible, that reoccurs, fluctuates or gets worse over time. It can also be useful to anyone who needs to make a decision about sharing personal health information.

## How does DCIDE work?

DCIDE asks you to respond to questions in five different areas that are often important when deciding whether to share some personal health information with others at work.

1. **Your Needs:** Why are you thinking about whether to share some personal health information at work? What is happening now that

## How does DCIDE help?

Sometimes people feel like little, or nothing, can be done about their limitations at work, or they aren't sure whether they are ready to share information with others. Sometimes a crisis in health can force changes or lead to others finding out about your health condition, even if you would rather keep that information private.

The collage displays several sections of the DCIDE tool:

- Your Work Culture:** "How supportive are others in your workplace?"
- Your Work Supports:** (Section header)
- Your Communication Preferences:** "How comfortable are you sharing information about your health with others?"
- Your Goals:** "What best describes your goal to communicate with others about your health condition?"
- Your Needs:** "Why are you thinking about whether to share some personal health information at work? What is happening now that..."

On the right side, there are multiple instances of a 5-point Likert scale response system. Each scale consists of a circle with a number (1-5) and the text "Strongly agree". Some scales also include "No", "Not sure", "Yes", and "I don't know" options.

# Using the DCIDE Tool (2)

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

For each of the five decision dimensions, the tool programming will place you in a category that reflects your responses.

*e.g., for “Your Work Culture, categories include supportive workplace culture, not supportive, uncertain about the culture of support at your workplace, etc.*



## Your Work Culture

How supportive are others in your workplace?

Are there benefits or downsides to sharing personal information with others at work?

The last part of the DCIDE tool asks you about your experiences with others, and the attitudes and practices at your organization related to supporting workers.

Please read each of the statements below and indicate whether you agree or disagree with that statement. Answers are on a scale from 1 to 5 with 1 meaning that you strongly disagree, 3 meaning that you neither agree nor disagree, and 5 meaning that you strongly agree.

Please answer all the questions to get your personalized review and summary of your perceptions of your workplace, its culture, and those you work with.

I would be comfortable sharing some information about my health condition because my workplace's support and accommodation policies are fair to employees.

1 2 3 4 5  
Strongly disagree Strongly agree

I am concerned about sharing information because I don't think my workplace applies its support and accommodation policies in the same way for everyone.

1 2 3 4 5  
Strongly disagree Strongly agree

I think my supervisor will keep my personal information confidential when thinking about my support needs.

1 2 3 4 5  
Strongly disagree Strongly agree

I've shared information about my health with other work colleagues in the past and most people have been supportive.

1 2 3 4 5  
Strongly disagree Strongly agree

I have not worked at my workplace for a long time and would be concerned about sharing information about my health condition.

1 2 3 4 5  
Strongly disagree Strongly agree

Others have not been treated well by this workplace when they have shared their personal needs.

1 2 3 4 5  
Strongly disagree Strongly agree

I am concerned that there is too much gossip in my workplace.

1 2 3 4 5  
Strongly disagree Strongly agree

# Using the DCIDE Tool (3) <https://aced.iwh.on.ca/dcide>

After each section, you receive a short summary of “*Your Situation*” and guidance on “*Things to Think About*”

## Your Work Culture

How supportive are others in your workplace?

Are there benefits or downsides to sharing personal information with others at work?

Below is a summary of your perceptions of your workplace and how supportive the culture is. The green border indicates that you have reported a positive workplace environment and culture where sharing may be helpful, and support may be available if you need it.

### Your situation

You currently believe that your workplace has a culture that is likely to be supportive if you share some information with others about health and work issues.

You noted several positive aspects of your workplace. This includes the supportiveness of your colleagues and/or your supervisor, and the availability of accommodation policies that treat people fairly.

You also reported few concerns about potential negative outcomes of

### Things to think about

Your insights into your workplace are important to make decisions that are right for you. You believe that your organization has a culture of supporting the needs of their workers and has experience helping workers with health needs.

At the same time, knowing that you have a positive workplace culture does not mean that you are necessarily ready or comfortable with sharing information at this moment.

## Goal:

- Distill information into manageable chunks;
- Have users think about next steps and potential benefits/drawbacks to their choices

# Using the DCIDE Tool (4) <https://aced.iwh.on.ca/dcide>

## Thank you for completing the DCIDE tool

Please save your DCIDE tool results as a PDF now.

We do not save your information so you will not be able to return to your results in the future



[DCIDE results summary.pdf](#)

## Next steps

You may decide to share some personal information with others at work or not to share information at this time. No matter what you decide, there are some things that you will wish to think about to support yourself and plan for the future. These include:

- What are your options if you choose not to share any information at this time?
- If you do choose to share, what do you want to share and what do you not want to share?
- When should you talk to someone?
- Who might be able to help?

We have included some guidance about next steps at the end of your results summary pdf. Please take some time to read this material when it is convenient for you.

## Job Demands and Accommodation Planning Tool (JDAPT)

To help you think more about your work and health, and to provide you with ideas for support strategies, we have created the Job Demands and Accommodation Planning Tool (JDAPT).

### **JDAPT**

The JDAPT is an award-winning tool that provides workers with practical support and accommodation ideas that are relevant to their job demands. It can be used even when you do not want to share any information with others at this time.

# Using the DCIDE Tool (5) <https://aced.iwh.on.ca/dcide>

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## Next Steps

### What you can do if you choose not to share any information at this time

You might choose not to share information about difficulties that your health and job demands can create. For example:

- You might feel there is no need to say anything because your health is not currently affecting your job
- You might not believe that sharing information about your health will help you achieve your goals
- You might have a strong personal preference for keeping your health private
- You might not feel comfortable sharing information because you believe your workplace would not be supportive or you have had bad experiences in the past

If you have decided not to share any information about your difficulties at work related to your health, there are ways that you can help yourself continue to work well.

### Identify what you can do on your own to help manage your health and work

The ACED Job Demands and Accommodation Planning Tool (JDAPT) provides strategies that you can use on your own – whether at work or at home – to help you better manage your workplace demands. Use the JDAPT to figure out which job demands you are having difficulty with due to your health. Then look through the list of suggested strategies and supports to see which ones you might be able to use at

11 of 12 Automatic Zoom

## How to approach communicating about your health in the workplace

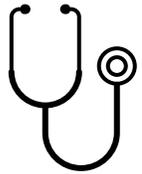
Think about where and how you would like to talk to someone in your workplace about your health. There are different ways you can share information.

Advantages of this approach	Disadvantages of this approach
You can share information in person (for example, in a face-to-face meeting, a videoconference, by telephone)	<ul style="list-style-type: none"><li>• You may have difficulty arranging a meeting when you need it</li><li>• You may feel pressured to say more than you wish to</li><li>• You may be concerned about keeping your emotions in check when sharing sensitive information</li><li>• You may have less control over</li></ul>
<ul style="list-style-type: none"><li>• You can respond to questions or concerns as they arise</li><li>• You may be better able to build a relationship and establish trust</li><li>• You can gauge the other person's reactions and add information or correct misunderstandings</li><li>• It may be easier to have a discussion and be less time-consuming</li></ul>	

# Accommodation Planning

Challenges and Support Ideas

# What do workplace support providers tell us about support and accommodation processes? (Gignac et al., 2021)



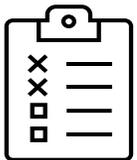
## Workplace Culture re: Support

- Medical models are common, but don't always work
- There is a need to implement a social model of disability, but not sure how



## Misgivings about Others

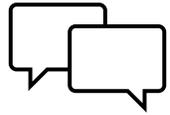
- Many individuals are involved in the support process
- Frequent concerns about others' skills, training, motivation and involvement



## Disability as a Performance Problem

- Formal communication often triggered by work absences (e.g., attendance management)
- Planning is reactive, not proactive
- Re-casts disability as a performance problem needing disciplinary actions

# What do workers tell us about support and accommodation processes?



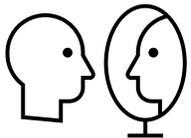
## Disclosure

- Decisions include information that may simultaneously encourage and discourage sharing, which heightens stress



## Awareness of Support

- Often unaware of what types of support are available
- Online resources are often disease focused
- Can be concerned that nothing can be done if not ready to share job difficulties



## Starting the Process

- Can feel overwhelmed by health and job demands and not know when and how to start – crisis-focused
- Aren't sure how to express work challenges and support needs to others

## 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 that fits with existing processes.



Everyone wants practical support and accommodation ideas.

# The Job Demands and Accommodation Planning Tool (JDAPT)

JDAPT Goals

The Tool

Strategy Development

# Job Demands and Accommodation Planning Tool (JDAPT)

<https://aced.iwh.on.ca/jdapt> (1)

## 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 to meet work demands
- 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)

<https://aced.iwh.on.ca/jdapt> (2)

- 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)

<https://aced.iwh.on.ca/jdapt> (3)

*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

## Three Versions of the JDAPT:

- **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)

<https://aced.iwh.on.ca/jdapt> (4)

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> (5)

## Job Demands and Accommodation Planning Tool (JDAPT)

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### JDAPT for organizations

This version of the JDAPT is for supervisors, human resources

# Job Demands and Accommodation Planning Tool (JDAPT)

<https://aced.iwh.on.ca/jdapt> (6)

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

<https://aced.iwh.on.ca/jdapt> (7)

Introduction	<b>Instructions</b>	Physical demands	Cognitive demands	Working with others	Working conditions	Job demands summary	Strategies list	Results
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## How to complete the JDAPT

The JDAPT begins by asking you to think about the demands of your job as they relate to your health condition in four key areas.



In each section, you are given a list of five to eight related job demands. For each job demand, you will be asked:

- 1 To indicate if the demand is an important part of your job or not**  
Do you do this task or activity frequently or is it critical to doing your job successfully?

Then, if the job demand is an important part of your job, you will be asked:

- 2 How would you rate your ability to do this demand?**  
Do you have no difficulty, some difficulty or a lot of difficulty with this part of your job due to your health?
- Does your ability to do this demand change over time because of your health?**  
Is your ability to do this job task stable, or does it change over time? It may change from day-to-day, week-to-week, or over the course of months or years. The period of change isn't as important as identifying which abilities are stable and which change.

For each job demand that you have some or a lot of difficulty with, or that changes over time due to your health, we will provide a list of potential

# Job Demands and Accommodation Planning Tool (JDAPT)

<https://aced.iwh.on.ca/jdapt> (8)

- Introduction
- Instructions
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- Working conditions
- Job demands summary
- Strategies list
- Results



## Physical demands

For each of the five physical demands 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?

Doing activities that require strength

► See examples

important

not important

Doing activities that require physical endurance or stamina

► See examples

important

not important

Doing activities that require physical endurance or stamina

► See examples

important

not important

Using one or more of your senses (i.e., touch, taste, smell, hearing or seeing)

► See examples

important

not important

Are there other physical demands of your job that are difficult because of your health condition?

yes

no

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

You have finished reviewing the physical demands of your job. Click "Next Page" to review the cognitive demands of your job.

< Previous Page

✓ Save Draft

Next Page >

- Some difficulty
- A lot of difficulty

Does your ability to do work that requires physical endurance or stamina change over time because of your health?

- No
- Sometimes
- Often

Using one or more of your senses (i.e., touch, taste, smell, hearing or seeing)

► See examples

important

not important

Thinking about your health condition...

How would you rate your ability to do work that requires using one of more of your senses (i.e. touch, taste, smell, hearing or seeing)?

- No difficulty
- Some difficulty
- A lot of difficulty

# Job Demands and Accommodation Planning Tool (JDAPT)

<https://aced.iwh.on.ca/jdapt> (10)

- 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): Support examples (1)

## 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): Support Examples (2)

## 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): Support Examples (3)

## 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

# Job Demands and Accommodation Planning Tool (JDAPT): Summary

Introduction	Instructions	Physical demands	Cognitive demands	Working with others	Working conditions	Job demands summary	Strategies list	<b>Results</b>
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## Thank you for completing the Job Demands and Accommodation Planning Tool!

Here are your results in PDF that you can download, save and/or print:



[Your job demands summary](#)



[Your job demands summary plus full report](#)



[Your full list of recommended strategies and accommodations relevant to your job demands](#)



[Your personalized list of strategies and accommodations](#)

These results are meant for your personal use. You do not have to share the information with others.

**Please download and save your PDFs now!** For your privacy, we do not save your responses, and your PDFs will not be available after you close this web page.

We hope you found the Job Demands and Accommodation Planning Tool (JDAPT) useful. Do you have any comments, feedback on the job demands, or suggestions for new strategies? Please email us at [aced@iwh.on.ca](mailto:aced@iwh.on.ca).

### Communicating your needs

Many workplace changes or accommodations require permission from your supervisor or management – and that means telling others about some of the difficulties that you are experiencing at work. Often you do not need to share personal health details to

# JDAPT

## When to use?

- Early in the disability support process to aid with assessment
- On a regular basis to assess changes in needs or support

## Why use?

- Focuses conversations on job demands and not on worker personal characteristics (non-judgmental)
- Identifies areas of work that are sometimes omitted in other assessment tools (e.g., interpersonal aspects of work, job conditions)
- Provides concrete support ideas for discussion

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 employers, human resources professionals, disability case managers and worker representatives who are seeking for tailored accommodations.

# JDAPT Evaluation and Outcomes

Feasibility Evaluation

Outcome Evaluation

# 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 (testing for comprehensiveness, understandability, relevance, feasibility, length)
3. Preliminary Outcome/Effectiveness Evaluation (perceived quality of tool, use, uptake)
4. Implementation Evaluation (adoption of the tool more broadly; to be undertaken)



# JDAPT Sensibility Testing: Formative Evaluation (2)

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 Bowring, 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

“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 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 9-Month Longitudinal Outcome Evaluation (1)

The Job Demands and Accommodation Planning Tool (JDAPT): A Nine-Month Evaluation of Use, Changes in Self-efficacy, Presenteeism, and Absenteeism in Workers with Chronic and Episodic Disabilities

Monique A. M. Gignac<sup>1,2</sup> · Julie Bowring<sup>1</sup> · Lahmea Navaratnerajah<sup>1</sup> · Ron Saunders<sup>1</sup> · Arif Jetha<sup>1,2</sup> · Aaron Thompson<sup>3,4</sup> · William S. Shaw<sup>5</sup> · Renee-Louise Franche<sup>6</sup> · Dwayne Van Eerd<sup>1</sup> · Emma Irvin<sup>1</sup> · Emile Tompa<sup>1,2</sup> · Joy C. Macdermid<sup>7</sup> · Peter M. Smith<sup>1,2</sup>

- 3 waves of data over 9 months, n = 188
- Participants had physical and/or mental health/cognitive conditions
- Comments very positive across disability types, gender, age, job sectors
- JDAPT use continued over 9 months
- Sustained changes in confidence (self-efficacy) for a) *problem solving at work*, b) *meeting job demands*, and c) *dealing with stress*
- Reports of *fewer work productivity problems* and *reduced absenteeism*
- Most changes highly significant ( $p < .001$ ) with most effect sizes moderate to large (.46-.78).

<https://doi.org/10.1007/s10926-024-10231-w>



# JDAPT 9-Month Longitudinal Outcome Evaluation (2)

The Job Demands and Accommodation Planning Tool (JDAPT): A Nine-Month Evaluation of Use, Changes in Self-efficacy, Presenteeism, and Absenteeism in Workers with Chronic and Episodic Disabilities

Monique A. M. Gignac<sup>1,2</sup> · Julie Bowring<sup>1</sup> · Lahmea Navaratnerajah<sup>1</sup> · Ron Saunders<sup>1</sup> · Arif Jetha<sup>1,2</sup> · Aaron Thompson<sup>3,4</sup> · William S. Shaw<sup>5</sup> · Renee-Louise Franche<sup>6</sup> · Dwayne Van Eerd<sup>1</sup> · Emma Irvin<sup>1</sup> · Emile Tompa<sup>1,2</sup> · Joy C. Macdermid<sup>7</sup> · Peter M. Smith<sup>1,2</sup>

“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 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...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!”

<https://doi.org/10.1007/s10926-024-10231-w>

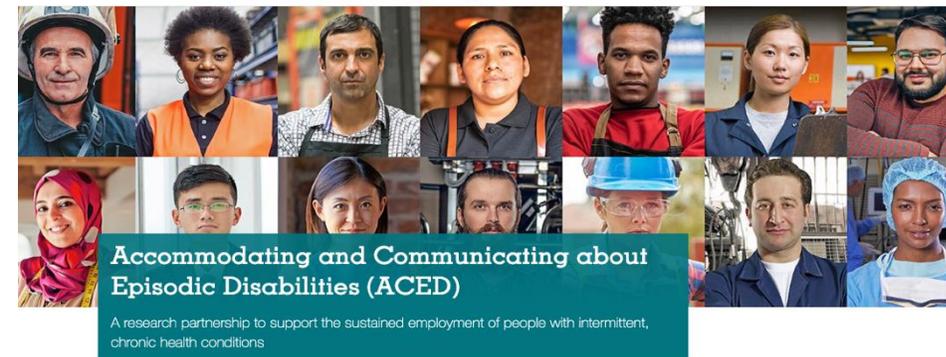
# DCIDE & JDAPT: <https://aced.iwh.on.ca/>

- Freely available; No personal, identifying information requested
- Users can download their responses; no data saved

As of August 31, 2025 (tools first available April 2023):

- ~ 36,000 ACED website visits
- ACED visitors from: Canada, U.S., U.K., Australia, Austria, Bangladesh, Belgium, Brazil, China, Denmark, Finland, France, Germany, Hong Kong, India, Ireland, Israel, Japan, Netherlands, New Zealand, Nigeria, Philippines, Spain, South Africa, South Korea, Taiwan...and more





# Thank you!

## Questions? Comments?

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

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

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