



...from the JAN website:

## **ABOUT JAN**

The Job Accommodation Network (JAN)

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### **Ask JAN – We Can Help**

The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on job accommodations and disability employment issues. Serving customers across the United States and around the world for more than 35 years, JAN provides free one-on-one practical guidance and technical assistance on job accommodation solutions, Title I of the Americans with Disabilities Act (ADA) and related legislation, and self-employment and entrepreneurship options for people with disabilities. JAN provides individualized consultation to assist:

- Employers and their representatives seeking guidance on practical ways to engage in the interactive process, provide job accommodation solutions, and comply with Title I of the ADA.
- Individuals with medical conditions and disabilities seeking information about job accommodation solutions, employment rights under the ADA, and self-employment and entrepreneurship opportunities; and
- Family members and rehabilitation, medical, educational, and other professionals in their effort to support successful employment outcomes for individuals with medical conditions and disabilities.

[Ask JAN!](#) We can help. JAN consultants and employment specialists are highly qualified and experienced thought leaders and innovators on disability employment issues. By providing trusted guidance on the ADA and practical accommodation solutions that benefit employers and individuals with medical conditions and disabilities, JAN helps everyone recognize the value and talents that qualified workers with disabilities add to the workforce. [Meet the JAN staff.](#)

For detailed information about the services JAN provides, see our [Frequently Asked Questions](#) and view our YouTube video [JAN YouTube Channel](#)

JAN is funded by a contract from the U.S. Department of Labor, [Office of Disability Employment Policy \(ODEP\)](#) (#1605DC-17-C-0038). Its development has been achieved through the collaborative efforts of ODEP, [West Virginia University](#), and private industry throughout North America.

ODEP also sponsors other services to develop and influence disability employment-related policies and practices, including the [Employer Assistance and Resource Network on Disability Inclusion](#), the [Partnership on Employment and Accessible Technology](#), the [Campaign for Disability Employment](#), the [LEAD Center](#), and [CAPE-Youth](#).

# The Job Accommodation Network

## A service of the U.S. Department of Labor's Office of Disability Employment

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The Job Accommodation Network (JAN) can help you:

- **hire, retain, and promote qualified employees/applicants with disabilities**
- **provide accommodation options and practical solutions**
- **accommodate a person with a disability in the classroom or other training environment**
- **address issues pertaining to accessibility**
- **obtain information and referrals about self-employment and small business ownership opportunities for people with disabilities**

### Americans with Disabilities Act (ADA) Service

JAN also can help businesses and services comply with the ADA and other disability related legislation. 800-ADA-WORK (voice) or 877-781-9403 (TTY) connects you to a JAN consultant who knows employment issues, public access issues, and ways to modify facilities and equipment to provide access for persons with disabilities.

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### Toll Free Information Services (Voice/TTY)

**Accommodations & ADA Information:** 800-526-7234 (Voice) & 877-781-9403 (TTY)

**Postal:** PO Box 6080, WVU, Morgantown, WV 26506-6080

**Email:** [jan@jan.wvu.edu](mailto:jan@jan.wvu.edu)

**World Wide Web:** [jan@askjan.org](http://jan@askjan.org)

**Office hours:** Calls are answered 9 a.m. to 6 p.m. Eastern Time Monday through Friday. Machines answer after-hours calls. Internet resources are available at all times.

### The Job Accommodation Information Service

JAN is an international toll-free consulting service. Anyone may call JAN for information about job accommodations and the employability of people with functional limitations.

The consultants who answer calls understand the broad range of disability issues and have comprehensive up-to-date information about accommodation methods, devices, and strategies. JAN preserves the confidentiality of communication between caller and consultant.

JAN's mission is to assist in the hiring, retraining, retention, and advancement of persons with disabilities by providing

## When you call JAN's toll-free number:

- A professional consultant will ask a few easy questions about the worker, the job requirements, and the work environment. The answers to these questions will help the consultant find accommodation solutions most appropriate for the individual.
- The consultant will search JAN's files to locate readily-available solutions and may also engage other experts to help determine accommodations for your situation.
- You will receive information about various practical solutions for your particular situation. You may also receive other helpful information on topics such as funding resources and tax incentives.
- JAN not only will discuss this information with you over the phone but will follow-up with printed materials via email, FAX, and/or ground mail.
- If you have made an accommodation in your workplace, you will be asked to share your experience. The information you provide will be added to JAN's resources and used to benefit others.



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## JAN resources:

- Consultants who are specialists in functional limitations and rehabilitation
- Voice/TTY lines for hard-of-hearing or deaf callers
- Ability to answer requests in English and Spanish
- Materials in English, Spanish, Braille, large print, tape, and disk
- Comprehensive library of information about tens of thousands of products
- Comprehensive data on accommodation methods, policies, and strategies.
- Current information about other service agencies, training programs, and funding sources
- Technical knowledge about requirements of barrier-free access and the employment provisions of the ADA.

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## JAN electronic resources:

- **World Wide Web:** This award-winning Website ([www.askjan.org](http://www.askjan.org)) is your gateway to information on JAN services, accommodations, legal information, and other resources to assist employment of people with disabilities.
- **SOAR:** The Searchable Online Accommodation Resource (SOAR), which can be accessed at <https://askjan.org/soar.cfm>, allows you to locate accommodation options for a worker with a disability by providing information on disabling conditions, accommodation products, and techniques.
- **JAN on Demand:** Submit your individualized request for technical assistance via this online tool at: <https://askjan.org/JANonDemand.cfm>