



## Employment and Disability Project

Morocco Tunisia Benin Senegal

# Examples of workstation adaptation

Factsheet

**N°8**

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### Why this factsheet?

- Demystify workstation adaptations.
- Clarify roles in relation to workplace adaptations in the company.
- Describe the approach to job assessment and adaptation.
- Make companies aware that job adaptations are both simple to implement and beneficial for improving employee performance.
- Make training centres aware that trainees will also be more successful in their learning thanks to these adaptations.

## Who is this factsheet for?

This factsheet is designed for managers of companies and training centres. It lists examples of job assessments and adaptations, in work and training contexts, carried out within the framework of the Employment and Disability project.

## Prerequisites for a good understanding of this factsheet

In order to fully understand the process, we invite readers to read the following factsheets:

- Understanding disability: factsheet 1
- Accessibility: factsheet 5
- Disability compensation: factsheet 7

## Notes

We have taken examples that involve several actors in the company: the staff representative, the workplace doctor, HR and the manager, the occupational therapist, and the multidisciplinary committee.

This is a breakdown of possible tasks in large companies.

In VSEs and SMEs, the same person can wear several hats, and job adaptations are totally possible in this scenario.

In a training centre, other actors are involved, such as the trainee supervisor and the directors of studies.

## Disability: What you need to know

Disability at work should not be understood in the strict medical sense. Disability in a professional context occurs when an impairment due to illness or infirmity has repercussions on an employee's workstation and places him or her in a situation of disability. This notion is therefore relative and is assessed in relation to a job and a working environment.



- [Did you know that?](#)
- Over 80% of disabilities are invisible.
- The concepts of impairment and disability cover a wide variety of situations.
- 85% of disabilities arise during a person's life and can be temporary or permanent, stable or progressive.
- A disability situation changes, in line with the environment.
- [What is a disability?](#)

A disability results from an interaction between a physical, mental or learning, psychological, cognitive or sensory impairment **AND an unsuitable environment.**

**Therefore, REASONABLE ACCOMMODATIONS are needed to overcome the barriers and allow the person to participate in working life on an equal footing with their colleagues.**

**Refusal of reasonable accommodation by the employer or by a training centre constitutes discrimination.**

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## Classification by disability type

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- Physical impairment / slipped disc / sheet 1
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- Physical disability / paraplegia / sheet 8
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### Sensory impairment

- Sensory /visual impairment / sheet 3
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### Learning difficulties

- Learning difficulties / sheet 12

## Classification by type of post

### Corporate

- Administrative and team management / sheet 1
- Teleoperator / outgoing and incoming calls / sheet 2
- Telephone operator / sheet 3
  
- Receptionist / sheet 4
- IT technical consultant / sheet 5
- Designer / sheet 6
- Sale of computer services and products / sheet 7
- Seamstress / sheet 8
- Shipbuilding and ship repair / sheet 9
- Blacksmith / sheet 10
- Architect in an engineering firm / sheet 11








### In training centres

- Sewing training / sheet 13
- Secretarial training / sheet 14

### Country-by-country

- Morocco:sheets 1 to 5
- Tunisia:sheets 6 to 12
- Benin:sheet 13
- Senegal:sheet 14

Some points of reference about the main families of disabilities and their impact on work

Disabilities	Pictogram	Symptoms	Impact on work	Accessibility
Disabling diseases: allergies, asthma, diabetes, cancer, multiple sclerosis etc.		Disabling conditions may result in a reduced ability or inability to move, bear or sustain physical effort. They may be temporary, permanent or progressive.	Susceptibility to fatigue depending on the work context. Difficulty in moving around (multiple sclerosis). Stress may be an aggravating factor. Allergy: depends on the type of allergy and the job. A baker with a flour allergy will be affected. A person with a dust allergy who works in a clean room will not have a disability at work.	For reduced motor skills, refer to motor impairments.
Motor: paralysis, osteoarthritis, slipped disc, high BMI, etc.		Motor impairments are all disorders that can lead to partial or total impairment of motor skills. <b>DID YOU KNOW?</b> Fewer than 4% of people with disabilities use a wheelchair.	Standing or sitting for long periods of time is difficult. May have difficulty gripping or handling Movement limitations.	Use of walking aids. Remove any obstacles higher than 2cm. Provide turning space. Type of floors, access ramps and stairs, adaptation of equipment and controls (lift buttons, switches, etc.) Disabled toilets.
Hearing: acoustic trauma, severe tinnitus, partial and profound deafness		Hearing impairment concerns people who are deaf, and in most cases hard of hearing.	Oral communication sometimes difficult (meetings without written documents, if several people speak at the same time, oral instructions without written copies). Telephone communication difficult or impossible.	Clear and easy-to-interpret signage. Use of explicit colours. Example: red refers to danger or negativity, green is often used to give the go-ahead for an action.
Mental health: autism, nervous breakdown, OCD, etc.		Mental health issues may include a reduced ability or inability to maintain stability of thought or mood, to communicate, to be independent and to adapt to social life.	Susceptibility to fatigue. Difficulties in managing emotions, understanding social codes (autism). Difficulties in understanding complex oral instructions.	Any adaptations that increase safety, reassuring urban vibe. Pleasant lighting.
Visual: vision disorders, glaucoma, retinitis pigmentosa etc.		Visual impairment refers to people who are blind, and in the majority of cases, people with impaired vision. <b>DID YOU KNOW?</b> A colour-blind person has disabled worker status in certain occupations.	Difficulty in moving around due to visual impairment. Difficulty seeing a screen without magnification or a screen reader. Difficulty seeing contrasts or differentiating colours.	Nature of floors, warning of obstacles (tactile surface), adapted signage, quality lighting, obstacle-free paths, use of auditory cues (sound signals).
Cognitive: dyslexia, dysphasia, dyspraxia, stroke after-effects, Alzheimer's disease		Cognitive impairment refers to learning difficulties (dys), coordination and automation of gestures (dyspraxia), memory or concentration, orientation in space and time. They may be temporary or permanent.	Dys: Difficulties in reading a document with a lot of information, in writing, in getting one's bearings, difficulties in handling objects, tiredness when multi-tasking. Stroke: difficulties in getting one's bearings, with memory, slowness when performing tasks.	Any layout that facilitates understanding. Signage using easy-to-understand pictograms. Do not pack spaces. Do not pack communication materials.
Learning or mental: Down's Syndrome, etc.		Learning and mental difficulties, revolve around difficulties in understanding, knowledge and thinking.	Learning difficulty: slow understanding and learning. Difficulty in performing several complex tasks.	Any layout that facilitates understanding. Signage using easy-to-understand pictograms.

## Sheet No. 1

# Workplace adjustment for a physical impairment: slipped disc

Name: Ms M



Ms A is 38 years old. She has been working for a digital services company for six years. She is responsible for the administrative management of the employees and manages a team of six people. She works eight hours a day in the office.

For the past two years, she has had pain in her neck and left leg. She is tired of the chronic pain, and sitting for long periods is painful and uncomfortable. Her GP diagnosed a hernia in her lumbar region.

Her work requires concentration and she has to sit in front of a PC all day.

Ms A feels that she is not doing her job as she should. She is under pressure because of her chronic pain and this creates tension with the management who do not understand why she is falling behind in her work. As a result, she does not dare to broach the topic of remote working with her line manager.

## Employee representative's assessment



## Workplace doctor's assessment

### Types of impairments and difficulties identified

- Sensory presbyopia with perceived visual fatigue (itchy eyes, sometimes headaches)
- Mental signs of exhaustion caused by chronic pain.
- Motor: Slipped disc in the lumbar region causing:
  - > Contact pain in the coccyx
  - > Pain in the left lower limb along a path of the sciatic nerve.

### Device or technical aid used

- A pair of varifocal glasses
- A specially-made footrest
- A second, more comfortable seat in the event of pain.

### Impact of these difficulties on her work (productivity and relationship with others):

- Emotional and physical fatigue due to chronic pain and poor posture: risk of aggravating motor problems.
- Tension and misunderstanding between her and her managers.



## Human Resources' and manager's assessment



Organisation of work

- Full-time position
- Hours are Monday to Friday from 11:00 to 20:00 with a 15 minute break in the morning, one-hour lunch break, and 15 minutes in the afternoon.

- Works on a computer
- Telephone calls
- Inputting hard copies of data onto her PC
- Handling of signature files

Difficulties or problems identified

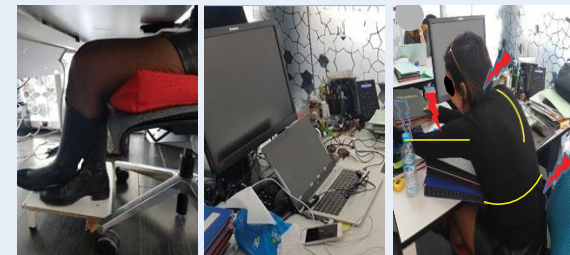
- Mental load: position of responsibility, work gets interrupted



## Assessment by the occupational therapist or the multidisciplinary committee

Workplace-specific difficulties in performing tasks

- Visual fatigue due to poor positioning of the desk in relation to the window.
- Poor posture (neck pain): unsuitable equipment and organisation of devices (seat, footrest, computer, signature files, etc.)
- Maintaining static postures without changing position: sedentary computer workstation



## Committee decision

Accommodation recommendations and approval by the multidisciplinary committee

- Reorganisation of the work area to limit back and arm movements.
- Change the angle of the desk to avoid eye strain.
- Current seat adjustment to promote good posture + coccyx pressure relief cushion.
- Installation of an adapted footrest and a remote keyboard.
- Use a trolley on wheels to transport her computer and other work materials.
- Work remotely at least twice a week and use a platform such as Teams or Zoom to contact her team in Rabat.
- Installation of a "standing" desk to enable her to work standing up.
- Alternate sitting and standing every hour.

## Sheet No. 2

# Workplace adjustment for a physical impairment: lameness

## Mr S's situation



Mr S. is 37 years old. Following a road accident and a badly treated fracture, his right leg is badly damaged. He limps and has problems bending his knee.

He works in a customer contact centre as a telesales representative for a mobile phone and internet provider.

His job requires him to concentrate and to sit in front of a PC all day. Mr S. mentions his difficulty in moving from the parking space to his workstation. He sometimes finds it difficult to manage his stress and customer aggression because of his chronic pain.

The current breaks do not allow him to move from his workstation to the break room because of his slow walking pace.

## Employee representative's assessment



## Workplace doctor's assessment

### Types of impairments and difficulties identified

- Motor: 8cm difference in length between his two lower limbs:
  - Imp
    - > Limited flexion of the right knee
    - > Joint pain in the whole of the right lower limb, especially in winter
    - > Susceptibility to tiredness when walking

### Facilities already in place

- Allocation of a parking space for his car in the building's underground car park and adjustment of working hours in winter to enable him to obtain treatment.

### Device or technical aid used

- No

### Difficulties related to the working environment

- Pain and fatigue caused by the distance between the parking space and the workstation.
- Job-related stress: prospective clients potentially being aggressive, targets to be achieved...

### Impact of these difficulties on his work (productivity and relationship with others)

- Pain and fatigue caused by the distance between the parking space and the workstation.
- Job-related stress: prospective clients potentially being aggressive, targets to be achieved..



## Human Resources' and manager's assessment



- Full-time position
- Hours are Monday to Friday from 11:00 to 20:00 with a 15-minute break in the morning, a one-hour lunch break, and 15 minutes in the afternoon.

- 100% of working time spent on the PC using a headset
- Use of software that manages calls and accesses customer files
- Canvassing activity: only outbound calls

- Stress related to targets



## Assessment by the occupational therapist or the multidisciplinary committee

Workplace-specific difficulties in performing tasks

- A working seat that is not adapted to his body shape: the depth of the seat is too great, not suited to the length of his right lower limb.
- Lack of support for the feet, forcing him to adjust the seat to the lowest setting: mismatch between the height of the seat and the height of the work surface.



## Committee's decision

Accommodation recommendations and approval by the multidisciplinary committee

- Allocation of a parking space as close as possible to the building entrance
- Suggested using a wheelchair when moving around
- Provision of a seat with an adjustable seat depth of 36cm or more
- Installation of a footrest





## Sheet No. 3

# Workplace adjustment for a visual impairment: retinitis pigmentosa

## Situation of Ms H



Ms H. is 27 years old. She suffers from a genetic disease called retinitis pigmentosa. This degenerative disease is causing her to lose her sight gradually. Ms H was able to maintain good visual acuity until she was 18 years old.

But now she has no peripheral vision and walks with a cane. She works in a customer contact centre and is in charge of the internal switchboard.

Ms H. is requesting an increase to her working hours to eight hours a day, which is not authorised by the occupational health authorities.

This reduction in working hours, which for her is unjustified, has penalised her financially, causing stress which may have an impact on her work.

## Employee representative's assessment



## Workplace doctor's assessment

Types of impairments and difficulties identified

- Sensory: a degenerative hereditary eye disease that causes degeneration of the retinas.
  - > The right eye is no longer functional, while she still has central vision in her left eye.
  - > The medium/long-term prognosis of sight loss.

Facilities already in place

- Organisation of working time.

Device or technical aid used

- Cane for the visually impaired for travel.

Difficulties related to the working environment

- Narrow aisles that can cause difficulties in moving around
- Mental workload: stressful situations because the people that she is dealing with have to wait a long time for her to find information.
- Colleagues doubt her disability because she uses her phone. They think that she exaggerates her difficulties.

Impact of these difficulties on her work (productivity and relationship with others)

- Visual fatigue
- Concentration problems
- Stress
- General fatigue



## Human Resources' and manager's assessment



## Assessment by the occupational therapist or the multidisciplinary committee

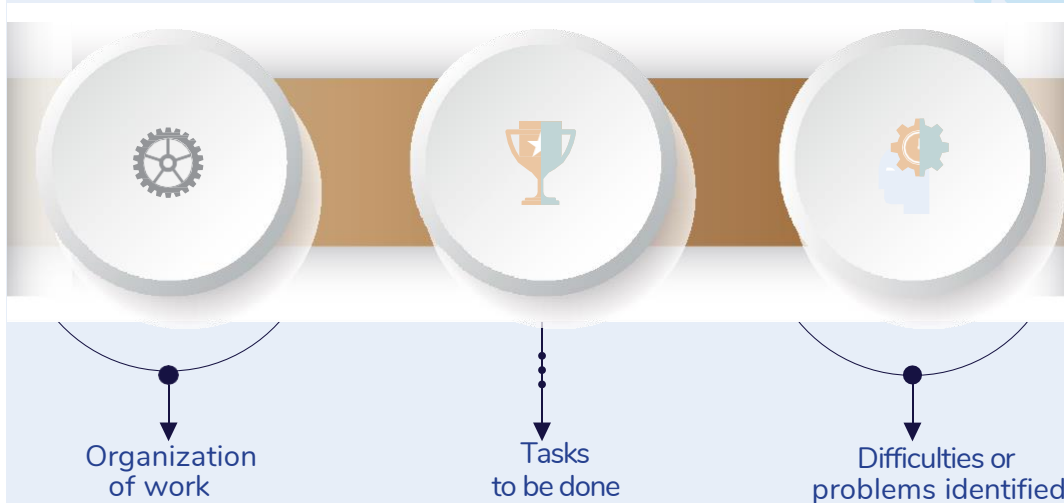
### Workplace-specific difficulties in performing tasks

- Implementation of compensation strategies: zoom the cursor, change colours in order to see content better, maximize screen brightness and contrast, adjust the quality of the screen resolution.
- Difficulty reading the phone screen and using the keys.
- Difficulties in visually switching from one device to another (from the telephone to computer screen).
- Lack of light

### Committee's decision

#### Accommodation recommendations and approval by the multidisciplinary committee

- Organise team building to facilitate knowledge of each other.
- Allocation of a workstation that does not require walking along narrow aisles. New workstation must be close to a window.
- Installation of an extra lamp.
- Implementation of a computer-assisted telephone system to avoid switching from one device to another (already used in the company).
- Try to increase working hours to eight hours a day with workplace accommodations.
- Request the involvement of an expert in digital accessibility to advise the company on existing software solutions to help her use the computer.



- Part-time position as decided by the workplace doctor
- Seven-hour days instead of nine-hour days

- Receives incoming calls
- Puts callers through to the right person
- Transfers calls

- Call handling errors cause stress
- Colleagues' poor attitude

## Sheet No. 4

# Workplace adjustment for a physical disability: cerebral palsy

## Situation of Ms E



Ms E is 26 years old. She suffered from a lack of oxygen at birth which resulted in severe cerebral palsy. Ms E was late learning to speak and walk due to difficulty in controlling her muscles. She moves around with a walker and has slightly jerky speech; she has all her intellectual faculties and has a higher education (five years at university).

She was recruited by a customer contact centre to work at the reception desk at the company's headquarters. She is the first face a visitor to this company sees.



Mrs E has some communication difficulties with her manager which create mutual tensions. Ms E's family makes decisions for Ms E.

Her family interfere in her work, which creates additional tension with her line manager.

## Employee representative's assessment



## Workplace doctor's assessment

### Types of impairments and difficulties identified

- Motor:
  - > Balance issues
  - > Involuntary muscle spasms: neck muscles and shaking hands.
  - > Difficulty speaking and slow speech

### Facilities already in place

- Mobility walker for moving around.
- Glasses for short sight

### Device or technical aid used

- Mobility walker for moving around
- Glasses for short sight

### Difficulties related to the working environment

- Long car journey to work; return journey provided by company transport
- Building accessibility: step at the entrance (at pavement level).
- Evacuation protocol not specified.

### Impact of these difficulties on her work (productivity and relationship with others)

- Difficult to control movements due to lack of proper upper limb support
- General fatigue
- Stress due to the long time it takes to complete tasks.
- Low productivity



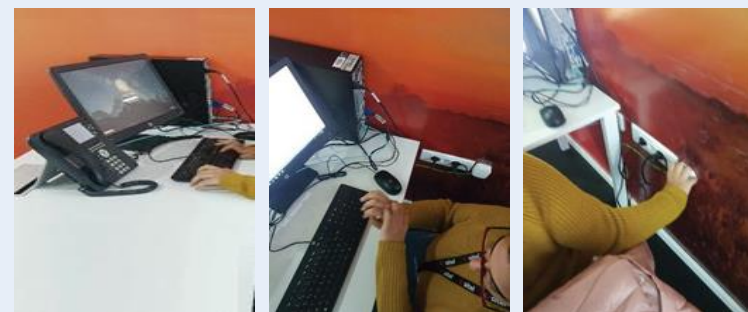
### Human Resources' and manager's assessment



### Assessment by the occupational therapist or the multidisciplinary committee

#### Workplace-specific difficulties in performing tasks

- Work surface too high -working with arms raised.
- No office chair but a chair with legs (to avoid falls).
- Difficulty using tools due to shaking:telephone, mouse, keyboard.



#### Committee's decision

#### Accommodation recommendations and approval by the multidisciplinary committee

- Lowering the work surface
- Change chair:install an office chair with armrests, which can be rotated and adjusted for height. The chair should be mounted on jacks to prevent falls due to poor balance.
  - If the desk is not changed:install a footrest.
  - If the seat does not have armrests:install an armrest.
- Rearrange devices and materials on the work surface:bring frequently used devices (telephone, keyboard, mouse) closer together.
- Consider the use of voice recognition software to reduce keyboard use.
- Installation of anti-shake software for the mouse.
- Adapt the pavement to facilitate access to the building.
- Devise a building evacuation protocol.



#### Organisation of work

- Part-time position with plans to switch to full-time soon
- Flexible working hours envisaged to adapt to Mrs E's care and travel constraints

#### Tasks to be done

- Remote door opening and visitor reception
- Hotel reservations, transport for employees
- Contact with agents who have visitors or mail

#### Difficulties or problems identified

- Difficulty and slowness of execution
- Does not absorb too much oral information

## Sheet No. 5

# Workplace adjustment for a physical disability: myopathy

## Mr F's situation



Mr F is 31 years old. He suffers from a genetic disease that affects all of his muscles. He is in a wheelchair and has very limited mobility as he can only use his hands.

He has always had a passion for science and studied computer science. He is currently a technical consultant - Lead in a digital consulting company.

Mr. F has no particular requests.

We offered support when he joined the company to ensure that office accessibility was satisfactory and we proposed that he should work on the ground floor to limit fire risks.

## Employee representative's assessment



## Workplace doctor's assessment

### Types of impairments and difficulties identified

He suffers from a genetic condition that affects all of his muscles. Motor problems

- No lower limb mobility
- Not able to stand up
- In his upper limbs, he has more difficulty with his left hand, two-handed activities are very difficult to perform.
- Occasional back pain and sitting pain.

### Facilities already in place

- Teleworking two days a week
- He and his team have been moved to the ground floor. He has a carer's permit, enabling his father to drop him off at work.

### Device or technical aid used

- An electric and manual wheelchair
- A 4cm high memory foam cushion

### Difficulties related to the working environment

- Toilets for people with reduced mobility (PRM) do exist, but are sometimes closed.
- The door handles on the inside are square, difficult to hold.
- The microwave in the break room is too high.

### Impact of these difficulties on his work (productivity and relationship with others)

- His condition makes him prone to tiredness.



## Human Resources' and manager's assessment



## Assessment by the occupational therapist or the multidisciplinary committee

Workplace-specific difficulties in performing tasks

- Screen work is constant throughout the working day.
- A permanent static position seated in his wheelchair combined with a sedentary workstation.
- Incorrect seating and arrangement of devices can lead to pain.

## Committee's decision

Accommodation recommendations and approval by the multidisciplinary committee

- Make doors accessible (automation or adjustment of the strength needed to open them by changing door handles).
- Ensure that minimum passage widths are respected on the routes used.
- Understand why toilets are sometimes closed and remedy this by raising staff awareness.  
In the rest areas: accessible place to sit for meals and equipment at a height of between 90 and 130cm.
- Provide a remote keyboard with soft keys.
- Provide a laptop booster if used as a second screen.
- Keep the option of working from home.



### Organisation of work

- He works full time, three days in-person from 8:00 to 17:00/17:30
- He works remotely on Mondays and Thursdays. He is free to take breaks whenever he wants.

### Tasks to be done

- 1/4 of remote communication is with customers (Skype, Zoom)
- PC, remote mouse

### Difficulties or problems identified

- None, Mr F is a good component part of the team.

## Sheet No.6

# Workplace adjustment for a sensory disability: auditory

### Mr S's situation



Mr S is 28 years old. He is profoundly deaf.

He trained in drawing technical. He works as a designer and is part of the graphic design department, which has a workforce of two employees and a department head.

He suffers from a communication problem within the division. The current workstations are individual and remote from each other, but in an open and shared workspace with the other divisions. The head of division does not have many effective ways of conveying instructions.

Mr S does not fully understand the instructions, meaning that he has to correct the same work several times. This wastes time and energy.

### Employee representative's assessment



### Workplace doctor's assessment

Types of impairments and difficulties identified

- Sensory:profound deafness
- Mental health signs of anxiety related to the problem of communicating with his colleagues.

Facilities already in place

- Instructions are given in writing

Device or technical aid used

- Hearing aid

Impact of these difficulties on his work (productivity and relationship with others)

- Time is wasted due to lack of understanding
- Lack of involvement in decision-making between Mr S and the rest of the team



## Human Resources' and Manager's assessment

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## Assessment by the occupational therapist or the multidisciplinary committee

Workplace-specific difficulties in performing tasks

- Communication difficulties between the team and S.
- A noisy environment, which is an issue for S and also distracts him.
- Poor understanding of instructions: wasted time and energy.

## Committee's decision

Accommodation recommendations and approval by the multidisciplinary committee

- Rearrange the graphic design department space: place them face to face and limit distances.
- Creation of a workstation consisting of a semi-circular table, three PCs which will be connected to a video projector projecting onto a magnetic board, the employers will project their work on the board and corrections or recommendations can be made in writing.
- Reduce noise from other departments by using soundproofing.
- In order to facilitate communication and encourage Mr S's participation in the working group, we suggest:
  - > A printer so that he can print out his trial designs before the meetings to show them to his colleagues in the other clusters.
  - > A tablet with a simultaneous speech transcription system for chatting during coffee and lunch breaks.



Organisation of work

- Full-time position
- Flexible working hours to fit with care requirements.

Tasks to be done

- Make posters in collaboration with the design team

Difficulties or problems identified

- Difficulties in communicating with the team



## Sheet No.7

### Workplace adjustment for a physical disability: dwarfism

#### Mr H's situation



Mr H is 31 years old. He works in his computer services shop (word processing, photocopying, etc.) and sells computer accessories and mobile phones.

He has a motor disability, and he is short: 1m20.

Mr H encounters difficulties related to the height and depth of the furniture, accessories and countertops.

#### Employee representative's assessment



#### Workplace doctor's assessment

Types of impairments and difficulties identified

- Motor: small size (1m20)
  - > Pain in the lower limbs
  - > Backache, muscle pain.

Facilities already in place

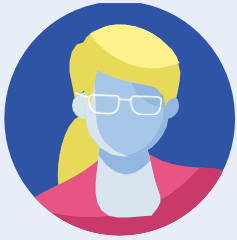
- Desk height reduced
- Upgrading of switches and sockets

Device or technical aid used

- No

Difficulties related to the working environment

- Propensity to fatigue leading to reduced productivity.



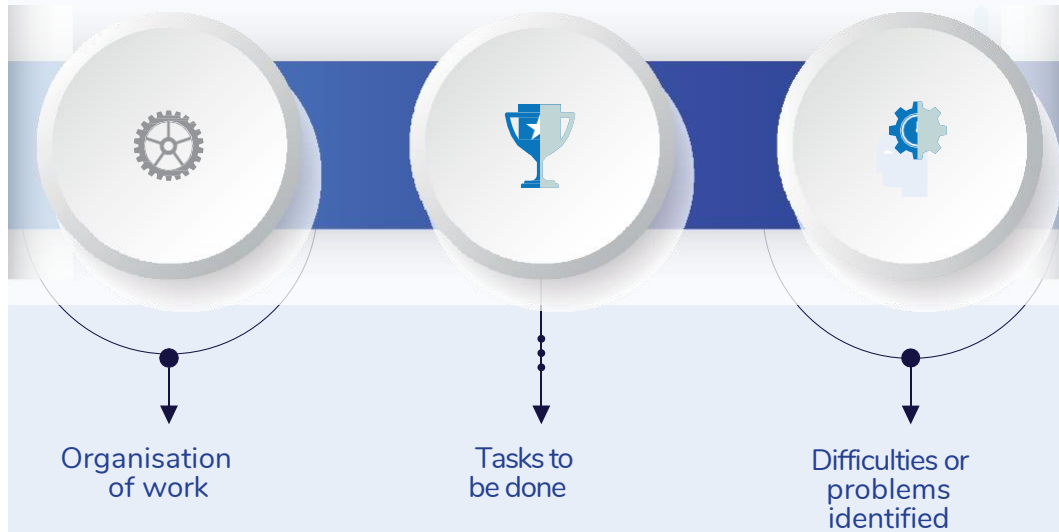
### Human Resources' and manager's assessment



### Assessment by the occupational therapist or the multidisciplinary committee

Workplace-specific difficulties in performing tasks

- Non-functional counter
- Access to products on the top shelves is difficult
- Shop shutters are heavy and difficult to open



- Full time position with a two-hour lunch break
- Flexible working hours

- Making photocopies and selling IT hardware and accessories.

- Poor posture
- Fatigue
- Risk of fall and injury



### Committee's decision

Workplace accommodation recommendations

- Create customized and functional furniture
  - > Customised L-shaped counter 70cm high with a 20cm reception counter
  - > Custom-made components at a height of 90cm from the floor and 150cm high
- Installation of an electric shutter



## Sheet No. 8

# Workplace adjustment for a physical disability: paraplegia

### Ms O's situation



Mrs O is 31 years old. She suffers from paraplegia with delayed growth, which has resulted in dwarfism.

She currently uses a wheelchair. She has no upper limb problems, but she has reduced visual acuity. She has been working for two years as a seamstress in a textile company that makes work clothes.

Ms O did her apprenticeship in a third-sector association and worked as a seamstress in a clothing factory.

Ms O cannot move around the workshop on her own, she needs constant assistance.

Access to the premises and toilets is difficult, which limits her movements.

Physical tiredness plus constant stress.

### Employee representative's assessment



### Workplace doctor's assessment

#### Types of impairments and difficulties identified

- Sensory: a decrease in visual acuity
- Mental health stress
- Motor
  - > Joint and back pain
  - > Paraplegia
  - > Dwarfism

#### Facilities already in place

- Provision of human assistance for moving around
- Sewing machine pedal height has been adjusted

#### Device or technical aid used

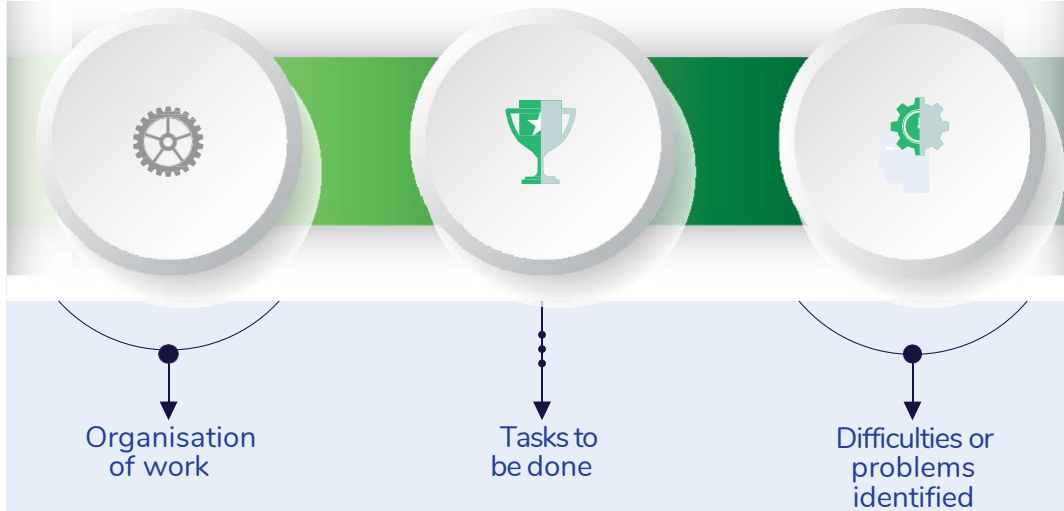
- Pair of glasses
- Wheelchair

#### Impact of these difficulties on her work (productivity and relationship with others)

- Increased joint pain
- Fatigue results in reduced productivity



## Human Resources' and manager's assessment



### Organisation of work

- Full-time position with a one-hour lunch break
- Fixed working hours
- No break outside of lunch

### Tasks to be done

- Sewing work clothes.
- A fixed number of pieces is required each day to earn performance bonuses.

### Difficulties or problems identified

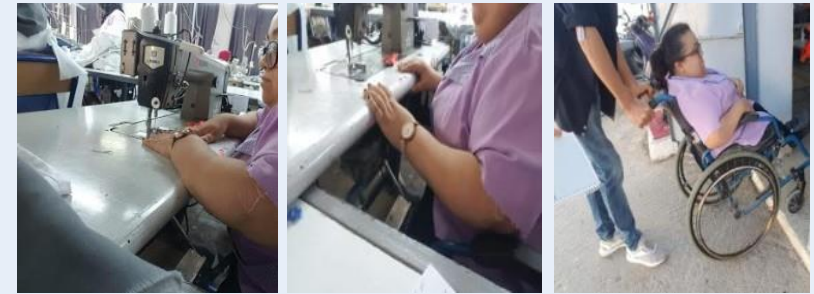
- Travel problems and accessibility
- Poor positioning
- The tasks to be performed require a physical effort (rigid fabric)



## Assessment by the occupational therapist or the multidisciplinary committee

### Workplace-specific difficulties in performing tasks

- Access to the premises is via a rather steep, rough slope.
- A step is used to access the workshop.
- The toilets are narrow and not suitably equipped.
- Workstation difficult to access, limited space.
- Poor sitting position on the wheelchair.



## Committee's decision

### Accommodation recommendations and approval by the multidisciplinary committee

- Provide ramps at the entrance and inside the premises.
- Create a toilet block accessible to people with reduced mobility.
- Reorganise the workspace to enable better mobility.
- Create customised and functional furniture.
- Provide a booster cushion for the wheelchair.
- Offer a shorter lunch break and incorporate other short breaks into the working day.
- Suggest a change of task to management.



## Sheet No.9

# Workplace adjustment for a physical disability: hip dysplasia

### Mr A's situation



Mr A is 38 years old. He joined a shipbuilding and repair company in 2006 and worked at the yard until 2016.

Mr A suffers from a congenital dislocation of the hip. In 2016, he had to undergo hip replacement surgery. Currently he works in an office with a colleague. He prepares the lists of materials for the workshops and takes care of the attendance sheets.

He also has to accompany the workers when they come to collect materials.



### Workplace doctor's assessment

#### Types of impairments and difficulties identified

- Motor: hip dysplasia with arthrosis

#### Facilities already in place

- Change of role
- Permission to take time off for rehabilitation sessions

#### Impact of these difficulties on his work (productivity and relationship with others)

- Mr. A no longer works in the shipyard itself and limits himself to office work
- Leg pain

Mr. A is satisfied with his new job following his operation.

However, he reports some pain and cramps in his legs.

### Employee representative's assessment





## Human Resources' and manager's assessment



## Assessment by the occupational therapist or the multidisciplinary committee

Workplace-specific difficulties in performing tasks

- The current office is very narrow
- He remains in a static posture and uses a non-ergonomic chair
- Risk of falling when moving around in the warehouse.

## Committee's decision

Accommodation recommendations and approval by the multidisciplinary committee



### Organisation of work

- Full-time position. Fixed working hours.
- Lunch and coffee breaks during the day

### Tasks to be done

- Preparation of lists of materials needed.
- Accompanying workers when they come to collect their materials

### Difficulties or problems identified

- Poor posture
- Risk of falling
- Pain

### 1. Reorganisation of the workstation with:

- Change desk shape to free up the exit and prevent Mr A from bumping into the edge: e.g. an L-shaped desk with an open section and a removable cabinet.
- Install a standing desk too, which would allow him to alternate between standing and sitting.
- Provide an adjustable chair with a footrest to enable a better sitting posture and improved circulation to prevent cramping, tingling and swelling of the lower limbs.
- A cushion would also help to relieve hip pain.

### 2. Provide lightweight, non-slip footwear

## Sheet No. 10

# Workplace adjustment for a physical disability: tetraparesis

### Mr D's situation



Mr D is 38 years old and suffers from tetraparesis. Mr D has trained as a blacksmith and has been self-employed as a blacksmith for over 15 years.

At present, Mr D is experiencing an increasingly apparent decrease in muscle strength, an increase in involuntary movements and loss of balance.

Mr D's work requires strength and precision, but also significant safety measures, given that he has had two accidents at work.

We have tried to put in place equipment and facilities to make his work safe and enable him to be independent.

### Employee representative's assessment



### Workplace doctor's assessment

#### Types of impairments and difficulties identified

- Motor: Mr D has spastic tetraparesis. He suffers from mild paralysis of all four limbs, with decreased loss of muscle strength and a lack of balance when changing positions.
- He has back pain and cramps in his lower limbs.

#### Facilities already in place

- Mr D asks for help with tasks that require significant effort.

#### Impact of these difficulties on his work (productivity and relationship with others)

- He can no longer manage his workshop alone
- He has had to reduce his working hours, which is impacting him financially.



### Human Resources' and manager's assessment



### Assessment by the occupational therapist or the multidisciplinary committee

Workplace-specific difficulties in performing tasks

- Fatigue
- Adopts poor posture when undertaking tasks.
- Workstation and equipment not adapted to current D's current needs.

### Decision of the Committee

Accommodation recommendations and approval by the multidisciplinary committee

1. Provide equipment adapted to Mr D's needs:

- Two motors for the garage door.
- Cut-off grinder with stand and hammerhead with stand. He uses a grinder and a mobile hammer and cuts and drills in a bent-over position, which triggers back pain and muscle cramps in the lower limbs.
- A blacksmith's vice for cutting metal parts. Mr D holds them between the floor and his foot. This has repeatedly caused Mr D to fall.
- Reorganising tasks and limiting the carrying of heavy loads: provide a 50m extension cord, so that he can use the power supply in front of his workshop.

2. Provide work clothing with joint protection.

3. Advise Mr D on the correct postures to adopt to reduce fatigue.



Organisation of work

- No fixed working hours - depends on orders received

Tasks to be done

- Manufacture of everyday objects

Difficulties or problems identified

- Significant physical load





## Sheet No. 11

# Workplace adjustment for a sensory disability: deafness

### Mr H's situation



Mr H is 29 years old and profoundly deaf. He studied architecture.

He has been working in a design office for four years. He was recruited through an employee of the design office.

Mr H works in the architecture department in an office with two other colleagues.

Mr. H has problems with communication during meetings or breaks because he cannot take part in conversations.

### Employee representative's assessment



### Workplace doctor's assessment

Types of impairments and difficulties identified

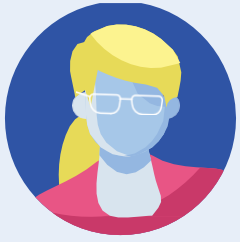
- Sensory: auditory

Facilities already in place

- The team uses a large board on which they note tasks and recommendations to organise their work and communicate. Corrections are made on 2D printed plans.

Impact of these difficulties on his work (productivity and relationship with others)

- Mr H would like to participate more actively during meetings but also to chat more with his colleagues.



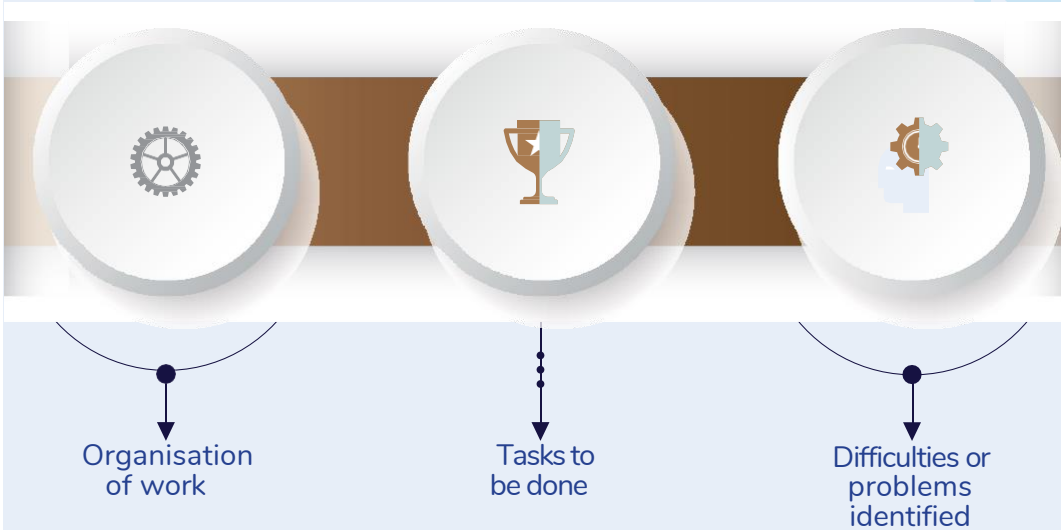
### Human Resources' and manager's assessment



### Assessment by the occupational therapist or the multidisciplinary committee

Workplace-specific difficulties in performing tasks

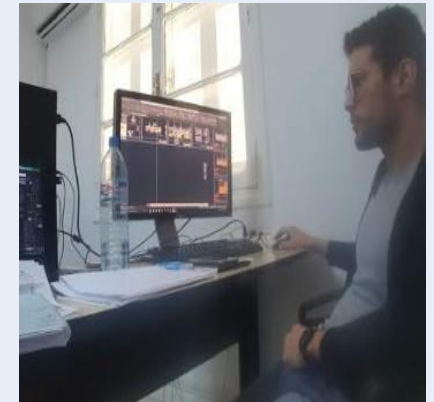
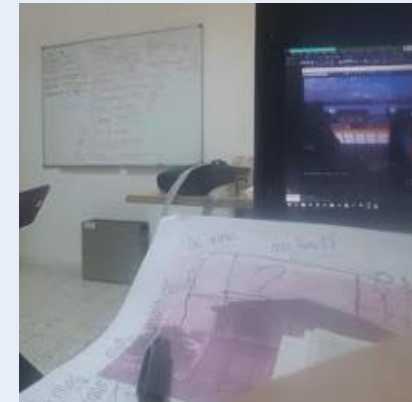
- The communication difficulties between Mr H and his colleagues alter the relationship between them and create many verbal slip-ups.



- Full-time position with a lunch break

- Drawing of plans

- Difficulties communicating with colleagues



### Committee's decision

Accommodation recommendations and approval by the multidisciplinary committee

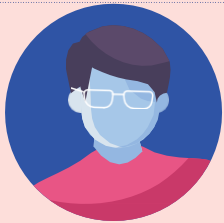
- Provide a tablet with text-to-speech software
- Training of employees on communication.



## Sheet No. 12

# Workplace adjustment for a mild learning difficulty

### Mr Y's situation



Mr Y is 32 years old and has a mild learning difficulty. Due to his family's concerns, he was placed in a special school and then in a special training centre. His skills and determination meant that he was then able to access a mainstream training course and obtain an agricultural technician's diploma.

He has just been hired by an agricultural production company as a quality technician thanks to very positive feedback from his previous employer.

Mr. Y has problems adapting to other colleagues. He does not always understand interactions or is slow to respond.

### Employee representative's assessment



### Workplace doctor's assessment

Types of impairments and difficulties identified

- Mild learning difficulty: slow to understand.

Facilities already in place

- None at this stage.

Impact of these difficulties on his work (productivity and relationship with others)

- Mr Y is a little slow in completing tasks and slows down the production line. This situation is stressful for him and causes some hostility from colleagues and the manager.



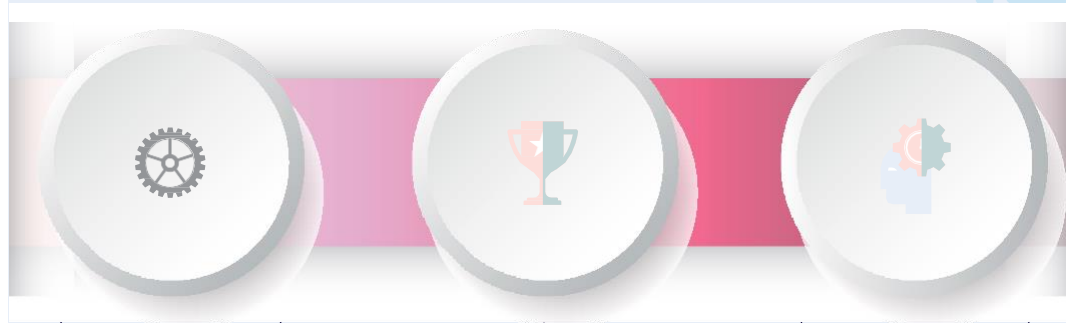
### Human Resources' and manager's assessment



### Assessment by the occupational therapist or the multidisciplinary committee

Workplace-specific difficulties in performing tasks

- Slowness in understanding the tasks which leads to stress and irritability. However, his work is done perfectly.



Organisation of work

Tasks to be done

Difficulties or problems identified

- Full-time position. Teamwork in two eight-hour shifts.

- Verification of product compliance and quality.

- Slowness of execution.

### Committee's decision

Accommodation recommendations and approval by the multidisciplinary committee

- Description of the tasks and each step in a very visual poster format.
- Support to be provided by the manager or a mentor during the induction period of one to three months, depending on the assessed need.
- Raise team awareness about disability and communication.
- Suggest a team-building activity to strengthen the team's bonds.

## Sheet No. 13

# Workplace adjustment for an intern with a physical disability: polio

### Anicet's situation



Anicet is 33 years old. He contracted polio at the age of four. Although he has a degree in economics, Anicet has not found a job since he finished his studies six years ago.

He makes ends meet thanks to the support of his mother and small informal jobs.

With the help of his social worker, Anicet has reviewed his career plan.

He is interested in haute couture and hopes to start his own studio at the end of his training.

He is beginning with a six-month training course in sewing, which he plans to extend to further improve his skills.



### Expert assessment

Types of impairments and difficulties identified

- Physical disability with difficulty walking. Polio left him with after effects in his lower limbs, especially in his right limb.

Facilities already in place

- None before the start of the course.

Device or technical aid used

- Crutch

Difficulties related to the working environment

- Difficulties in working on manual sewing machines on tables that are not accessible to Anicet.

As a result of these difficulties

- Anicet's discomfort means that he works slowly and is also slow to pick up knowledge.



### Director of studies' assessment



### Committee's decision

Accommodation recommendations and approval by the multidisciplinary committee

- Develop a new training space.
- Adapt tables by reducing their height.
- Acquire motorised (automatic) machines.

Developments made



Organisation of work

- Full-time practical training

Tasks to be done

- Using a machine to sew, cut out fabrics...
- Moving around the room

Difficulties or problems identified

- Table too high
- Using the sewing machine pedals
- Small room
- Equipment too tightly packed in

- A table of appropriate height was made personally for Anicet.
- An automatic motor was fitted to his sewing machine to replace the manual device system.
- A new space was created which now serves as a workshop for all learners. This new space facilitates mobility for disabled learners and makes it possible to adapt their sewing stations and install the new equipment.



## Sheet No. 14

# Workplace adjustment for a vocational trainee with sensory impairment: glaucoma

### Aïssatou's situation



Aïssatou is 30 years old. When she was at secondary school, her doctor diagnosed her with advanced glaucoma, which did not prevent her from going on to the final year of secondary school. In 2010, Aïssatou obtained a BTS in Tourism. She has not worked since then, and feels that she has lost her knowledge.

With the support of her social adviser, Aïssatou is getting back on track. She has opted for a two-year training course in telecommunications, to work as a receptionist and switchboard operator. At the same time, she is attending the rehabilitation training provided by the Institute.



### Expert assessment

#### Types of impairments and difficulties identified

- Visually impaired with very reduced peripheral vision. Aïssatou can only see a central point.

#### Facilities already in place

- The training centre is equipped with screen reader software (JAWS and NVDA).
- The centre is accessible with floor markings.

#### Device or technical aid used

- White cane

#### Difficulties related to the working environment

- Difficulty in finding her way around
- Slowness in deciphering written material and therefore in learning.



### Assessment by the director of studies



### Committee's decision

Accommodation recommendations and approval by the multidisciplinary committee

- Further training in the use of screen reader software: this software reads digital documents for Aissatou. This gives her access to information quickly, which makes it much easier for her to learn.
- Further training in IT to master all the digital accessibility options and become more efficient.



Organisation of work

Tasks to be done

Difficulties or problems identified

- Full-time practical training

- Using a computer to read and write
  - Using a telephone
  - Moving around the room

- Using screen reader software and the computer





## Appendix



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Ergonomic office equipment  
sheet

Suggestions for an office  
workstation

**Description**

Memory foam and forwards/backwards adjustable seat Height adjustable backrest for better neck support Tilting mechanism to alternate sitting positions.



**Description**

A rear part of the cushion is cut-out. This relieves pressure on the coccyx and pressure-induced pain.



**Description**

A footrest to support the legs. A stable model, height/angle adjustable.



**Description**

The computer stand enables a laptop to be raised and the user to look directly at the screen, thus avoiding neck tilting.



**Description**

The keyboard allows the user to keep their hands in a horizontal position and avoid flexing their hands upwards.



**Description**

The document holder enables the user to input hard copy content without having to turn their head, consequently relieving neck pain.



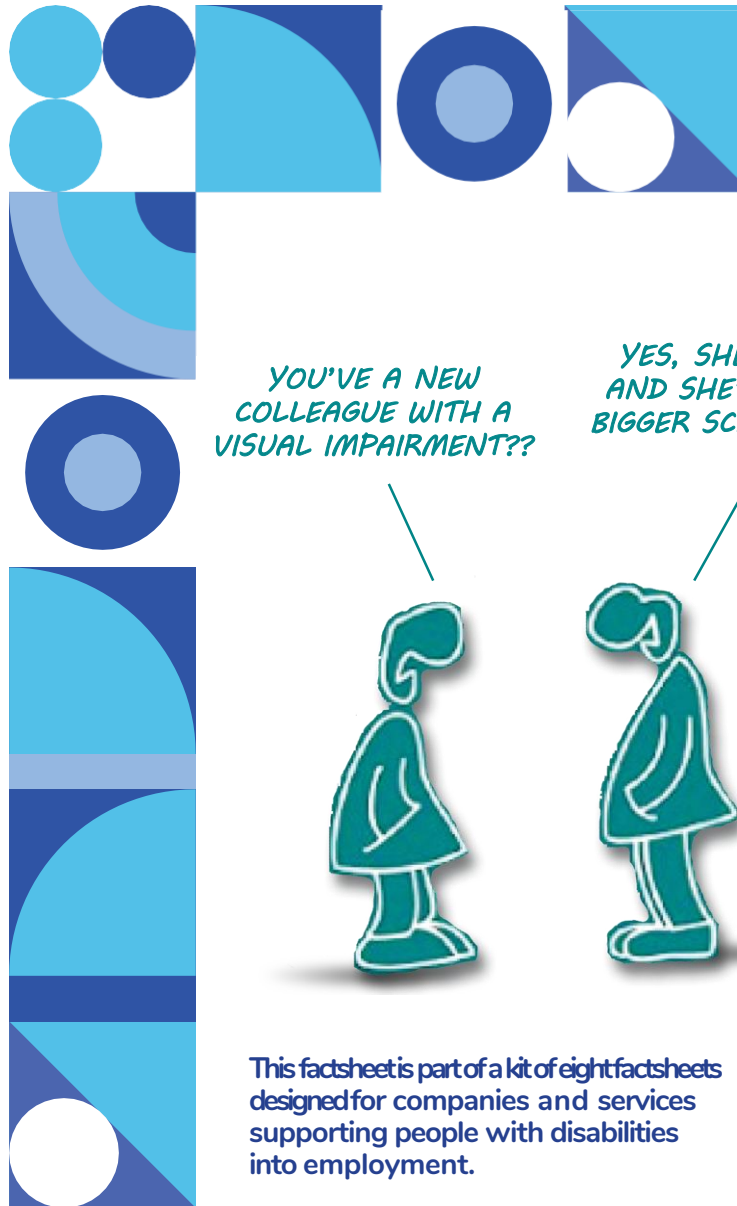
**Description**

A trolley allows the user to carry around a laptop and documents without having to carry the weight on their shoulders and back.



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General services should negotiate with suppliers to be able to try out the equipment before any purchase is made. The potential user should trial the equipment for at least one to two weeks to assess the impact.



*YOU'VE A NEW COLLEAGUE WITH A VISUAL IMPAIRMENT??*

*YES, SHE JUST GOT HERE AND SHE'S ALREADY GOT A BIGGER SCREEN THAN MINE!!!*



This factsheet is part of a kit of eight factsheets designed for companies and services supporting people with disabilities into employment.