



The Job Demands and Accommodation Planning Tool (JDAPT)

A practical tool to support workers with chronic and episodic disabilities

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Monique A.M. Gignac, PhD

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

Presentation Overview

Setting the stage: Disability in Canada

- Disability numbers and episodic/dynamic disabilities
- Disclosure of a disability

The Job Demands and Accommodation Planning Tool (JDAPT)

- JDAPT goals
- The tool

Evaluation and Outcome Research

- Outcome evaluation

Setting the Stage: Disability in Canada

Disability numbers and episodic/dynamic disabilities

Disclosure of disability

What is meant by a disability?

- Living with a chronic or episodic condition does not guarantee a disability
- A disability arises as a result of the interaction between a health condition **AND** personal and environmental factors, including negative attitudes, activity demands, public policies and practices, inaccessible physical environments, and limited social support
- Changes to work demands or work practices may help to minimize or ameliorate disability

World Health Organization (WHO), <https://www.who.int/health-topics/disability>

Disability in Canada

- 8 million people in Canada (27%) report living with a disability
- Over 60% of disabilities are **episodic** or **dynamic** in nature: they are recurrent, progressive, fluctuating
- Many episodic conditions are **unpredictable** and **invisible** to others
- Examples include depression, anxiety disorders, PTSD, arthritis, multiple sclerosis, diabetes, irritable bowel syndrome, some types of cancer, epilepsy, migraine, many pain conditions, chemical sensitivities, ADHD, MSK conditions, HIV, some cancers, long COVID

(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



Privacy and Accessibility (1)

Learn about your rights and obligations

- In Canada, there are privacy protections for personal health information, as well as duty to accommodate, duty to inquire, and undue hardship legislation
- Employers may request verification from a health care professional that a condition causes job-related activity limitations
- You can discuss challenges with job demands without disclosing you're your condition or its symptoms
- You will need to disclose at least some information if your own or another's health or safety is at risk

Privacy and Accessibility (2)

Government of Canada: <https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/health-wellness-public-servants/disability-management/accommodation.html>

Accessible Canada Act (ACA): <https://laws-lois.justice.gc.ca/eng/acts/A-0.6/>

Employment Equity Act: <https://laws-lois.justice.gc.ca/PDF/E-5.401.pdf>

Accessibility for Ontarians with Disabilities Act (AODA):
<https://www.ontario.ca/laws/statute/05a11>

Act Respecting Equal Access to Employment in Public Bodies (Quebec):
<http://legisquebec.gouv.qc.ca/en/showdoc/cs/A-2.01>

Accessibility for Manitobans (AMA): <http://www.accessibilitymb.ca/law.html>

Nova Scotia Accessibility Act (NSAA):
<https://nslegislature.ca/sites/default/files/legc/statutes/accessibility.pdf>

Should I tell my employer?

- You have multiple decisions to make:
 - Whether to say something (no disclosure, voluntary, forced)
 - When to say something (proactive, only if needed)
 - With whom to speak (supervisor, co-workers, HR, union)
 - What to say and how much to share (partial, full disclosure)
 - Your goals (build trust, get support, avoid problems)
- Disclosure decisions are ongoing, not one-time events

What does research tell us about sharing information?

- Across several Canadian surveys, **25%-49%** of participants living with a physical or mental health condition reported ***not sharing*** information about their limitations at work with their supervisor
- There is no single correct communication decision

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

Decisions are Complex: Push Factors For Sharing Personal Information

Need for Support	Goals in Decision Making	Personal Preferences	Organizational Information
<p>Health or limitations make job tasks difficult</p> <p>Your condition or job tasks are changing and may create future challenges</p> <p>There is a health and safety concern</p>	<p>You have information or accommodation questions</p> <p>You think that sharing will help build awareness or trust</p>	<p>You've had positive past experiences</p> <p>You believe you have an obligation to share some information</p> <p>You want to build education and awareness</p>	<p>You have access to benefits or workplace support policies</p> <p>You perceive a positive workplace culture that is supportive (e.g., trust, protects privacy)</p>

Decisions are Complex: Pull Factors For Not Sharing Personal Information

Need for Support	Goals in Decision Making	Personal Preferences	Organizational Information
No need for support or needs met with current treatments and workplace supports	Want to protect the status quo, one's finances, or one's reputation	Have had negative past experiences Want to maintain privacy Want to control the flow of information	Do not have access to benefits or workplace support policies Perceive a workplace culture that is not supportive (e.g., gossip, stigma, potential negative repercussions)

Bottom Lines: You Aren't Alone



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



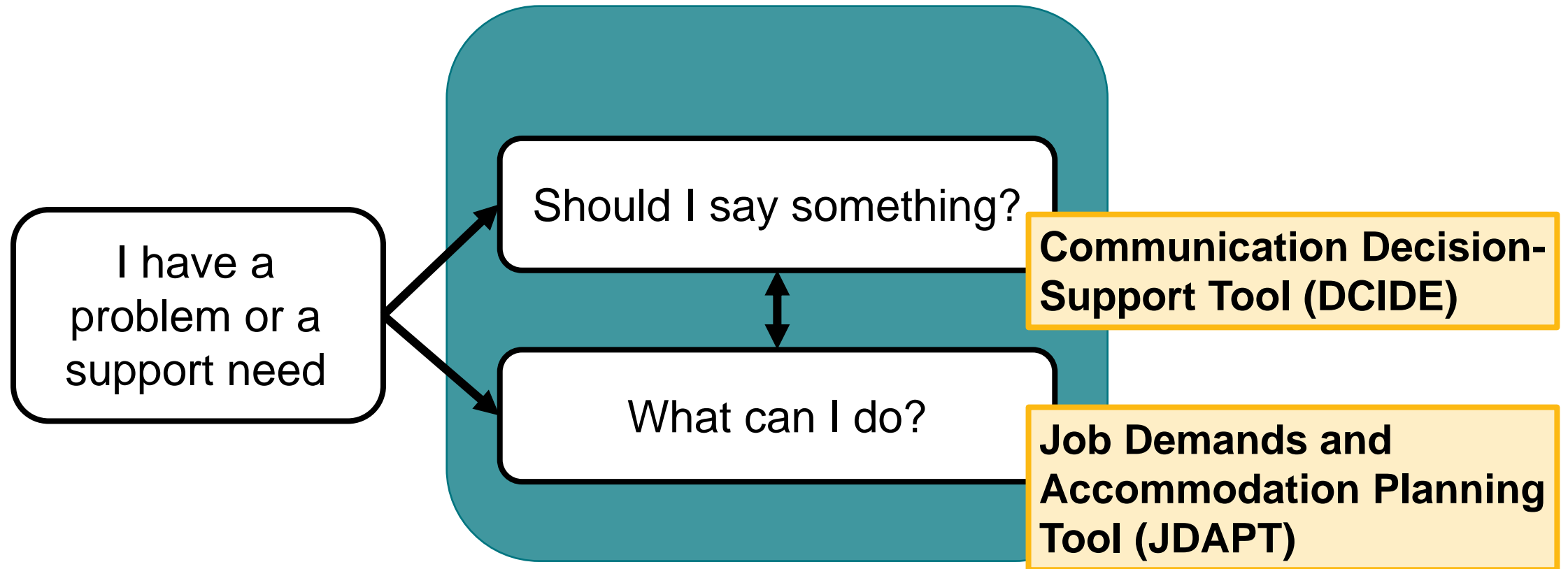
Workplace professionals want a transparent, consistent, and comprehensive approach to assessing individualized worker job needs that fits with existing processes.



Everyone wants practical support and accommodation ideas.

Addressing the Challenges: The ACED Toolkit

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



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 travailleuses et travailleurs

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 conditions.

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)

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[Accéder à l'outil](#)



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)

Introduction	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	Instructions	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 **Physical demands** Cognitive demands Working with others 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?

Moving around or working in awkward positions or postures
▶ See examples

Working with your hands
▶ See examples

Doing activities that require strength
▶ See examples

Doing activities that require physical endurance or stamina
▶ See examples

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

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

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.

Doing activities that require strength
▶ See examples

Doing activities that require physical endurance or stamina
▼ See examples

- working for long periods at tasks like sitting, standing, lifting, typing, reaching
- doing repetitive work (i.e., performing the same task over and over)
- working at a fast pace

Thinking about your health condition...

How would you rate your ability to do work that requires physical endurance or stamina?

No difficulty
 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

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> (9)

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

Working conditions

For each of the eight demands below related to working conditions, indicate if the activity is required as part of your job or to do your job successfully.

Working around distractions
[▶ See examples](#)

Working in extremes of temperature, weather, or other conditions
[▶ See examples](#)

Working with hazardous equipment or in hazardous situations
[▶ See examples](#)

Working in isolated conditions
[▶ See examples](#)

Working or being at work during specific times
[▶ See examples](#)

Travelling as part of work
[▶ See examples](#)

Working in situations where making an error could have critical consequences
[▶ See examples](#)

Working in locations with no easy access to facilities to meet personal needs
[▶ See examples](#)

Are there other demands related to your working conditions that are difficult because of your health?

working in locations with no easy access to facilities to meet personal needs
[▶ See examples](#)

Are there other demands related to your working conditions that are difficult because of your health?

Add condition of work How would you rate your ability to meet this demand of your job? Does your ability to meet this demand change over time because of your health?

Dry air Some difficulty No
 A lot of difficulty Sometimes Often

[Add another condition](#)

Please use the space below to note for yourself any other information related to the conditions in which you are required to work.

Dry air affects my breathing

You have finished reviewing all four areas related to the demands of your job. Click "Next Page" to see a summary of your responses.

[< Previous Page](#) [✔ Save Draft](#) [Next Page >](#)

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
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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:

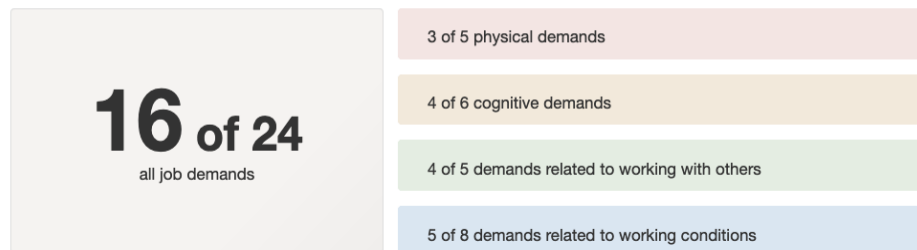
- the number of job demands that are critical to you doing your job successfully
- among these, the number that are causing you some or a lot of difficulty because of your health condition

The summary can be used:

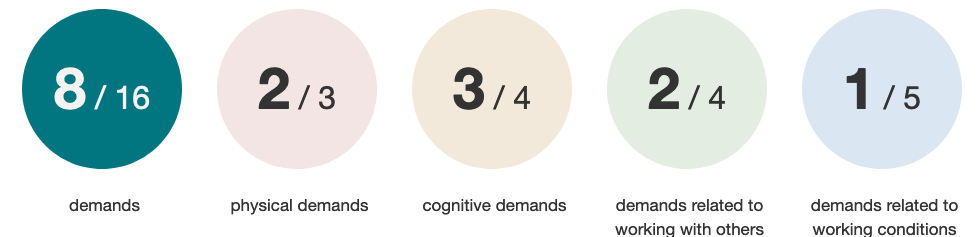
- for your own use, as a snapshot of the types of job demands causing you the most concern
- to share with your supervisor, human resources department or others to help introduce a discussion about areas where you feel you are working well and areas where support may be helpful
- to compare your results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

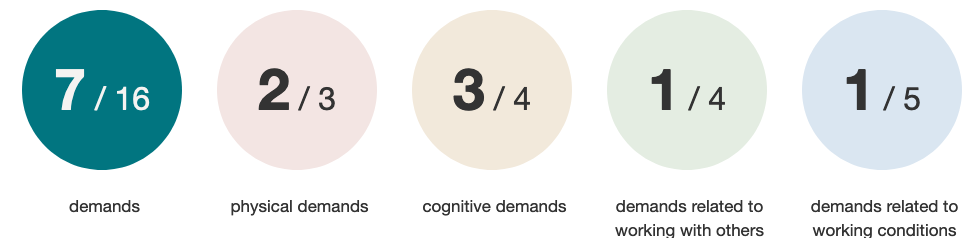
Job demands that are an important part of your work



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
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Formal accommodations to consider requesting

- Furniture or equipment that can help reduce strain
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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	Results
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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.

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 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 9-Month Longitudinal Outcome Evaluation

(n = 188; assessments pre-JDAPT and at 3- and 9-months post JDAPT use)

JDAPT :

- Extremely easy to understand 84%
- Extremely easy to complete 84%
- Changes in confidence (self-efficacy) for problem solving at work, meeting job demands, and dealing with stress*
- Fewer work productivity problems; Reduced absenteeism*
- Findings similar by gender, age, condition type, union membership, permanent versus contract work, organization size
- Not relevant to my job 1%
- Too long 3%

Changes were statistically significant at $p < .001$

JDAPT 9-Month Longitudinal Outcome Evaluation (2)

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

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

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

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

- English & French JDAPT freely available
- No personal, identifying information requested
- Users can download their responses; no data saved at IWH

Available since March 31, 2023; As of April 30, 2024:

- > 10,500 JDAPT site visits
- > 7,150 unique visitors to the JDAPT
- > 15,200 visitors to ACED website from Canada;
- ~ 3,500 ACED visitors from the U.S., U.K., and Australia. Other countries include Belgium, Germany, France, Finland, India, Israel, Philippines, South Africa, South Korea, Spain



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

Project Director: Monique Gignac

Research and IWH Team:

Dorcas Beaton

Curtis Breslin

Renée-Louise Franche

Emma Irvin

Arif Jetha

Joy MacDermid

Ron Saunders

William Shaw

Peter Smith

Aaron Thompson

Emile Tompa

Dwayne Van Eerd

Julie Bowring

Sabrina Tonima

Jan Dvorak

Lyudmila Mansurova

Cindy Moser

Uyen Vu

Lahmea Navaratnerajah

Sara Macdonald

Andrea Larney

Morgane Le Pouésard



Social Sciences and Humanities
Research Council of Canada

Conseil de recherches en
sciences humaines du Canada

Canada



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

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

Project Director: Monique Gignac

Partners:

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

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

Expert Advisory Committee:

Alexander Ewing
Amanda Fraser
Catherine Hofstetter
Hayley Pitcher
Graeme Reed



Social Sciences and Humanities
Research Council of Canada

Conseil de recherches en
sciences humaines du Canada



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



Thank you!

Questions? Comments?

Monique Gignac: mgignac@iwh.on.ca

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

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