



## Job Accommodations & the Interactive Process

*Navigating Your Way for Best Results and Compliance*

Thursday, 2/4/2010 – Oakland, CA  
Thursday, 2/11/2010 – Sacramento, CA

**Our most requested training program is back by popular demand!**

This is an in-depth training on how to conduct and document the Interactive Process and consider reasonable accommodations for injured or disabled employees.

### Topics covered include:

- **Feel the Fear and Do it Anyway: Getting the interactive process started** - Learn the triggers that initiate the process and strategize on how to move forward even when you may not have all the information you need.
- **The Six Steps of the Interactive Process** - Follow the steps from identification of essential job functions through to implementation of reasonable accommodations.
- **The Land Mines** - Discover how to avoid conflicts with workers' compensation and leave laws.
- **Documentation Best Practices** - Make sure your efforts are documented in a thorough and neutral way.
- **What to do when the employee does not interact?**
- **Resources and tips for identifying accommodation ideas**
- **Real case scenarios and troubleshooting challenging situations**



Participants receive a binder of all course materials along with a CD copy of resources, forms, tools and useful handouts.

### Listen to what prior attendees are saying about the program:

*"I have been to many trainings on this topic and this is by far the BEST I have been to and the most useful in terms of knowing WHAT to do and HOW to do it – great job!"*

*"(The trainer) is not only very knowledgeable, but has a great sense of humor and presents everything in a way that I can easily understand and apply to my work"*

*"What an amazing amount of information, resources and tools for a great price. I use my binder and CD all the time!"*

### Your presenter:



Roberta Etcheverry is the Chief Executive Officer at DMG, a statewide network of Disability Management consultants providing training and assistance to employers on job accommodations, workplace ergonomics, and job descriptions. Ms. Etcheverry understands how return-to-work issues can impact business operations and she is an expert on helping businesses manage their job accommodation processes. For the past 18 years, Ms. Etcheverry has helped employers develop and improve stay-at-work/return-to-work programs and has provided extensive training to employers on job accommodations. Ms. Etcheverry recognizes the importance and value of employment for the employee with an injury or disability. Her goal is to promote ongoing employment of individuals with disabilities and assist employers in implementing best-practices and tools towards this end.

### The details:

Time: 9:00 a.m. to 3:30 p.m. (lunch on your own)  
Program cost: \$300, which includes course binder and CD of all materials  
Locations: 2/4: Alameda County Conference Center, 125 12<sup>th</sup> Street, 4<sup>th</sup> Floor, Oakland  
2/11: Drexel University Training Facility, One Capitol Mall, Sacramento  
To register: [www.DMG-at-Work.com](http://www.DMG-at-Work.com) or call 800-746-4364 x 105

# Job Accommodations & the Interactive Process

*Navigating Your Way for Best Results and Compliance*

## REGISTRATION FORM

**When:** **Thursday, 2/4/2010 – Oakland** Alameda County Conference Ctr., 125 12<sup>th</sup> St., 4<sup>th</sup> Floor

**Thursday, 2/11/2010 – Sacramento** Drexel Training Facility, One Capital Mall

*See address and directions attached*

Registration: 8:30 to 9:00 a.m. Program: 9:00 sharp to 3:30 p.m.

Lunch on your own

**Who should attend:** HR professionals, managers, ADA/Disability coordinators, return-to-work specialists, benefits, safety and risk management professionals

**Cost per person:** \$300

**\*\* You can REGISTER and PAY on line at [www.DMG-at-Work.com](http://www.DMG-at-Work.com) \*\***

**OR Return registration forms to:**

DMG  
1855 Gateway Blvd., #760, Concord, CA 94520  
800-746-4364 x 105 **FAX # 925-602-8993**

RobertaE@DMG-at-work.com

## ***Space is limited***

***Please register early to reserve your space. Confirmation of registration and payment will be sent upon receipt.***

*Registration information and form of payment below: (send by FAX 925-602-8993, email or mail)*

Name: Name (Times Roman)

Title: Title (Times Roman) Company: Company (Times Roman)

Address: Address (Times Roman)

City: City (Times Roman) State: State (Times Roman) Zip: Zip (Times Roman)

Phone: Phone (Times Roman) Fax: Fax (Times Roman)

Email: Email (Times Roman)

**LOCATION** you are registering for: SJ Oakland, 2/4/2010 Sa Sacramento, 2/11/2010

## ***PAYMENT INFORMATION***

Pa: Check enclosed (payable to DMG, Tax ID# 94-2508449)

Cr: Credit card:  Vis Visa  MC MasterCard  Am American Express  Dis Discover

Card #: Card # (Times Roman) Expiration date: Exp Date (Times Roman) Security Code: SCode (Times Roman)

- or call Deborah Johnson at DMG with Credit card information: 800-746-4364 x 104

*Cancellation policy: Refunds will not be granted for cancellations less than 48 hours prior to the training*