

Effective ADA Communication

Resources at your fingertips.



Below are some resources to help improve communications, enhance the employee experience and implement more successful accommodations under Americans with Disability Act (ADA).

Job Accommodation Network (JAN)

JAN is a natural starting point for an organization who has questions on everything from specific ADA scenarios to general ideas on how to support an employee with a disability. JAN is a free and confidential service of the U.S. Department of Labor's Office of Disability Employment Policy.

Job Descriptions using O*NET

The Online Information Network (O*NET) offers a user guide for writing effective job descriptions. O*NET is a database of occupational requirements and employee attributes — providing knowledge, skills, and abilities required as well as how the job is performed in terms of tasks, activities, and other descriptors. O*NET is developed by the Employment and Training Administration with the U.S. Department of Labor.

Employers and the ADA: Myths and Facts

Being inclusive of people with disabilities — in recruitment, retention, promotion, and in providing an accessible environment — gives businesses a competitive edge. This publication by the Office of Disability Employment Policy highlights common myths about how the ADA affects employers and research and facts that negate them.

Equal Employment Opportunity Commission (EEOC): A Guide to ADA Enforcement

This guide published by the EEOC provides information on reasonable accommodation and undue hardship under the ADA. It also covers how an accommodation can be requested and what the employer may request the employee to complete. This guide is essential for creating solid ADA programs.

The information contained herein does not constitute legal advice or a legal opinion on any specific facts or circumstances. The contents are intended for general information purposes only, and you are urged to consult a lawyer concerning your own situation and any specific legal questions you may have. New York Life Group Benefit Solutions assumes no responsibility for any circumstances arising out of the use, misuse, interpretation or application of any information supplied in this publication.

New York Life Group Benefit Solutions products and services are provided by Life Insurance Company of North America, New York Life Group Insurance Company of NY, and New York Life Insurance and Annuity Corporation, subsidiaries of New York Life Insurance Company. Life Insurance Company of North America is not authorized in NY and does not conduct business in NY.

New York Life Insurance Company

51 Madison Avenue
New York, NY 10010

© 2025, New York Life Insurance Company. All rights reserved. NEW YORK LIFE, and the NEW YORK LIFE Box Logo are trademarks of New York Life Insurance Company.

123838 Ed. 04/25