



Prepared for EnAbling Retail – Webinar #5

Tim Nourse – Epilepsy Toronto

tnourse@epilepsytoronto.org

www.epilepsyatwork.com

416 964-9095

Background

- A joint project of Epilepsy Toronto and the Government of Ontario through the Accessibility Directorate of Ontario
- Designed to help organizations to accommodate employees with epilepsy and to provide accessible service to customers with epilepsy.
- Meets requirements of the Accessibility for Ontarians with Disabilities Act (AODA) by breaking down barriers for people living with epilepsy.

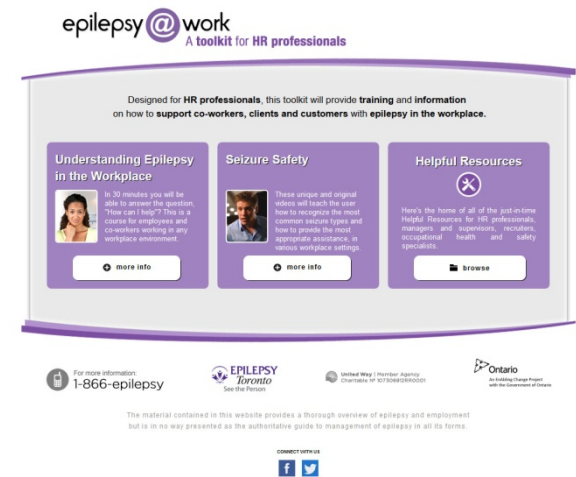


Why epilepsy?

- **Epilepsy is a disability, covered under the AODA** even though it can be invisible and episodic. Employers need to know their responsibilities to accommodate.
- **Epilepsy affects 1-in-100 Canadians** and is more common than MS, Cerebral Palsy, Muscular Dystrophy & Parkinson's Disease combined. 1-in-100 employees, customers, and clients can be affected by seizures.

epilepsy@work is

- A web-based toolkit of resources about epilepsy in the workplace
- Designed for diverse organizations, with tools for Franchise & Store Owners, Store Managers, HR and Accessibility Professionals, Employees
- A way to ensure that Co-workers and Customers with epilepsy have the support they need in the retail workplace



epilepsy@work includes:

A custom designed eLearning course

- Features a realistic story-driven workplace scenario

The screenshot shows the user interface of the epilepsy@work eLearning course. At the top left, there is a 'Menu' button. At the top right, there are 'Transcript' and 'CC' options. The main header area contains the epilepsy@work logo and the tagline 'Understanding epilepsy in the workplace'. Below this, a purple banner indicates 'TOPIC 2: EPILEPSY AND ITS EFFECT' and 'PAGE 4 / 12% COMPLETE'. The main content area features a large image of two women, Nancy and Deb, in a kitchen setting. The text 'GETTING TO KNOW NANCY' is displayed in green. Below the image, there is a prompt: 'Click on **Nancy** and her mom **Deb** to learn more about each of them.' At the bottom of the interface, there is a contact number '1-866-epilepsy', logos for 'EPILEPSY Toronto' and 'Ontario', and navigation buttons for '< PREV' and 'NEXT >'. A small speaker icon is also visible in the bottom left corner.

epilepsy@work includes:

A custom designed eLearning course

- Teaches epilepsy basics and how to assist and accommodate someone with seizures

The screenshot shows a presentation slide from an eLearning course. The slide is titled "A SUPPORTIVE ENVIRONMENT" and features a list of bullet points under the heading "Why Talk about Epilepsy?". The slide also includes a section titled "It Can Come as a Shock" with another list of bullet points. The slide is displayed in a virtual meeting room with a presenter and three audience members. The course interface includes a menu, transcript, and completion status.

Menu Transcript CC

A Course for Employees & Co-workers epilepsy@work Understanding epilepsy in the workplace

TOPIC 4: EPILEPSY AND WORK PAGE 25 / 75% COMPLETE

A SUPPORTIVE ENVIRONMENT

Why Talk about Epilepsy?

- Not talking about something important can cause stress for everyone
- You will feel more empowered and more at ease
- Your co-worker with epilepsy will feel the same and will also feel less vulnerable and less isolated

It Can Come as a Shock

- Receiving a diagnosis of epilepsy and/or developing seizures can be a shock for everyone
- If a co-worker has been recently diagnosed with epilepsy, they will need time to deal with their condition
- Once they're ready, they will likely appreciate some open and thoughtful communication

1-866-epilepsy

EPILEPSY Toronto Ontario

< PREV NEXT >

epilepsy@work includes:

A custom designed eLearning course

- Includes interactive learning checks, a final certification quiz, and options for use in Learning Management Software

The screenshot displays an eLearning course interface. At the top, it says "Menu" on the left and "Transcript" on the right. Below this, the course title "A Course for Employees & Co-workers" is shown, along with the "epilepsy@work" logo and the subtitle "Understanding epilepsy in the workplace". The current topic is "TOPIC 3: MANAGING EPILEPSY" and the progress is "PAGE 16 / 48% COMPLETE".

The main content area is titled "MYTH-BUSTING" and features a clipboard graphic. On the clipboard, there is a green checkmark icon next to the word "True" and a purple trash can icon next to the word "False". The text in the center of the clipboard reads: "Epilepsy is a contagious condition that may be passed along to others." Below the text are several horizontal lines for writing.

At the bottom of the interface, there is a contact number "1-866-epilepsy" and logos for "EPILEPSY Toronto" and "Ontario". Navigation buttons for "PREV" and "NEXT" are also visible.

epilepsy@work includes:

Videos

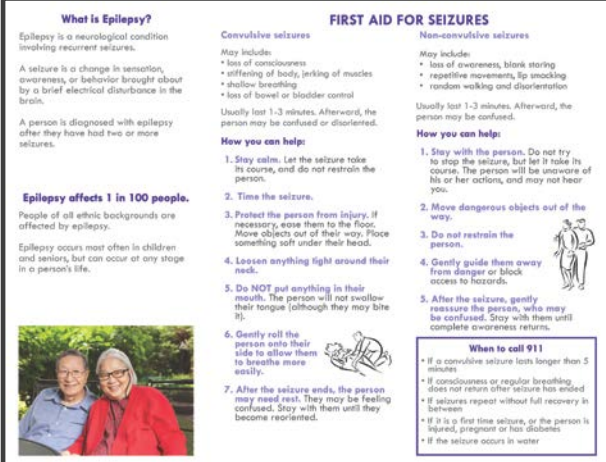
- Interviews with individuals living with epilepsy talking about their workplace experiences



epilepsy@work includes:

Just-In-Time Resources and Library

- Designed for Human Resources Professionals, Managers, and Employees providing an overview of legal issues and requirements around accommodation, and disclosure
- PDF materials for workplaces including sample plans and brochures.



What is Epilepsy?
Epilepsy is a neurological condition involving recurrent seizures.

A seizure is a change in sensation, awareness, or behavior brought about by a brief electrical disturbance in the brain.

A person is diagnosed with epilepsy after they have had two or more seizures.

Epilepsy affects 1 in 100 people.
People of all ethnic backgrounds are affected by epilepsy.

Epilepsy occurs most often in children and seniors, but can occur at any stage in a person's life.

Convulsive seizures
May include:
• loss of consciousness
• stiffening of body, jerking of muscles
• shallow breathing
• loss of bowel or bladder control

Usually last 1-3 minutes. Afterward, the person may be confused or disoriented.

How you can help:

1. Stay calm. Let the seizure take its course, and do not restrain the person.
2. Time the seizure.
3. Protect the person from injury, if necessary, ease them to the floor. Move objects out of their way. Place something soft under their head.
4. Loosen anything tight around their neck.
5. Do NOT put anything in their mouth. The person will not swallow their tongue (although they may bite it).
6. Gently roll the person onto their side to allow them to breathe more easily.
7. After the seizure ends, the person may need rest. They may be feeling confused. Stay with them until they become reoriented.

FIRST AID FOR SEIZURES

Non-convulsive seizures
May include:
• loss of awareness, blank staring
• repetitive movements, lip smacking
• random walking and disorientation



Usually last 1-3 minutes. Afterward, the person may be confused.

How you can help:

1. Stay with the person. Do not try to stop the seizure, but let it take its course. The person will be unaware of his or her actions, and may not hear you.
2. Move dangerous objects out of the way.
3. Do not restrain the person.
4. Gently guide them away from danger or block access to hazards.
5. After the seizure, gently reassure the person, who may be confused. Stay with them until complete awareness returns.

When to call 911

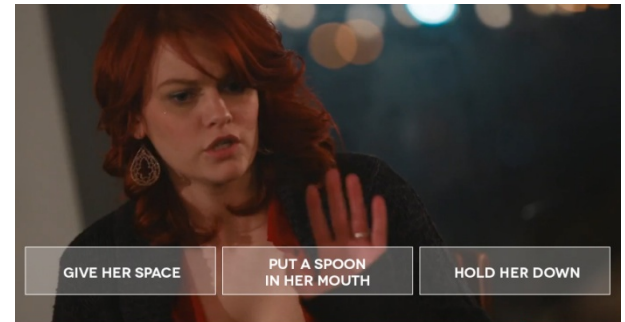
- If a convulsive seizure lasts longer than 5 minutes.
- If consciousness or regular breathing does not return after seizure has ended.
- If seizures repeat without full recovery in between.
- If it is a first time seizure, or the person is injured, pregnant or has diabetes.
- If the seizure occurs in water.



epilepsy@work includes:

First Aid Training

- A suite of original seizure response videos which include a fully interactive video-based simulation of a seizure incident in a customer service environment
- Users guide the direction of the participants, with right and wrong actions being explained by the characters



What you can do:

- Use epilepsy@work in your organization to train staff to assist co-workers, customers and clients with epilepsy
- Accommodate your employees by integrating epilepsy@work as part of your workplace AODA plan



Many thanks to the Retail Council of Canada

Tim Nourse

tnourse@epilepsytoronto.org