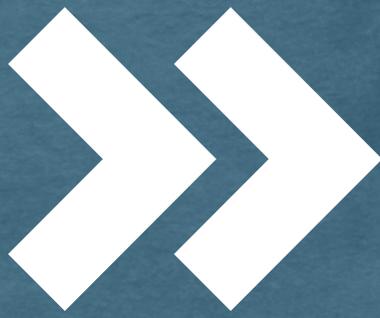


DIVERSITY EQUITY INCLUSION



When you think of DEI
do you think of disability?

1 in 5 Americans have a disability.

Americans with disabilities are underemployed and unemployed at higher rates than Americans without disabilities. This makes them **a valuable and untapped market.**

Not only will employing people with disabilities help you **fill positions** but they will **improve your workplace environment and bottom line.** Employers have reported many benefits to employing people with disabilities:

- retaining valuable employees
- improving productivity and morale
- reducing workers' compensation and training costs
- improving company diversity



**Diversity, equity, and inclusion in the workplace is not charity.
It is a smart business move.**

Corporate leaders in disability inclusion have **28% higher revenue, twice the net income, and 30% higher economic profit margins** than their peers.

WHERE TO START

Recommendations to improve the employment experience
for people with disabilities:

ADJUST THE APPLICATION AND INTERVIEW PROCESSES

- Invite the applicant to check the job out ahead of time – tour, shadow, volunteer, etc. This gives them a better idea of the job early on.
- Be flexible in the application process and offer multiple ways to apply for the position. Online applications do not work for everyone.
- Be open to accommodations in the interview. You may send questions ahead of time or welcome a job coach to the process.



OFFER FLEXIBLE WORK SCHEDULES AND ARRANGEMENTS

- Offer flexible hours/schedules when possible. Flexibility can help people work when they are feeling their best and around appointment or transportation schedules.
- Offer positions that build on the employee's strengths, not weaknesses. This sets employees up for success.
- Offer opportunities to try different positions. People often don't know what they are good at or what they enjoy until they try.

COMMUNICATION IS KEY

- Communicate often and clearly
 - Frequent check-ins help the employer understand how things are going, make changes as soon as the need arises, and make the employee feel supported.
 - This is a good way to keep expectations clear and reinforced.
- Get to know employee
 - Ask how they like to learn and implement - by supporting their specific learning style, they will be more comfortable in their role, get trained in faster, and feel like a valued member of the team.
 - Learn about and support employees' career goals and aspirations.
 - Know if they like flexible or consistent work tasks so they don't get bored or overwhelmed.

ACCOMMODATIONS DON'T NEED TO BE EXPENSIVE

Employees with disabilities often benefit from accommodations to do their job. Accommodations are often easy and inexpensive to provide. In fact, 56% of employers reported that the accommodations they provided cost them nothing to make. The other accommodations cost only \$500.

IMPROVE WORKPLACE ENVIRONMENT FOR ALL

- Workplaces should have a zero-tolerance discrimination policy with customers and employees. There should be a plan in place to support the employee when working with difficult customers.
- Inclusion and diversity training should be part of orientation and everyday life. Have frequent conversations with all employees to build trust and communicate often the expectations around exclusion and discrimination.
- Provide mentor or buddy programs to help train the employee and foster an inclusive workplace environment.



EMPLOYER RESOURCES

- [Americans with Disabilities Act \(ADA\)](#)
- [Employer Assistance and Resource Network on Disability Inclusion \(EARN\)](#)
- [Equal Employment Opportunity Commission \(EEOC\)](#)
- [Job Accommodation Network \(JAN\)](#)
- [Tax Benefits for Businesses Who Have Employees with Disabilities](#)