



Did You Know?

Hiring People with Disabilities: It's Good for Your Bottom Line

December 3, 2007, is the United Nations International Day of Persons with Disabilities. This year's international theme is "Decent Work for Persons with Disabilities", it recognizes the importance of equal access to dignified work for all people with disabilities and the contributions people with disabilities make to the workplace. To celebrate this day, the Canadian Association of Independent Living Centres (CAILC) is releasing four themed information sheets based on disability and employment during the month of November.

"Organizations whose work forces mirror the communities are better positioned to understand the needs of their customers...persons with disabilities represent significant service and product market opportunities."

- The Conference Boards of Canada. Tapping the Talents of People with Disabilities, page 9.

Fact

- Faced with an aging society and a shrinking labour force, Canada cannot afford to lose the employment potential, skills and talents of people with disabilities. ¹
- From a **human capital perspective, there is a significant cost attached to excluding a sizeable portion of potentially productive individuals from the labour force.** ²
- Qualified individuals with disabilities in Canada **have the right to accommodation.**
- According to the Degroote School of Business, 90% of persons with disabilities rated average or better on job performance. 86% of persons with disabilities have average or above average attendance records. Nearly 50% of workers with disabilities are found to be more reliable than others. Employees with disabilities have a nearly 85% one-year retention rate. 97% of employers rate employees with disabilities as being as safe or safer on the job as their colleagues. ³
- Persons with disabilities represent significant service and product market opportunities. ⁴
- Studies Show that when employees with disabilities are hired there is a corresponding increase in **"(worker) morale, teamwork and employee satisfaction that correlates with better product and service quality"**.⁵

1. (2004). Advancing the Inclusion of Persons with Disabilities. Supporting Persons with Disabilities. Government of Canada.
2. (2002). Employment Strategy for People with Disabilities. B.C. Employment and Assistance.
3. (2007). J. Thompson. Degroote Helps Local Employers Hire Persons with Disabilities. <http://dailynews.mcmaster.ca/story.cfm?id=5005>
4. (1997). Eleanor Randolph Brooks. Loyal Customers, Enthusiastic Employees and Corporate Performance, Understanding the Linkages.
5. The Conference Boards of Canada. Tapping the Talents of People with Disabilities, Page 6.

Solutions

- ✓ Independent Living Resource Centres (ILRCs) are organizations run by and for people with disabilities. They provide information, skills development, disability support and access to people with disabilities seeking employment. To locate an ILRC near you, go to www.cailc.ca or call (613) 563-2581.
- ✓ Develop alternate formats for accepting applications (i.e. large print, Braille, plain language, etc.)
- ✓ Individuals may or may not require disability accommodation. Every accommodation is also different, when unsure, ask. For more information on Accommodation you can go to http://www.chrc-ccdp.ca/portal_portal/duty_obligation-en.asp

Find this series of Information Sheets at www.cailc.ca.