



The *Discover* Ability Network Disclosure and accommodations

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Agenda

- Discover Ability Network
- Disclosure
 - What is it?
 - Decision-making process
 - How to encourage disclose
- Accommodations

What is the Discover Ability Network?

www.discoverability.network



Job matching platform

connects job seekers with disabilities to businesses who wish to hire diverse candidates.



Free training

on disability, disclosure, accommodations, telling your job search story, job search, mentors, in the workplace.

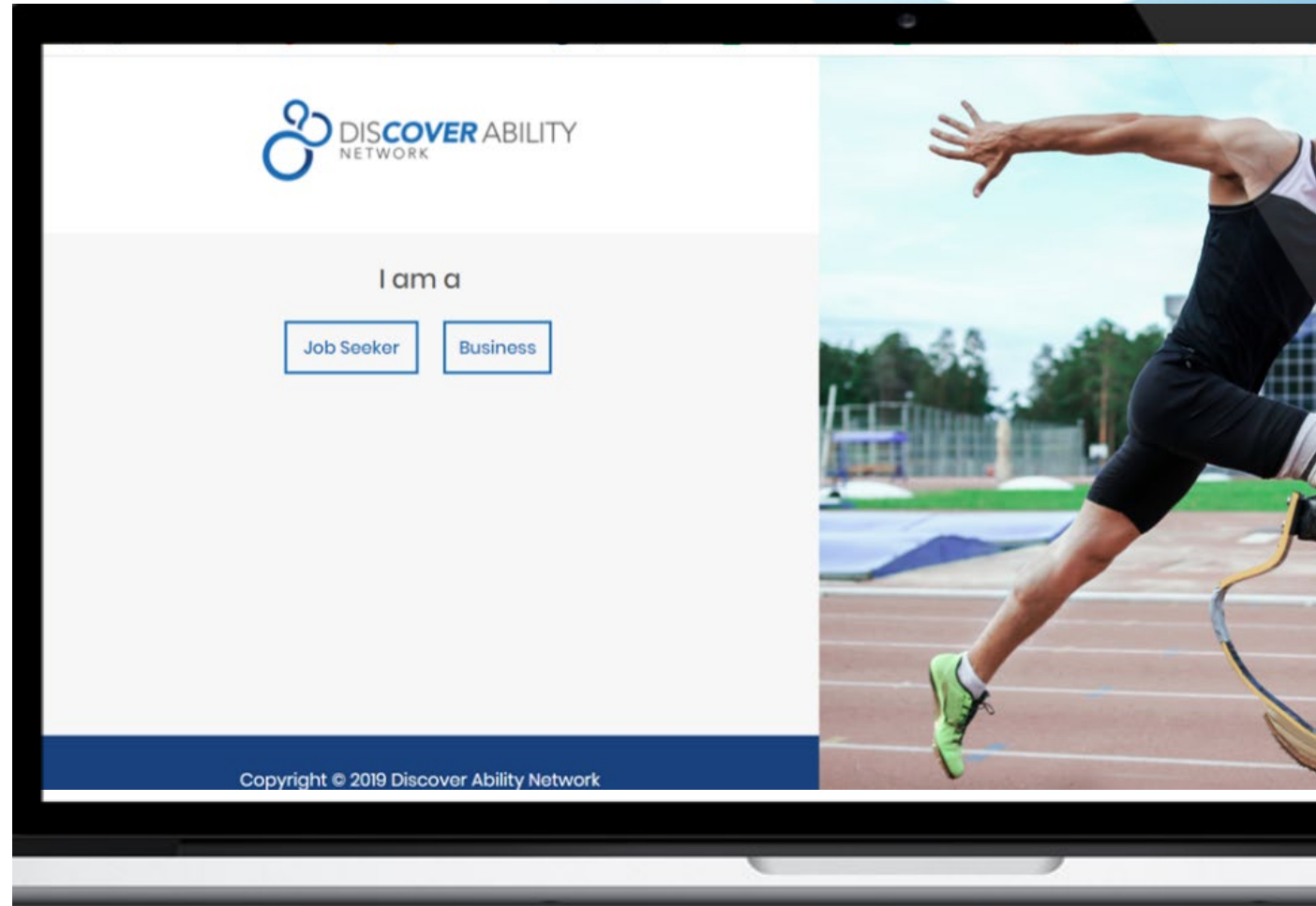


Networking

events that connect employers to job seekers, to build disability confidence.

Connecting businesses to qualified job seekers with a disability

Sign up for free at <http://discoverability.network/>



Some thoughts about DAN from a Humber student:

“Using the Discover Ability platform is highly intuitive and responsive to my diverse experience. I found it easy and relatively quick to build my profile, which helped me establish a wide variety of potential industries of interest. Within a few weeks of creating my profile, I was matched with a diverse number of jobs that were interesting to me.

Applying to the jobs I was matched with was straightforward and made even more accessible due to my time building my Discover Ability profile. In less than a month, I was matched with over 30 jobs, applied for five, and received two interview offers.”

slido



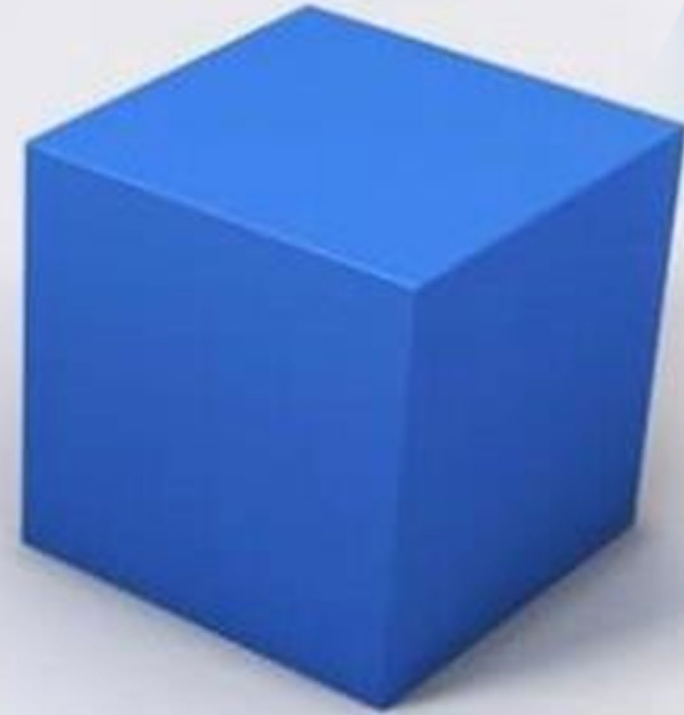
What disabilities are you familiar with?

ⓘ Start presenting to display the poll results on this slide.

Productively defining disability in the workplace

A mismatched interaction between the features of a person's body and the features of the environment in which they work.

(World Health Organization, 2011 World Report on Disability)



Solve mismatched interactions

...by providing tools, challenging misconceptions, or changing how we do things to allow a person to do their job.

This is called an accommodation.





Max 16"

Min 6.25"

Roll over image to zoom in

Employers

are not able to, or
expected to treat or
resolve an employee's
personal health condition
but
CAN address mismatches.

Or put another way

The workplace environment can turn human characteristics into disabilities.

We have elements of control over how our workplace environment is constructed.

Create inclusive workplaces.

Disclosure

60% of people with a disability stated they are unwilling to disclose any information related to a disability

(Nash, Kate. 2014. Secrets & Big News)



Solving mismatches means knowing there is a barrier

To solve a mismatch, you first need to know there is an issue.

The only person that can tell you that is the person with the disability.

A person with a disability is not legally obliged to disclose unless it is related to health or safety, or the ability to do the job.

It is critical to create a workplace that encourages people to ask for what they need and feel valued and included when they do so.

Everyone worries about disclosure

Dilemma of whether to reveal highly personal information to others.

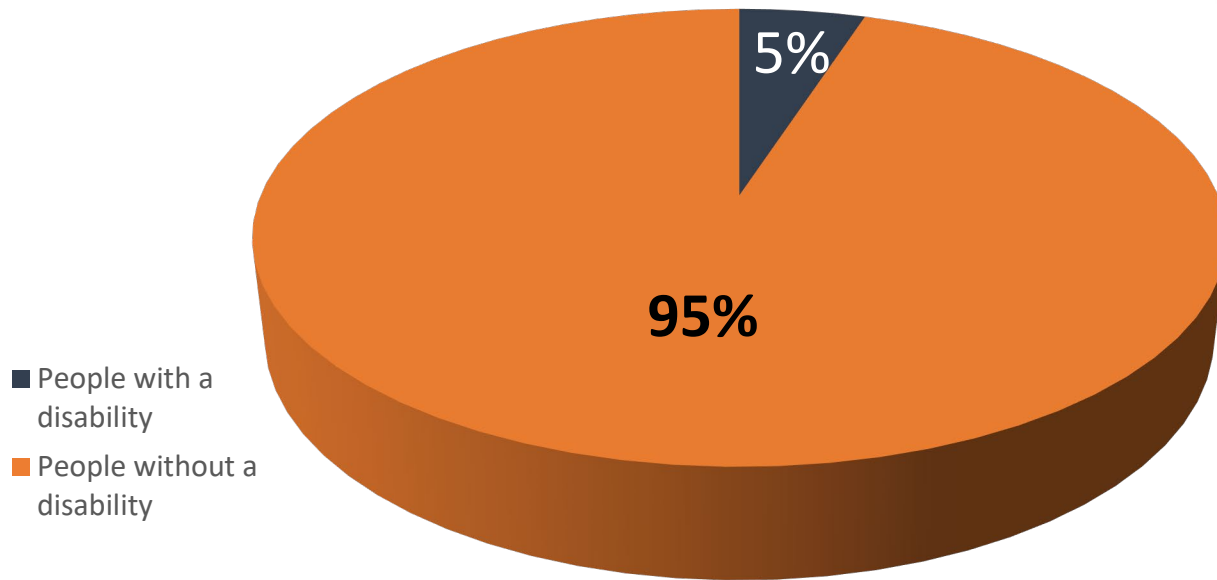
Employee's perspective "I feel like I am tiptoeing through a minefield"

Employer's perspective "I feel like I am tiptoeing through a minefield"



95% of workers requesting accommodations do not have a disability

Accommodation Requests





Disclosure is when a person tells an employer that they have a disability or health condition. They may request changes to the workplace or the way the task is completed to let them do the primary part of a job. These changes are called accommodations.

(Tomas, V., Ahmed, H., and Lindsay, S., 2022)



Disclosure is not sharing the diagnosis or personal medical details.

Factors that influence disclosure choices

(Tomas, V, 2022)



Accommodation Need



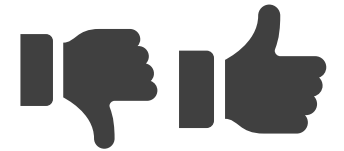
Identity



Type of disability



Goals



Previous experiences



Manager



Stigma (perceived and real)



Job security



Workplace
(culture and environment)

To disclose or not disclose?

The absence of disclosure is not concealment.

(Tomas, V., et. al, 2022)

- **Self-focused:** identity, health condition, status of condition, authenticity
- **Other-focused:** stigma: societal norms, explain/educate, relationships
- **Experiential reasoning:** past experience, observing others disclose
- **Environment / workplace:** confidentiality, job role, industry, workplace culture, accommodations

Additional factors affecting disclosure

(Tomas, V., et al, 2022)

- Disability type
 - Forced disclosure more common with those experiencing flare-ups, sick leaves, hospitalizations
- Gender
 - Employees in male-dominated workplaces with imposed identities of masculinity less likely to disclose
- Age
 - youth experience more confusion around disclosure logistics
- Geography
 - cultural perceptions of disability; national work policies
- Intersectionality

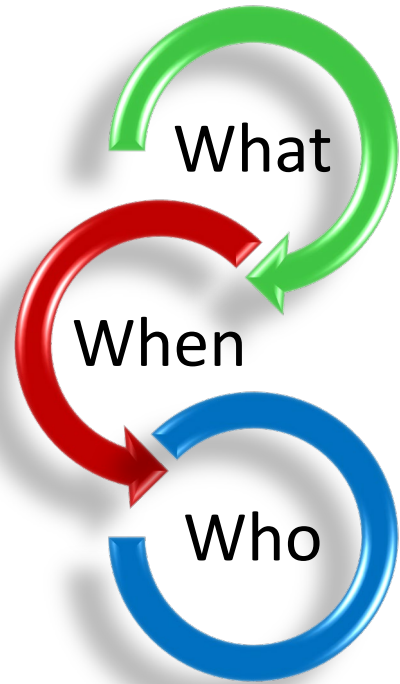


Types of disclosure and concealment

(Tomas, et. al, 2022)

- **Full voluntary disclosure** - reveal health condition to everyone at work - mutual understanding, trust and power balance
- **Selective disclosure** – controlling what, how much information and to limited number of people
- **Forced disclosure** – no choice but to disclose (i.e., flare-up) - lack of access and imbalanced power
- **Concealment strategies** – tactics to hide disability, often to avoid negative consequences – includes selective sharing, masking

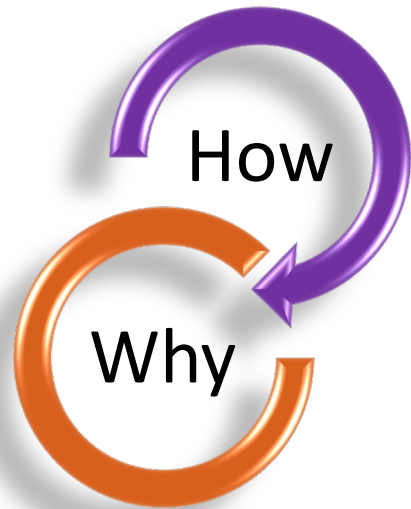
Disclosure logistics: what, when, and who



- **What** – information a person chooses to share
- **When** – disclosure is a personal decision. It can occur at any time in the talent acquisition process
 - before interview, during interview, after job offer, after trial period, or as situation changes
 - legally required to disclose a disability if it relates to doing a job properly or to health and safety
- **Who** - employer, manager, recruiter, Human Resources – perhaps, colleagues

Disclosure logistics: how and why

(Thomas, V. et al., 2022)



- **How** - make it safe for the individual to disclose
 - Listen
 - Take notes – you don't have to solve this immediately
 - This is a discussion
- **Why** - relevance? Will it make a person feel better/more authentic? Access an accommodation? Remove a barrier? Help educate someone?

Disclosure Matrix (Tomas, V. 2022)

| | Individual | Employer |
|----------|--|---|
| Benefits | <ul style="list-style-type: none"> • Access accommodation • Authentic self – not 'acting' • Educates employer about accommodations and disability • Pro-active • Ability to explain behaviour(s) to supervisor • Address gaps in employment history • Increased support from co-workers, managers & social networks | <ul style="list-style-type: none"> • Accommodations let people do their jobs • Accommodations reduce absenteeism and presenteeism • Accommodations improve employee productivity, attendance, attitudes, co-worker interactions, organizational morale (Solovieva et al. 2011) and lower stress levels • Plan appropriate resources and support |
| Risks | <ul style="list-style-type: none"> • Fear of discrimination/stigma • Fear of negative consequences ("I may not get the job / promotion" "I will be fired / not hired") • Accommodation request may not be what a person wants • Differential treatment – unsupportive manager, viewed differently, people may focus on disability • Co-worker / manager scepticism • Confidentiality | <ul style="list-style-type: none"> • Fear that accommodation cost will be too high • Fear of legal action • Perceived lack of skills • Individual will be unhappy with accommodation provided • Worry of future disciplinary or management issues |

Strategies for when employees disclose

- Arrange to have the discussion someplace private and comfortable
- Be mindful of your body language, and your tone
- Focus on the barrier, not the disability
- Review options – this is a discussion and a process
- Answer any questions – if you don't know, do research later
- Agree on next steps
- Agree on a time / date to follow up
- Write agreements down





Accommodations are not 'extra's' – they allow a person to do their job

- Change to attitudes, processes or workplace so that an employee with a disability can do the job
- Essential duties of the job are still completed
- Standards are not lowered, and tasks may be completed in different ways

What accommodation is needed?



What is the barrier or challenge?
What has worked in the past?
What conditions allow an individual to do their best?



These changes are called an **accommodation**.



Not sure? Ask.

- Human Resources Department
- A PSE Accessibility centre
- Disability consultant
- Job Accommodation Network ([JAN](#)) [S.O.A.R.](#)
- Medical professional –for functional limitations

What accommodations can be requested?



Changes or adjustments that address

- assumptions
- way we communicate or access information
- Technology and tools (e.g. screen reader, screen magnifier, ergonomic work station)
- work environment and spaces (e.g., move to a quieter office area, accessible washrooms, scent free workplace)
- processes (e.g., interview style, flexible work hours, working remotely)

After a person discloses, the employer may ask...

- Suggestions for accommodations
- What limits or restrictions are caused by the disability (functional limitations)?
- Information related to providing an accommodation (i.e., doctor's note) to assist in identifying the needed accommodation

Not entitled to know everything about the medical condition or diagnosis.

Who decides on the accommodation

- Asking for an accommodation is a process
- Be flexible and offer suggestions
- The employer must provide an accommodation
- The employer decides what that accommodation will be



Is the accommodation working?

- Accommodations are an ongoing conversation
- Have a written accommodation plan in place
- Review the workplace accommodation plan regularly to ensure it is working



Removing barriers is vital to business success

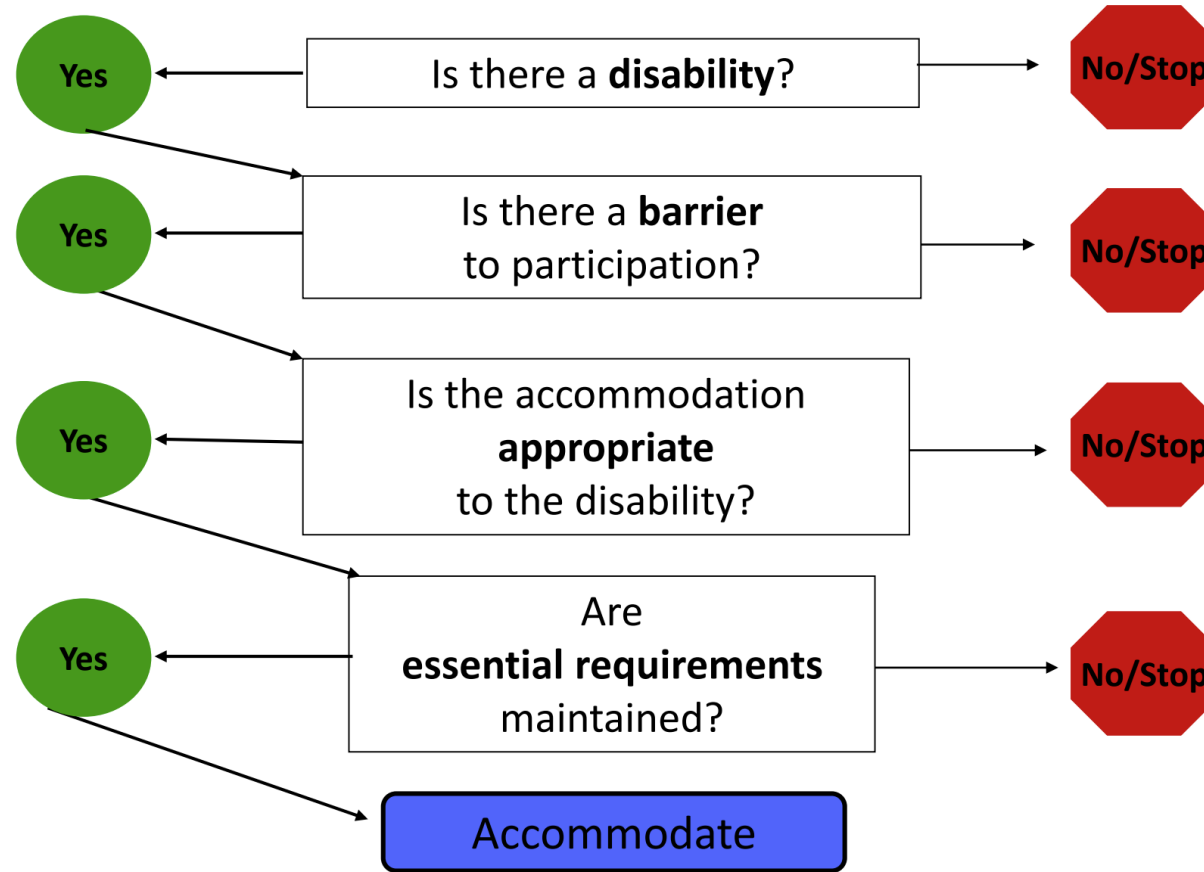
“Being flexible to each employee’s unique needs helps set everyone up for success. Adjustments are made all the time to remove barriers so employees can contribute their best.”

- B2B Untapped Talent Guide

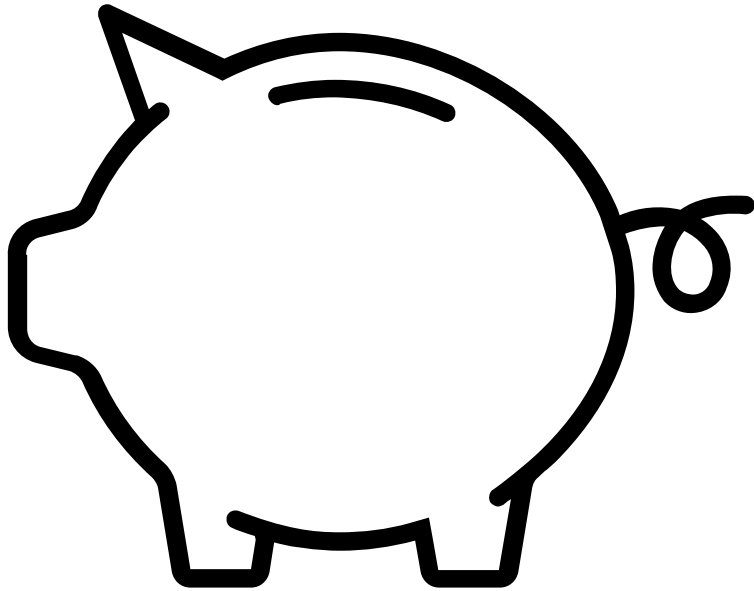
Accommodation Decision Tree (Roberts, B. 2006)

Accommodation Decision Tree

© Barbara L. Roberts 2006



Accommodation costs



- 37% of employees request an accommodation¹
- 52% report no cost for accommodations²
- \$500 is the cost of a typical accommodation³

Common accommodations¹

- Flexible work arrangements (27%)
- Workstation modifications (15%)
- Human or technical supports (6%)



Employer responsibilities

- accept the request for accommodation in good faith
- get expert opinion or advice where needed (but not as a routine matter)
- take part in considering a range of options and solutions
- keep a record of the accommodation request and action taken
- maintain confidentiality
- consult with the person to determine the most appropriate accommodation and communicate regularly and effectively
- implement accommodations in a timely way, to the point of undue hardship
- cover the cost of any required medical information or documentation
- cover the cost of required accommodation

The AODA

AODA: Accessibility for Ontarians with Disabilities Act

GOAL: An accessible Ontario by 2025

HOW: Implementing accessibility in 5 areas of daily life.

Rules businesses and organizations must follow to identify, prevent and remove barriers for people with disabilities

APPLIES TO: All organizations and businesses with one or more employees in Ontario that provide goods or services to the public or to other businesses / organizations in Ontario

Prevent and remove barriers in the workplace

A person with a disability is able to do the job, but a barrier prevents them from doing it.

- Information and Communications
- Attitudes
- Technology
- Organizational policies
- Architectural design



AODA Accessibility Standards



CUSTOMER
SERVICE



INFORMATION &
COMMUNICATIONS



TRANSPORTATION



EMPLOYMENT



DESIGN OF
PUBLIC SPACES



Employment Standard (AODA)

Workplaces must be accessible to potential or current workers with a disability

1-49 employees

- Recruitment and hiring
- Workplace information
- Talent and performance management
- Communicate accessibility policies

50+ employees

- Recruitment and hiring
- Workplace information
- Talent and performance management
- Communicate accessibility policies
- Accommodation plans
- Return to work process

Access standardized tools

Accessible interviewing checklist

Interview Script Guidelines

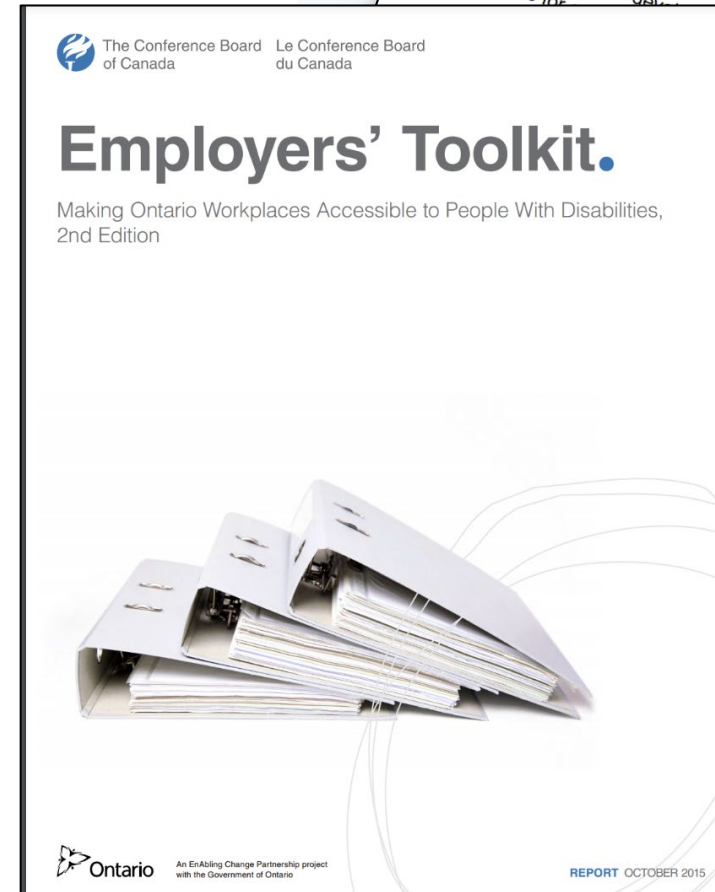
Written Accommodation process

[IAPs Individual accommodation plans](#)

Accommodation examples

Return to work tools

Job Task analysis



Free Tools

Learning series on disability

<https://ableto.ca/learn/>

JAN S.O.A.R.

<https://askjan.org/soar.cfm>

Roadmap to Hiring

<https://discoverability.network/business/roadmap/>

Microsoft Inclusion Journey

<https://www.microsoft.com/en-us/inclusion-journey/library>

Microsoft Inclusive Design Toolkit <https://www.microsoft.com/design/inclusive/>

Discover Ability Network

<https://www.discoverability.network/>

Takeaways

- Individual choice whether or not to disclose
- Many factors affect the decision to disclose (self-focused, other-focused, experiential reasoning, or workplace)
- There are different types of disclosure (full, selective, forced, concealment)
- Disclosure is also affected by disability type, age, geography, gender, and intersecting identities
- Take steps to make your business a safe and welcoming place to disclose



Best practices to encourage disclosure

- Visible support from senior leadership re: disability inclusion
- Disability-awareness training to HR, supervisors and staff – listening skills, conflict resolution, disability etiquette, and providing accommodations
- Build disability confidence with regular discussions / messaging
- Use disability-positive language intentionally and standardize across the organization
- Visual and written inclusion of disability in corporate literature



Questions?



Learn more

Visit <https://discoverability.network/> for more information. For assistance with signing up, please contact Elizabeth Novak at elizabethnovak@occ.ca or Boyan Mitrovic at BoyanMitrovic@occ.ca for more information.



Twitter

[@HireAbilityNow](https://twitter.com/HireAbilityNow)



Facebook

[@HireAbilityNow](https://www.facebook.com/HireAbilityNow)



LinkedIn

www.linkedin.com/company/discover-ability-network/



YouTube

www.youtube.com/channel/UCPlcAXSR6QffYKyV4kZEVhA

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