Mid-Atlantic ada Center

Intentional Inclusion:
Creating Workplaces Where People
with Disabilities Thrive

Will begin at 2:00 PM Eastern Time
- Audio and visuals are provided through the online webinar platform
- Access to presentation handouts was included in the email reminder you received for this session
- This session will be open-captioned

TransCen

1

Technical Assistance

- If you experience technical difficulties
  - Select the Chat icon and then type your message in the box that appears
  - Call 301-217-0124

Audio Settings ^ · Chat · Raise Hand · Q&A · Hide Captions

Mid-Atlantic ada Center · TransCen

2

2

Audio

- Access audio for the webinar via computer speakers or phone
- Open the Audio Settings window to change audio settings

Audio Settings ^ · Chat · Raise Hand · Q&A · Hide Captions
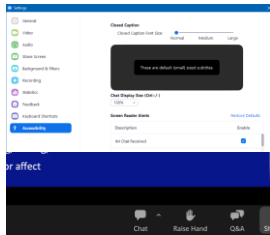
Mid-Atlantic ada Center · TransCen

3

3

Captions

- This webinar is being captioned in real-time
- You can change the size of the caption display by clicking on the up arrow on the Show Captions button, then clicking on Caption Settings.

4

4

Questions and Comments

- Select the Chat icon
- Send your question to adatraining@transcen.org

5

5

Archive

- This webinar is being recorded
  - You will receive an email with information on how to access the archive

6

6

Certificates of Attendance

- Only those who purchased certificates when registering for the session are eligible to receive one
- Certificates are available only for attending the live session; attendance will be verified
- The code to submit for a certificate will be announced later in the session

7

Mid-Atlantic ADA Center TransCen

7

Presentation Accessibility

- For the benefit of participants who are not able to see the presentation slides on the webinar platform, speakers will
  - Announce slide numbers
  - Describe images that are meaningful to the content of the session

8

Mid-Atlantic ADA Center TransCen

8

About Your Hosts…

TransCen, Inc.

- Improving the lives of people with disabilities through meaningful work and community inclusion

Mid-Atlantic ADA Center, a project of TransCen

9

Mid-Atlantic ADA Center TransCen

9

ADA National Network

- Ten regional centers provide guidance, training, and materials on the ADA
  - **1-800-949-4232**
  - **ADAta.org**

10

10

Disclaimer

The Mid-Atlantic ADA Center, operated by TransCen Inc., provides information, guidance, and training the Americans with Disabilities Act (ADA). The information and/or materials provided are intended solely as informal guidance and should not be construed as legal advice. The Mid-Atlantic ADA Center is funded by the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR) (grant #90DPAD0008). NIDILRR is a Center within the Administration for Community Living (ACL), Department of Health and Human Services (HHS). These contents do not necessarily represent the policy of NIDILRR, ACL, or HHS, and you should not assume endorsement by the federal government.

11

11

Intentional Inclusion:

Creating Workplaces Where People with Disabilities Thrive

Beth Loy, Ph.D.
Policy Advisor
Office of Disability Employment Policy
U.S. Department of Labor

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

12

ODEP

- ODEP is the only non-regulatory federal agency that promotes policies and coordinates with employers and all levels of government to **increase workplace success for people with disabilities**.
- ODEP's mission is to develop and influence policies and practices that **increase the number and quality of employment opportunities for people with disabilities**.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

13

13

Presentation Overview

Background	15
Understanding Self-Identification	20
Fostering a Disability-Inclusive Culture	27
Results	38
Resources to Assist	40

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

14

14

Background

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

15

15

What is an inclusive environment?

- An **inclusive environment** is one where all employees feel supported and welcomed - a workplace including opportunities for growth, feedback loops for employee input, and a psychologically safe workplace culture.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

16

16

What is disability inclusion?

- **Disability inclusion** means employees do not leave their disabled identities at the door. Instead, they are comfortable bringing their whole selves to work and using their diverse experiences and perspectives to develop products and services that better resonate with clients and customers.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

17

17

Why foster a disability-inclusive culture?

1. Increase the hiring and retention of people with disabilities to **benefit** from a wider pool of talent, skills, and creative business solutions.
2. Achieve **compliance** with federal regulations.
3. Create and sustain diverse and inclusive workplaces where people want to **self-identify** as having a disability.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

18

18

How is success measured?

- Ensure a strategy that includes collecting, setting, and iterating on **metrics for success**.
  - ✓ Implement an **employee survey** to gather feedback on the "inclusive" experience.
  - ✓ Designate a group of individuals who will be held **accountable** for implementation, evaluation, and ongoing monitoring.
  - ✓ Use the Voluntary **Self-Identification** of Disability Form for recordkeeping and data analysis.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

19

19

Understanding Self-Identification

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

20

20

Key Distinction: Disability Disclosure

- **What It Is:** An open discussion between an employee with a disability and their manager or co-workers where the <u>disclosure</u> is to request an accommodation or inform.

- **Examples**
  - An employee discloses they have <u>cancer</u> to their manager because they will need an accommodation of a flexible schedule to attend treatments and deal with fatigue.
  - An employee brings a <u>service animal</u> to work and voluntarily discloses it to her co-workers so they can discuss how to interact with the animal.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

21

21

Key Distinction: Self-Identification

- **What It Is:**
  - A response to an employer's act of inviting applicants and employees to identify as having a disability voluntarily for data collection.
  - Occurs when an individual shares information about one's disability status through a formal self-identification program.
  - Data are kept confidential and used for aggregated statistical purposes to understand the composition of an organization's workforce.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR
ODEP

22

22

Key Elements: Self-Identification (1)

- Employers must create an environment in which employees and applicants are comfortable **self-identifying** to measure success.

- People with disabilities report that they are more likely to **self-identify** if they see their employer making efforts to create an inclusive environment.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR
ODEP

23

23

Key Elements: Self-Identification (2)

- Federal agencies and private employers **are allowed** to invite applicants and employees to identify themselves as having disabilities if the information is treated **confidentially and used only for affirmative action**.

- As part of Section 503 of the Rehabilitation Act, **federal contractors/subcontractors must invite** applicants/employees to self-identify as a person with a disability. Applicants are invited to do so at both the pre-and post-offer stages, and employees are to do so every five years.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR
ODEP

24

24

Voluntary Self-Identification of Disability Form

Please check one of the boxes below:

- ☐ Yes, I have a disability, or have had one in the past
- ☐ No, I do not have a disability and have not had one in the past
- ☐ I do not want to answer

PUBLIC BURDEN STATEMENT: According to the Paperwork Reduction Act of 1995 no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. This survey should take about 5 minutes to complete.

For Employer Use Only

Employers may modify this section of the form as needed for recordkeeping purposes.
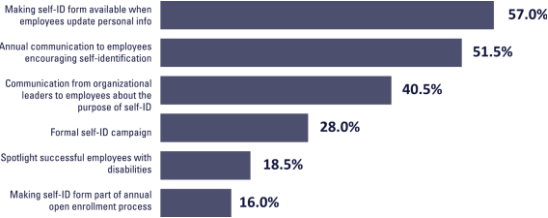For example:
Job Title: Date of Hire:

[Encouraging Self-Identification](#) | [Voluntary Self-ID Form](#)

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

25

25

Practices Encouraging Self-Identification

Practice	Percent
Making self-ID form available when employees update personal info	57.0%
Annual communication to employees encouraging self-identification	51.5%
Communication from organizational leaders to employees about the purpose of self-ID	40.5%
Formal self-ID campaign	28.0%
Spotlight successful employees with disabilities	18.5%
Making self-ID form part of annual open enrollment process	16.0%

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

26

26

Fostering a Disability-Inclusive Culture

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

27

27

Strategy #1

Add the "A" in accessibility to an organization's DEI value statement.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

28

28

The "How" of Adding "A" to DEIA

- Ensure content produced, systems maintained, and meetings organized are accessible
- Establish policies for accessibility and inclusion
- Lead efforts to ensure accessibility is integral to the employee lifecycle
- Address day-to-day accessibility needs by ensuring individuals can request and receive assistive technologies
- Fully resource the technology program to drive innovation and accessibility in parallel

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

29

29

Strategy #2

Ensure physical, digital, process, procurement, and communications accessibility.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

30

30

The "How" of Accessibility

- Develop an accessible website and online application system
- Ensure physical spaces, public areas, and emergency plans are accessible and use universal design principles
- Only use accessible locations for offsite work functions
- Ensure internal change management and public-facing initiatives are accessible
- Use procurement checks to ensure products and services are accessible

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR
ODEP

31

31

Strategy #3

Cultivate a psychologically safe culture.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR
ODEP

32

32

The "How" of Psychological Safety

- Use preferred terminology
- Implement mentorship programs
- Have leadership express the importance of bringing one's whole self to work
- Create workplace flexibility options
- Develop a swift process for conflict resolution
- Engage in year-round activities that train and support a psychologically safe infrastructure

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR
ODEP

33

33

Strategy #4

Implement disability employee resource groups (ERGs).

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

34

34

The "How" of ERGs

- Secure executive sponsorship and a budget
- Provide a direct line of communication to organizational leaders
- Generate interest by developing outreach
- Determine core values, goals, and timelines
- Create visibility by conducting special events
- Develop workshops on related topics

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

35

35

Strategy #5

Create a seamless accommodation process.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

36

36

The "How" of Accommodation

- Educate all employees on accommodation policy and process
- Train all supervisors on how to recognize accommodation requests
- Centralize the accommodation process to one department
- Reduce friction in the accommodation process by eliminating unnecessary steps
- Make common accommodation requests self-serve (e.g., ergonomic mice, screen magnification, etc.)

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

37

37

Results

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

38

38

Disability Inclusion

- With 11% of U.S. working-age adults (18-64) having a disability, creating inclusion-based policies and practices is **essential**.
- Companies that **lead** on critical disability inclusion criteria realize:
  - 1.6x more revenue,
  - 2.6x more net income, and
  - 2x more economic profit than other participants.

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

39

39

Resources to Assist

40

40

Best, Promising, and Emerging Practices

- Employer Assistance and Resource Network on Disability Inclusion (EARN)
  - AskEARN.org
- Job Accommodation Network (JAN)
  - AskJAN.org
- Partnership on Employment and Accessible Technology (PEAT)
  - PEATWorks.org
- Equal Employment Opportunity Commission
  - EEOC.gov

EARN
JAN
PEAT

41

41

Questions?

Beth Loy, Ph.D.
Policy Advisor
Employer and Workplace Policy Team
loy.beth.a@dol.gov

42

42

Certificates of Attendance: Code

- If you paid for a certificate of participation, check the reminder email you received about this session for instructions

- Please email the code above to **ADAtraining@transcen.org** by **5 PM E.T. on March 25, 2024**

- Certificates are emailed 1 – 2 weeks after the session

Mid-Atlantic ADA Center TransCen

43

43

Upcoming Webinars

Common Myths and Mix-Ups: Accessibility Standards
Wednesday, April 17, 2 to 3:30 ET

To be posted soon!

Legal Rights and the Inclusion of K-12 Students with Mental Health and Behavior-Related Disabilities
Presented by the Bazelon Center for Mental Health Law
Wednesday, May 22, 2 to 3 p.m. ET

Mid-Atlantic ADA Center TransCen

44

44

Thank You for Joining Us!

Mid-Atlantic ADA Center

Toll-free: **800-949-4232** (DE, DC, MD, PA, VA, WV)

Local: **301-217-0124**

ADAinfo@transcen.org

ADAinfo.org

Mid-Atlantic ADA Center TransCen

45

45