

## Inclusive Hiring: Applicants with Disabilities



### Get the Competitive Edge!

Having a hiring process that is inclusive of people with disabilities can deliver a talent pool of candidates with diversified skills and innovative thinking, giving your company an edge over the competition.

### Four Simple Steps to Attract Qualified Candidates with Disabilities

**1**

Create job descriptions that identify the job's essential functions

**2**

Ensure recruitment methods are inclusive

**3**

Design an accessible application process

**4**

Be prepared to provide reasonable accommodations

#### Inclusive Job Descriptions

- Conduct a thorough job analysis
- Clearly define essential functions and use inclusive language
- Include an equal employment opportunity statement
- Include information on how to request an accommodation

#### Inclusive Job Advertisements

- Provide written information in alternative formats, such as large print or audio
- Ensure information is posted in accessible locations
- Establish accessible telecommunications, such as a telephone relay service

## Accessible Application Process

An accessible application process enables qualified candidates with disabilities to apply for open jobs! In addition, providing alternative methods to apply for jobs further improves the accessibility of the application process. Here are some best practices:

### Accessibility Tips for Online Applications

- Engage people with disabilities in the design process
- Provide alternative text for visual content
- Provide captions for sounds and video
- When using color, check for contrast accessibility
- Design for keyboard navigation
- Create and use accessible documents
- Design large graphics to mark hyperlinks
- Create organized and uncluttered pages
- Remove refresh options
- Use a standard header and footer
- Allow sound, visual content, and time limit controls

### Alternative Application Methods

- Allow applications to be submitted via e-mail, fax, telephone, or mail
- Have printed applications available onsite in accessible locations
- Provide written information in various formats, such as large print or audio
- Permit a qualified scribe to assist with completing application forms
- Provide technology, like telephone relay service, for deaf applicants

### Include an Accessibility Statement

Despite efforts to provide an accessible application process, there may be times when an applicant with a disability needs to request an accommodation. Provide an accessibility statement that is easy to find and directs applicants on how to make a request. This may increase the likelihood of qualified applicants applying for your positions and conveys that diversity and inclusion are important to your company!

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### Four Simple Steps for Accessible Interviews with Candidates with Disabilities

1

Focus on the candidate's ability to perform the job, not the disability

2

Learn what questions are permitted before and after the job offer is made

3

Train interviewers on disability awareness

4

Provide written guidelines to interviewers about the ADA requirements

### Questions, Tests, and Exams

Disability-related questions and medical exams are permitted after a job offer is made and must apply to all candidates in the same job category.

#### What is a disability-related question?

One that is likely to elicit a response that discloses a disability, such as: Do you have a disability? Are you able to stand for 8 hours?

#### What is a medical exam?

One that seeks information about health conditions, such as blood pressure screening or nerve conduction tests.

What questions may and may not be asked on application forms or in job interviews?

- Can you perform the essential job tasks, with or without accommodation?
- Can you describe how you will perform a task with or without accommodation?
- Can you meet attendance requirements?



- Have you been treated for a physical or mental condition?
- Have you filed a workers' compensation claim?
- Are you taking any prescription medication?

## Non-Medical Testing

Non-medical tests that assess work skills such as memory, reasoning, personality, and physical ability can be helpful to screen applicants and assist in determining which applicants are most qualified for the job. Here are some best practices to consider:

- Inform applicants in advance of any tests that will be administered in the hiring process
- Include an accessibility statement so applicants can request an accommodation, if needed
- Remember, if a test screens out an applicant with a disability, the decision must be:
  - Job-related and consistent with business necessity
  - Based on consideration of reasonable accommodation

## Reasonable Accommodations

Some examples of common accommodations a qualified candidate with a disability may request during the hiring process include:

- Accessible location for interviewing, tests and exams including a separate room for testing
- Written materials in alternative formats, such as large print, audio or electronic
- Plain language for oral and written communications
- Recording of test answers via tape recorder, dictation, or computer input
- Allowing extra time to complete a test
- Scheduled breaks
- A sign language interpreter, qualified reader or scribe
- Service animal to accompany

## A Note about Background and Reference Checks

When making hiring decisions, it can be helpful to consider a candidate's background. Just as with questions and exams, medical information is not permitted to be obtained before a job offer is extended. These checks must apply to all candidates offered a job in the same job class. When using outside sources, make sure they comply with pre-employment inquiry legal requirements.

### Remember:

Medical information obtained during the hiring process must be kept confidential!

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### Four Simple Steps to Integrate Newly Hired Employees with Disabilities to their Jobs

**1**

Review the onboarding process on the following page

**2**

Conduct orientation and training activities in accessible locations

**3**

Include an accessibility statement with the job offer

**4**

Be prepared to provide reasonable accommodations

### Reasonable Accommodations

A new employee may request a reasonable accommodation for the onboarding process. Reasonable accommodations are considered on a case-by case basis and may include:

- Onboarding and training activities are conducted in accessible locations
- Electronic documents, such as health care application forms, are accessible
- Use plain language in oral communications and written materials
- Accessible websites, including the employer's intranet site
- Written materials in alternative formats, such as large print, audio or electronic
- Qualified reader for written information
- Qualified scribe to assist with completing forms or taking notes
- American Sign Language interpreter
- Permit use of service animal and consider relief areas
- Consider accommodations for emergency evacuation and shelter in place needs

## Accessible Onboarding Process

Creating an onboarding process is helpful to ensure all new employees, including employees with disabilities, know what to expect and how to ask for what they need. Here are some best practices:

### Assign an employee to be responsible for the onboarding process

Receive incoming requests for accommodations

Ensure requests are facilitated efficiently

Have reasonable accommodations in place for day one

### Train all employees who facilitate reasonable accommodations

Focus on parking, facilities, IT, security, and the workstation

Address confidentiality of medical information

Prepare a response for questions asked by coworkers

### Include an Accessibility Statement with the job offer

Communicate activities included in orientation

Describe the components of the work environment

Share information about the job and workstation

### Accessibility Statement Example

[Employer] is committed to providing access and reasonable accommodation in its services, activities, programs, and employment opportunities in accordance with the Americans with Disabilities Act and other applicable laws. To request an accommodation please email (insert email address) by Month Day, Year.