



Opening the Door Wider for clients with disabilities

Lisa Kelly

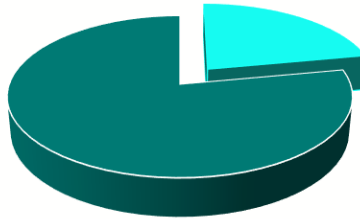
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www.discoverability.network



Disability

Canadians



■ With a disability ■ Without a disability

49%
employment
rate for people
with disabilities

31%
employment
rate for
Canadians
with a
severe
disability¹

After tax income for employed
people with disability is
\$19,160 vs \$38,980¹

Bio-medical approach



Physical (also
mobility,
sensory,
neurological)



**Cognitive,
Intellectual or
Developmental**



Learning



Mental Health

Time: Permanent | Chronic | Episodic | Temporary

Scale: Mild | Moderate | Severe

Why hire a person with a disability?



40% lower safety incident rate and **63%** less time away from work³

28% overall higher revenue²

77% of Ontario businesses say employees with disabilities met or exceeded expectations²

90% of people with disabilities rated average or better on **job performance**¹

30% better economic profit margins²

¹Graffam, Shinkfield, Smith and Polzin. "Employer Benefits and Costs of Employing a Person with a Disability." Journal of Vocational Rehabilitation 17 (2002): 251-63."

² Bank of Montreal, BMO Survey: More Than Half of Small Businesses Have Never Hired a Person With a Disability

³ James P. Kaletta, Douglas J. Binks & Richard Robinson. *Creating an Inclusive Workplace: Integrating Employees with Disabilities into a Distribution Centre Environment*, Professional Safety (June 2012)



Barriers to employment

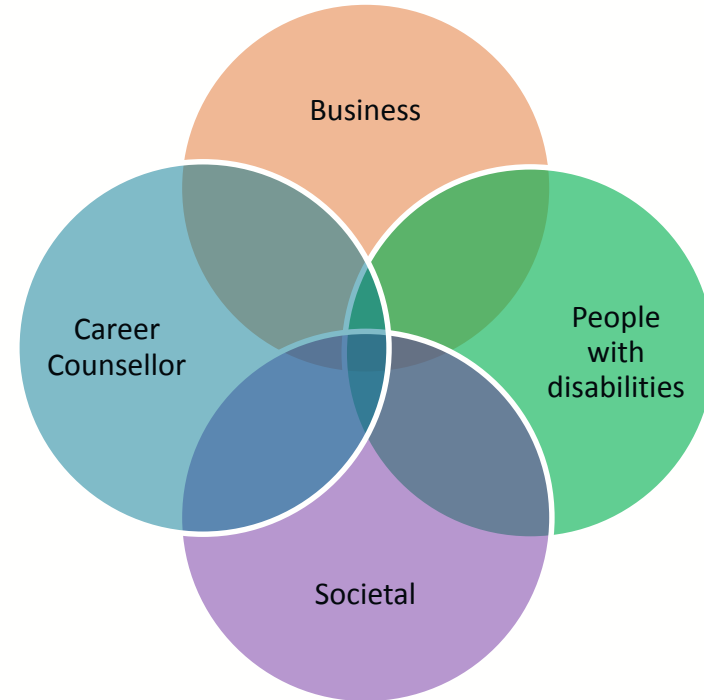
- Attitudes
- Employment systems navigation
- Resumés or experience that look different
- How people tell their stories



Attitudes

Implicit bias

- process 50 tasks at once
- process 1% of visual information
- create mental shortcuts from repeated exposures
- shortcuts are often contrary to stated beliefs



Navigating the employment system

Trying to identify, recruit, hire and retain is not easy

- Where are the candidates?
- Will they disclose?
- Siloed service providers



Job search tools

May 'look' different

- First job may start later
- May be fewer work experiences
- May have taken longer to complete education
- May have less education

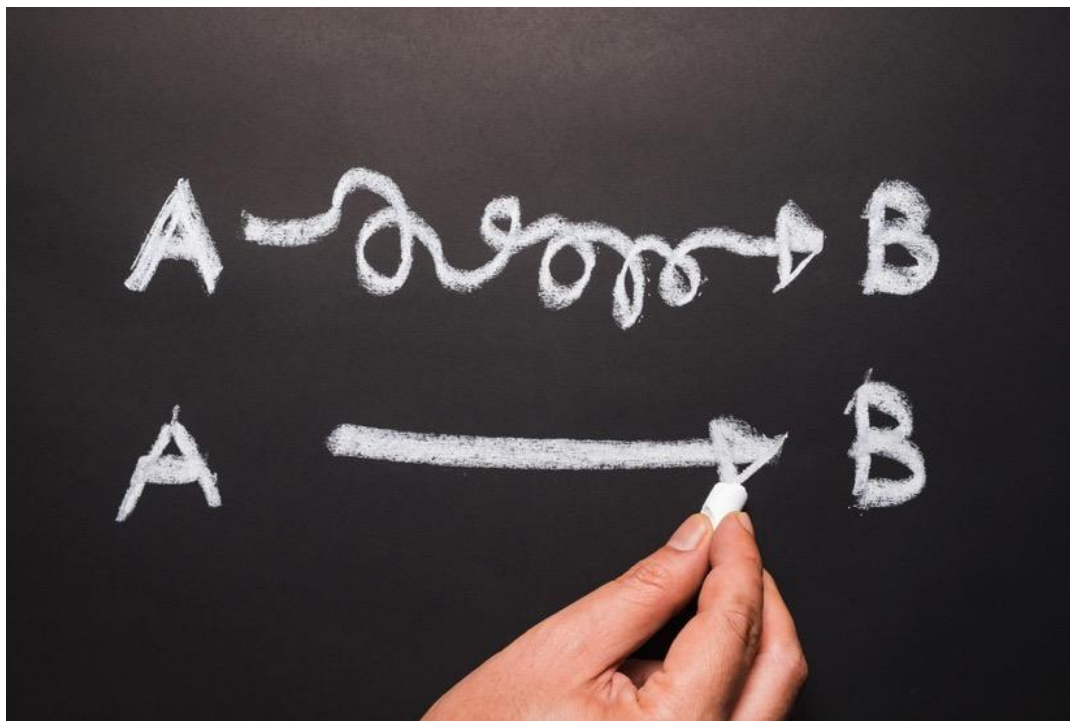
Louise Michak

Results-driven Wealth Management professional with 5+ years helping a wide range of corporate and private investors make informed financial decisions. Proficient in identifying and implementing strategies that satisfy each clients' specific goals.

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| | |
|---|---|
| <p>CORE QUALIFICATIONS</p> <ul style="list-style-type: none"> Extensive knowledge, education and experience in the field of investment and financial management, providing service to a highly diverse group of clients Broad understanding of the complex regulations and laws related to investment and asset management Large pre-existing network of national contacts that offer advice and perspectives on market trends Excellent oral and written communication skills that have led to the development of long-term client relationships <p>EMPLOYMENT EXPERIENCE</p> <p>Senior Wealth Planner, Gluskin Scheff 2013 – 2018</p> <ul style="list-style-type: none"> Signed new clients, generating \$3 million in revenue; consistently generated no less than \$350,000 per quarter via commissions, client bonuses and sales Delivered financial solutions to clients in area of retirement, tax, insurance and estate planning Monitored strategies to ensure that they adhered to all jurisdictional regulations Maintained confidentiality of all client information <p>Analyst, Manulife Wealth Management 2011 – 2013</p> <ul style="list-style-type: none"> Provided assistance and information to business partners, executives, operations and portfolio managers Evaluated and reported on prospectuses Conducted research to ensure client investment portfolios aligned with client objectives Exhibited a strong sense of accountability and ownership over best practices related to quality, risk and controls process | <p>DESIGNATIONS</p> <p>Certified Financial Planner (CFP®)</p> <p>Chartered Life Underwriter (CLU®)</p> <p>Trust and Estate Practitioner (TEP)</p> <p>EDUCATION & MEMBERSHIPS</p> <p>Honours Bachelor of Arts – Sociology University of Toronto, 2007</p> <p>Certificate in Digital Communication Sheridan College, May 2002</p> <p>Member, The Society of Trust and Estate Practitioners</p> <p>Member, Financial Planning Standards Council, (FPSOC®)</p> |
|---|---|

Tell stories



Zeus Andre Sequiera

<https://abilocity.ca/blog/f/meet-zeus-an-unexpected-one-two-punch>



Embracing the
story



Melissa C. Paralegal

<https://abilocity.ca/blog/f/meet-melissa-conners-a-woman-with-indestructible-ambition>



Rewriting the story

Aaron I., Designer

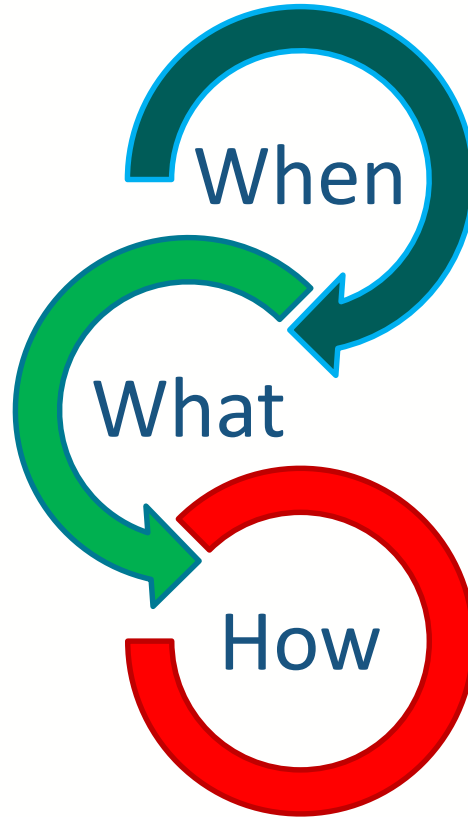
<https://abilocity.ca/blog/f/5-tough-questions-to-help-business-benefit-from-inclusion>



Customizing the approach

Disclose?

- Personal beliefs about disclosure and disability
- Visible or invisible
- Adjustments needed?
- Employers' policies and practices?
- Attitudes to specific disability
- Before or after...
interview? job offer?
probation?



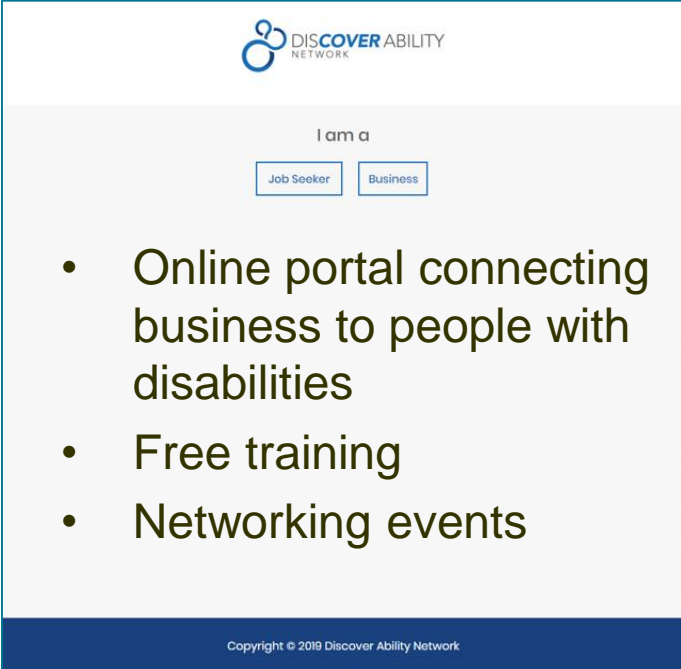
Teach clients to own their story



- People have disabilities. They have abilities too.
- Focus on the strengths, not the disability
- Teach clients to tell their stories effectively



www.discoverability.network



The screenshot shows the Discover Ability Network website interface. At the top left is the logo. Below it, the text "I am a" is followed by two buttons: "Job Seeker" and "Business". A list of three bullet points is displayed below the buttons. At the bottom of the screenshot is a dark blue footer with the copyright notice "Copyright © 2019 Discover Ability Network".

- Online portal connecting business to people with disabilities
- Free training
- Networking events

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Other tools for job search



- Networking
- Alternate pathways
- Co-ops and internships
- Mentorship



Business Outreach



1. Hire with intent. Have a strategy

- Establish internal policies that prioritize hiring people with disabilities
- Ensure that the hiring of people with disabilities is part of a company's overall hiring plan
- Who will you work with

2. What are your hiring needs – know your pain points

- Conduct targeted outreach to attract qualified candidates with disabilities (Discover Ability)
- Develop community linkages to local service providers that work with people with disabilities
- Retain and review applications from applicants with disabilities for future opportunities

3. Think about retention while recruiting

- Manage the recruitment and onboarding well
- Train staff on inclusion and the benefits of hiring people with disabilities. On interviewing and managing people with disabilities. On unconscious bias.
- Set performance targets on hiring and retention



Credits



The Ontario Chamber of Commerce and Discover Ability thank the following individuals and organizations for their contributions in the development of this material:

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Confidential – This document is intended for internal use only.

