

Disability Awareness - Walgreens

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1. Myths, Facts, & Fears



True or false?

Directions: Decide whether each statement is true or false.



a) There are almost 153,000 people with disabilities in the United States.

False. There are over 49.7 million—21.3 million of working age!



b) 37% of people with severe disabilities are unemployed.

False. Most experts place the number between 66% and 73%.



c) Hiring people with disabilities tends to drive up insurance and medical costs.

False. Dole Foundation, DuPont, and Chicago Business Leadership studies all concluded that insurance and medical costs do NOT rise.

d) Employees with disabilities have 2.4% more absences than other employees.

False. A 30-year DuPont study showed that workers with disabilities had fewer absences.

e) People with disabilities have lower turnover rates than their non-disabled coworkers.

True.

f) Aggregate annual income of people with disabilities is \$1 trillion.

True. And \$220 billion goes toward discretionary spending.



g) Workers with disabilities perform less well than their non-disabled coworkers.

False. A 30-year DuPont study concluded workers with disabilities tended to have above-average performance.

Fears on the Table “Time to Talk” Activity



2. Business-Disability Community Partnerships



Hiring people with disabilities makes good business sense!

- Large, untapped labor pool
- Lower turnover
- Reduced recruiting costs
- Fewer absences
- Good performance
- Good safety record
- No impact on medical & insurance costs
- An ethical, socially responsible thing to do

Biz Benefits

- Reduced Recruiting Costs
- Reduced Training Costs
- Reduced Turnover
- Tax Credits
- Other Incentives
- Increased Diversity
- New Customer Niche Group
- Increased Brand Loyalty
- Improved Community Relations
- Risk Reduction/ADA Compliance Support

Business “New World”

- “Brand Partners” = Walgreens, CVS, Best Buy, TIAA-CREF, Hyatt, Starbucks, Bank of America
- Labor Market Realities
- Diversity Niche Market
- Customer Niche Market
- Staffing Industry
- We got “next”

3. Discussing the Disability Community



Disability Etiquette

- Smile and be friendly.
- Use a normal tone of voice
- Talk to the person with the disability—
NOT to his aide, coach, or sign language interpreter
- If talking with a person in a wheelchair, sit or kneel to be at eye level.



Disability Etiquette

- Follow same first/last name convention you use for everyone else present
- (With cognitive disabilities):
 - Speak clearly.
 - Avoid excess words. Be specific and direct.
 - Ask only one question at a time.
 - Wait for a response.



Typical Supervisor Concerns:

- Additional supervision
- Loss of productivity
- What if it doesn't work out?
- Am I stuck forever paying a sub-standard employee?
- How to effectively communicate with Employees with Disabilities



Supervision Strategies

- Not required to lower quality or standards for any employee
- Communicate your expectations with all employees
- Workers with disabilities need feedback just like other employee
- **UPS 3-Year Study of Employees with Disabilities**



Supporting New Hire

- Help the person learn about personalities
- Provide pointers about informal rules such as breaks, dress, and coffee
- Teach special work language
- Check to make sure person understood; ask them to repeat instructions
- Be yourself

Supporting New Hire

- Introduce yourself and make the person feel welcome
- Introduce new employee to co-workers
- Show the individual where things are located & review policies/procedures
- Invite the person to join you and others for breaks and lunch



Emotions

- Be consistent with your interactions
- Help to discriminate between good-natured teasing and when someone is angry or upset
- Explain expectations for jobs or routines
- Help the individual, and yourself, not to overreact to a situation
- Criticize privately
- Ask person what you can do to help; suggest a break

Creating Mutual Respect

- Encourage co-workers to respect the skills and abilities of all employees.
- Remember that the new person was hired because he or she has the skills to do the job



Social

- Work is also an important social enterprise
- It is important to form valued relationships
- Establish informal employee mentors
- Theory of Mind



Learning & Remembering

- Act as a peer on an adult-to-adult level
- Use straightforward and concrete language
- Allow extra time to learn procedures
- Teach multi-step tasks one step at a time
- Provide reminders (checklists, symbols, color codes)
- Simplify task by modifying procedures or equipment

Communicating with Placement Agencies

- Inform the Employee
- Be PROACTIVE
- Take advantage of your resources
- Keep the employee involved



Strategies

- What has worked in the past?
- What hasn't?
- How are the same issues handled with other employees?



Common Concerns

- Medications
- Difficult to understand person
- Harassment by other employees
- When to seek help from Agency



Employees with Cognitive Disabilities

- A cognitive disability is any disability affecting mental processes.
- People with cognitive disabilities do not necessarily have decreased levels of work skills, abilities, or intellectual functioning.
- Possible Accommodations: Job Coaching, structured breaks, Checklists & Time tables, Clear and concise directions/instructions.



Employees with Psychiatric Disabilities

- Psychiatric Disabilities are disorders of the brain that may disrupt a person's feelings, moods, and abilities to relate to others.
- Possible Accommodations: Job Coaching, structured breaks, Checklists & Time tables, Contingency plans to deal with stress.



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