

## Closing the Gap: Community and service agencies

### 1. Introduction

Closing the Gap: Connecting Employers is a project aimed at improving the participation of persons with disabilities in the workforce. Employer perspectives are a critical part of this work.

A few days ago you received an advance letter describing the project and requesting your co-operation.

As an employer in the community and service sector your participation is vitally important to this project.

This survey is designed to assist in gaining insights into creative approaches and innovative solutions that can help to improve the participation of persons with disabilities in the workforce.

All of the information that you would provide will be kept strictly confidential by Stuart O'Hara Inc and 211. No information that could reveal your organizations's responses will be provided to any third party.

This survey includes four sections:

Section A: Business Case Arguments

Section B: Challenges

Section C: New Ideas and Approaches

Section D: About Your Organization

NOTE: By persons with disabilities we mean persons who have a long-term or recurring physical, sensorial, mental, learning or cognitive disability.

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### 2. SECTION A BUSINESS CASE ARGUMENTS

The following statements are some of the business case arguments for the employment of persons with disabilities.

Please indicate on a scale from 1 to 5 the extent to which you think each statement is relevant to service and community organizations - as employers - in general.

Less Relevant

More Relevant

1. Having employees with disabilities will help community and service organizations reach and service new clients, including those with disabilities.



Less Relevant

More Relevant

2. Persons with disabilities represent an important source of new employees, and can help to replace workers who are now reaching retirement age.



Less Relevant

More Relevant

3. Employing persons with disabilities increases diversity in the workplace, which yields better-informed decisions.



Less Relevant

More Relevant

4. Persons with disabilities can bring new and different skills that contribute to a richness of ideas and can be a source of innovation.



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	Less Relevant					More Relevant
5. Making the workplace accessible for persons with disabilities improves it for everyone – other employees, customers, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Employees with disabilities can bring knowledge that can assist organizational growth and change.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Employing persons with disabilities helps to ensure that community and service organizations meet their legal obligations to achieve social justice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Re-integrating employees who become disabled lowers insurance costs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Re-integrating employees who become disabled builds employee morale and trust.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Employing persons with disabilities helps organizations access a broader range of opportunities for government funding.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**11. Persons with disabilities can make a contribution to service/community organizations by (Please specify any other contributions):**

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### 3. SECTION B CHALLENGES

The following statements are some of the challenges that have been identified by employers in relation to the employment of persons with disabilities.

Please indicate on a scale from 1 to 5 the extent to which you think each statement applies to service and community organizations - as employers - in general (1=Disagree, 5=Agree).

#### 12. It is difficult to find persons with disabilities:

Disagree

Agree

We don't know where to recruit persons with disabilities

People with disabilities don't apply for our jobs

**13. It is costly to employ persons with disabilities:**

Disagree

Agree

The extra effort to recruit people with disabilities is costly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Re-integration of employees who become disabled is costly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WSIB-related issues are costly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexible working arrangements are costly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making the workplace accessible is costly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job accommodation is costly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**14. It is too complicated to employ persons with disabilities:**

Disagree

Agree

There is too much paperwork with insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is too much paperwork with doctors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are union constraints to re-integrating employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is no public transport to us for persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**15. It is hard to accommodate persons with disabilities:**

Disagree

Agree

We have no experience in job accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is no one to give us advice on accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is no one to pay for job accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is difficult to retrain an employee who has become disabled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**16. Other employees find it difficult to work with persons with disabilities.**

Disagree

Agree

Our managers are not trained or experienced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees are uncomfortable with people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees resent special arrangements and/or accommodations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**17. Agencies serving persons with disabilities are not equipped to work effectively with employers.**

Disagree

Agree

Agencies don't understand employers' needs

Agencies aren't able to provide the advice/help employers need

There are too many agencies and no coordination among them

**18. The challenge to employing persons with disabilities is: (Please specify any other challenges)**

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### 4. SECTION D NEW IDEAS AND APPROACHES

The following are new ideas and approaches that could increase the workforce participation of persons with disabilities.

Please indicate on a scale from 1 to 5 the extent to which you think each measure would be valued by service and community organizations - as employers - in general.

#### 19. Measures to increase employer awareness and understanding:

Less Valued

More Valued

Information on effective employment practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on effective outreach practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insights into the potential organizational benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public recognition of exemplary companies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**20. Measures to build employer capabilities:**

Less Valued

More Valued

Skill development for managers of persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resource materials to help employers adopt effective practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initiatives to promote positive corporate culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**21. Measures to better connect employers with persons with disabilities:**

Less Valued

More Valued

Development of networking opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development of internet-based networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strengthening capabilities of educational placement services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strengthening capabilities of service agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development of co-op/work-experience initiatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**22. Measures to reduce the costs to employers:**

Less Valued

More Valued

Funding for accommodation measures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free expert advice on accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wage subsidies for persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tax incentives for employment of persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Streamlining paperwork for insurance etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**23. Measures to build partnerships:**

Less Valued

More Valued

Partnerships with other employers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partnerships with service agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partnerships with educational institutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partnerships with governments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**24. For employers, an effective approach would be to (please specify any other measures):**

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### 5. SECTION D ABOUT YOUR ORGANIZATION

The following questions will be used to help us classify your answers.

**25. How many people are employed full time in your organization?**

**26. How many people are employed part-time in your organization?**

None

Very Experienced

**27. On a scale of 1-5, how would you best describe the extent of your organizations' experience in employing persons with disabilities?**



**28. Which of the following best describes your organization?**

- Child, youth or family service
- Emergency services (abuse, assault, crisis, etc.)
- Employment, education and training
- Food, housing, and other basic needs
- Government
- Health
- Seniors
- Settlement and newcomer services
- Other (please specify)

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**Thank you for taking the time to fill out this survey. Your input is greatly appreciated**