



Raising Awareness & Corporate Employment
opportunities for people with disabilities in Turkey
LEONARDO DA VINCI Transfer of Innovation

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ELECTRONIC EMPLOYERS GUIDE FOR THE EFFECTIVE INTEGRATION OF PERSONS WITH DISABILITIES



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EXECUTIVE SUMMARY

This EMPLOYERS' GUIDE establishes guidelines for employers interested in employing people with disabilities.

The Guide presents what employers have to address to fully include and involve persons with disabilities into their company. It also shows what added value companies can gain from doing so. It provides a framework which aims to facilitate the employment and integration of persons with disabilities into a professional environment. It aims to provide employers with sufficient data for them to know when and how to intervene and for operators to qualify and build specific courses of action. The success of its implementation depends highly on the varying contexts and priorities of each situation.

The Guide is divided into three parts. The first discusses the reasons why an organization should hire people with disabilities and the reasons for the process outlined in the Guide itself.

The second part outlines a methodology to implement the integration of disabled people in the company or within an organization. The path illustrated begins with the analysis of the internal situation and the knowledge of people with disabilities. Then follows the discussion of their engagement and their work placement with the examination of the various issues that must be addressed (the adaptation of the workplace, safety, training, building of skills and competences, career opportunities).

This part aims to be an easily accessible document enabling the employer to quickly understand what needs to be done during each phase of the employment process of PwD.

A special section of the Guide's Appendix indicates what parts of the business will be affected at different times and explains the appropriate course of action.

The second part ends with the presentation of the benefits that can come to the company with the recruitment and integration of people with disabilities.

The last part of the Guide provides examples of best practices related to the inclusion of disabled workers.

An appendix dealing with some legal issues present in the some other countries of the project RACE closes the Guide.

FOREWORD

This paper establishes guidelines for employers interested in employing people with disabilities.

It originates from the "Guidelines for the integration of disabled people in the company" Program, designed and promoted by ASPHI Foundation, one of several partners involved in the RACE Project to encourage the development of the productivity and their integration among employees with disabilities.

This Program has been developed in cooperation with several companies in different ways. Over the last few years, the "Guidelines" have been tested in Italy by ASPHI and they have also been used in other countries and carried out by other various European programs ¹.

It supplements and adds to the training and operational programs already developed by the RACE Project such as training modules of "Supported Employment" and "Change Management" to enable the full integration of persons with disabilities (PwD) into the open labour market, over a certain period of time and in a variety of different contexts and businesses.

These varying factors concern both the internal and external environment in which the company operates, and that in turn bring along differing priorities:

- The external environment concerns regulations within each country, but also the "traditions" within the administrative and social environment in which the company operates;
- The internal context comes from the company's structure and organisation, from labour relations, from the corporate "sensitivity" in place, as well as the sector in which the company works.

¹ (eg. IPKVOS in Moscow - All-Russian Institute of the Blind, or HELIOS with 10 states, or with Project Goal - Give Opportunities to achieve a Long Term Employment).

1. WHY SHOULD AN ORGANISATION USE THIS GUIDE FOR THE INTEGRATION OF WORKERS WITH DISABILITIES

The main objective of this document is to mainstream the idea that the employment of persons with disabilities should not be understood in terms of “obligation” but as an opportunity for further productivity and other added values.

In fact, beyond the duties that each company have towards helping civil society, there are other considerations that suggest a commitment to this field.

In most European countries organizations and companies are obliged by law to employ a certain quota of PwD.

For example, Italian Labor Law (Law 68/99) rules the employment of people with disabilities. In addition, it is estimated that about 15% of Italians are involved, in one way or another, in various issues related to disability.

It would thus do a company no harm at all in terms of image if they were openly dedicated to employing persons with disabilities. In the current social and economic context, it would significantly improve a company’s image if it were to become known that they invest significantly in to employing persons with disabilities, in addition to their traditional profit-oriented activities. It is also clear that improving one’s public image has significant medium and long-term economic benefits as it both increases and sustains the company’s client-base.

As such, employing PwD does not only bring practical and economic benefits to a company, it can also improve their image; thus leading to a virtuous circle between the three factors.

Whereas previously it might have been made rather difficult for employers to employ PwD, it is clear today that the assistive technologies available today and the financial contributions provided by various national and regional laws make it increasingly feasible to successfully integrate PwD into companies. This statement is only re-enforced by the practical, economic and image advantages that employing PwD can bring to a company.

In practice, more operationally, this document provides guidelines concerning a range of actions that are suitable to each individual organisation’s working environment; be it for a public or private sector institution or a business enterprise seeking to:

- increase the productivity of their workers with disabilities;
- promote and support the implementation of the UN’s “Universal Design” concept, thereby contributing to Corporate Social Responsibility (CSR), at least in areas regarding the inclusion of persons with disabilities on to the labour market.

The productive outcomes of “The Guidelines Program” application with proven data motivate many enterprises to apply in their businesses as well.

This Program also recognises the importance of the fact that according to the concept of “Universal Design” products and services should be beneficial to every member of society, including those with disabilities. From the very beginning, the development of products, procedures and solutions should meet the need of disabled and/or disadvantaged people too.

Not only does this become an asset for the corporate image of any enterprise, it also gives advantages to the economic performance of the company by increasing the target of

potential consumers/customers. Of course, the principle of “Universal Design” also includes the design and creation of ICT applications and websites which are accessible to people with disabilities; thus potentially leading to new and additional growth sectors for our economy.

2. AN IDEAL PATH FOR INTEGRATION

The singling out of activities and projects to be implemented varies from business to business. This depends on type of the institution; private company, public sector institution, organization with a regional base, etc.

Steps to implement the fulfilment of the “Guidelines” Program include both the different periods that mark the disabled person's recruitment (such as accessible hiring advertisement and interviews, initial welcome at the workplace, skill assessments based on ability, job identification and career prospects, etc.) and the aspects which influence productivity (such as verification of the work environment, safety, physical accessibility to facilities, communication with colleagues and senior staff, use of supportive materials with updates and tutoring).

2.1 Awareness: workshops and focus groups with managers to identify problems and difficulties; face to face training and e-learning

The company should encourage all necessary actions to facilitate the inclusion of persons with disabilities and their placement. In particular, it is important to raise awareness among managers and organizations related to the management of human resources, as well as colleagues who will be more in direct contact with the worker with disabilities.

As part of the awareness and training of leaders, their colleagues and, ultimately, of the entire organization, it is important to organize:

- Seminars and workshops addressed to head hunters, human resources department, staff and first-level managers to provide them with basic knowledge concerning disability in the labour market;
- Seminars and workshops on specific topics, such as “Diversity Management” and “Job Coaching” to provide information and suggestions for the development of people with disabilities, for the use of assistive technology and diversified communications.
- Ad hoc consulting services referring to management changes in the workplace concerning targeted placements, updating and professional re-qualification, reorganization of activities, logistical aspects and company communication related to persons with disabilities.
- Introductory seminars and training courses on accessibility.

Example of workshop for managers

Development of staff with disabilities

- Introduction: The development of skills of workers with a disability
- Abilities of disabled employees
- The relationship with the disabled employee
- The structure of the project: methodology, tools, organization
- Corporate social responsibility
- Sharing the project objectives with the participants

Example of course “Accessibility and assistive technology” for IT Technicians

- Abilities of employees with disabilities
- The relationship with the disabled employee
- Problems of the blind and visually impaired, from independent living to accessibility
- Hearing impaired: the problems of the deaf, introduction to the subject
- A Brief History of Assistive Technology
- Tools for the visually impaired; Video magnification Software
- Overview of assistive technology for PWD
- Access to PC: special interfaces
- Tools for blind people: types, strategies of use
- People with disabilities and the Web
- From the page to the site: Usability

2.2 Knowing the situation: people with disabilities in the company, a survey on the state of their integration and satisfaction

For a full inclusion in the company, as much as possible information on the company situation and on the potentialities of PWD is needed.

While review of the existing privacy laws, the Personnel and Human Resources Departments can obtain:

- Personal data (age, gender, geographic origin, type of disability, etc.) of people with disabilities;
- Data on the tasks that they perform within the organization;
- Their "story" within the organization: the different roles, promotions and salary increases, the degree of seniority, their position in relation to the social security contributions (welfare), etc.

This will provide a description which reflects the situation in the workplace and the characteristics of the disabled employees. It is also a good basis to begin a series of objective based actions aimed at enhancing productivity and improving job performance.

The next step should be to verify the status of integration in the workplace. Therefore, it is useful to promote, within the organization, a qualitative / quantitative research, aimed at highlighting difficulties and opportunities of integration, and its practical benefits and concrete, its practical and concrete benefits, including those of an economic nature. This type of research can be carried out with a questionnaire form which collects information

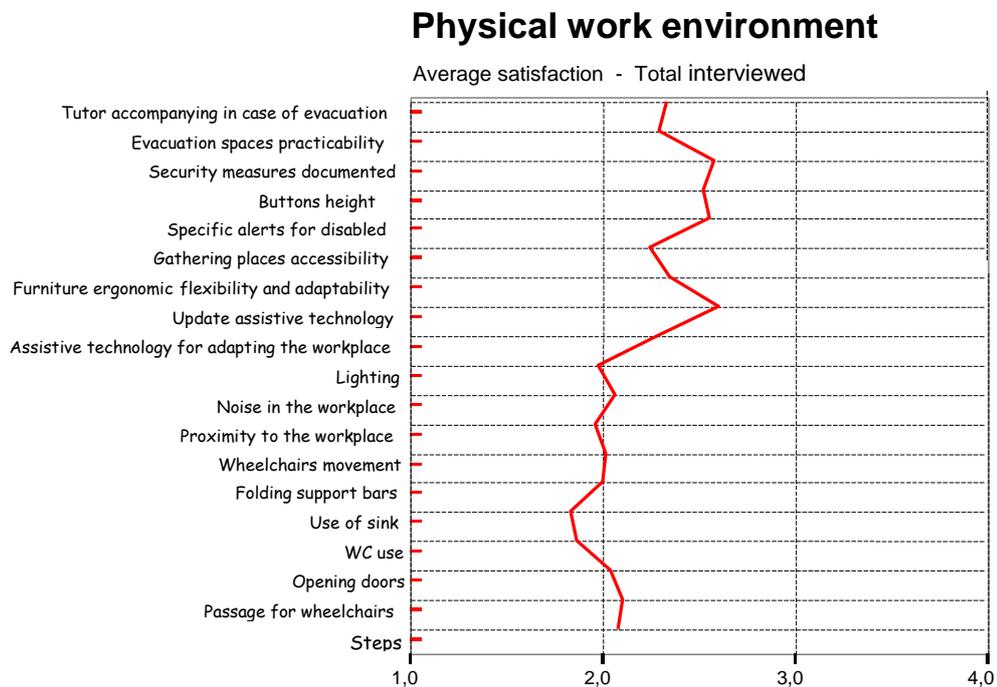
and level of satisfaction with different areas related to the inclusion in professional work, some typically related to the condition of disability (some typically related to the condition of disability (eg, physical work environment or the allocation of ICT aids) and others common to all employees of the organization (for example, the content and the autonomy of labor, social relations, official and not formal recognitions and awards, career advancements, etc.). Each entry must have an impact not only on job placement, but also on the actual productivity, and can thus be translated in terms of quantity and cost.

The questionnaire can be delivered to both employees with disabilities, and to their managers / leaders to assess any differences in perception. This methodology allows, inter alia, of:

- Identify problems and opportunities for improvement;
- Compare the needs and expectations of PWD with that expected and perceived by their managers;
- Verify the effectiveness of the initiatives undertaken;
- Demonstrate the interest of the organization to understand the needs of its employees.

Analysis of the findings will lead to the proposal and implementation of further initiatives for improvement, the results of which will be reviewed and consolidated by subsequent investigations.

Below an example of a survey's results:



2.3 Research and selection of people with disabilities: the recruitment of staff with disabilities, how to operate in the selection interview

The principle of non-discrimination should be respected first and foremost in the selection process. This should ensure that people with disabilities have the same opportunities as the non-disabled.

As far as staff search procedures are concerned, several indications are given below:

- Omit any requirements which are not job-specific in the description of the ideal candidate;
- Ensure that documentation regarding recruitment transmits the correct message with respect to the organization's positive approach towards disabled people;
- Classified ads on the Internet should be accessible to everyone.

Organizations can work with employment agencies, regional job centres and associations of disabled people to ensure that their **search effectively meets the needs** of aspiring workers as well as those of the company.

When searching for a disabled person for a specific type of job, organizations should be prepared to be flexible. Where necessary, changes in the work environment and workstation for the same job can be implemented as well as in the contract conditions proposed.

People with disabilities must be able to feel at ease when sustaining **interviews and recruitment tests**.

- When a disabled candidate is summoned for an interview, ask yourself if any special arrangement needs to be made for the person. For example, the presence of a sign-language interpreter or an assistant for someone who has a walking difficulty may be appropriate. In the case of a candidate with a hearing impairment, it would be useful to ensure that the face and lips of the interviewer are brightly lit so that they can be seen more easily.
- If possible, provide the name of a contact person in the workplace with whom the candidate may discuss any practical needs in private before the interview.
- Ensure that the place for the interview is accessible to candidates with disabilities.
- Make sure that people with disabilities are able to compete in recruitment tests on equal terms with non-disabled candidates. Arrangements could be made for extra time, a PC, reading and writing support material and the presence of a person to read the questions out aloud or present the problems.
- Analyse a candidate's abilities and do not be afraid to discuss how the disability could affect work performance, as disabled people expect you to raise the question.
- Kindly ask the person for which kind of aids he/she may require to feel/work better.

When, on the other hand, it is not possible to hire the person immediately and the individual is considered an asset for the organization, an alternative position can be sought, such as a period of **training or internship**, depending on the person's needs and the opportunities offered by the organization.

2.4 Admittance of a person with disabilities in an organization: the preparation of the work environment, the workplace, the safety

When the selection of a disabled candidate is successfully concluded, it is very important to plan services that ensure the immediate identification and resolution of any problems that may arise. In this sense, it is essential that direct superiors and colleagues maintain constant contact with the worker, especially in the beginning, so that a **support system** is guaranteed.

After hiring a worker with a disability, it is sometimes necessary for organizations to adapt the workplace to enable the person to work efficiently.

In addition, specific attention should be given to the accessibility of work place, toilets, catering facilities, stairs and lifts, parking areas, etc.

Disabled workers have the right (and not only them) to a work environment that guarantees their safety, and can allow them access to their work tools. Do not forget access to recreational areas, which give them the opportunity to interact with other employees. Many disabled people do not have any special needs and when they do, solutions are often very simple and cheap.

When necessary, It is important to provide for some adaptations to the workplaces of the persons with disability, providing them with the appropriate assistive technology to enable them to work, and providing, in addition, to their regular updating. Even in this case, regulations exist that allow organizations to obtain contributions for this purpose.

First of all, safety should be ensured to all the workers.

For example, people with sight or hearing impairment need to be warned when alarms go off. It is often advisable - even necessary - to assign a contact person able to assist them in the event of evacuation. Some regional laws allow a financial contribution to offset the extra cost of safety measures.

For more information, see specific national laws.

For example, In Italy, there is also a “Nomenclature tariffario”, a document issued and periodically updated by the Ministry of Health, which determines the type and conditions of technological supplies paid by the National Health Service. ²

² The full text of the document duly updated (in Italian) is available at the website: http://www.disabiliforum.com/prodotti/ausili/d.m._332-99.pdf

2.5 Development, training and career advancement

Information about career opportunities should be supplied to all workers, including PwD. Training and continuing education courses must benefit all workers, including people with disabilities. Form, content and materials for education should be accessible to all.

A proper/suitable career development strategy should be planned for PwD.

The accessibility of ICT- the concept of design for all, changes to procedures

Any product or service which is developed or created should also be conceived for use by people with disabilities, and generally for consumers with "special needs".

This implies two aspects:

- Commercial: disabled users or people with “special needs”, including the fast-growing elderly population, have a numerical and economic significance and can be an important target as an expanding market.
- Corporate image: the fact of limiting or excluding barriers to the accessibility of products and services implies being responsive to people with difficulties. This is an attitude that is valued more and more by society.

The concept ‘Design for All’ means that products and environments must be designed to be used by all categories of people in the widest possible sense, avoiding new adaptation or different solution. From the very beginning constant attention is required to the development of any product or service.

As a matter of fact, it is more cost-effective to apply “Design for All” during the initial phase of a new product or service.

“Design for All” is also called Universal Design. Similar terms, used in a different context, are: barrier-free design, inclusive design and trans-generational design.

The Centre for Universal Design (founded in 1989 at the North Carolina University in the USA) has promoted the use of the term and has produced a series of Principles and Guidelines.

These guidelines are updated periodically by the Centre. Therefore, useful knowledge can be gained by those who are involved in the development of new products or services from the “Design for All philosophy” must be acknowledged by all the organizations/companies that produce/manufacture tools and services for all the users.

Here are few examples in the field of accessibility and the workplace:

- Voice mail – a system of remote vocal access to e-mail. This gives sight-impaired employees an access to internal and external communications.
- Useful maps, designed to facilitate orientation and identification of places for everyone (blind, deaf, motor-disabled people).
- Time clocks which also take into account the special requirements of disabled employees: these are terminals for the blind and visually impaired people

2.6 The disabled person at work: targeted job placement

Every new staff member goes through a process of personal transition to the work environment, which is specific to each individual organisation. The role a person plays within the organisation contributes to define the person's social identity. This is also a reason why job placement constitutes an important phase in the life of each of us.

An enterprise that is open to the placement of all types of people shows that it is receptive to the individual's need for personal and professional growth.

This is true for everyone, but it can be particularly significant in the case of people with disabilities. Indeed, job placement of a disabled person that is not well targeted and a mismatch causes disorientation and a lack of self confidence with respect to the person's abilities and can be a cause for embarrassment for colleagues who are not properly sensitised. Therefore, it is necessary to start with a targeted placement that identifies the approach to orientation, training and job placement in relation to the characteristics of the workstation and to the individual's actual ability to work, especially if disabled.

This is a task for the entire organisation and, in particular, for the department and direct managers, who can assign a tutor if needed. The tutor is a person within the company to whom the task of receiving and mentoring a disabled co-worker is entrusted. This position is a key moment during which the disabled person is able to learn the "job" by means of direct experience in an actual work context. The company tutor does more than make available technical know-how; he is above all responsive to the person's needs and becomes a point of reference.

The tutor:

- Establishes a trusting relationship with the disabled person, who looks to the tutor as a support person and as someone to refer to at all times during work.
- Takes care of the person's socialisation within the company by encouraging both overall awareness and functional integration within the person's department.
- Is responsible for an overall assessment of the person's work placement.

2.7 From placement to integration

"If a disabled person is admitted into a company that does not enact any changes, we say that the person is assimilated; on the other hand, if acceptance includes adaptation on the part of both the disabled person and the organisation, we can then speak of integration."
(A. Canevaro)³

The above approach, suggested as a way of overcoming well-known difficulties typical of people with disabilities (how many "not well known" difficulties are typical of "normal people?") leads to a genuine integration of the disabled person into the workplace. Consequently, targeted job placement acquires validity and true significance and conditions are established for an efficient and productive participation of the disabled person in the workplace in response to company requirements.

³ Andrea Francesco Canevaro (Genoa, 19 September 1939), an Italian educator. He is the author of groundbreaking studies on inclusion of students with disabilities who have influenced, as well as scientific production, the production of legislation and the organization of services.

Some other key phases are:

- Training periods to foster reciprocal understanding between the disabled person and employer.
- Assignment of a tutor for the disabled worker.
- Agreements with organisations, associations and centres for specialised training.
- Integration projects between schools and universities and the employment market for the purpose of developing training courses to facilitate the convergence of work supply and demand, and to assist professional choices through direct contact with the employment market.

2.8 Useful questions

Correct implementation of the Guidelines for the placement of people with disabilities on the employment market can benefit from the following questions that may help you identify the points of interest for your company on the subject of disability.

- Are you familiar with the laws governing the employment of people with disabilities?
- What action are you taking to encourage disabled people to apply for a job with you?
- How are you ensuring that disabled workers have the same access to training, career advancement and promotions as other employees?
- Do you ask your disabled employees what they think of the policies and measures that concern them?
- Do you try to understand their real potential?
- Are you sure that people in key positions in the workplace, such as staff, R&D and production managers have sufficient knowledge of the issues concerning disability?
- Are you sure that the principles of Design for all are well known and applied?
- Are your products and services accessible to everyone?

2.9 Why an organisation/enterprise should adopt this Guide

Beyond the role demanded of every organisation/enterprise as part of society and participation in its aspirations, there are other considerations that prompt a commitment in this field, such as:

- Numerically speaking, disabled employees are also an important part of every organisation.
- Today's social and economic context demand that organisations/enterprises implement Corporate Social Responsibility, which is achieved through actions that ensure confidence, transparency, loyalty, respect and responsiveness with regard to end customers. This context favours with support and approval those organisations that demonstrate a real responsiveness to their expectations. Hence, the necessity and advantage for organisations/enterprises to acquire an "ethical know-how" and a "responsive attitude" to the subject of integration of people with disabilities, staff and customers included.

- At the same time the gradual acquisition of autonomy by disabled people, like the presence of the elderly, see that the importance of customers with special needs is on the rise among end consumers of products and services.
- Technical aids now available and the financial contributions provided for by various national and regional laws make it possible to view job placement of disabled people in a positive way with prospects of internal motivation and acceptance by the community within which the company operates.

2.10 Benefits for hiring disabled workers ⁴

Tax Benefits

For businesses looking for ways to reduce their tax burden, hiring disabled workers can offer a number of important tax benefits. In some EU countries businesses can deduct the cost of making their facility more accessible to disabled workers (reasonable accommodation). They may also qualify for the work opportunity credit, which is available to companies that hire workers with special employment needs.

Larger Talent Pool

If you're reluctant to include disabled individuals in your recruiting efforts, you may have been limiting your access to a source of talented workers. For small business owners who may have difficulty attracting qualified candidates because they cannot offer the same salary and benefits as larger employers, overlooking capable candidates can mean having to settle for mediocrity. In the long run, not hiring the best workers available, regardless of whether they are disabled, can hinder the chances for small business success.

Improved Image

From a public relations standpoint, hiring disabled workers can create a more positive image for your business. If you operate in a small community, you can quickly establish a reputation as a company that offers a more diverse workforce. This may make you more attractive to prospective employees, customers and business associates. Other companies in your area may be inspired to follow your lead, eventually creating a more diverse business climate.

Legal Issues

In countries with a quota system, hiring disabled workers can help prevent certain legal problems for your business, particularly charges of discrimination in the workplace. You'll stand a better chance of being in compliance with the countries' Disabilities Act, which prohibits discriminatory practices against people with disabilities in areas such as hiring, firing, training and compensation. You'll limit the risk of a lawsuit, which could do immeasurable harm to your business in the form of financial loss and damage to your reputation.

⁴ <http://smallbusiness.chron.com/advantages-hiring-disabled-people-company-11233.html>

2.11 The business case and human rights ⁵

Companies hire people with disabilities and address their needs in products and services as well as CSR initiatives for many reasons. With regard to hiring, one reason for employing people with disabilities is the business case. Based on an emerging body of information, the business case outlines the benefits of a diverse workforce, inclusive of disabled persons. Basically, it states that:

- People with disabilities make good, dependable employees. Many cases document comparable productivity, lower accident rates and higher job retention rates between employees with disabilities and a company's general workforce.
- People with disabilities represent an untapped source of skills and talent, including technical skills if they have access to training, and transferable problem solving skills developed in daily life. People who develop disabilities while working often have valuable skills and experiences learned on the job, in addition to their formal skills qualifications.
- Disabled people, their families and friends are often an overlooked market segment. Especially in developed countries, many have significant disposable income.
- Hiring people with disabilities can contribute to the overall diversity, creativity and workplace morale and enhance a company's image among its staff, in the community and among customers.

Human rights, non-discrimination and Corporate Social Responsibility also reflect sometimes the company profiles.

2.12 European Union of Supported Employment ⁶

“When we are dealing with employers we must recognise that they are in business primarily to make a profit. We should at all times demonstrate that we can help them to achieve this goal through the recruitment of people from our services. It is not sufficient for Supported Employment to rely on the fact that ‘it is the right thing to do’ from a social viewpoint, and providers should also be able to demonstrate that it is the right thing to do from a business case viewpoint.

The materials that are used to communicate the benefits of Supported Employment need to reflect the fact that we are dealing with two distinct customers – clients and employers. Marketing and promotional materials should be of a high standard that demonstrates the professionalism of the service being provided.

The use of informal and formal job finding techniques is strongly advised by the European Union of Supported Employment as this allows the service provider to select the most appropriate approaches to use in each situation.”

⁵ International Labour Office, Bureau for Employers' Activities, Skills and Employability Department. Disability in the Workplace: Company Practices, p. 1-3

⁶ Position Paper. Working with Employers, p. 33:

3. SOME EXAMPLES OF GOOD PRACTICES

(See the Appendix I for more detailed information)

3.1 A middle-size private company

A middle-size private company interested to integrate its disabled people in the best way adopted the following road map:

- Preliminary meeting of sharing the program with managers of HR
- Kick-off of raising awareness of the organization at different levels of the company (general coordinators, heads of territorial, responsible for staff and organization, etc.)
- Establishment of a group of leaders selected to take important decisions
- Establishment of a working group responsible for the Inclusion Program, which includes several top-level leaders, the Head of Corporate Social Responsibility and the chiefs of staff, with the aim of:
 - Prepare the mapping of disabled people in the company, with data about their activities, skills, outstanding projects and experiences;
 - Assess the growth of awareness on disability;
 - Evaluate the implementation of training activities

3.2 A large public company

Another example is for a great Italian public company that has decided to concentrate its efforts to understand how to better integrate people with disabilities who perform actions on different areas.

An intranet page dedicated exclusively to them has been completed to support the users and operators. It has also been defined an internal organization dedicated to the topic of disability, with responsibilities and objectives clearly assigned.

Training courses for managers and people with disabilities have been implemented in the field. Projects have been developed internal accessibility (both technological and logistics). It 'been called a budget dedicated to the enhancement tools and training.

Monthly meetings for experts were organized in order to identify priorities and measure results.

3.3 The “Re-Citizen” project

There is also a project called "Re-Citizen" (orientation and placement), which was more specifically designed for people with psychological disorders.

It is an experimental project of orientation and job placement using Internet tools, conceived and promoted by ASPHI in collaboration with the Agency of the Department of Mental Health AUSL Bologna working, and supported by the Region Emilia Romagna.

3.4 An Information Desk

Another good practice can be considered as the creation of an information desk for business on "The inclusion of people with disabilities who work in the professions of Information Technology."

It is a real help desk that has been created to provide information, advice and guidance to companies on matters relating to the Italian Law 68/99, "Rules for the right to work for people with disabilities."

APPENDIX I - FURTHER INFORMATION ABOUT THE GOOD PRACTICES MENTIONED IN CHAPTER 3 OF THE GUIDE

1. HERA GROUP

Initiatives for the integration of staff with disabilities: identification of the disabled, Online training for managers and more. These and other activities were made at HERA. Hera is one of the leading multi-utility in Italy in the field of energy services, water and waste management.

The "Program Guidelines" was designed and promoted by ASPHI to encourage the growth of productivity and the integration of employees with disabilities (with reference to the Italian Law 68/99, "Rules for the right to work of the disabled"). This program was developed in collaboration with different companies in different ways.

In relation to the case HERA, the initiative is designed to measure the satisfaction of employees with disabilities. At the same time, the leaders were directly involved in an on-line training through specific courses (the training package is called "HRTools").

Often these leaders, in the performance of their duties, must co-ordinate employees with disabilities, ignoring what are the possibilities offered by technological innovation.

Based on the results obtained from these tests they will continue the actions on the organization with technical training, training and support to specific business cases.

The work done so far has been improved by Hera, who has included it in its Sustainability Report, Personnel Section.

For further information:

<http://www.asphi.it/DisabilitaOggi/LineeGuida.htm> (Italian)

The screenshot displays the Hera Group Sustainability Report 2011 website. The browser window title is "Diversity and equal opportunities - Sustainability Report 2011 - Hera Group - Mozilla Firefox". The URL is "http://www.gruppohera.it/lavoratori/diversita_pari/082.html". The page features a navigation menu with categories like "About us", "Dialogue with stakeholders", "Results and Value added", "Workforce", "Customers", "Shareholders", "Financial institutions", "Suppliers", "Public Administration", "Local Communities", and "The Environment and Future Generations". The main content area is titled "Diversity and equal opportunities" and includes a sub-section "Equal opportunities and enhancing the value of diversity". It mentions that the new Group Code of Ethics, approved by the Hera S.p.A. Board of Directors on 26 January 2011, led to the formalisation of the commitment to equal opportunities. The page also highlights the appointment of a Diversity Manager in March 2011.

2. ITALIAN POSTAL SERVICE

The Italian Post Office has started a project for the integration of disabled people in different areas.

In North and Central Italy, questionnaires were distributed to detect the level of satisfaction regarding the development of the organization, structure, training, management and business.

This project has received an excellent feed-back in terms of operational measures and possible participation of the staff in a possible sensitization.

Moreover, the growing attention to customers and stakeholders of the organization is allowing the company to create partnerships with influential organizations that are involved in the demolition of some of the most common obstacles to integration, architecture and more. For example, the project "Sentire meglio insieme" ("Feel better together") has been made in the area of the North, and is designed to improve the sound quality in public places that are not generally accessible to people with hearing problems. The project is developing a system of amplification based on magnetic induction. It consists of creating, in some pilot areas, a one-stop dedicated to people who wear a hearing aid. It is a special headset that can help them in the course of a dialogue with other people.

3. RE-CITIZEN PROJECT

The project starts from the most recent European computer certification: E-Citizen.

Many people with mental health problems have met with the "disability" in adulthood, and for this reason, were excluded from the labour market or were not able to keep their job.

For this reason, the project aims to support and facilitate a process of inclusion in the workplace, an individual rehabilitation to a conscious use of social skills, communication and culture.

In particular, the objectives are as follows:

- Introduce new tools of autonomy to better deal with the experiences of entry into the world of work
- Encourage the active participation of disabled people in all social contexts through the new possibilities offered by social media and social networks;
- Experiment with the use of specific products for work online, and / or remotely.



4. ASSINFORM HELPDESK

The Help Desk is managed by ASPHI in collaboration with Assinform, the national association that brings together about 1,500 ICT companies operating on the Italian market.

It is designed to broaden the knowledge of the processes of integration and retention of people with disabilities, in particular with regard to the role and contribution that ICT can play in this area.

His main reference is the Province of Milan. One of the objectives of this initiative is to increase knowledge and awareness among the companies in this field.

This is to encourage the integration of disabled people in companies that require the use of new technologies.

Sportello Assinform / ASPHI
Suggerimenti e Buone pratiche

Provincia di Milano
Emergo
Piano provinciale per l'occupazione dei disabili
Assinform
ASPHI
Fondazione Onlus

Nella sezione:

- Sportello per l'inserimento lavorativo dei disabili nelle professioni ICT
- Il progetto sportello
- Servizi offerti
- Programma EMERGO
- Suggerimenti e Buone pratiche
- Fondazione ASPHI
- I contatti

Allegati:

- Documento informativo ricerca candidature personale con disabilità.pdf
- Guidelines_2007.zip
- LineeGuida_2007.zip
- SPORTELLO PER L'INSERIMENTO LAVORATIVO DEI DISABILI - Informazioni sull'inserimento lavorativo.pdf

allegati: (Nessun risultato)

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APPENDIX II - REGULATIONS IN SOME RACE PROJECT PARTNER COUNTRIES

1. Italy

The Italian legislation concerning persons with disabilities has evolved significantly with the law 68/99 "Regulations for the right to work of disabled people." The law has as its goal the placement of the disabled, respecting its potential work without at the same time penalizing the expectations that the company hires.

In addition to this national law and its recent additions there are also specific laws enacted by individual Italian regions. Here we provide a list of the most important laws.

REGIONAL LAW N. 14/2001 ABRUZZO REGION

Standards for the employment of disabled people in implementation of the law 12.3.1999, n ° 68

REGIONAL LAW N. 28/2001 BASILICATA REGION

"PROMOTION OF ACCESS TO EMPLOYMENT OF PEOPLE WITH DISABILITIES"

REGIONAL LAW N. 32/2001 CALABRIA REGION

Standards for the promotion and development of the right to work of persons with disabilities.

REGIONAL LAW N. 14/2000 EMILIA-ROMAGNA REGION

Promotion of access to the employment of people with disabilities

REGIONAL LAW N. 17/1994 FRIULI-VENEZIA GIULIA REGION

Interventions for professional integration of disabled people

REGIONAL LAW N. 12/2001 FRIULI-VENEZIA GIULIA REGION

Provisions on the right to work of disabled people, teleworking and social security

REGIONAL LAW N. 19/2003 LAZIO REGION

Regulations for the right to work of persons with disabilities. Amendments to Article 28 of Law 7 August 1998, n. 38 (Organization of regional and local functions in the field of active labor market policies). Repeal of Article 229 of the law regional May 10, 2001, no. 10 (financial arrangements for the preparation of the financial statements of the Lazio region for the financial year 2001)

REGIONAL LAW N. 15/2003 LIGURIA REGION

RULES FOR THE PROMOTION OF INCLUSION OF DISABLED PEOPLE AT WORK

REGIONAL LAW N. 13/2003 LOMBARDIA REGION

PROMOTING ACCESS TO EMPLOYMENT OF PEOPLE WITH DISABILITIES AND DISADVANTAGED

REGIONAL LAW N. 24/2000 MARCHE REGION

Policies to promote the employment of disabled

REGIONAL LAW N. 26/2002 MOLISE REGION

ESTABLISHMENT OF THE FUND FOR THE EMPLOYMENT OF DISABLED PEOPLE IN ACCORDANCE WITH ART. 14 OF LAW NO 68/1999

REGIONAL LAW N. 51/2000 PIEMONTE REGION

Regional fund for the employment of disabled

REGIONAL LAW N. 24/2000 SICILIA REGION

Provisions for the employment of the subjects used in socially useful work. Emergency measures in the field of work and establishment of the Regional Fund for Employment of People with Disabilities

REGIONAL LAW N. 16/2001 VENETO REGION

Rules For The Right To Work Disability In Implementation Of The Law 12 March 1999, No. 68 And Establishing Service Integration Work At The Companies Ulss

PROVINCIAL LAW N. 8/2003 PROVINCE OF TRENTO

Provisions for the implementation of policies for people with disabilities

REGIONAL LAW N. 11/1984 CAMPANIA REGION

Rules for the prevention, treatment and rehabilitation of handicaps and the 'integration into social life

REGIONAL LAW N. 11/2003 UMBRIA REGION

Action to support active labour market policies, amendments and additions to the regional law 25 November 1998, n. 41 and rules relating to the regional employment of people with disabilities "

2. Belgium

Description of the legal framework

In Belgium there is no national or regionally global, clear disability act or strategy developed as of yet. For persons with disabilities the competence of employment, culture and education for persons with disabilities is a community matter:

Flanders

In Flanders, since 01/10/2008, we see the involvement of several specialised support measures (SSM) for persons with disabilities. The general objective is to close the gap concerning employment participation of persons with disabilities, in order to increase the general employability of our workforce (Pact 2020). Traditional measures, such as screening and assessment, have been under revision since 2008. Therefore they have been complemented with other programmes, such as sheltered employment, but also measures from the social economy (closely linked to supported employment). The economic crisis has reshaped the labour market, so it is difficult to monitor the combined effect of these measures, but they have been working at full speed, thereby tempering the negative effects of the crisis.⁷

Where the passive policies are a federal matter, the active policies remain a community matter. These active policies (since the 90's, but mostly since 2000) have been focusing on inclusiveness.

Enabling persons with disabilities to be part of an inclusive society indicates a normal pathway towards employment, thereby offering guidance and support when necessary. As a consequence of operation 'Better Administrative Policy' ('Beter Bestuurlijk Beleid') the employment interventions were transferred from the policy field Welfare towards the policy field Employment. In 2006 they were taken from the VAPH (Vlaams Agentschap voor Personen met een Handicap) and implemented into the new structures of the Flemish employability policy field: VDAB (public employment service), Vlaams Subsidieagentschap Werk en Sociale Economie and Departement Werk en Sociale Economie. In general we see a strong evolution towards the management of personal budgets. This personal budget enables persons with disabilities to finance (personal) services to support and guide them to participate in all segments of society (i.e. employments services).⁸

There are three ways in which the guidance can be categorised. First we have regulatory steering. This category was mainly focused on quota restrictions, but as there were no real sanctions, it remains a question to what extent they had real restrictive power. One of the most effective regulatory measures is the antidiscrimination law.

The second category is compensatory steering. The aim is to offer help when problems arise. When we have a look at the Flemish compensatory steering, we focus on VDAB, as the director, in cooperation with three specialised organisations: GTB (gespecialiseerde

⁷ Erik Samoy, Department Employment and Social Economy, Nota Beleidsontwikkelingen, deel 2, Januari 2012

⁸ Erik Samoy, Department Employment and Social Economy, Nota Beleidsontwikkelingen, deel 2, Januari 2012

trajectbepalings- en begeleidingsdienst), GA (gespecialiseerde arbeidsonderzoeksdienst) and GOB (gespecialiseerde opleidings- begeleidings- en bemiddelingsdienst). In the process of the specialised trajectory guidance we can see following steps and modules:⁹

- 1) Registration and mediation
- 2) Telephonic screening (module 2a)
- 3) (Specialised) Trajectory Guidance

Module 2b: intake (screening, orientation)

Module 3: solicitation training and guidance

Module 4: training for specific jobs (usually in a job center)

Module 5: training aimed at the specific person

Module 6: training and guidance on the work floor

Module 7: trajectory guidance

When we look at the specific specialised support measures, we find measures for people who are looking for a job (for example transport compensations or compensations for work equipment), for people who are working (for example compensations for sign language interpretations), for people who are self-employed (for example adjustments on the workplace), for employers (for example the Flemish relief premium – Vlaamse Ondersteuningspremie VOP) and for employment agencies.

Thirdly, we see replacement steering (subsidized employment) (~social economy). We can divide further into: sheltered workshops, social workshops and insertion companies). This category is the subject of major reform. The most likely outcome will be one framework for tailor made work, providing help for insertion into the normal economic circuit. Both individual (through work) and collective (through the social economy) insertion of target groups with a distance to the labour market will be provided in this framework. Measures such as on-the-job-training, guidance/assistance (support subsidy), compensation for less output (wage subsidy), adaptation of the workplace (and many more) will be part of one single framework.

Wallonia

In Wallonia, “L’Agence Wallonne pour l’Intégration des Personnes Handicapées (AWIPH)” was created by the regulative decree of the “Conseil Régional wallon” of 6 April 1995. The organization must work out the Walloon policy concerning inclusion of people with disabilities and is headed under the Walloon ministry of Welfare, Social Action and Equal Opportunities. AWIPH proposes support in employment and training and financial interventions in the acquisition or equipment of specific material that improves the daily autonomy. L’AWIPH approves and subsidizes services (throughout the Walloon Region) that receive, house, employ, train, advise and accommodate people with a disability.¹⁰

⁹ Erik Samoy, Department Employment and Social Economy, Nota Beleidsontwikkelingen, deel 2, Januari 2012

¹⁰ Deinstitutionalisation and community living – outcomes and costs: report of a European Study. Country Report, Belgium

A disabled person who would like to follow a training course or is seeking work can also be supported by the AWIPH. However, it is the Walloon Department of Employment (FOREM) which handle the details of each individual case.

Legal framework Flanders

The most important framework that provides support for people with disabilities is the (Flemish) Decree of July 2008 (concerning the professional integration of persons with a disability) which made VDAB –the external autonomous agency with legal personality- the main actor with regard to the professional integration of persons with a disability.¹¹ The main aim of the decree and thus the agency is to help these people lead a better and more independent life. It aims to promote participation, integration and equal opportunities for the disabled in all areas of social life by organising support for persons with disabilities and their living environment.

There are different acts, decrees and ministerial orders that help determine how services need to operate. In the area of sheltered workshops, the most important decree for Flanders is the Decree of the Flemish Government laying down the conditions for recognising sheltered workshops of 17/12/1999 (current version 01/10/2008).

The legal framework on the funding of persons with a work disability, staff and organisation of the workshops is provided by the Decree of the Flemish or French Government on subsidy rules on wages, social security of employees in sheltered workshops, recognised by VSWSE of 19/12/96 (version 01/04/2006).

Other examples of funding are the Decree of 17 October 2003 on the quality of health and welfare services or the Ministerial order of December 2009 that determine the conditions for allocation of personal assistance budget.¹²

Definition of “Work-limiting disability”

The VAPH/AWIPH defines this target group as:

“persons for whom the prospect of acquiring and maintaining a job is restricted, and for whom the prospect of building a career is limited because of mental, psychological, physical and/or sensory restrictions (determined by the competent bodies).”

There are two conditions to be recognised by the VAPH and AWIPH as having a work-limiting disability. The first one is that persons need to have a health problem (in a wider sense), and secondly that integration into the labour market is limited because of these health problems. In addition, the problem(s) should be present in a longer time period and should have a gravity/importance. The disability is not the presence of a medical restriction or a functional incapacity, but dealing with a lack of participation possibilities, caused by the restriction or incapacity, is what defines the disability. Since 2008 this definition is incorporated into the decree of the establishment of VDAB.¹³

¹¹ <http://staatsbladclip.zita.be/staatsblad/wetten/2008/10/03/wet-2008036199.html>

¹² www.codex.vlaanderen.be

¹³ Erik Samoy, Department Employment and Social Economy, Nota Definities en Statistieken, deel 1, Januari 2012

Key players (services and programs) in Flanders/Wallonia

VDAB (Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding)

AWIPH (L'Agence Wallonne pour l'Intégration des Personnes Handicapées)

FOREM (le service public wallon de l'emploi et de la formation /Walloon Department of Employment)

GTB (Gespecialiseerde Trajectbepaling en –begeleiding)

GA (Gespecialiseerde Arbeidsonderzoekdienst)

Job-seekers in Flanders with a work-limiting disability who are registered at the VDAB, can invoke assistance during their job search, organised by GTB (Specialised Job Coach Service, supported employment service). This service can also provide guidance and advice to the employees as well as the employers, and this during the first 3 months of the employment.

GTB also cooperates with GAs (specialised labour research service) and GOBs (specialised training, support and intermediation centre). The aim of a GA is to collect, through specialised survey, information needed to successfully consult a person with a disability in his/her search for a job. The GAs are specialised in diagnostic, orientation and guidance.

Centres for vocational training: GOB (gespecialiseerd opleidings-, begeleidings- en bemiddelingscentrum), CBO (Centra voor beroepsopleiding)

A GOB (specialised training, support and intermediation centre) is a by the VDAB officially recognised service, providing training and support to job-seekers with a work-limiting disability with the purpose to support them in finding a job on the regular labour market.

CBOs (Centre for vocational training) are specialised in training and support of persons with a work-limiting disability. Training is provided to develop professional skills needed to function in the regular labour market. During the training period, at least 50% of the time will be spent on the work floor. Besides the provided trainings, information and support is given to the employers during internships and the recruitment of persons with a work-limiting disability.

GIBO

Persons with a work-limiting disability supported by a GOB are eligible for a GIBO (Specialised Individual Vocational Training on the Work floor). A GIBO is a variant of a classic individual vocational training (IBO). Via GIBO a job-seeker can be trained on the work floor. The training lasts 4 to 52 weeks. The productivity loss will be refunded by the VDAB.

VAPH

Vlaams Agentschap voor Personen met een Handicap/ Flemish Agency for Persons with a Disability has as main goal to boost participation, integration and equality of opportunities for persons with disabilities in all segments of society. The overall aim is to live an autonomous, qualitative life. VAPH subsidizes service providers for persons with disabilities, compensations for adjustments and materials to ease the life of persons with disabilities, and personal assistance budgets.

3. Austria

Description of the legal framework

In Austria the federal law on the employment of people with disabilities (“Behindertengleichstellungsgesetz – BEinstG”) outlines a duty for employers to employ people with disabilities, guarantees protection against dismissal and foresees grants, loans or funding. For all employers employing over 25 employees it is mandatory to employ one person with disabilities per 25 employees (§1Abs1 BEinstG). On a case to case or economic sector basis this regulation is subject to change by the ministry. The “BEinstG” covers those disabled which are defined as “relevant disabled” (“begünstigte Behinderte”) who have a certain degree of impairment as well as a certain productive capability. The “BEinstG” includes regulations for non-discrimination and a concept of reasonable accommodation. It also regulates protection against direct and indirect discrimination for all employees and there are legal provisions for job security and general rights of employees in case of fraud (§105Abs2-6 ArbVG). Additionally there are individual provincial laws for non-discrimination for employees with disabilities in provincial institutions.

The main central government agency concerning employment of PWD is the Federal Ministry of Labour, Social Affairs and Consumer Protection. It is responsible for the operative regulation of employment agendas for PWD and provides support and services like wage subsidies for employers, funding for mobility, work place adaptation, education and training, supported employment, personal assistance at the workplace etc.

Important links:

General policy, funding and support options:

Bundessozialamt: <http://www.bundessozialamt.gv.at/>

Federal Ministry for Social Affairs: <http://www.bmsg.gv.at> (Document: http://www.bmsg.gv.at/bmsg/relaunch/behinderung/content/downloads/richtlinien/RL_Allgemein.doc)

BEinstG (latest version 18.08.2011 – in German):

<http://www.ris.bka.gv.at/GeltendeFassung/Bundesnormen/10008253/BEinstG%2c%20Fassung%20vom%2018.08.2011.pdf>

Equal treatment act (latest version 18.08.2011 – in German):

<http://www.ris.bka.gv.at/GeltendeFassung/Bundesnormen/20003395/GIBG%2c%20Fassung%20vom%2018.08.2011.pdf>

Benefits for hiring disabled workers

Employers in Austria have several possibilities to gain funding when employing people with disabilities even if they “only” meet legal regulations. There are also approaches which outline the advantages and at the same time provide support for all parties.

- One of the main sources of support by public resources in Austria are wage subsidies to support employment of people with disabilities. Companies employing PWD can receive contributions to cover wages, social security and tax payments.
- Adaptations of a workplace or also of other facilities in the company for employees with disabilities can be co-financed by the Federal Ministry of Labour, Social Affairs and Consumer Protection up to 50% of the total costs (in special cases all costs are covered). Special equipment directly linked to the job can be (co-)financed up to 100%.
- One example for an initiative to support and foster the employment of PWD is the initiative “my chance – your advantage” (“Meine Chance - Ihr Nutzen”) launched by the public employment service in 2011. The initiative supports employers as well as employees to find information about legal backgrounds, chances and opportunities by employing PWD, funding possibilities (for individual PWD and for companies) etc. The platform also provides information on good practices and background data about the labour market in Austria. Website (currently only available in German): <http://www.arbeitundbehinderung.at>

Important links:

General principles for equal opportunities in the world of work (in German):

http://www.bundessozialamt.gv.at/basb/Behindertengleichstellung/In_der_Arbeitswelt

Information for employers concerning regulations but also the different options of support, co-financing and funding (in German):

<http://www.bundessozialamt.gv.at/basb/UnternehmerInnen>