



CCRW | CCRT  
Canadian Council on Rehabilitation and Work | Le Conseil Canadien de la Réadaptation et du Travail

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# CCRW

Canada-wide employment services for people with disabilities.



The **Canadian Council on Rehabilitation and Work (CCRW)** is a charitable organization that has been running employment programs for persons with disabilities across Canada since 1976.

CCRW programs have served thousands of clients over the years—both job seekers and employers. Together, we're eliciting change, tearing down barriers and **changing the face of the Canadian workforce.**



## CCRW programs serve 3 main purposes:

1. To support job seekers with disabilities who wish to find meaningful employment.

- Across Canada
- All types of disability
- Through various interventions including work experience, short term training, accommodation supports

**2. To support employers who wish to hire employees who are persons with disabilities.**

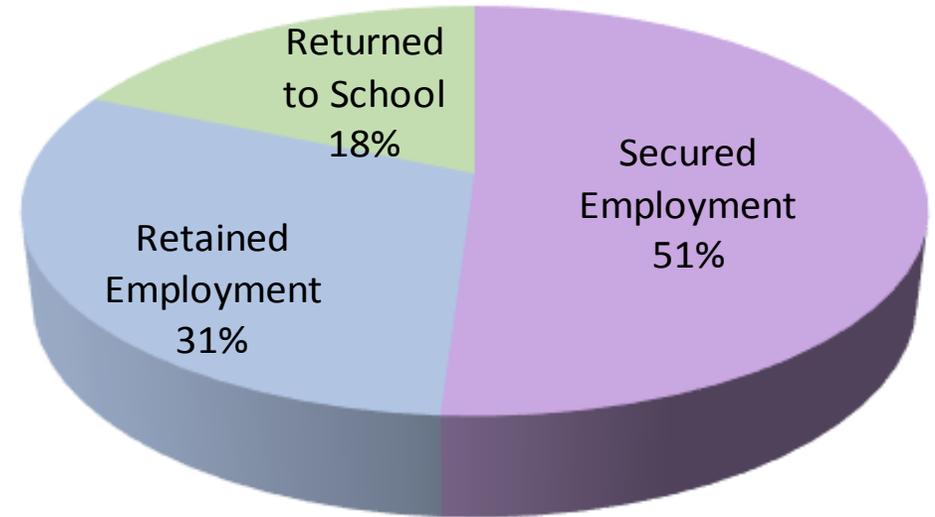
- Through one on one meetings with employers
- By pre-screening potential candidates
- With ongoing support for the employee and employer during early employment
- Employers who sometimes don't even know they wish to hire a person with a disability

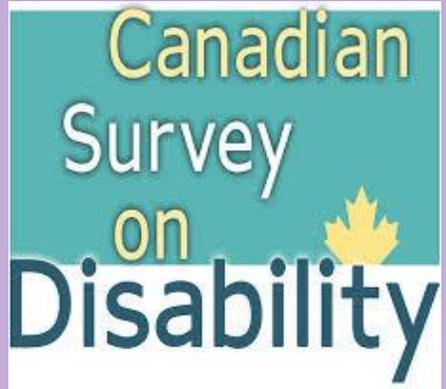
3. To share our resources, experience and skills in order to make employment opportunities accessible for every qualified candidate.

**In 2014-2015 CCRW served 1,325 clients with disabilities.**

**76%** of clients served either retained their employment, found new employment or returned to school.

**At an average cost of \$4,162.14 each.**





According to the Canadian Survey on Disabilities (CSD), **7 out of 10** employees with unmet accommodation needs did not ask their employer for an accommodation

Out of those who did ask, **1/3** were refused.

When asked, CCRW Program Managers stated a client has **never been denied** an accommodation and a client has **never lost their job** due to a lack of accommodation.



## CCRW Clients have never been denied an accommodation and have never lost their job due to a lack of accommodation. How do we do this?

- Screening of clients: At CCRW, our clients are motivated to start work, return to work, return to school or retain their employment.
- Screening of employers: At CCRW, our employers are those who show they will retain an employee after the CCRW job intervention is complete.
- Occasionally, **appropriate** accommodation requests have been modified to fit both employer and employee needs
- We talk **A LOT** about disclosure with the jobseekers and employers
- We ensure the right fit is made with employers and jobseekers – we do not try to fit round pegs in square holes!

## Employer CCRW issues and resolutions:

- Employers with a preconceived idea of disability
  - Work one on one with employers
  - Ensure employer champions are on board
  - Gentle introduction to disability
- Inflated ideas of accommodation expenses
  - Provide the business case on disability
  - Allow the employer to “get” the concepts
  - Provide ongoing support, and allow for mistakes
- Wage subsidies abused – free labour!
  - Established contracts
  - Use wage subsidy as a tool only – off-set costs of training, accommodation
  - Decreasing scale of funding during the wage subsidy
- Very small employers with no HR department
  - Provide creative ideas
  - Make it simple for employers

## How do we approach Disclosure?

- Disclosure is complex and complicated, extremely personal and very individual
- We discuss the pros and cons of disclosure & timing with jobseekers
- We work with the jobseeker or the employee with a disability to self-advocate or self-realize accommodation needs
- We help the jobseeker understand how much information to disclose
- We work one on one with employers to ensure they understand what is disclosed to them and what they should do with the information
- The duty to accommodate is reviewed and is understood by both the jobseeker and the employer, but is not used as a scare tactic

## CCRW's Job Accommodation Service (JAS®)

- Individualized workplace accommodation assessments:
  - for existing employees with disabilities
  - for potential employees (new hires) and those returning after an injury/illness.
- Consultations—policy review; ensuring compliance with provincial and federal legislation.

# CCRW's Job Accommodation Service (JAS®) cont'd

- Assessment Process:
  1. Education and training services for employers/employees.
  2. Intake interview with employee and employer
  3. Relevant research surrounding the case (specific diagnoses, current approaches)
  4. Recruitment of qualified assessor
  5. Review of final reports for accuracy and appropriateness
  6. Quality case management
  7. Timely, consistent follow up

# The Business Case of hiring a person with a disability:

How CCRW understands individual employer's Return on Investment

Four tenants of the Business Case:

- Cost Reductions associated with turnover, absenteeism and safety
- Improvements in productivity
- Larger market
- Innovation advantage



At CCRW, we identify which business case applies to the employer and relate the business case to the employer's vision or mission.

For Example, if CCRW worked with Walmart, we would review their value:

## Save Money, Live Better

- At Walmart, we know there is a staff turnover: 70% in first year of employment
- We also know people with disabilities have a turnover rate 5 times less than people without disabilities
- Putting math to the equation, if Walmart increased their number of employees with disabilities by 10%, a store with 200 employees would decrease their cost of turnover by \$44,000 per year.
- Walmart now can apply that savings to their prices and further their value of having the Lowest Prices and Saving Customers Money

# CASE STUDY ACCOMMODATIONS

## Pro-Oil, Saint John, NB

- Pro-Oil has a very high staff turnover rate; CCRW applied the business case of: Cost Reductions Associated with Turnover
- With the ROI understood, accommodations for each employee were created:
  - Creative Interview Process
  - Accommodating Shifts
  - Flexibility with Breaks
  - “Safe call-in” implemented
  - Cost: \$0

# CASE STUDY ACCOMMODATIONS

## Local full-service gas station, Kentville, NS

- The gas station needed shift work, and were having a difficult time attracting staff; CCRW applied the business case of: Innovation Advantage.
- With the ROI understood, we helped with the following accommodation:
  - The employee takes medication for their disability, making them very sleepy. An old-fashioned air tube was installed that rang a bell.
  - Turned into a Better Productivity ROI as well, as other staff members benefited from knowing when a car arrived.
  - Cost: \$80

## Why CCRW is good at what we do:

- CCRW is a service provider
- We work with employers on a one to one basis
- We work with job seekers or employees with a disability on a one to one basis
- We deal with the hard stuff – we talk about the elephant in the room
- We keep things simple and focus on employment only
- According to our Program Managers, **CCRW clients have never been denied an accommodation and have never lost their job due to a lack of accommodation.**

# QUESTIONS



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