

## TIPS FOR RECRUITING: Candidates with Disabilities

The Employer Assistance & Resource Network (EARN) provides employers with free consulting services and resources to support the recruitment and hiring of people with disabilities.

### *Following up with Candidates with Disabilities*

Following up with candidates with disabilities may be a new experience for you, however it is business as usual if you focus on the fit between the job and the candidate's qualifications. Keep these things in mind when following up with candidates:

- Concentrate on the individual, not the disability, and treat candidates with disabilities as you would any other candidates.
- In all but a few situations, it is illegal for employers to ask applicants about their disabilities and it is up to the candidate whether or not they choose to disclose.
- As with all candidates, employer's questions and comments should relate to how the person would perform in the job and organization. If the person's disability is visible, employers can explain the job tasks and ask how the person would accomplish these tasks. A question you can ask is "How will you perform this job with or without an accommodation?"
- If the candidate has a hidden disability that she or he does not disclose to you, do not ask them what their disability is. Keep your questions focused on the job and the person's match for the position.
- Do not try to imagine how you would get the job done with the candidate's disability. People with disabilities have adapted and have successful strategies to live and work. Even people with the same disabilities may have different means of accomplishing tasks.
- In an interview, it is the responsibility of the jobseeker to express their qualifications to do the job after you've described the job. It is no different for candidates with disabilities. Be prepared that the candidate may have ways to get the job done that are new to you. They may use different tools or methods to accomplish the same tasks as someone without a disability and this does not make them any less qualified.
- Jobseekers may request accommodations for interviews and jobs. Be open to it. While it is up to them to request the accommodation, you can ask candidates with obvious disabilities if they have any accommodation requests. If they request something that is unfamiliar or you need assistance with providing it, you can ask the candidate for more information.
- If a jobseeker asks for an accommodation, an employer must provide the accommodation unless it causes the employer an undue hardship or would fundamentally alter the job.
- Allow the person to explain how the accommodation would help them accomplish the tasks rather than trying to envision it yourself.
- If the candidate has a hidden disability or the request for accommodation does not appear related to the disability, employers can ask for medical documentation or to consult with an outside party.

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- Pre-employment medical exams are prohibited under the Americans with Disabilities Act. A legitimate job offer must be made before requesting medical information or testing, and only if **all** employees are required to undergo medical exams or tests. Job offers can be contingent upon the results of medical tests and if employees are not hired as a result, employers' reasons must be job and/or business related.
- Employers can ask applicants to voluntarily disclose if they have a disability for affirmative action or tax credit purposes as long as it is asked of **all** applicants.
- Even when you are not actively recruiting people with disabilities, you will have candidates who happen to have disabilities responding to your job announcements. Including disability in your organization's recruiting and hiring policies and procedures is recommended. Check with your human resources office to see what your organization's internal resources and policies are.

### *Possible Pre-employment Accommodation Requests*

The list provides only some examples of the types of requests you may receive from candidates with disabilities.

- Sign language or speech to speech interpreters for people who are deaf or have significant speech impairments.
- An accessible meeting or interview location for people with mobility impairments.
- Using email or telephone relay operator rather than direct phone communication for people with hearing or speech impairments.
- Electronic formats of materials and applications in advance of interview.
- A counselor or representative for the candidate asking to be contacted in advance or requesting to go on the interview with the candidate.
- A technology device or modification from a person with a hearing or visual disability.
- A schedule adjustment or ability to work from home.

### *Interviewing Jobseekers with Disabilities*

When interviewing someone who is different because of a disability, it may feel unexpected, unfamiliar or perhaps unsettling. However, any discomfort you experience cannot become the focus of the interaction. Focus on the purpose of the interview, not the person's differences.

## TIPS FOR RECRUITING: Candidates with Disabilities

### *General Communication Tips\**

- When introduced to a person with a disability, it is appropriate to offer to shake hands.
- If you offer assistance, wait until the offer is accepted. Then listen to or ask for instructions.
- Treat adults as adults.
- Use "People First" language such as "person who is blind" instead of "the blind person."
- Speak directly to the person.
- Relax. Don't be embarrassed if you happen to use common expressions such as "See you later" or "Did you hear about that?" that seem to relate to a person's disability.
- Don't be afraid to ask questions when you're unsure of what to do.

#### What TO ask or say

- Can you perform the job **with or without** an accommodation?
- Can you tell me why you feel you are a good fit for this job?
- Can you describe how the accommodation requested would assist you in accomplishing the task?
- (If medical exams are required of all employees). If offered the position, you will be required to complete a medical exam. Job offers are contingent upon passing this exam.
- Let me tell you about our work culture and ask you about your work style.
- These are the essential functions of the job as explained in the job description. Tell me more about how you could perform these functions.
- While the job is typically performed this way, tell me more about how you could do it with the accommodation you mentioned.

#### What NOT to ask or say

- Will you need an accommodation to perform this job?
- Can you tell me about your disability?
- How much will that accommodation cost?
- We're concerned about our liability and safety issues if we hire you.
- We don't know if you will fit in with our work culture.
- This is the way the job needs to be done and cannot be modified.
- People are used to getting this done a certain way and I don't think they'd accept the accommodations you requested.



## **TIPS FOR RECRUITING: Candidates with Disabilities**

### *Other Resources*

Free accommodations information is available to employers by contacting the Job Accommodation Network (JAN) at 1-800-526-7234 or [www.jan.wvu.edu](http://www.jan.wvu.edu).

For more information about pre-employment disability questions, go to the Equal Opportunity Commission's (EEOC) Enforcement Guidance: Pre-employment Disability-Related Questions and Medical Examinations at: [www.eeoc.gov/policy/docs/preemp.html](http://www.eeoc.gov/policy/docs/preemp.html).

Free consultation and referrals regarding the Americans with Disabilities Act are available through your Disability Business and Technical Assistance Center (DBTAC) at 1-800-949-4232 or [www.dbtac.vcu.edu/](http://www.dbtac.vcu.edu/).

You can also contact the EEOC Call Center at 1-800-669-4000.

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