

# Best Practices for Working Effectively With People with Disabilities

## Employees Best Practices

1. Educate yourself and be sensitive towards the special needs and challenges faced by people with disabilities.
2. Focus on what the person can do, not what he/she can't do.
3. Don't make assumptions about what people with disabilities can or cannot do in the workplace.
4. Be aware of appropriate language and terminology when talking with people with disabilities. Always put the person first.
5. Include people with disabilities in informal conversations and activities.
6. Ask questions if you are not sure about what to do.
7. Speak-up when you hear negative or derogatory comments about people with disabilities.

## Organizational/Managerial Best Practices

1. Regularly communicate your commitment to hire, advance and retain people with disabilities.
2. Actively seek and recruit candidates with disabilities. Reach out to disability-related organizations to increase the pool of candidates with disabilities.
3. Review the essential functions and competency requirements of the job, the qualifications of the individual, and the availability of reasonable accommodations when hiring a person with a disability.
4. If an employee develops a disability, determine what accommodations would enable him/her to fulfill his/her current role. If these accommodations are too costly, help the employee to find another available position within Sodexo where he/she can be successful.
5. Test accommodations and adaptations once the person is on the job. Ask the employee with the disability to help in the process.
6. Provide training and mentoring opportunities to people with disabilities to support upward mobility and career advancement.
7. Provide positive and constructive feedback to people with disabilities.
8. Take proactive steps to ensure that employees with disabilities are valued and included by their co-workers.
9. Be flexible with regard to the way certain tasks are done. For example, a manager may need to adjust a checklist or alter instructions to

accommodate for an associate's disability and help them be more productive.

10. Evaluate company buildings and property to promote that they are ADA compliant and disability friendly.