



Fact Sheet

September 2008

According to Stats Canada, approximately 1.5 million people in Ontario live with a disability today – more than 13 per cent of Ontario's population. One out of every 6 people in Canada experience some form of disability.

Diversity in hiring reflects the makeup of the community. An inclusive society appreciates the differences of its members and grows stronger because of it.

Benefits to hiring persons with disabilities

1. Turnover Rates Reduced

A study completed by Pizza Hut in the United States illustrated that retention rates for employees with disabilities are 22 per cent higher than the average for all employees.

High retention rates mean reduced business costs for hiring, training and reduced productivity when positions are vacant.

2. Higher productivity

The 1987 Harris study (U.S.) reported that employees with disabilities worked as hard (33%) or harder (46%) than employees without disabilities.

3. Employees with disabilities can do the job

An internal study conducted by Dupont of Wilmington, Delaware, in 1990, discovered that its "employees with disabilities were equivalent to Dupont's other employees without disabilities" for performance of job duties.

A survey of Saskatchewan businesses confirmed the Dupont findings with 81 per cent of employers who hired workers with disabilities reporting successful employment. In many cases the employment was long term.

4. Improved work attendance rates

The Dupont survey showed that 86 per cent of employees with disabilities had an average or better rate of work attendance.

5. Good safety ratings

Dupont found that 97 per cent of workers with disabilities had an average or better safety rating.

6. Increased revenue

The study completed by Pizza Hut showed that 1 in 10 of its customers had a family member with a disability. Employing more workers with disabilities improved sales and customer loyalty.

7. Accessibility for employees also benefits customers with disabilities

Businesses that are known to welcome persons with disabilities will earn their loyalty as customers, along with that of their family and friends.

According to a Royal Bank estimate, across Canada, people with disabilities have consumer-spending power of \$21 - \$25 billion a year. The study also confirms that customers with disabilities influence the spending decisions of 12 to 15 million other Canadians. This is a market no business can afford to overlook — and it is a market that is growing.

8. The majority of employees with disabilities require no special accommodation needs

A study of employer costs done by Cameron Crawford and Tom Marin for Toronto's Roeher Institute in 2000 concluded that "the vast majority of employees with disabilities need no job accommodations." Furthermore, they found that "when accommodations were made, the cost ranged for zero to a high of \$2,365 per person."

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