

National Disability Employment Awareness Month

Cultural Competence Web Seminar

Barbara Frankel
Senior Vice President,
Executive Editor
Oct. 7, 2014



Assistance

For assistance dialing in to the conference, please call 888-259-8414. Basic technical assistance, (can't see slides, can't hear, etc.) use question box.

For other assistance, contact Customer Service at 973-494-0506.

Thank you!

Send In Your Questions!

- You may submit your questions via the web by using the text chat box on your screen.
- Simply type in your question and click send.

U.S. Population

Number of People With Disabilities

39.1 million

(12.6% of Civilian Noninstitutionalized Population)

% of Each Age Group That Has Disability

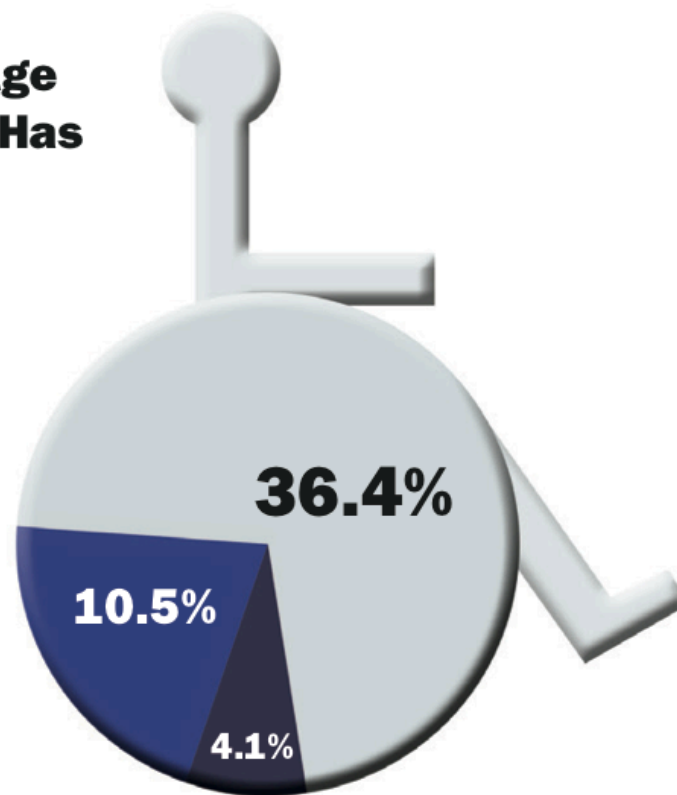
Under 18



18–64



65 and Older



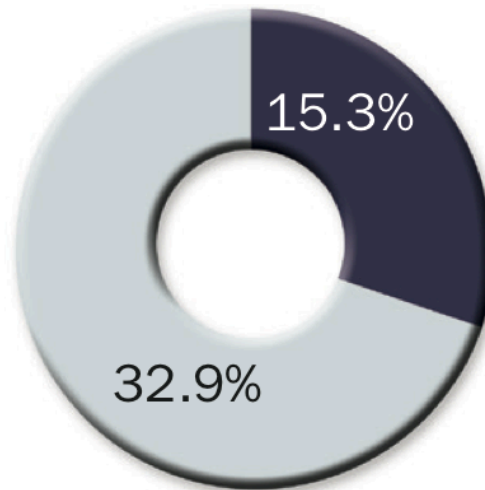
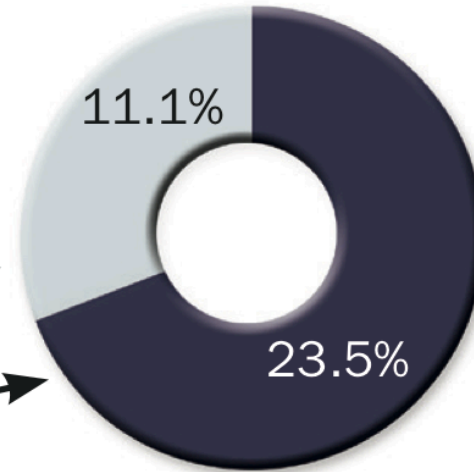
Source: U.S. Census Bureau

Education

Ages 25 and Older With Less Than a High-School Degree

With No Disability

With a Disability



Ages 25 and Older With Bachelor's Degree or Higher

With a Disability

With No Disability

Source: U.S. Census Bureau

Income

Median Monthly Earnings for People Ages 21 to 64

\$1,577

With a Severe Disability

\$2,402

With a Nonsevere Disability

\$2,724

With No Disability

Source: U.S. Census Bureau

Business

In the Labor Force

26.3% of People With Disabilities Ages 16 and Up



71.2% of People Without Disabilities Ages 16 and Up



People Ages 21 to 64

50.2% of People With Hearing Disabilities Who Were Employed



37.7% of People With Visual Disabilities Who Were Employed



33.5% of People With Any Disability Who Were Employed



76.3% of People Without a Disability Who Were Employed



Sources: Bureau of Labor Statistics, Cornell University Employment and Disability Institute

2014 DiversityInc Top 50 Companies for Diversity

- | | | |
|---|-----------------------------|--------------------------------|
| 1. Novartis Pharmaceuticals Corporation | 18. Cox Communications | 36. TIAA-CREF |
| 2. Sodexo | 19. Aetna | 37. Allstate Insurance Company |
| 3. EY | 20. General Mills | 38. Toyota Motor North America |
| 4. Kaiser Permanente | 21. KPMG | 39. Wyndham Worldwide |
| 5. PricewaterhouseCoopers | 22. Target | 40. Rockwell Collins |
| 6. MasterCard Worldwide | 23. IBM | 41. Medtronic |
| 7. Procter & Gamble | 24. ADP | 42. Time Warner |
| 8. Prudential Financial | 25. New York Life | 43. Verizon Communications |
| 9. Johnson & Johnson | 26. BASF | 44. Comcast |
| 10. AT&T | 27. Eli Lilly and Company | 45. TD Bank |
| 11. Deloitte | 28. Northrop Grumman | 46. Monsanto |
| 12. Accenture | 29. WellPoint | 47. KeyCorp |
| 13. Abbott | 30. Colgate-Palmolive | 48. JCPenney |
| 14. Merck & Co. | 31. Kellogg Company | 49. AbbVie |
| 15. Cummins | 32. Dell | 50. Nielsen |
| 16. Marriott International | 33. The Coca-Cola Company | |
| 17. Wells Fargo | 34. The Walt Disney Company | |
| | 35. Kraft Foods Group | |

DiversityInc Top 10 Companies For People With Disabilities

1. EY
2. Procter & Gamble
3. Boehringer Ingelheim
4. IBM
5. General Motors
6. Wyndham Worldwide
7. WellPoint
8. The Hartford Financial Services Group
9. BASF
10. AT&T

Source: DiversityInc

NOD Disability Employment Awareness Tracker

- DiversityInc is partnering with National Organization on Disability (NOD) on a corporate self-assessment tool called the Disability Employment Tracker, which allows companies to assess their disability employment practices
- Completion of the tracker will be a strong factor in the 2015 DiversityInc Top 10 Companies for People With Disabilities specialty list

Best Practices

2014 DiversityInc Top 50 Companies

Offer Telecommuting

100%

Mention People With Disabilities Specifically as Valued Segment of Workforce on Website

96%

Work With Disability Recruiting Organizations and/or State Vocational Rehabilitation

80%

Have Resource Groups for People With Disabilities

72%

Feature Images of People With Disabilities in Workplace on Website

66%

Have Dedicated Recruiter Who Focuses on Recruiting People With Disabilities

54%

Actively Reach Out to Disability Student Services When Participating in University Recruiting Events

52%

Disability Employment Awareness Month

Web Seminar

Panelist – John D. Kemp



Legal Framework

Growing Population: 1-2 Billion People with Disabilities Globally; 56 Million in USA

UN Convention on the Rights of Persons with Disabilities (UNCRPD)

- First UN Convention to deal exclusively with disability
- First to treat disability as a human-rights issue
- Addresses, but does not define, disability
- Broad spectrum of human rights guaranteed, including right to:
 - Equality before law
 - Health
 - Work
 - Privacy
 - Education
 - Participate in Political, Public, Cultural Life

Compliance

- Countries that have ratified are legally bound by the Convention, must pass legislation that conforms to requirements of the Convention.
- Progress monitored domestically by internal monitoring systems, which may include human rights organizations. International monitoring by Committee on the Rights of Persons with Disabilities.

U.S. Laws

- **Rehabilitation Act of 1973, as amended**
 - Prohibits discrimination on the basis of disability in programs conducted by federal agencies, in programs receiving federal financial assistance, in federal employment, and in employment practices of federal contractor.
- Section 501 requires affirmative action and nondiscrimination in employment by federal agencies of the executive branch.
- Section 503 requires affirmative action and prohibits employment discrimination by federal contractors and subcontractors with contracts worth more than \$10,000.

US Laws

- Section 503 regulations - OFCCP's new 7% Rule on Self-Disclosure
 - Examining Self-Disclosure of Disability
 - Importance of Disclosure for Employers
 - What are “very important” factors when deciding to disclose a disability to an employer?
 - Other Important Factors
- Section 504 prohibits discrimination by programs or activities that receive federal financial assistance or are conducted by executive agency or US Postal Service.
- Section 508 establishes requirements for technology developed, maintained, procured, or used by federal government.

Americans with Disabilities Act of 1990

ADA Amendments of 2008

- **Title I:** Prohibits discrimination on the basis of disability in employment (15+ employees). Requires employers make reasonable accommodations to known physical or mental limitation of a qualified individual with disabilities, unless this results in undue hardship.
- **Title II:** Prohibits discrimination by “public entities,” including state and local governments.
- **Title III:** Applies to places of public accommodations that are private entities that own lease, or operate public facilities. Public accommodations must comply with non-discrimination requirements. However, courts have not uniformly applied Title III to privately operated websites.

21st Century Communications and Video Accessibility Act (CVAA)

- Covers a range of requirements for making telecommunications services and video content accessible to users with disabilities.
- Covers video programming previously captioned for television viewing, live video programming, and new video programming.
- Also explores need for online interfaces around navigation of audiovisual interfaces to be accessible.
- Does not cover user-generated content (e.g., YouTube videos posted by individuals).

ICT Legal Action On The Rise

Website Accessibility in the Commercial Sphere – Litigation

- **NFB v. Target - Triumph of the Nexus Theory:**
 - NFB argued that the Target website was inaccessible to blind persons and violated the ADA as well as California's disability and civil rights laws.
 - NFB's claimed Target's website violated the ADA under the "nexus theory," which involves a claim of unequal access to a service of a place of public accommodation, where there is a nexus between the service and the PPA.
 - The Court agreed, finding that the website was a service of the PPA, and was required to be accessible.
- The question remains: Can websites be considered places of public accommodation under the ADA?

ICT Legal Action on the Rise Generally

2008: Rite Aid, credit bureaus

2009: SBA, SSA, DOE

2010: MLB, Kindle in universities, 9 law schools

2011: Disney, Netflix, CNN, Google apps, Las Vegas airport

2012: AMC Movie theaters, Charles Schwab, Redbox

2013: eBay, Marriott, Department of Homeland Security

Website Accessibility From Global Perspective

- The Target ruling makes clear that states can regulate websites, but the British case of ***Latif v. PMI*** suggests that companies may be responsible for compliance with web accessibility laws on an even broader basis.
- UK's Employment Appeals Tribunal found that PMI did not take adequate steps to accommodate Ms. Latif. The Latif decisions raise the possibility that US-based companies can find themselves beholden to the disability laws of other nations.

Disability Culture – Our Lives, Our Needs

Many individuals and cultures still regard disability as a weakness, maybe even an embarrassment, unfortunately.

Today, less than half of Americans with disabilities say that they share a common disability identity with other people with disabilities.

Why? Only 17% of us started our lives with our disabilities to most of us, disability is a new identity that we have not worn before.

The most compelling evidence of a disability culture is the vitality and universality of these elements despite generations of crushing poverty, social isolation, and lack of education, silencing and imposed mobility.



Core Values of a Disability Culture

- A heightened acceptance of human differences, whether they be differences in race, gender, nationality and/or ability.
- Interdependence will always be a part of our lives.
- Our lives as people living with disabilities have taught us how to accept and be more tolerant of all people and that the world will not always be welcoming and accessible to us.
- Disability humor: the ability to find humor in the strangest of places, the most awkward of moments, at almost any time.
- Sophisticated future orientation.
- Ability to read other's attitudes and conflicts to sort out, fill in the gaps, and grasp the latent meaning in contradictory social messages

Thank you!

Questions?

**John D. Kemp
The Viscardi Center**

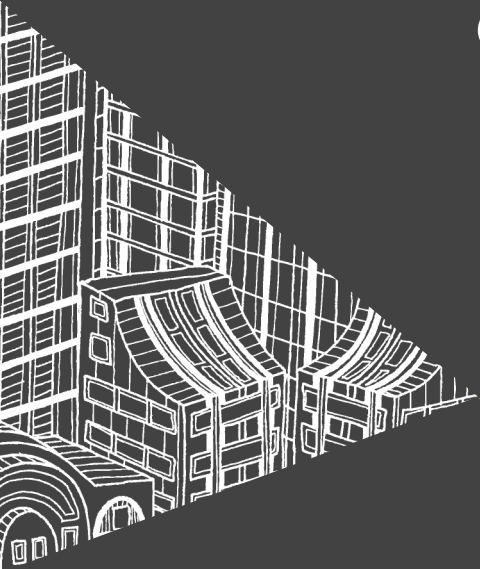


Diverse abilities at EY: Changing the paradigm

Lori Golden

EY Abilities Strategy Leader

October 7, 2014



Building a better
working world

We've found four keys to building an abilities-inclusive culture:

- ▶ Messaging our commitment; showcasing success
- ▶ Educating everyone and integrating into everything we do
- ▶ Providing the tools and environment to excel
- ▶ Planning for professional development and career growth

Message the commitment; model success

- ▶ Include people with diverse abilities in company images
- ▶ Include abilities mentions in leader messaging and firm communications
- ▶ Share success stories and highlight role models
- ▶ Leverage connections to other efforts, e.g., walks/rides for disability-related fundraisers, fitness and ergonomics



Photo of three EY people working together, one with a walker

Our Times Square billboard is one example

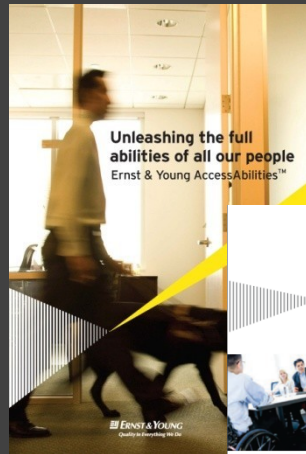


Photo of billboard showing three EY people; one has a walker, one uses a wheelchair

Educate everyone in integrated ways

- ▶ Offer targeted training for key groups – e.g., recruiters, field HR, managers, meeting planners, technology staff
- ▶ Build awareness through events, communications, posters, videos, social media, materials and tools
- ▶ Offer a wide range of resources internally and on ey.com
- ▶ Commit to share with clients and the market and then share those stories internally
- ▶ Contribute to the community; highlight that internally and invite involvement

Our tools include quick reference guides ...



Unleashing the full
abilities of all our people
Ernst & Young AccessAbilities™

Ernst & Young
Quality is Everything. We Say So.

Is it okay?

A quick course in disabilities etiquette

Rules to remember

- Shaking hands upon first meeting is appropriate with all individuals.
- Feel free to offer assistance, but wait until your offer is accepted before helping.
- Listen to any instructions the person may give you.
- Be considerate of the extra time a person with disabilities may require.
- Feel free to use terms like, "see, hear or walk," with common expressions such as, "Do you see what I mean?" People with disabilities use these expressions, too.

Mobility

- When speaking with someone who is in a wheelchair, sit at so you can maintain eye contact.
- Don't push a wheelchair without first asking if assistance is needed. In general, don't touch assistive devices such as canes, scooters or wheelchairs without permission. Assistive devices are considered personal space.
- Offer assistance, but if it's declined, do not be offended.
- Respect the individual's dignity and independence; ask if you can help and listen to instructions.

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You don't say A 60-second guide to disabilities-friendly language

The difference between the right word and the almost-right word is the difference between lightning and the lightning bug.
Mark Twain

Rules to remember

1. Refer to the person first, then the disability. A disability is what someone has, not what someone is. Examples: "manager who has deafness", not "deaf manager"; people with disabilities, not "disabled people" or "the disabled."
2. Avoid expressions that portray people with disabilities as victims. Simply say a person "has..." or is someone "with..."

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Conference call etiquette

1. Speak slowly and clearly.
2. Spell out acronyms the first time you use them.
3. Use your name and remember to turn it off before speaking.
4. Identify yourself each time you speak, e.g., "This is..."
5. When addressing someone specifically, say his/her name to ensure you have that person's attention.
6. Avoid sidebar conversations.
7. If your cell connection is distorted, drop the call.

If an interpreter or relay operator is involved:

8. Say "Go ahead" after you finish speaking so participants/relay operators know when the discussion stops and starts.
9. Do not address an interpreted/relay operator; address the call participant.
10. Do not use acronyms.
11. Be patient. It takes time for a relay operator to type a message, for the participant to read and respond, and for the operator to read the response aloud.

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Four ways to be inclusive

Watch your words

You may offend someone without even realizing it. For example, you make a silly mistake and say "That was interesting" but what if the colleague or client you're working with has a family member with Down syndrome or another cognitive disability? Other words, like "crippled" and "handicapped" can be hurtful too. "People with disabilities" is the preferred term. Brush up on disabilities-friendly language by reviewing the one-page AccessAbilities brief, "You don't say."

Just ask

Before you help someone with a disability, ask the person if he or she needs help. By making an assumption that a task or activity is burdensome for someone, you may be taking his or her opportunity to be independent or to contribute.

Respect differences

People with disabilities can accomplish what people with typical abilities can accomplish, they just may do things differently. This statement is true not only with apparent issues like vision, hearing or mental impairments, but also with hidden disabilities. For example, people with serious health conditions may have less energy on some days, so need to work flexibly to stay productive.

Resist judgment

People with disabilities aren't heroes. People with serious health conditions who "don't look sick" aren't any less ill. Offering advice about lifestyle choices - positive or negative - any more than it's your or their health. Abilities differ in each of us. Character and talent are universal.

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Six things to say to someone with a chronic condition or illness

1. "This here to support you. Let me know if you ever want to talk." Offering support and the willingness to listen are the best things we can do for our colleagues.
2. "How are you?" This can be more than a greeting. It shows caring and creates an opportunity to be supportive. But use only if you're prepared to really listen. As you may receive a reply that requires your understanding and empathy.
3. "Nice to meet you, [Name]. You look great today!" A compliment with no reference to illness is always welcome.
4. "The sorry, I know it's got to be hard." This is respectful empathy and lets the other person feel he or she is understood and understood.
5. "Let me what I can do to help" or even better, "Should it be helpful if I [insert something right to be relevant] scheduled it on Monday as they're further away from treatment areas are involved in it for help. The more you can, the better it is to be done."
6. "Would you like me to talk to [insert contact name] of the resources that [insert contact name] has help in?" There is so much information available that it's overwhelming. Personal recommendations never help identify the most useful resources.

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Nine things not to say to someone with a chronic condition or illness

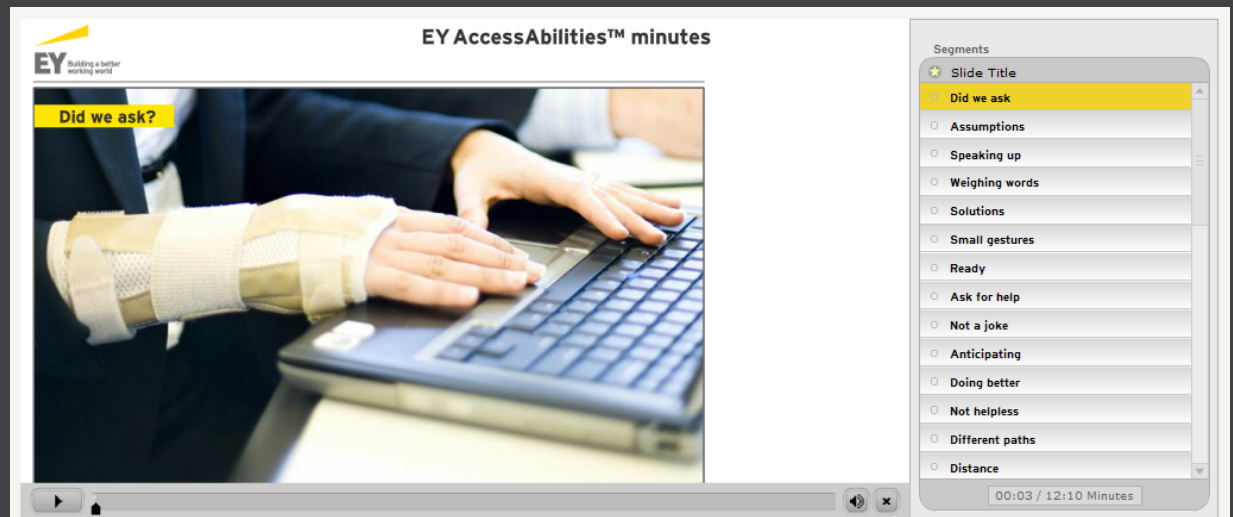
1. Don't be silent. An illness or chronic health condition, especially when newly diagnosed, can become "the elephant in the room" and make everyone uncomfortable. If someone you work closely with is diagnosed and has made it public, acknowledge it. Suggestions are provided on the reverse side.
2. "But you look so good!" Looking good and feeling good aren't the same thing. This intended compliment can come across as insensitive. It might suggest that you doubt that the condition is real or serious or could make your listener question your credibility.
3. "I know, I get those symptoms too." Though usually meant as empathy, this can minimize the seriousness of the situation. It can detract from what the person is trying to say by shifting focus to your own condition.
4. "My cousin or someone else had that, and she's managing fine." It's unrealistic to compare the extent of one person's condition to another's. People are different and so are the effects of illness and treatment.
5. "It's probably just stress." You may mean to be reassuring, but it's best not to diagnose or minimize another person's experience.

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Photos of seven EY quick
guides

... and videos that tell stories


- ▶ AccessAbilities video – our people discuss working with differing abilities and how each of us can be more inclusive.
- ▶ AccessAbilities “minutes” – EY people share true stories about working with differing abilities to teach what and what not to do.



Screen shot of AccessAbilities minutes story







We highlight our people

Our people




Content

- Diversity and inclusiveness
- Ethnic diversity
- Gender
- Sexual orientation
- Abilities
- Making a difference

Share      


Meet our people



Mark Richardson, Advisory

An Executive Director in the Enterprise Intelligence Practice of Ernst & Young LLP, Mark focuses on strategy for a client's use of information and analytics. EY's working environment helps provides the flexibility and resources he needs to accommodate his balance, movement, and mobility disability.

► [Learn more about Mark](#)



Misty Koper, Talent

A member of the AccessAbilities Steering Committee who has a genetic, chronic condition called Ehlers-Danlos Syndrome, Misty believes that working differently inspires innovation.

► [Learn more about Misty](#)

We create handbooks on special topics ...

Getting support, supporting others offers guidance on non-visible disabilities.

- ▶ Explains work adjustments, i.e., accommodations
- ▶ Discusses disclosure and building relationships
- ▶ Addresses concerns of people with differing abilities, colleagues, human resources and managers
- ▶ Shares real stories and advice



Photo of handbook cover showing two professionals talking

... and posters to get people thinking in new ways



Two posters showing EY people with and without disabilities



Provide everything it takes to excel

- ▶ Focus on work adjustments and accessibility, including technology, e.g., captioning, and the built environment, e.g., wheelthroughs, measuring door weights
- ▶ Promote safety and productivity, e.g., emergency response plans, office ergonomics
- ▶ Bring professionals together in networks to help address challenges and enlarge the impact
 - ▶ AccessAbilities and Champions
 - ▶ Parents Network
 - ▶ Caregivers Circle

Captioning makes information accessible and more convenient for everyone

- ▶ Our recent Americas All-Hands Webcast launched EY's new capability to offer captions on live Webcasts to everyone who wants them.



Plan for professional and career growth

- ▶ Talent development is everyone's business.
 - ▶ Every EY person has a career counselor and counseling families.
 - ▶ Everyone is rated on giving feedback and developing colleagues.
 - ▶ Everyone prepares experiential and formal learning plans.
- ▶ Supporting diverse abilities is a team effort.
 - ▶ Coaching and mentoring
 - ▶ Consulting
 - ▶ Networking internally and externally

We're also committed to reaching outside of EY

- ▶ Share practices through USBLN, Circle of Champions, EARN, NBDC, PEAT, JAN
- ▶ Sponsor COSD; create tools for job-seekers, support student mentoring, ASTEP, school to work transition programs, Disability Mentoring Days
- ▶ Helped found Disability Owned Business Enterprise Certification; Entrepreneurship Boot Camp for Veterans' with Disabilities - Families, EY IVMF Fellowships
- ▶ Participate in innovation - research, learning events, Disability Equality Index Advisory Board



Disabilities-Owned Business
Enterprise certification logo

What lessons have we learned?

- ▶ To change the culture, change the conversation
- ▶ Educate everyone in many ways – training isn't enough
- ▶ Embed abilities inclusiveness into everything you do
- ▶ Plan for career success, not just retention
- ▶ Open source your leading practices



Photo of three EY people, one with a walker

EY | Assurance | Tax | Transactions | Advisory

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2014 Web Seminar Schedule

- October 14 – Diversity Councils
- November 4 – Diversity Metrics
- November 5 – Veterans Cultural Competence

Please contact customer service at webseminars@diversityinc.com

Thank You for Attending the Web Seminar

- You will receive a follow-up e-mail from us containing the link to download this presentation for future reference
- The presentation will be available approximately 72 hours after this event
- Questions? Call (973) 494-0506