![Ohio | Opportunities for Ohioans with Disabilities]

The Employers' ADA Handbook: Resources and Funding Learner's Guide

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Overview

Opportunities for Ohioans with Disabilities (OOD) supports employers in creating workplaces that are diverse and inclusive of employees with disabilities. One way OOD does this is through providing consultations and training on navigating Title I of the Americans with Disabilities Act, known as the ADA. This learner's guide for "Resources and Funding" is the fourth in a five-part series and provides a comprehensive collection of information to help employers recruit, hire and support employees with disabilities, and foster an inclusive workplace. OOD's new online Inclusive Employer Toolkit will be introduced to share valuable resources for these topics:

- Building the Business Case
- Inclusive Workplace
- Recruiting, Hiring, and Supporting Employees
- Workplace Accommodations

The information included is for educational purposes, is not an exhaustive list, and is not intended as legal advice.

Building the Business Case

According to a resource from the Employer Assistance and Resource Network on Disability Inclusion (EARN), businesses report having a more inclusive workforce boosts morale, productivity, and profitability. Many resources are available to help employers recruit, hire, and support this valuable workforce. OOD offers several services to employers at no cost to help with these efforts.

Business Relations Specialists

OOD's Division of Employer and Innovation Services (EIS) has a team of Business Relations Specialists (BRSs) who work to build employer partnerships to support job placement and retention of individuals with disabilities throughout Ohio. The BRS team is dedicated to working with employers to provide services to support their hiring needs and to build an inclusive workplace. These services include candidate sourcing, hiring events, and customized training.

To find your local BRS, go to pages 16-17 of this learner's guide for an individual listing of each BRS with contact information and a graphic service map of counties in Ohio, or visit our Business Relations Team on this webpage.

Worksite Accessibility Specialist

OOD's Worksite Accessibility Specialist consults with employers to understand their accessibility goals and provide resources, best practices, and helpful examples to support employers in creating work environments that are accessible for everyone. Services are tailored to the employer and include information on navigating Title I of the Americans with Disabilities Act (ADA), identifying general ideas for reasonable accommodations, and providing accessibility guidelines for the physical and digital environments. For more information on a no-cost worksite accessibility consultation, visit the Worksite Accessibility Services webpage.

Inclusive Hiring On-Demand Webinar

In addition, OOD offers on-demand webinars related to accessibility in the workplace. An inclusive work environment includes an accessible hiring process. Best practices and accessibility guidelines are discussed in OOD's on-demand webinar "Inclusive Hiring: Applicants with Disabilities", which is available on OOD's website. For a listing of all on-demand webinars, visit OOD's On-Demand Webinars webpage.

Tax Benefits

Under Title I, covered employers are required to provide reasonable accommodations to qualified applicants and employees, unless doing so causes an undue hardship. An undue hardship means an accommodation is too costly or too difficult to implement. Determining an undue hardship is based on an individualized assessment of the current situation using criteria provided in the Equal Employment Opportunity Commission's (EEOC) guidance available on its website. When an employer is assessing the cost of an accommodation, Congress intended for employers to consider their net cost after applying external funding or tax benefits they are eligible to receive.

According to the Northeast ADA Center's resource "The Small Business at Work Toolkit" one of the top five reported concerns of providing reasonable accommodations in the workplace is the cost of the accommodation. Many employees with disabilities do not need accommodations at work. When one is needed, a survey from the Job Accommodation Network revealed 56% of accommodations were free. Of those that required a one-time cost, the typical expenditure was $500. Based on these studies, accommodations are often reasonable.

External funding may come from sources included in funding guides, available tax benefits, and services offered through state vocational rehabilitation (VR) agencies, including OOD.

Funding Guides

Funding guides include information and resources to assist with the cost of providing reasonable accommodations. Here are two funding guides to explore:

- The Assistive Technology Industry Association's (ATIA) "AT Resources Funding Guide" lists funding resources from entities such as organizations, insurance providers, federal and state programs, advocacy groups, scholarships, grants, and others. The guide is available on the ATIA website.
- The Job Accommodation Network's (JAN) "Article on Funding" offers funding tips for both employers and individuals. The article is available on JAN's website.

Tax Benefits

Employers who hire people with disabilities and/or remove barriers to improve the physical accessibility of their work environments may be eligible for tax credits and deductions. Here are examples of tax benefits from the Great Plains ADA Center's website:

Disabled Access Credit –
- This tax credit is available for small businesses that incur expenses related to providing access to individuals with disabilities.
- **Eligible:** Small Businesses, which the Internal Revenue Service (IRS) defines as a business with 30 or fewer employees and $1 million or less in earnings.
- **Purpose:** Covers most expenses to comply with the ADA, including barrier removal, providing auxiliary aids and services, and accommodating employees. Ex: Providing sign language interpreters, creating Braille documents, building ramps.
- **Amount:** 50% of qualified expenses between $250 & $10,250 Max=$5,000
- **Example:** Company ABC employs 25 individuals, and its gross revenue for last year was $3,000,000. It qualifies as a small business with fewer than 30 employees last year. ABC provided a sign language interpreter for monthly staff meetings, costing a total of $1,500. ABC removed physical barriers to its main entrance, totaling $8,000. Each of these expenditures qualifies under the Disabled Access Credit. To calculate ABC's tax credit, start by adding the total amount spent on accessibility ($8,000 + $1,500 = $9.500) and subtract $250 ($9,500 -$250 =

$9,250). Divide this amount by two ($9,250/2 = $4,625) to find the amount redeemable as a tax credit. ABC earned a tax credit of $4,625.

Barrier Removal Tax Deduction –

- This tax deduction encourages any size business to remove barriers in existing facilities or transportation vehicles.
- **Eligible:** All businesses.
- **Purpose:** Removal of physical, structural, and transportation barriers Ex: widening doors, building ramps, or modifying vehicles.
- **Amount:** Max=$15,000
- **Example:** Corporation XYZ removed barriers to its building two years in a row. Although the corporation deducted $4,000 from its taxes last year, XYZ spent money on an additional barrier removal project this year. This is an annual tax incentive, so XYZ is eligible for another tax deduction. XYZ removed all barriers from its bathrooms this year, which cost $8,000. XYZ is able to deduct this amount, $8,000, dollar for dollar, to establish a lower taxable income.

Work Opportunity Tax Credit –

This tax credit is available to employers who hire individuals from targeted groups who have faced significant barriers to employment, including individuals with disabilities referred from VR agencies.

- **Eligible:** All businesses.
- **Purpose:** This credit encourages employment of individuals from one of several targeted groups, including SSI recipients and VR referrals.
- **Amount:** Max=$2,400 for individuals referred from VR.
- **Example:** Company ABC hires a qualified worker referred through the state VR agency. The company is eligible to receive a tax credit of up to 40 percent of the first $6,000 of first-year wages of the new employee. For an employer to qualify for the credit, they must file within 28 days of hiring an eligible worker. Instructions for Ohio employers on how to apply can be found on the Ohio Department of Job and Family Services website.

In addition to helping offset the portion of an accommodation that causes an undue hardship, tax benefits may also enable employers to support programs designed to attract and retain employees with disabilities. For example, employers have re-invested the Work Opportunity Tax Credit (WOTC) to fund their disability inclusion programs. WOTC can also assist employers with creating a Centralized Accommodation Fund (CAF) for reasonable accommodations. We conducted a training which explains CAFs in greater detail called "The Top Ten Accessibility Resolutions" which is available on-demand on OOD's website.

For more information, visit OOD's Employer Tax Incentives webpage and view OOD's "Tax Incentives" fact sheet.

> **Special Note:**
>
> For more information on Building the Business Case, visit OOD's Inclusive Employer Toolkit.

Inclusive Workplace

When our workplaces are inclusive of people from diverse backgrounds, including people with disabilities, everyone is valued for their contributions. OOD can help support your business to be inclusive of people with disabilities through delivering Disability Awareness and Disability Etiquette training.

Disability Awareness

OOD's BRSs can provide a variety of disability awareness training sessions to support employers in creating workplace cultures that are diverse and inclusive of individuals with disabilities. Training can be customized, and topics include Windmills Disability Awareness, Disability Etiquette, Invisible Disabilities, and the Hiring and Onboarding Process. For more information visit the "No-Cost Training Program for Your Business" fact sheet.

Disability Etiquette

OOD's BRS team delivers Disability Etiquette training which defines disability, includes practical examples of respectful interactions with people with disabilities, and addresses proper language usage. This training can be customized for a virtual webinar and an archived version is available for on-demand access. The webinar and accompanying fact sheets are available through the following links:

- Disability Etiquette webinar
- 10 Tips for Effective Communications with People with Disabilities fact sheet
- Four Simple Disability Etiquette Rules fact sheet

Special Note:
For more information on creating an Inclusive Workplace, visit OOD's Inclusive Employer Toolkit.

Recruiting, Hiring, and Supporting Employees

According to studies referenced in the Northeast ADA Center's resource "The Small Business at Work Toolkit", employees with disabilities perform as well as or better than employees without disabilities and are absent less and stay on the job longer than employees without disabilities. Recruitment efforts that are inclusive of people with disabilities give employers access to a greater pool of talent, skills, and innovative thinking in its candidates. Investing in an inclusive workforce gives employers a competitive edge. A report from Accenture shows employers who hire and support employees with disabilities experience higher revenues and greater profit margins. These results demonstrate that hiring and retaining qualified and talented employees with a disability is a good business decision.

To attract qualified candidates with disabilities, employers are encouraged to expand recruitment efforts to include diverse sources. OOD can support employers' efforts to create a more inclusive team through sourcing qualified candidates for open positions, hosting hiring events, and sharing best practices for ensuring an accessible hiring process.

Candidate Sourcing and Hiring Events

OOD's BRSs work directly with employers to understand their hiring needs, pre-screen potential candidates, assist with the interviewing and onboarding process for selected candidates, support the retention of employees with disabilities, and host hiring events. OOD's "Job Ready Status Map" shows the number of candidates with disabilities looking for work in each county in Ohio. The map is available on OOD's website. For more information on candidate sourcing contact the BRS in your area. BRS contact information is available on OOD's website.

Ohio College2Careers Program

OOD's Business Relations team includes Career Development Specialists who work directly with disability and career services staff at partnering universities and colleges in the Ohio College2Careers Program to promote hiring of students with disabilities for internships and permanent placement opportunities. For more information on this program, please visit OOD's Ohio College2Careers webpage.

On-Demand Webinars

OOD provides live and on-demand webinars. These webinars address guidance and best practices for hiring individuals with disabilities, establishing a reasonable accommodation process, navigating Title I of the ADA and more.

To access the webinars which offer best practices for hiring and supporting individuals with disabilities, please visit the Recruiting, Hiring, and Supporting Employees webpage. Here are direct links to these webinars:

- Inclusive Hiring: Applicants with Disabilities webinar
- Job Developers and Job Coaches in the Workplace webinar

Upcoming live webinars can be accessed through the Information for Employers webpage. Archived webinars can be accessed through the On-Demand Webinars webpage.

Fact Sheets

OOD provides informative fact sheets and guides which offer best practices for common questions employers have when hiring and employing individuals with disabilities. These resources are available on OOD's website. Here are direct links to these resources:

- Inclusive Hiring fact sheet
- Effective communications with employees:
    - Blind and Low Vision fact sheet
    - Deaf and Hard of Hearing fact sheet
    - Intellectual Disability fact sheet
- Myths, facts, and helpful tips in the Deaf and Hard of Hearing guide
- Best practices for Service Animals in the Workplace guide
- Information and ideas for Remote Job Coaching guide

OOD Works

OOD provides Ohioans with disabilities the services and support they need to attain and maintain employment. VR services are customized for each employee through assessments and one-on-one meetings with professional VR counselors. OOD can help identify effective solutions as well as share in some of the initial cost of implementing accommodations.

If you have an employee with a disability who may benefit from OOD services, reach out to your BRS for guidance. The employee may also apply through our portal at www.OODWorks.com or call 1-800-282-4536. Additional information about OOD's VR services is available on OOD's website.

> **Special Note:**
>
> For more information on Recruiting, Hiring, and Supporting Employees, visit OOD's Inclusive Employer Toolkit.

Workplace Accommodations

Title I of the ADA requires covered employers to provide reasonable accommodations for qualified applicants and employees with disabilities when they are needed, unless doing so causes an undue hardship. A study from the Job Accommodation Network (JAN) revealed more than half of reasonable accommodations cost absolutely nothing. The

study also revealed one-time accommodations cost no more than $500. Many resources are available to support employers in identifying and implementing effective reasonable accommodations including OOD's Worksite Accessibility Services, Title I of the ADA resources, lending libraries information, and work environment resources.

Worksite Accessibility Services

OOD offers Worksite Accessibility Services for employer partners at no cost to consult on accessible work environments, workplace barriers, possible reasonable accommodation solutions, and best practices for navigating Title I of the ADA. Here are examples of worksite accessibility consultations:

Accessible Environment:

- **Employer's Goal** – To create an accessible onsite experience for candidates with disabilities.
- **Consultation** – The Worksite Accessibility Specialist (Specialist) consulted with the employer over the telephone to gather information and then met with the employer onsite to tour the work environment and make observations of parking area, signage, entrances, internal routes of travel, interview rooms, and common areas.
- **Resources** – The Specialist provided resources for the employer's consideration:
  - o Inclusion of a reasonable accommodation statement in the invitation for an interview.
  - o Accessibility guidelines for accessible signage for parking and entrances, floor surfaces in reception area, height and approach for service counters, width and walking surface of internal paths, width and maneuvering clearances of doorways, knee and toe clearances and surface heights for interview tables, and reach ranges for areas such as cafeteria and restrooms.
- **Outcome** – The employer reported "OOD provided us with creative suggestions that were affordable and required very little resources to remove barriers."

Barriers and Reasonable Accommodations:

- **Employer's Goal** – To create a resource guide to reference when providing reasonable accommodations.
- **Consultation** – The Worksite Accessibility Specialist (Specialist) consulted with the employer over the telephone to gather information on the employer's goals and then met with the employer onsite to tour the work environment and make observations of two work areas.
- **Resources** – The Specialist provided resources for the employer's consideration:
  - o List of external resources to consider for specific reasonable accommodation solutions, such as OOD's Vocational Rehabilitation services and the Job Accommodation Network (JAN)
  - o List of lending libraries throughout Ohio where items may be borrowed and used in the workplace to determine if they provide an effective solution.
  - o Provided examples of items and equipment that serve as an idea generator and starting point for considering reasonable accommodation options for the work areas observed.
  - o Provided information about external funding sources including tax benefits to help offset the cost of purchasing reasonable accommodations.
- **Outcome** – The employer reported the consultation resulted in serving as a great tool for guiding supervisors when determining and implementing reasonable accommodations.

Navigating Title I:

- **Employer's Goal** – To obtain information on best practices for navigating the interactive process.

- **Consultation** – The Worksite Accessibility Specialist (Specialist) consulted with the employer over the telephone to gather information on the employer's current process for handling requests for and identifying reasonable accommodations.
- **Resources** – The Specialist provided resources for the employer's consideration:
    - Identifying what constitutes a request for a reasonable accommodation.
    - The importance of training supervisors on how to recognize a request and what to do when one is received.
    - Best practices for navigating the various steps of the interactive process.
    - Shared ideas for consideration with the Employer's current process.
- **Outcome** – The employer reported the consultation resulted in adding content to an upcoming managers' meeting to address how to recognize a request for a reasonable accommodation.

Worksite Accessibility Services also include access to live and on-demand webinars. Each webinar is accompanied by a learner's guide and helpful fact sheets. Upcoming live webinars are posted on the Information for Employers page of OOD's [website](#). Here is a list of on-demand webinars offered by OOD:

- Navigating the Reasonable Accommodation Process [webinar](#)
- Top 10 Accessibility Resolutions [webinar](#)
- Accessibility Hour with OOD [webinar](#)
- Mental Health Disabilities in the Workplace [webinar](#)
- The Employers' ADA Handbook [webinar series](#)

OOD's on-demand webinars offer employers the option to access training on their schedule. Employers are encouraged to contact their BRS to schedule a post-webinar "questions and answers" session with a host from the webinar.

Resources for Title I of the ADA

In addition to the services available from OOD, additional resources are available to employers which offer practical guidance and best practices for navigating Title I of the ADA.

The Northeast ADA Center's [resource](#) "The Small Business at Work Toolkit" offers employers resources and practical advice for following Title I when hiring and retaining qualified employees with disabilities.

JAN offers an "A to Z of Disabilities and Accommodations" [resource](#) which organizes topics by disability, limitation, work-related function, topic, and accommodation so employers may find the information they are looking for easily. In addition, JAN offers a "Workplace Accommodation Toolkit" [resource](#) which includes information and examples for creating disability-inclusive workplaces, accommodation policies and processes, accommodation forms, and includes videos demonstrating best practices for inclusive behaviors.

The Great Lakes ADA Center is a comprehensive [resource](#) for all five titles of the ADA, including Title I. The center offers technical assistance, training, and publications to educate on the ADA and help to identify effective solutions for implementing the law.

The Equal Employment Opportunity Commission (EEOC) has a "Small Business Resource Center" on its [website](#) which provides information for employers on federal employment discrimination laws, including the ADA. This resource includes employer requirements, tips, fact sheets and videos. In addition, the EEOC offers small business assistance on its [website](#) through training and consultations with its small business liaisons. Contact information for the small business liaisons is available on the EEOC [website](#).

Lending Libraries

When a reasonable accommodation is identified, it can be helpful to try the item in the workplace before making a purchase. A lending library can offer the perfect solution. Lending libraries permit items to be borrowed and tested in the work environment for effectiveness. Here are sources of lending libraries throughout Ohio:

Assistive Technology (AT) of Ohio's Device Lending Library

Categories of items available to borrow include blind and low vision, communication and speech, computer access, deaf and hard of hearing, education and learning, environmental aids to daily living, and switches. For more information, visit AT of Ohio's [website](#).

- <u>Here is an example of an item to borrow</u>: An employee with low vision who stocks shelves in a grocery store has difficulty reading product labels with fine print. The employee requests a reasonable accommodation to be able to read the product labels and stock products in the correct locations on the shelves. The employee and the employer decide to try a handheld magnifier to determine if this is effective in enabling the employee to perform the job. A Ruby Handheld Magnifier is an example of one item available through AT of Ohio's lending library and can be found on the Blind and Low Vision page of its [website](#).

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The Ohio Center for Autism and Low Incidence's (OCALI) Lending Library

Categories of items available to borrow include tools to support reading, writing, organization, communication, blindness and low vision, deafness and hard of hearing, computer and mobile device access, math, independent living skills and more. Some of the technology can be borrowed as software loaded on a laptop, apps loaded on a mobile device or as a dedicated AT device. For more information, visit OCALI's [website](#).

- <u>Here is an example of an item to borrow</u>: An employee who is hard of hearing and works as a librarian has difficulty hearing patrons of the library clearly when the library is busy and background noise increases. The employee requests a reasonable accommodation to be able to communicate clearly with patrons. The employee and the employer decide to try a face-to-face communications device known as the UbiDuo to determine if this is effective in enabling the employee to perform the job. The UbiDuo is an example of one item available through OCALI's lending library and can be found on its [website](#).

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Ohio Developmental Disabilities Council's Technology Lending Programs Guide

Revised April 5, 2022

This resource is a publication that includes a list of lending libraries throughout Ohio. These libraries focus on providing assistive technology and medical equipment to support people with developmental disabilities. For more information, visit Ohio Developmental Disabilities Council's website.

- One of the resources included is a weblink to a two-page "Guide to Assistive Technology Lending Libraries in Ohio" which organizes libraries by type of item, region, and shipping availability. An interactive map is available on this website.

Work Environment

Creating a work environment that is accessible for everyone can increase access for individuals with disabilities, improve productivity for all employees, and foster an inclusive workplace. It is important to consider the accessibility of the digital and physical, built environment. OOD offers Worksite Accessibility Services for employer partners at no cost to consult on accessibility of the work environment. Additional information is available on OOD's Worksite Accessibility Services webpage.

Digital Environment: For many employers, hiring and performing work occur in various ways in the digital environment. This can include completing an online application to apply for a job, accessing materials such as Word and PowerPoint documents, and participating in meetings through virtual platforms. Here are some resources for creating accessible digital work environments:

- **Web Content Accessibility Guidelines (WCAG)** have been developed to create a single standard for accessible web content that is shared internationally to meet the needs of individuals, organizations, and governments. These standards are provided on the W3C Web Accessibility Initiative (WAI) website which includes a comprehensive overview. The website also includes a reference guide on "How to Meet WCAG" and shares guidelines and techniques for accessibility components such as text alternatives, time-based media, keyboard accessibility, readability, compatibility with assistive technology, and others.
- **The Partnership on Employment and Accessible Technology (PEAT)** offers resources to foster digital accessibility in the workplace and provide resources for employers through its Digital Accessibility Toolkits located on its website. Here are examples of resources offered in the toolkit:
  - TalentWorks is a no-cost tool for employers to ensure their online job applications and eRecruiting technologies are accessible. Access this tool on PEAT's website.
  - Tech Check is a short assessment for employers to obtain a "snapshot" of the status of their digital accessibility, determine their accessibility goals, and identify potential steps to take to achieve their goals. Access this assessment on PEAT's website.
- The Office of Accessibility website located at Minnesota IT Services provides resources for digital accessibility including information for accessible documents, meetings, multimedia applications, and more. For example, "Accessible Word Document Training" is offered through its website and addresses items such as styles, color, formatting, tables, accessibility checker, and converting documents.
- **Microsoft's** "Accessibility Checker" for Word, Excel, Outlook, OneNote, and PowerPoint helps to ensure documents are accessible. The accessibility checker is free within these applications and it can find most accessibility issues, explains why an issue may be problematic, and offers suggestions to resolve the issue. More information is available on Microsoft's support website.
- **WebAim** offers an online contrast checker through its website at no-cost to identify if foreground and background colors meet the acceptable contrast ratio for normal text, large text, graphics, and user interface components.

Revised April 5, 2022

- **Testing for Website Accessibility**
  - o W3C Web Accessibility Initiative (WAI) has a resource titled "Easy Checks – A First Review of Web Accessibility" which offers simple steps to begin to assess the basic accessibility of a web page. The resource is available on its [website](#).
  - o WebAIM (web accessibility in mind) has a "Quick Reference" resource which offers testing options through software, checklists, a screen reader, and scans. The resource is available on its [website](#).

Here is an example of a worksite accessibility consultation for the digital environment:

- **Employer's Goal** – To create an accessible online application.
- **Consultation** – The Worksite Accessibility Specialist (Specialist) consulted with the employer over the telephone to gather information on the employer's current application process and their accessibility goals.
- **Resources** – The Specialist provided resources for the employer's consideration:
  - o Provided tools and vendors for testing of the online environment at no cost.
  - o Shared a resource for the international standards for accessible web content.
  - o Included options for vendors who provide accessibility solutions for the digital environment.
  - o Provided best practices for making the online application process accessible.
  - o Indicated alternative ways to make the application process accessible including ideas for reasonable accommodations.
  - o Discussed the importance of including a reasonable accommodation statement in the online application process.
- **Outcome** – The employer reported the information was beneficial in moving forward with their accessibility goals for the online application process.

Physical, Built Environment: Hiring and performing work also occurs in many ways in the physical, built environment. This can include parking, entering and exiting the building, navigating the internal paths, accessing common areas, and performing work in specific workstations. Here are some resources for creating accessible physical, built work environments:

- The New England ADA Center has created an "ADA Checklist for Existing Facilities" (Checklist) based on the "2010 ADA Standards for Accessible Design" (Standards) from the Department of Justice (DOJ):
  - o The Standards are accessibility regulations that apply to Titles II and III of the ADA and provide minimum requirements for new construction and alterations of existing buildings. Access to the Standards is available on this [website](#).
  - o The Checklist includes an assessment for these priority areas: approach and entrance, access to goods and services, toilet rooms, and additional access for drinking fountains, public telephones, and fire alarms. Access to the Checklist is available on this [website](#).
  - o Note: what an applicant or employee with a disability needs for accessibility of the built environment may at times be greater than what the minimum requirements are as indicated in the Standards. Employers should consult the Standards for guidance on their responsibilities under Titles II or III of the ADA.
- The United States Access Board provides a Guide to the ADA Standards (Guide) which includes illustrations and animations which serve as a companion to provisions in the Standards. Access to the Guide is available on this [website](#).

Here is an example of a worksite accessibility consultation for the physical, built environment:

- **Employer's Goal** – To create an accessible main entrance.
- **Consultation** – The Worksite Accessibility Specialist (Specialist) consulted with the employer over the telephone to gather information on the employer's accessibility goals and performed an onsite tour to observe the environment for barriers and possibilities.
- **Resources** – The Specialist provided resources for the employer's consideration:
  - Provided the ADA Checklist for existing facilities.
  - Shared a resource for the ADA standards for accessible design of the built environment.
  - Provided information on tax benefits available to employers who remove barriers to increase accessibility in the workplace.
  - Included a list of vendors to consult with regarding assessment and implementation of automatic doors at the main entrance.
- **Outcome** – The employer reported automatic doors were installed at the front entrance seven months later.

> **Special Note:**
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> For more information on Workplace Accommodations, visit OOD's Inclusive Employer Toolkit.

Conclusion

OOD appreciates your interest in identifying solutions and resources to support a workplace that is diverse and inclusive of employees with disabilities. Each employee with a disability, each employer, and each workplace is unique and because of this, the effective strategy to create a work environment that is accessible and inclusive will be unique. We hope the information shared in this learner's guide and webinar are helpful in supporting your efforts.

Resources

Overview

- Opportunities for Ohioans with Disabilities. "Inclusive Employer Toolkit"

Building the Business Case

- Assistive Technology Industry Association. "AT Resources Funding Guide"
- Employer Assistance and Resource Network on Disability Inclusion (EARN). "Disability Inclusion in the Workplace: Why It Matters"
- Great Plains ADA Center. "Tax Incentives for Small Businesses"
- Job Accommodation Network. "Benefits and Costs of Accommodations"
- Job Accommodation Network. "Funding"
- Northeast ADA Center. "The Small Business at Work Toolkit"
- Ohio Department of Job and Family Services. "Work Opportunity Tax Credit"
- OOD Works website: www.OODWorks.com
- Opportunities for Ohioans with Disabilities. "Candidate Sourcing"
- Opportunities for Ohioans with Disabilities. "Customized Training"
- Opportunities for Ohioans with Disabilities. "Employer Tax Incentives"
- Opportunities for Ohioans with Disabilities. "Inclusive Employer Toolkit"
- Opportunities for Ohioans with Disabilities. "Inclusive Hiring: Applicants with Disabilities Training"
- Opportunities for Ohioans with Disabilities. "On-Demand Webinars"

- Opportunities for Ohioans with Disabilities. "Tax Incentives Fact Sheet"
- Opportunities for Ohioans with Disabilities. "Top 10 Accessibility Resolutions Webinar"
- Opportunities for Ohioans with Disabilities. "Vocational Rehabilitation"
- Opportunities for Ohioans with Disabilities. "Worksite Accessibility Services"
- U.S. Equal Employment Opportunity Commission. "Enforcement Guidance on Reasonable Accommodation and Undue Hardship under the ADA"

Inclusive Workplace

- Opportunities for Ohioans with Disabilities. "10 Tips for Effective Communication with People with Disabilities Fact Sheet"
- Opportunities for Ohioans with Disabilities. "Disability Etiquette Training"
- Opportunities for Ohioans with Disabilities. "Disability Etiquette Training Fact Sheet"
- Opportunities for Ohioans with Disabilities. "Inclusive Employer Toolkit"
- Opportunities for Ohioans with Disabilities. "Let OOD Customize a No-Cost Training Program for Your Business!"

Recruiting, Hiring, and Supporting Employees

- Accenture. "Getting to Equal: The Disability Inclusion Advantage"
- Northeast ADA Center. "The Small Business at Work Toolkit"
- OOD Works website: www.OODWorks.com
- Opportunities for Ohioans with Disabilities. "Communication Best Practices: Employees who are Blind/Low Vision Fact Sheet"
- Opportunities for Ohioans with Disabilities. "Communication Best Practices: Employees who are Deaf or Hard of Hearing Fact Sheet"
- Opportunities for Ohioans with Disabilities. "Communication Best Practices: Employees with Intellectual Disabilities Fact Sheet"
- Opportunities for Ohioans with Disabilities. "Deaf or Hard of Hearing Employees Guide"
- Opportunities for Ohioans with Disabilities. "Inclusive Employer Toolkit"
- Opportunities for Ohioans with Disabilities. "Inclusive Hiring: Applicants with Disabilities Fact Sheet"
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Workplace Accommodations

- Assistive Technology of Ohio. "Device Lending Library"
- Department of Justice. "2010 ADA Standards for Accessible Design"
- Great Lakes ADA Center. "Programs and Services"
- Job Accommodation Network. "A to Z of Disabilities and Accommodations"
- Job Accommodation Network. "Benefits and Costs of Accommodation"

- Job Accommodation Network. "The JAN Workplace Accommodation Toolkit"
- Microsoft. "Rules for the Accessibility Checker"
- Minnesota IT Services. "Accessible Word Document Training"
- Minnesota IT Services. "The Office of Accessibility"
- New England ADA Center. "ADA Checklist for Existing Facilities"
- Northeast ADA Center. "The Small Business at Work Toolkit"
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- Opportunities for Ohioans with Disabilities. "Mental Health Disabilities Training"
- Opportunities for Ohioans with Disabilities. "Navigating the Reasonable Accommodation Process Training"
- Opportunities for Ohioans with Disabilities. "The Employers' ADA Handbook Webinar Series"
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OOD's Business Relations Team – see map on final two pages

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  - o **Counties served**: Ashland, Belmont, Carroll, Columbiana, Coshocton, Crawford, Guernsey, Harrison, Holmes, Jefferson, Knox, Licking, Mahoning, Morrow, Muskingum, Noble, Richland, Stark, Trumbull, Tuscarawas, and Wayne
  - o **CDS**: Dustin Schwab, Kris Wray
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  - o **Counties served**: Allen, Auglaize, Defiance, Erie, Fulton, Hancock, Hardin, Henry, Huron, Lorain, Lucas, Marion, Mercer, Ottawa, Paulding, Putnam, Sandusky, Seneca, Van Wert, Williams, Wood, and Wyandot
  - o **CDS**: Kris Wray
  - o **Colleges/Universities served**: Bowling Green State University, Lorain County Community College, and The University of Toledo

Ohio | Opportunities for Ohioans with Disabilities

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Business Relations and Career Development Specialists Map

![Ohio | Opportunities for Ohioans with Disabilities]

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* Kent State University
* The University of Akron

Northwest Area
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Kris Wray - CDS
* Bowling Green State University
* Lorain County Community College
* The University of Toledo

Southeast Area
Kelly Jordan - BRS
Dustin Schwab - CDS
* Columbus State Community College
* Ohio University
* The Ohio State University

Southwest Area
Cynthia Crews - BRS
Dustin Schwab - CDS
* Central State University
* Miami University
* University of Cincinnati
* Wilberforce University
* Wright State University

East Central Area
Ronald Klonowski - BRS
Kris Wray - CDS
* Stark State College
* Youngstown State Univeristy
Dustin Schwab - CDS
* Central Ohio Technical College

🎓 **Colleges/ Universities**