



>> SARAH PARKER HARRIS: Thanks, Allen. So we are going to talk about disclosure. We're going to go through what is disclosure, disclosure in the workplace, decisions to disclose, factors impacting disclosure and impact of information on disclosure and then we're going to end with disclosure in practice. So we'll do an example, which is the handout I left on the table.

And we're going to try and speak only for about 30 minutes so we can move more into the scenario and the questions as well.

So disclosure in the workplace, there are... sorry.

I'm getting notes mixed up. Disclosure, what is disclosure? It really simply is about sharing information about disability. It's voluntary to disclose, and it is protected under the Americans with Disabilities Act. Disclosure is separate from self-identification for anonymous data collection. Sometimes people do -- not as clear to if an employee is asking usually on a survey, to ask about disability status. The purpose of that information, which is different than actually self-disclosure for the purpose of accommodation.

So disclosure is never required unless there is a formal accommodation request. And accommodations simply are about changes in the way that work is done or how the workplace is orgW\* nB22(o)m0ilacE12 0 612 92 reW\* nB

And so part of what has come out of that is one facet of disclosure that is not often talked about is around the cultural benefits of disclosure. So separate to the law, people -- disclosure can be connected to disability identity. It can be connected to building a community. And also knowledge and understanding in the workplace.

So being able to articulate, particularly for complicated -- more complicated or complex issues around disability, it can be very difficult. And then something that came out in the research that we did, a lot of the research that actualJETCated



signing of the Americans with Disabilities Act into law, that there continues to be knowledge gaps in many areas of the way the ADA impacts different groups. Even though people might be loosely aware of it, specific parts of it, such as the interactive process that we all learned about this morning might be a little more complicated and there may be kind of misinformation and a limited understanding in many groups.

We also know from our research a little bit about the type of effective information that is out there for actually instigating change within an organization. We've seen that focusing only on legal processes often discourages people from requesting or receiving accommodations. So when information is provided, it needs to connect to the broader social goals of the Americans with Disabilities Act and legal processes.

When disclosure is just seen as a little complexity, it often can be a deterrent for having those sort of meaningful conversations that lead to lasting rapport and seeing disability as an aspect of diversity.

So knowing the legal rights and social goals of the ADA and disability rights laws creates a workplace disclosure -- a workplace culture that may be open to disclosure, especially for place that is have had limited social contact with people with disabilities. Even though all workplaces with people with disabilities, often they may be invisible. Oftentimes people with disabilities might not be as vocal at talking about it.

We know that as businesses and people get more exposure in general it seems to lead towards a more accepting environment. We seem to have a situation where when people are more exposed and out and connected to people with disabilities, oftentimes these are the environments where people are more likely to talk about it. I think it seems pretty rudimentary when you say it out loud, but the research is kind of showing these trends over the years.

One complexity with that about kind of the stigma related to disability, though, is we also have seen situations where when businesses only get the legal side of it, or if they're only exposed to people with disabilities on kind of a superficial level, it hasn't actually impacted people's decision to treat disability as a civil rights issue. So unless you understand the social complexity, the idea of disability as a personal identity or attribute, oftentimes that hasn't been enough to change people's minds and impact disclosure decisions as well as reasonable accommodation.

So to kind of conclude that point, there's a lot of information about the ADA and disclosure out there, but it's really important to find the right information. Especially for an individual basis, because not every individual, even with the same impairment needs the same accommodation, and not every business is the exact same two, even in a similar industry, it may be necessary decision to look at this more of case-by-case process to make sure it works in a workplace culture.

To bring this a little more life, we've had enough talking at you and would like to talk with you. We prepared a little scenario that we would like to divide you into groups to first

start on the activity and then we'll come back and kind of have a discussion to look at this process of going through disclosure and requesting a reasonable accommodation.

On your tables we passed out a printout of what is on the screen, as well as six different roles of people who might be involved in the process of deciding granting and facilitating a reasonable accommodation. What we would like to do is read the scenario and then have, within your small groups first at your table, have a brief discussion to talk about how this process might look like for each of those roles separately.

So I would like to start by just reading the scenario out, then we'll give you about five minutes to talk amongst yourselves, then we'll come back at a table to kind of share the complexities of this process.

And the goal of this is to really show much more than the legal side about what this looks like on the human side to actually go through this discussion process of facilitating accommodation.

So here is the scenario.

Jessie has chosen to share information about his disability with his mentor at a manufacturing plant. He has decided to tell his mentor, Joe, about his poor reading skills and difficulty comprehending the new equipment training manuals. Jessie believes

So now think about what it is about yourself or your disability that may need to be revealed to different people involved with your work and why would it be important to reveal information to this person about your disability?

Then we'll come back together.

And seeing as we have a shortage of paper. Let me read out the roles real quick.

The first is a college professor.

The first is a potential employer.

A new friend.

A community member.

A family member.

Or a disability support service worker or coordinator.

>> SARAH PARKER HARRIS: There's lots of great discussion going on. We're going to come back as main group and going to ask you a couple questions and then we would like to hear kind of some of the discussion that was being had.

>> ROBERT GOULD: I guess to start the conhreW\* nBT/F1 12 q0.0000092serv,naseer.



So that process might look very different for one individual based on those kind of variations in the pre-employment process.

Thank you so much for sharing.

Would anyone else like to jump in?

>> AUDIENCE MEMBER: I am a software developer. My question is regarding potential employer. So as she already -- I don't know your name, but she already told about the hiring process in today's hiring process, so the reason it goes through the computer and then we talk to the recruiter, and then we have, like, onsite interview. And if you qualify in all those stages and in meeting with hiring manager, like if we disclose about our disability, then what is the implication? I mean to say, if we pass through all the stages, hiring stages, and if the hiring manager knows about our disability, then he might not be interested in me because of my disability rather than my qualification. So what do I do in such scenario or context? My question is that.

>> ROBERT GOULD: Thank you so much for your question. I think honestly it would be interesting to hear feedback from your peers about the situation, instead of the legal side, maybe it

But when employers and when people understand the larger goal of the ADA is actually seeing disabilities as a civil rights issue, that's when we've seen businesses to change their culture to be more accommodating for people with disabilities.

So, yeah, Sarah is going to bring the phone back to Kevin.

>> KEVIN: I'm Kevin Irvine and work at Rush University Medical Center recruiting people with disabilities for jobs at Rush. -- And I think there's two types of disclosure in the employment hiring context. One part is whether you disclose at all. And obviously if you don't need an accommodation, you don't have to disclose. But I think if you do decide to disclose, whether you need an accommodation or not, it's how you disclose that is really key. And I feel like I talked to a lot of people with disabilities who are job seeking and I







But I wouldn't -- I wouldn't recommend anybody to ask that before the interview because there's so many barriers to getting an interview, that that's something that is easier to discuss face-to-face with somebody and those conversations always go better.

>> SARAH PARKER HARRIS: Thank you that's a great point. I'm being mindful of time. We only have a couple minutes left.

>> ROBERT GOULD: We want to make sure we provide some kind of practical information to move forward, because, obviously, this is just the start of a conversation. Hopefully it was useful you to realize the complexities of the issue that we take away from this, that disclosure is much more than just a legal process. It's individuals, coworkers, employ the larger organizational structure. As well as personal identity and pride. One of the key barriers as we mentioned is having people specifically understand their rights, to understand how to go through this interactive process as well as process of disclosure, how it might differentiate for you on an individual basis we provided a few resources that are kind of vetted as we mentioned, it's important that you make sure you get your information from the right source, obviously with a little caveat we're not unbiased in this, the Great Lakes ADA Center, Sarah and I both work with is a federally funded organization working to achieve voluntary compliance with disability civil rights law. We provided the website also in your packet as well of [www.ADAGreatLakes.org](http://www.ADAGreatLakes.org).

There's a submission. You can submit questions through the website as well as the toll-free number.

Second resource is the Job Accommodation Network. The Job Accommodation Network is [www.AskJAN.org](http://www.AskJAN.org) is a national resource. They provide a number of common accommodations for specific disabilities but they also have a hotline to talk about the accommodation process.

Sometimes, as we mention disclosure, often it's for the process of specifically requesting the accommodation. We find sometimes individuals don't know what they need. JAN is a resource that can really come in in that situation.

We heard from the Equal Employment Opportunity Commission this morning, [www.EEOC.gov](http://www.EEOC.gov). They have a lot of wonderful resources specific to disability. And the last resource we want to mention is the Office of Disability Employment Policy or ODEP and the Department of Labor, which has a number of toolkits specifically for service providers, people with disabilities. To learn more about their rights as well as to better prepare for these workplace scenarios.

As we mentioned, we apologize, we're researchers, so a lot of what we're talking about comes from what we know from the available research evidence. We provided some links to ongoing research projects with the Great Lakes ADA Center and the ADA National Network, which informed a lot of our talk today.

Thank you very much for your time.

>> Rob and Sarah, I want to say thank you for presenting today and sharing expertise on the ADA and disclosure topics.

And we have a small token of appreciation for each of you.

Thank you again.