

# EU.CAP



# Good Practice Handbook



EU.CAP Project

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# State of play and collection of good practices

Approximately 44 million people aged 15–64 in the European Union (EU28) reported having a disability that often prevents them from participating fully in society and the economy. In 2011 in the EU28, people with disabilities had more limited access to the labour market: while the employment rate for people aged 15–64 without disabilities was 66.9%, this rate was 47.3% for people with disabilities. The same trend was observed with regard to access to lifelong learning in the EU28: in 2011, the participation rate in education and training for people without disabilities aged 25–64 was 9.8%, compared with 6.9% for people with disabilities. The gap between people without disabilities and people with disabilities was also noticeable with regard to social inclusion: while the risk of poverty or social exclusion rate was just above 20% for people without disabilities aged 16 and over (21.4%) in the EU28 in 2013, this rate was almost 30% for people with disabilities (29.9%).

Article 1 of the Charter of Fundamental Rights of the European Union states: 'Human dignity is inviolable. It must be respected and protected.' Article 26 states that 'the EU recognises and respects the right of persons with disabilities to benefit from measures designed to ensure their independence, social and occupational integration and participation in the life of the community.' In addition, Article 21 prohibits any discrimination on grounds of disability.



# Employment aid to promote the occupational inclusion of people with disabilities

## Italy

**Mandatory placement for protected categories** : Law of 12 March 1999 n.68. The law imposes on companies, both public and private, so-called reserve or compulsory investment quotas for protected categories. This law makes it possible to promote social inclusion and equal opportunities.

Under the name of protected categories are indicated all persons who have social disadvantages in relation to an ordinary citizen.

In particular, the reserve quotas to be allocated to protected categories shall be:

- ▶ seven per cent of employees, if the enterprise employs more than 50 employees;
- ▶ two workers, if the company has 36 to 50 employees;
- ▶ one worker, if the company employs 15 to 35 employees.

## EXEMPTION AND SUSPENSION

The law provides for cases where the obligation to hire employees belonging to protected categories is excluded or suspended in particular for certain categories of work or if the company is in a particular difficulty situation (bankruptcy, etc.)

The request for suspension of the obligation of commitment must be submitted to the province in which the production unit concerned by the suspension is located, together with documents proving that the conditions laid down in the law suspending the obligation of commitment.



## EXEMPTION

In addition to exempting and suspending the obligation to hire employees belonging to protected categories, the law also provides for the so-called exemption.

In essence, private employers and public economic organizations, which employ more than thirty-five employees, if, because of the special conditions of their activity, they cannot occupy the full percentage of protected categories prescribed by law, may apply to the province for partial exemption from the obligation to recruit.

The application for a partial exemption should be addressed to the competent province for the territory. In support of the request for exemption, appropriate reasons should be provided to the province which, as a general rule, are one of the following characteristics of the activity of the applicant holding:

- ▶ the work required is particularly arduous;
- ▶ the performance of work presents a danger inherent to the type of activity;
- ▶ the special arrangements for the pursuit of the professional activity.

The provincial employment services may grant the application for partial exemption from the applicant holding by authorizing a partial exemption from recruitment obligations up to a maximum of 60% of the reserve quota.

To compensate for the exemption from the recruitment obligation, employers entitled to the partial exemption are obliged to pay to the Regional Fund for the Employment of Persons with Disabilities a contribution of EUR 30.64 per working day for each disabled worker not employed. It is clear that the request for exemption must be linked to specific characteristics of the work and must not be a way of saving on labour costs.

## RECRUITMENT

The hiring of disabled persons may be specifically targeted, so that the placement of the disabled person is targeted, for work that he can perform and, in some cases, by agreement between the company and the regional employment offices (employment centres).

In order to facilitate the recruitment of more than 66 per cent of persons with disabilities and persons with mental and intellectual disabilities, the State transfers resources from the National Fund for the Right to Work of Persons with Disabilities to the regions. In this case, companies must, before recruiting, conclude agreements with the Employment Centres.



In addition to the resources of the National Fund, there is the Regional Fund, which comes from exempted companies and from sanctions for established violations of the discipline that governs this obligation. The Regional Fund is managed by a commission composed of the Regional Labour Policy Advisor, the competent Regional Secretary and representatives of employers' organisations, trade unions, disabled associations and representatives of the provinces designated by the institutional coordination committee.

## PROCEDURE

Disabled people should first make sure they have a certificate of invalidity. Disabled workers can obtain it through INAIL, while disabled civilians must apply to INPS. It is therefore necessary to go to the Employment Centre where one lives and ask to be registered on the list of Law 68/1999 to which the companies refer.

Companies planning to employ persons with disabilities of more than 66 per cent severity must first conclude an agreement with the employment centres.

## Current situation (2021)

A report drawn up this year by the Foundation for Labour Consultancy Studies shows that of the 360mil jobs declared by companies, there are 145mil jobs reserved for people with disabilities not yet covered. 45% of companies and public organisations subject to the obligation are still in breach (77.4% of private companies, 22.6% of public companies). There are 775,000 disabled people on the placement lists and the most penalised are young people.

Basically, Law 68 is no longer sufficient to prevent persons with disabilities from being excluded from the labour market.

In particular, the report states:

- ▶ the imbalance of employment in force in companies towards the older age groups, with 53.7% of the workforce over 50 years old and 14.3% over 60 years old, while the share of those under 40 years old (17.5%) is extremely low. There are various reasons for this, such as a strong entry into the market at the time of the adoption of the law or employees already in place in companies who have succeeded in becoming disabled. It is therefore necessary to reconcile the regulatory obligation with mechanisms to rebalance the generations;
- ▶



- ▶ the high articulation of professional profiles: contrary to the representation often provided by the media, the professional situation of people with disabilities is highly differentiated: 36.2% hold a office job, 19.8% are at the top of the professional pyramid, working in an intellectual or managerial profession (5.3%) or a highly specialised technical profession (14.5%). Among women, the level of professional qualification is even higher;
- ▶ the predominance of public work over the private sector. Out of every 100 disabled workers, 24 work in the civil service;
- ▶ it is in the 25-44 age group that the greatest professional malaise of disabled people is concentrated, with a proportion of jobseekers of 31.2%, almost twice as high as that of the 45-4564 age group, where it drops to 16.8%.

## Belgium

The employment rate among people with disabilities is particularly low in Belgium compared to the rest of the European Union (35% compared to 50% on average for the EU)

Almost all Belgian public administrations have adopted a minimum quota for persons with disabilities to be hired in their staff. These quotas generally vary between 2% and 5%. The private sector is not bound by any quota in terms of hiring workers with disabilities.

In Belgium, various aids can be cited to promote the professional inclusion of people with disabilities:

- ▶ **The discovery internship:** The discovery internship (maximum 20 working days) allows a person with disability to check whether his or her professional project is in line with his or her social and professional integration capacities, but also to be introduced to real professional situations in the profession he or she wishes to pursue. It is not paid and the Phare Service assures the trainee during this period.
- ▶ **The professional adaptation contract:** A measure aimed at promoting the employment of disabled people by arranging a period of mutual adaptation between the employer and the worker during which the employer undertakes to provide the worker with a real professional qualification. The contract is concluded for a maximum of one year with the possibility of a second or, exceptionally, a third year's extension. During the term of the contract, the





disabled person retain his/her main status vis-à-vis ONEM, INAMI or SPF Social Security as well as his/her allowances and, if these are low, the Phare Service will pay him/her a supplement so as to reach €7.26/hour (indexed amount). In addition to this, the beneficiary will receive an intervention from the employer (1€/hour in the first year, 1.50€ in the second).

- ▶ **The insertion premium**: Financial intervention in the remuneration and employer's charges borne by the employer, intervention intended to compensate for the loss of performance of the worker linked to his or her disability. For fixed-term contracts of less than or equal to 3 months: 30% flat-rate financial intervention in the remuneration and employers' charges borne by the employer. For permanent contracts or fixed-term contracts of more than 3 months:  
:: Financial intervention in remuneration and employer's costs. The percentage of intervention, applied to remuneration and employer charges is determined on the basis of a survey carried out at the workplace. This intervention can be renewed as long as the loss of performance persists.
- ▶ **The tutoring premium**: Financial intervention granted to the employer to enable him to release a member of his staff to inform, guide and monitor a disabled worker so as to facilitate his inclusion within the company.
- ▶ **The inclusion awareness premium** : Financial intervention granted to an employer to cover the costs incurred in the framework of a programme of awareness-raising and/or training of the staff on the specificities of the disability of one of the workers in order to promote the inclusion of the latter.
- ▶ **Adaptation of the workplace and the working environment** : Financial intervention granted to the employer or the worker to cover the costs he/she incurs to adapt the workplace (or possibly the working environment) of a disabled worker. This intervention aims to cover the difference between the cost of standard equipment and that of equipment adapted to the disability of the worker.
- ▶ **Intervention in travel expenses** : Intervention in travel expenses to cover the extra costs incurred by the disabled person in travelling for work or training, due to the disability. The person must be unable, because of his or her disability, to use a means of public transportation alone. If he/she can only take a public transport if accompanied, only the transport costs of the accompanying person will be taken into account.



- ▶ **The installation premium:** Financial support for the disabled person who wishes to set up as a self-employed person, who resumes his or her self-employed activity after an interruption caused by an accident or illness, or who tries to maintain his or her professional activity jeopardised by his or her disability and whose loss of yield must be compensated.. The premium may be renewed as long as the loss of yield persists.

The public bodies in charge of employment assistance for persons with disabilities in Belgium are:

The PHARE service for the Brussels Region, the AVIQ for the Walloon Region and the VDAB for the Flemish Region.

## SPAIN

Hiring disabled workers is mandatory in Spain.

In accordance with the General Act on the Rights of Persons with Disabilities and Their Social Integration, companies with at least 50 employees must employ at least 2% of disabled workers (with a disability rate equal to or greater than 33%).

However, there is the possibility that companies may, exceptionally, be totally or partially exempted from this obligation.

The company wishing to be exempted from this obligation must expressly apply to the SEPE (State Public Employment Service), demonstrating that either:

- ▶ The company has submitted an offer of employment to the SEPE and the organisation has not been able to find suitable or interested candidates
- ▶ There are organisational or production-related causes that make it difficult to hire disabled workers (e.g. hazardous tasks). An inspection can be organised to validate these causes.

### Alternative measures

Once the request is made, the SEPE will have two months to respond. Failure to respond within the time limit will be considered an accepted request by virtue of the positive administrative silence. The exemption declaration will be valid for three years, at the end of which the company will have to recommence the exemption process and adopt some of the following measures:

The conclusion of a commercial or civil contract with a special employment centre, or with a disabled self-employed person, for the supply of raw materials, machinery, equipment or any other type of goods necessary for the normal performance of the activity of the enterprise opting for this measure.



The conclusion of a commercial or civil contract of employment, or with a disabled self-employed worker, for the provision of external and ancillary services to the normal activity of the company

Donations and sponsorship actions, always with a monetary value, for the realization of work integration and job creation activities for disabled people, when the beneficiary entity of the said collaboration actions is a foundation or a public utility association whose social object is, among other things, professional training, work integration or job creation in favour of disabled people, which allows the creation of jobs for these people and, finally, their integration in the labour market

The establishment of a work enclave, with the prior subscription of the corresponding contract with a special work centre, in accordance with what is established in Royal Decree 290/2004 of 20 February, which regulates work enclaves as a measure to promote the employment of persons with disabilities. »

Various laws govern employment regulations for persons with disabilities in Spain:

Royal decree 1368/1985 17th /july (Spain)
Royal decree 2273/1985, 4th December (Spain)
(Order 10th April 1986 (Valencia Region))
Royal decree /Law 1/2013, 29 November (Spain) which approves the Consolidated Text of the General Law on the rights of people with disabilities and their social inclusion.
Regulation No 651/2014 (EU)
Order 6/2016 of 27 June (Valencia Region)
Resolution 14th May 2018 (Valencia Region)
Royal decree 1368/1985 17th /july (Spain)
Royal decree 2273/1985, 4th December (Spain)
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Royal decree /Law 1/2013, 29 November (Spain) which approves the Consolidated Text of the General Law on the rights of people with disabilities and their social inclusion.
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Order 6/2016 de 27 June (Valencia Region)
Resolution 14th May 2018 (Valencia Region)

**Recruitment bonuses** for people with disabilities, but also special employment centres or integration companies seek to promote professional integration.

The State Public Employment Service (SEPE) offers the **Active Integration Income**, a specific benefit for this group.

**SAAD, System of Autonomy and Care for Dependency**, is the set of services and economic benefits aimed at promoting the personal autonomy, care and protection of



people in a situation of dependency, through concerted public and private services duly approved, and contributes to the improvement of the living conditions of citizens (NATIONAL, REGIONAL, LOCAL legislation).



# FRANCE

## ▶ LAWS 2002-2 OF 2 JANUARY 2002 AND 2005-102 OF 11

### ▶ February 2005.

- ▶ Two laws today organize and renovate social and medico-social action around three themes: guaranteeing users' rights (Charter of the Rights and Freedoms of Persons with Disabilities), equal rights and opportunities, and the right to compensation for the consequences of their disability (LAW 2002).
- ▶ The reform initiated by [Law 2002-2 of 2 January 2002](#) on the renovation of social and medico-social action has as its main objective the promotion of users' rights. The Act contains two guiding principles to be reconciled:
  - ▶ Guarantee users' rights and promote social and medico-social innovation.
  - ▶ Establish rigorous and more transparent steering procedures by renewing the link between planning, programming, resource allocation, evaluation and coordination. There are four main orientations:
    - ▶ Asserting and promoting the rights of beneficiaries and their relatives. Informing people of their fundamental rights (charter of rights and freedoms of disabled people). For establishments, implementation of the establishment project, the individual project, the welcome booklet, the operating rules, the residence contract and the social life advice.
    - ▶ Broaden the missions of social and medico-social action and diversify the interventions of institutions and services.. The development of various forms of care, with or without accommodation, on a permanent or temporary basis, in boarding schools, semi-boarding schools, day schools, at home, or in family care. Establishment of a legal basis for new structures and home help services, particularly for adults with disabilities.
    - ▶ Improve the technical procedures for steering the system. Establishment of multiannual medical and social plans. Renovation of the authorisation system by introducing periods for the submission and review of projects of the same nature. Diversification of the pricing rules for establishments.
    - ▶ Establish a real coordination of decision-makers and actors and organise their relations in a more transparent way.



It is necessary to stimulate cooperation between institutions and services to guarantee continuity of care and to decompartmentalise the health and social sectors. To generalise the evaluation process: best practice guidelines LAW 2005 Law 2005-102 of 11 February 2005 recalls the principles of equal rights and opportunities, participation and citizenship for people with disabilities, thus recognising their right to compensation for the consequences of their disability, regardless of the origin and nature of their deficiency, their age or their lifestyle. In the field of professional integration, it also reaffirms the principle of non-discrimination and reinforces the obligation to employ disabled workers.

Fundamental changes to meet the expectations of people with disabilities (the question of the law):

### The right to compensation

The Disability Act implements the principle of the right to compensation for disability in institutions and at home. The compensation benefit covers the need for human, technical or animal assistance, accommodation or vehicle improvements, depending on the life project formulated by the disabled person.

### Schooling

The law recognizes the right of every child with disability to be enrolled in an ordinary setting, in the school closest to his or her home.

### Employment;

The law reaffirms the obligation to employ at least 6% of workers with disabilities for companies with more than 20 employees (AGEFIPH link), reinforces sanctions, creates incentives and extends them to public employers (AFIPPH).

### Accessibility

The law defines the means of participation of persons with disabilities in the life of the city. It creates the obligation to make buildings and transport accessible within a maximum period of 10 years.

### Departmental centres for Persons with Disabilities (MDPH)

The law creates the MDPH. In each department, they are responsible for receiving, informing, supporting and advising disabled people and their families, allocating rights and raising awareness of disability among all citizens.



## SUPPORTED EMPLOYMENT

Supported employment is a support system for people with disabilities designed to enable them to obtain and keep paid employment in the labour market.

It is delivered by a single referent and can take place at any time in the person's career: when they are looking for work but also when they are in work. Transitional phases in the career pathway (change of job, company, etc.) also fall within the scope of supported employment.

The decision to admit the disabled worker to a scheme, taken with the consent of the person concerned, is made by the Commission for the Rights and Independence of Disabled Persons (CDAPH) in addition to a decision on orientation.

# SUMMARY OF LAWS AND REGULATIONS (FR)

## INTERNATIONAL APPROACH



Convention des Nations Unies sur les droits des personnes handicapées

Cette convention a été un soutien résolu de l'ONU pour l'amélioration du respect des droits des personnes handicapées. Ce lien donne accès à la Convention elle-même, ainsi qu'à toutes les dispositions et informations qu'elle a générées.

La convention des Nations unies relative aux droits des personnes handicapées (CNUDPH) est le premier instrument international juridiquement contraignant établissant des normes minimales pour les droits des personnes handicapées, et la première convention des droits de l'homme à laquelle l'UE est devenue partie.

Les principaux éléments de la convention des Nations unies sont reflétés dans la stratégie européenne 2010-2020 en faveur des personnes handicapées.

Pour l'UE, la convention est entrée en vigueur le 22 janvier 2011. Tous les États membres de l'UE ont signé et ratifié la convention.

Vingt-deux pays de l'UE ont également signé et ratifié son protocole facultatif en janvier 2019.

# UNION EUROPEENNE



## **Stratégie européenne pour les personnes handicapées 2010-2020.**

La convention des Nations unies relative aux droits des personnes handicapées (CNUDPH), ratifiée par l'UE en 2010, oblige ses parties à élaborer une stratégie de mise en œuvre.

C'est sur la base de cette obligation que l'Union européenne a adopté en 2010 la stratégie européenne 2010-2020 en faveur des personnes handicapées, afin de compléter les efforts nationaux par un cadre à l'échelle européenne. L'objectif principal de l'EDS est de permettre aux personnes handicapées d'avoir le droit de participer pleinement et sur un pied d'égalité à la société et à l'économie. La stratégie reflète les mêmes valeurs que celles mentionnées dans la Convention.

Directive 2000/78 / CE du Conseil du 27 novembre 2000 relative à l'établissement d'un cadre générique en faveur de l'égalité de traitement en matière d'emploi et de travail

Elle établit un cadre général de lutte contre la discrimination fondée sur la religion ou les convictions, le handicap, l'âge ou l'orientation sexuelle dans le domaine de l'emploi et du travail, de sorte que le principe de l'égalité des droits soit appliqué dans les États membres.

### **Directive 2019/882**

La présente directive a pour objet de contribuer au bon fonctionnement du marché intérieur en rapprochant les dispositions législatives, réglementaires et administratives des États membres en ce qui concerne les exigences en matière d'accessibilité pour certains produits et services, notamment en éliminant et en prévenant les obstacles à la libre circulation de certains produits et services accessibles résultant d'exigences divergentes en matière d'accessibilité dans les États membres.

La demande de produits et de services accessibles est élevée et le nombre de personnes handicapées devrait augmenter considérablement. Un environnement où les produits et les services sont plus accessibles permet une société plus inclusive et facilite la vie des personnes handicapées dépendantes.

La présente directive définit les personnes handicapées conformément à la convention des Nations unies relative aux droits des personnes handicapées, adoptée le 13 décembre 2006 (CNUDPH), à laquelle l'Union est partie depuis le 21 janvier 2011 et que tous les États membres ont ratifiée. Les personnes handicapées sont celles qui présentent des déficiences physiques, mentales, intellectuelles ou sensorielles durables qui, en interaction avec diverses barrières, peuvent faire obstacle à leur pleine et effective participation à la société sur la base de l'égalité avec les autres. La présente





directive promeut une participation pleine et effective sur un pied d'égalité en améliorant l'accès aux produits et services traditionnels qui, par leur conception initiale ou leur adaptation ultérieure, répondent aux besoins particuliers des personnes handicapées.



## BELGIQUE



La Belgique est un État fédéral composé de régions et de communautés linguistiques.

Ces différentes entités partagent les responsabilités inhérentes à l'handicap, à l'emploi et à la formation.

Le gouvernement belge a imposé à presque toutes les entreprises un quota minimum de personnes handicapées à engager dans leur personnel.

Ces quotas varient généralement entre 2% et 5%.

[http://www.ejustice.just.fgov.be/cgi\\_loi/change\\_lgpl?language=fr&la=F&cn=2007030532&table\\_name=loi](http://www.ejustice.just.fgov.be/cgi_loi/change_lgpl?language=fr&la=F&cn=2007030532&table_name=loi)

Outre le large éventail des droits de l'homme contenus dans la Constitution belge, les autorités belges ont également adopté en février 2013 et inscrit, dans le Titre II de la Constitution, un article 22ter garantissant à chaque personne handicapée « le droit de bénéficier, selon la nature et la gravité de son handicap, de mesures qui lui assurent autonomie et une intégration culturelle, sociale et professionnelle »

Il a créé le Conseil national supérieur des personnes handicapées (<http://ph.belgium.be/view/fr/csnph.html>) qui est chargé d'examiner toutes les questions relevant de la compétence des règlements fédéraux, auxquelles les personnes handicapées peuvent être confrontées .

En Wallonie, c'est le service public wallon de l'emploi et de la formation (FOREM) qui accompagne les personnes handicapées dans leur recherche d'emploi. ([www.leforem.be/contact/index.html](http://www.leforem.be/contact/index.html)).

En outre, les employeurs de personnes handicapées peuvent obtenir un soutien financier de l'Agence pour une qualité de vie (AVIQ) en matière de rémunération et / ou de charges sociales. L'AVIQ est un organisme public chargé (entre autres) de la mise en œuvre de la politique wallonne d'intégration des personnes handicapées, en proposant des aides à l'emploi et à la formation. AVIQ approuve et subventionne également les services qui accueillent, logent, emploient, forment, conseillent et soutiennent les personnes handicapées. ([www.aviq.be/mission.html](http://www.aviq.be/mission.html))

L'agence équivalente à AVIQ pour la Région de Bruxelles est le service PHARE: <https://phare.irisnet.be>



## FRANCE



In the context of the evolution of laws for people with disabilities, it is important to remember the following two laws in particular:

Law 2 of 2 January 2020 which allows people with an irreversible disability to benefit from lifetime rights.

Thus the recognition of the status of disabled worker (RQTH) has been issued for life since 1 January 2020.

<https://travail-emploi.gouv.fr/emploi-et-insertion/emploi-et-handicap/article/obligation-d-emploi-des-travailleurs-handicapes-ce-qui-change-en-2020>

Law 102 of 11 February, 2005, which affirms the principle of non-discrimination in employment. The law focuses on the involvement of employers by providing financial incentives and increasing sanctions..

The main points are as follows:

1. Charter of rights and freedoms of the people with disabilities,
2. Equal rights and opportunities,
3. The right to compensation for the consequences of their disability.
  - The right to compensation (daily life)
  - Schooling (right - close to home)
  - Employment: 6 % and incentives (+financial penalties if below)
  - Accessibility ( transition period of 10 years)
  - The home county of persons with disabilities (MDPH)

Commission for the Rights and Autonomy of People with Disabilities (CDAPH) Supported Employment. The CDAPH issues the RQTH (recognition of the status of disabled worker), and decides on the orientation of the person towards the ordinary working environment or the protected environment.



## ITALIE



Law of 12 March 1999 No. 68.

Professional integration of disabled people

Scheme

Definitions: People who have a reduction in work capacity of more than 45 per cent,

Reserved posts %

Public and private employers are required to employ workers from the protected categories to the following extent:

- ▶ 7% of the workers employed, if they employ more than 50 employees;
- ▶ 2 workers, if they employ 36 to 50 employees;
- ▶ 1 worker, if they employ 15 to 35 employees..

Law 2012 (reform)

Criteria for exemptions for the hiring of people with disabilities are redefined; rules for strengthening control activities are also established

Region (Veneto)

VET COURSES

Initiatives (2018) – Many short courses have been activated for people in the protected categories. We are repeating the experience of the Veneto region, which has allocated a lot of funds. Finally, the "Facilita" course includes 6 workshops for a total of 144 hours.



# ESPAGNE



En Espagne, on compte 1 840 700 personnes handicapées âgées de 16 à 64 ans, ce qui représente 6,12 % de la population totale.

Seul un tiers de ce groupe est intégré au marché du travail et a un taux d'abandon scolaire de 43,2 %. Toutefois, en 2016, 10,26 % des déclarations d'impôt sur le revenu des particuliers ont révélé l'existence de situations d'invalidité dans le

noyau familial, ce qui équivaut à plus de 2 millions de personnes.

## Niveau National

Loi générale sur le handicap (LGD) (décret législatif royal 1/2013) Refonte :

Le texte de synthèse de la loi générale sur les droits des personnes handicapées et leur inclusion sociale revêt une importance particulière, car il reprend les principaux aspects de plusieurs lois qui ont été abrogées en tant que telles.

- IISMI 1982, Intégration des personnes handicapées sur le marché du travail (% , définitions, procédures)
- IIONDAU (2003) égalité des chances, non-discrimination et accessibilité
- Loi sur les infractions et les sanctions (2007)

## Région de Valence

Ordonnance 6/2016 du 27 juin (région de Valence)

Ressources financières (aide) et centres spéciaux pour l'emploi

Résolution du 14 mai 2018 (Région de Valence)

Dernier règlement sur les centres spéciaux pour l'emploi : procédures et soutien financier.



# Good practices of socio-professional integration projects for people with disabilities

## ITALIE

PROACTIVE 2017, GO ACTIVE 2.0 2018–2019, STAY ACTIVE

3.0 2020–2021

<b>Activity Area</b>	Public
<b>Size of the Executive Team</b>	Size of the executive team: Partnership: bodies accredited to employment services, employment centres, services for the professional integration of social and health services,
<b>Project seniority</b>	4 years
<b>Methodology used</b>	Orientation/Competency Check Vocational training courses - active/workshop didactics Training courses for the development of transversal knowledge - active/workshop didactics Accompaniment to work

### Project stages

The Employment Centre informs the lead agency of the companies that are required to recruit and the job profile they are looking for. The organization in turn sends the names of the companies to the partner organizations and the names of the people who could go to the job on display. These people are known to the institutions because they have already participated in 60-hour training courses, preceded by two hours of orientation activities. During these activities, the tutors/trainers were able to collect information on the type of disability, previous work and/or internship experiences, but also on transversal and professional skills. Data were collected by means of questionnaires and interviews.



The questionnaire is based on the following categories: 1- Care and hygiene of the person; 2- Mobility and movement; 3- Behaviour in class (respect for schedules, communication, respect for rules, participation, etc.) ; 4- Behaviour in common areas (communication and interaction, collaboration); 5- Cross-disciplinary professional skills ability to pay attention and concentrate, learning ability, autonomy in the organisation/planning of work, autonomy in the execution of the task, appropriation of the request for help, ability to adapt to changes in the organisation of work, problem solving, ability to make proposals, to identify new solutions, ability to evaluate the result, to detect errors, to accept corrections and suggestions); 6- Personal resources (motivation and commitment, perception of one's own abilities to perform the task entrusted, expectations in relation to the formative experience)

The OML (the labour market operator) contacts the company to better understand : the profile required, the accessibility of the company, the working hours, etc. The OML then contacts the people by presenting them the job offer. Interested people are invited to send updated resumes to be submitted to the company.

The company is asked to answer a selection questionnaire to which it is asked to add the full name of the persons selected for the interview, whether they have applied, whether they have been found suitable/unsuitable and whether they have been selected for the job.

Once the company has identified the person, the person before the start of the job, the company has a two-hour interview with the OML in order to support the person in this integration phase. The OML will then monitor the integration for six months by making two one-hour company visits per month..

During these meetings, the OML will have to compile and fill in questionnaires to monitor the labour market integration process.

At the end of the six months, the OML has a questionnaire completed by the company's contact person and the worker to assess the quality of the labour market integration process.

## Tools Used

- ▶ Orientation evaluation form
- ▶ Tutor and Trainer evaluation form
- ▶ Tutor work support sheet
- ▶ Tutor follow-up sheet in relation to work experience
- ▶ Tutor follow-up sheet in the company in relation to work experience



- ▶ Follow-up sheet for the disabled person in relation to his/her professional experience
- ▶ Evaluation form of the tutor in relation to the professional experience
- ▶ Evaluation sheet of the tutor in the company in relation to the professional experience
- ▶ Evaluation form for the disabled person in relation to his/her professional experience

### *Added value in your reality*

Thanks to this project, we are able to take charge of the person from beginning to end, to know their potential and difficulties, helping them more effectively to find the best job for them. In addition, companies feel better protected and safe because they know that they have the collaboration of experienced people who can help them recruit and accompany workers with disabilities.





# HUMAN CAPITAL AREA, CULTURE AND COMMUNITY

## PROGRAMMING – DIRECTORATE FOR WORK

Targeted Placement Action Programme – 2019–2020

<b>Activity Area</b>	Public – Veneto Region
<b>Project seniority</b>	Since 2019
<b>Methodology used</b>	Financial interventions aimed directly at enterprises or third parties, such as private employment services, in order to make the professional integration of people with disabilities more effective

### Project stages

The stages are:

#### **Incentives for enterprises to:**

1. Contributions to employment adjustments;
2. Incentives for indefinite recruitment;
3. Incentives for fixed-term recruitment;
4. incentives for commitment, art. 13 (1) and (1a) of Law 68/99 6;
5. Training of newcomers with disabilities

#### **Promoting active policy experience:**

1. Support for the implementation of internships promoted by the CPIs
2. Support for the implementation of internships promoted by the professional integration services of the ULSS
3. Active employment policy courses promoted by the accredited entities in partnership with territorial actors
4. Training actions for the creation of the person responsible for the professional integration of people with disabilities

#### **Financial support for participation in training courses**

1. Interventions for the participation of students with disabilities in upper secondary education, higher education and training pathways and traineeships for access to higher education professions
2. Contributions to blind telephone operator courses 11

#### **Experimental interventions for the implementation of pre-labour pathways**



Adaptation of laboratories to support the employability of persons with disabilities

### **Communication actions**

Information and communication strategies and services of the Regional Fund for the Employment of Persons with Disabilities

### *Tools Used*

Regional Fund for the Employment of Persons with Disabilities

### *Added value in your reality*

Take specific measures according to the needs of the labour market, businesses and people with disabilities



## UNICREDIT

<b>Activity Area</b>	banking industry
<b>Project seniority</b>	Since 2018
<b>Methodology used</b>	Disability Manager

### *Project stages*

- ▶ This role was created to meet the needs of colleagues with disabilities and to improve the quality of their private and family life. The Disability Manager acts as a driving force and a link between the different functions in the company to promote inclusion at all levels. Inclusion activities throughout the year included workshops, which were also attended by managers of colleagues with disabilities; training and awareness-raising activities on the subject; and company roundtables, open to all employees.

### *Tools Used*

- Workshops
- Training
- Comparison Roundtables

### *Added value in your reality*

The Disability Manager could become one of the interlocutors to understand the needs of companies and work together for the professional integration of people with disabilities

### *European dimensions detected*

The figure of the Disability Manager is planned in all European Unicredit offices.



# BELGIQUE

## CAP'INCLUSION

Activity Area	Public
Project seniority	2016
Methodology used	Psychosocial follow-up and job coaching throughout the process. Definition of a professional project Accompaniment before/during/after employment Case-by-case method and reevaluation of the person + empowerment

### Project stages

- ▶ Competence assessment/Motivation
- ▶ Definition of a professional project
- ▶ Discovery internship
- ▶ Orientation to training (optional)
- ▶ Accompaniment to employment (job coaching + awareness raising companies)

### Tools Used

- ▶ Skills assessment form
- ▶ Job coaching tool for building a professional project
- ▶ Guide to writing Resume and cover letter
- ▶ Grouped job coaching sessions on attitude at work, self presentation, etc.

### Added value for the EU Cap project

Different steps that can be used to build the learning tool.

### Other

<https://capinclusion.be>



## DIVERSICOM

Activity Area	Private
Project seniority	2014
Methodology used	Job coaching + preparation of the job seeker Awareness raising + advice to companies Communication: good practices

### Project stages

- Meeting
- Coaching
- Research
- Integration and development
- Positive communication

### Tools Used

- ▶ Skills assessment
- ▶ Job interview preparation
- ▶ List of client companies
- ▶ Awareness sessions in companies,
- ▶ Company-Jobseeker Matching Sessions

### Added value for the EU Cap project

Communication

Space occupation in the disability and employment sector

Matching and job coaching methodology

### Other

<http://www.diversicom.be>



## TRANSITION-INSERTION PROJECT

Activity Area	Funded by the European Social Fund
Size of the Executive Team	14 Walloon schools – 5 in Brussels
Project seniority	2009
Methodology used	Accompaniment of young people in specialised schools forms 2 and 3, final year + year following Creation of a new post in schools: Referent-coordinator

### Project stages

- ▶ Construction of a professional project
- ▶ Information on networks and structures to be approached "after-school"
- ▶ Preparation for the transition from school to work

### Tools Used

- Training of referents on job search support
- Organisation of a meeting day between young people and field actors
- Accompaniment during and after in order to avoid a break in the educational and socio-professional pathway.
- Link with parents

### Added value for the EU Cap project

The transition from school to work;

### European dimensions detected

Funded by the European Social Fund

### Other

<https://transition-insertion.be>



## DIVERSITY PLAN – ACTIRIS

Activity Area	Public
Size of the Executive Team	3 to 8 people per participating company
Project seniority	2008
Methodology used	Support for the implementation of a diversity plan

### Project stages

- ▶ Declaration of intent
- ▶ Establish an internal team
- ▶ Establish a baseline
- ▶ Define actions
- ▶ Evaluate costs and submit a file
- ▶ Implement the diversity plan
- ▶ Evaluate the plan
- ▶ Apply for the Diversity label

### Tools Used

Internal Actiris support team for the drafting of the diversity plan and its implementation

### Added value for the EU Cap project

Internal implementation in each company that would like to obtain the diversity label.

The implementation and evaluation tools

The communication and image aspect of the label

### Other remark(s)

Broader than People with Disabilities. Diversity plan to avoid gender, age, ... discrimination in hiring.

### Other

<https://www.actiris.brussels/fr/employeurs/plans-de-diversite>



# ESPAGNE

## CENTRO ESPECIAL DE EMPLEO

Activity Area	PRIVATE WITH PUBLIC SUPPORT
Project seniority	1985 creation 1990 Center of Picasses (Valencia)
Methodology used	National legislation with different adaptations at regional level. Adaptation of the job place. Aids from the Valencia Region Government and bonification of social security contributions. Integration action with the rest of the workers in the factory. All kind of workers with dissability with specific technical Media

### Project stages

- ▶ Proposal to the Regional Government
- ▶ Selection of participant through the regional employment service.
- ▶ Coordination with trade union and representatives of workers.
- ▶ Annual report and aid request.

### Tools Used

- ▶ Adaptation of the job place
- ▶ Coordination with specialist, associations, workers and families.
- ▶ Technical support for Regional Ministry of work and Regional Ministry of social services.
- ▶ Directory of jobseekers with dissabilities.

### Added value for the EU Cap project

Integration in a real work process factory.

Special support from specialist at the factory and from regional goverment.

Support for the municipality (local adminsitration) and NGO's .

### Other remark(s)

<https://www.dr-schneider.com>





## CENTRO DE INSERCIÓN

Activity Area	PRIVATE WITH PUBLIC SUPPORT
Size of the Executive Team	Manager Pedagogical team Medical team Infraestructure support team
Project seniority	2000 (20 years aprox.)
Methodology used	The San Marcelino occupational center is a day service with a capacity for 72 users, the purpose of which is to provide a useful and therapeutic activity to people with functional diversity, who cannot access a job. Our users are people over 18 years of age, with light or moderate disabilities without serious associated disorders that prevent them from developing an occupational activity.

### Project stages

- ▶ Welcome
- ▶ Support of families
- ▶ Possibilities of incorporation in the job market
- ▶ Work of skills of participants.
- ▶ Follow up ( work with personal /individual support)
- ▶ Evaluation

### tools Used

The model that has been followed over the years is centered on the person and their needs, with a normalizing vision and using labor integration and the development of social skills to achieve an adequate level of quality of life.

Individual support is offered according to the needs of participants and their preferences in order to achieve participation and integration in society.

For this, special emphasis is placed on maximizing employment potential. In the cases in which the labor option is not always viable, the objective to fulfill is to provide a useful and therapeutic activity to each one of them.

### Added value for the EU Cap project

- ▶ Collaboration public (regional and local administration) + private company.



- ▶ Use or arts in the rehabilitation of young people with disabilities.
- ▶ Access to work life of some of the participants.

## Other remark(s)

<https://palmaserviciosociales.es/centros>

<https://www.facebook.com/Centro-Ocupacional-San-Marcelino-1220327144647135>

## NOU PER TRES

<b>Activity Area</b>	PRIVATE
<b>Size of the Executive Team</b>	8 Manager Teacher Psychologist Medical staff
<b>Project seniority</b>	12 years
<b>Methodology used</b>	The basis of the work is community intervention. They believe that that all people and groups have individual and social resources and potential. Their urgency is a quick but sure diagnosis. Their task to achieve, from the comprehensive approach, real improvements in people. Because people's problems are multidimensional and, of course, the problems are not people

## Project stages

- ▶ Diagnosis
- ▶ Agreement
- ▶ Public support search
- ▶ Individual interventions
- ▶ Selection of participant who can find Integration in the job market

## Tools Used

- ▶ Diagnosis staff
- ▶ Individual treatment
- ▶ Therapeutic support



- ▶ Job integration specific support

### ▶ *Added value for the EU Cap project*

- ▶ Private initiative
- ▶ Support of Ngo's and assocaitons.
- ▶ Support of municipalities
- ▶ Support of the University of Valencia

### *Other remark(s)*

<http://www.noupertres.com>

## FRANCE

### PRÉINSERTION/IRIPS

<b>Activity Area</b>	Associative
<b>Size of the executive team</b>	10
<b>Methodology used</b>	Involvement of the user in the construction of his integration project. Individualized pedagogy and personalized psychosocial support. Medical expertise Identification of abilities and skills through an evaluation in simulated professional situations and in company.

### *Project stages*

- ▶ Personalized reception and listening.
- ▶ Medical and psychomotor assessment.
- ▶ Placement in a work situation
- ▶ Evaluation of aptitudes, abilities and skills.
- ▶ Work on interests and development of a professional project.
- ▶ Development of an integration pathway



## Tools Used

- ▶ Techno gestural workshop, tertiary workshop
- ▶ Exercises of increasing difficulty
- ▶ Tests
- ▶ Criteria grid

## *Added Value*

- ▶ Multi-professional teamwork
- ▶ Comprehensive
- ▶ Partnership and networking



## CFA MÉDÉRIC PARIS-RUNGIS

Project initiated by the CFA Médéric Paris-Rungis and supported by the hotel and catering trade union. Within the framework of these courses, a social integration and employment dimension is integrated for people with disabilities.

<b>Activity Area</b>	Private (hotel, catering)
<b>Seniority</b>	Since 2019
<b>Methodology used</b>	<p>A structuring pedagogical and social support: A pre-entry i training session is structured: two months before the start of the school year, a pre-entry session is organized to welcome new apprentices who receive a pre-presentation of the CFA and the chosen training course.</p> <p>A unique apprenticeship guide, provides all the answers to the multiple questions relating to their apprenticeship training: legal framework, internal functioning of the CFA, and the various aid schemes...</p> <p>A company guide: to ensure better support for apprentices and facilitate employers' procedures, a booklet for apprenticeship masters is currently being drawn up, focusing on a legal framework and a second section dedicated to the internal operation of the CFA. External interventions are provided by professionals: financial education provided by the banking profession, awareness-raising session on bio-waste, presentation of jobs and positions within a recognized Group, intervention by a university, etc.</p>

### Project stages

A partnership between AGEFIPH and the Professional Union of Hoteliers

Reinforcement of the CFA Médéric's commitment to the integration of young people with disabilities.

Personalised follow-up, listening, advice, daily assistance in the training of the learner. For the listening area, two special contacts are available for relations with companies and internal school follow-up.

### Tools Used

- ▶ Training



- ▶ File of partners I (e.g. housing to cope with emergency situations)



- ▶ Financial aid related to housing (A.P.L, Mobili Jeunes, Loca Pass, etc.).
- ▶ A disability referent for personalised follow-up
- ▶ A tutor for professional support

## Added Value

- ▶ Learning from these experiences
- ▶ Contacts

## European Dimension

- ▶ Erasmus project
- ▶ CFA Médéric is a holder of the Erasmus+ Charter for Vocational Training

## PASSERELLE HANDICAP

Practice from experiences linked to Handi 'Cap Entreprises – FACE- Paris

<b>Activity Area</b>	Business clubs
<b>Seniority</b>	Since 2011
<b>Methodology used</b>	An internship, an alternation, a job? Idea of a pathway to enable candidates to integrate into the company while training for the requirements of the company? Limit the risks for the company by recruiting at the end of a mutual learning process. Actions carried out in the club's companies.

## Project stages

The " passerelle handicap" enables young people with disabilities from specialized structures (such as IME, ULIS Lycée, etc.) to train for certain jobs in these companies (kitchen assistants, room service, etc.).

The weekly rhythm of this training, which lasts 6 months alternating and is based on the acquisition of professional skills, consists of two days of practice in one the group's structure, two days in CFA, and one day in the initial structure.

This type of bridge is set up under a tripartite agreement: a CFA, National Education and a company.



## Tools Used

- ▶ Training
- ▶ Accompaniment
- ▶ Learning Guides
- ▶ Company guide to welcoming a person with disability

## Added Value

- ▶ To be able to document these experiences
- ▶ Contacts, ideas, interests...

## In summary (FR)

Dans la plupart des projets sont inclus le soutien individuel à la transition professionnelle, et l'itinéraire d'intégration, ce résumé met en évidence les **contributions les plus « innovantes » ou « différentes »** que chaque projet pourrait apporter en évitant de répéter le type d'activités « communes à tous les projets ». L'idée est d'essayer d'extraire de chaque projet la valeur ajoutée qui peut être trouvée et elle est différente d'un pays à l'autre.

Si nous commençons par le projet (BE1) CAP INCLUSION, c'est **un exemple complet** avec

**un accompagnement détaillé** vers l'emploi et la **sensibilisation** des entreprises-

Dans cette proposition, on peut trouver un **outil de coaching professionnel pour construire un projet professionnel** et - des sessions de **coaching professionnel en groupe** sur l'attitude au travail, la présentation personnelle.

À partir de ce point, nous pouvons faire l'exercice suivant afin de « compléter/ajouter » ce projet avec d'autres **méthodologies, pratiques, points de vue, acteurs, matériel, ressources** qui peuvent être trouvés dans le reste des projets :

Dans DIVERSICOM (BE2), l'utilisation d'une **liste d'entreprises clientes** et l'**organisation de sessions de jumelage entre les entreprises et les demandeurs d'emploi** sont deux exemples remarquables.

Dans PROJET TRANSITION-INSERTION (BE3), création d'un nouveau poste dans les écoles : Référent-coordonnateur, **Préparation à la transition de l'école au travail** sont deux points intéressants (il est clair que dans cet exemple, le point de départ est l'éducation)

Nous trouvons également intéressant l'**organisation d'une journée de rencontre entre les jeunes et les acteurs** du secteur et un autre point qui pourrait également être





inclus est le - **Lien avec les parents (familles)**

Dans PLAN DIVERSITÉ Projet ACTIRIS (BE4), la demande du **label Diversité** et la **mise en œuvre interne** dans chaque entreprise sont deux bonnes propositions à partager.



Dans PRO ACTIVE, GO ACTIVE & STAY ACTIVE (IT1), il y a un **exemple de questionnaire qui comprend une** évaluation sur : 1) les soins personnels et l'hygiène, 2) la mobilité et les déplacements 3) le comportement en classe 4) le comportement dans les espaces communs 5) les compétences professionnelles interdisciplinaires 6) les ressources personnelles qui pourraient être partagées.

En outre, la **collaboration** entre les centres d'emploi et les services pour l'intégration professionnelle des services socio-sanitaires

La deuxième meilleure pratique d'Italie du PUBLIC – VENETO REGION (IT2), concerne **les actions de formation pour la création de la personne responsable** de l'intégration professionnelle des personnes handicapées

À propos du secteur bancaire parce que nous pensons que l'approche du secteur privé pourrait ajouter de la valeur à l'évaluation par les pairs et à la figure du responsable du handicap en tant que membre de l'équipe. Dans le secteur bancaire (IT3), **la figure du responsable du handicap dans les bureaux UniCredit**, l'utilisation de **tables rondes** de comparaison est soulignée.

La deuxième meilleure pratique d'Italie de PUBLIC – RÉGION VENETO (IT2) est remarquable les actions de formation pour la création de la personne responsable de l'intégrité professionnelle des personnes handicapées

À propos du secteur bancaire parce que nous pensons que l'approche du secteur privé pourrait ajouter de la valeur à l'examen par les pairs et à la figure du gestionnaire du handicap en tant que membre de l'équipe. Dans le secteur bancaire (IT3), la figure du responsable du handicap dans les bureaux d'UniCredit, l'utilisation de tables rondes de comparaison est soulignée

De PREINSERTION / IRIPS (FR1) Il est intéressant **de créer une situation professionnelle simulée** et dans une entreprise.

Du CENTRE SPÉCIAL POUR L'EMPLOI (SP1), la **participation de la société civile, des municipalités et des parties prenantes**, la coordination avec les syndicats et les représentants des travailleurs et le soutien à la municipalité (administration locale) et aux ONG

Dans INSERTION CENTER (SP2) le plus remarquable est la collaboration entre (administration régional et locale) + entreprise **privée (partenariat public-privé)** et **l'utilisation des arts** dans la réhabilitation des jeunes handicapés.



# Employment-Disability Overview

Representations, and experiences of target groups.

## Employment representations of people with disabilities

People with disabilities feel they are in a more difficult situation than other job seekers. Less mobility and less versatility are emphasized, well before employers' attitudes of fear or low openness.

In interviews, people with disabilities say they are more able to defend their candidacy, to convince the employer. If they are offered a trial, they feel more capable of convincing. The most difficult step seems to be the selection of the curriculum vitae by the employer.

The question of when to talk about disability remains a question mark. There is no strategy developed in this field. However, everyone is aware that this will have to be discussed with the employer at some point. The possibility of obtaining a bonus for the employer is the only positive element that interviewees can think of in this situation. This "bonus" also raises questions for some, because they see behind it the idea that the disabled person would be less valuable than another person, and that the commitment is therefore on the cheap.

To the question: "What is work?" 60% of people with disabilities mention the financial element as a function of work. 40% talk about making themselves useful.

All persons with disabilities, in their definition of work, talk about positive elements. They confirm the importance of work that allows them to develop, to be useful, to have contacts.

Most of them think that employers do not hire people with disabilities because of a lack of productivity, that companies hire them to get a bonus. They believe that the expectations of an employer are the same for people with disabilities as for any other person. Paid work is important, it is what allows "to be proud, to be like everyone else, to have a place in society".

We can put forward the hypothesis that the representation of work by people with disabilities can be summarised as follows:

- ▶ *not to work is to be excluded, to be different from others. To avoid this, one needs paid work (but the money obtained is not the primary goal, it is the one that gives value, pride);*



- ▶ *in this job, you have to be accepted. To do this, you have to be useful or at productive (to be useful is to do something that others cannot do, but it is very rare; to be productive is to be just as productive as everyone else); -the fear of not being productive is very strong. So, we will choose jobs for which we are more or less sure to succeed;*
- ▶ *to reassure oneself for this type of job, one tells oneself that, in any case, one has no other choice, that this is what is offered to us and it is like this. .*

## **Representations of disability as a barrier to employment among employers, PH job seekers, social workers in the PH and socio-professional integration sectors**

- ▶ *a person with disability does not "present well enough" and may frighten customers;*
- ▶ *the disabled person frequently pictured by employers is either in a wheelchair (which causes accessibility problems) or has a profound mental disability. Disability is linked to a lack of autonomy and with a representation still based on "clichés". The question is paramount when we know that most disabilities are invisible.*
- ▶ *a person with disability will be poorly accepted by his or her able-bodied colleagues.*
- ▶ *The problem of the worker's versatility (or the multiplicity of tasks to be performed) is a brake on the hiring of a disabled person. The employer does not want to reorganise the functioning of his department for a disabled worker who cannot take on this versatility. For example, an assistant (secretary) should not only know how to use a PC but also how to welcome customers, take notes, answer the phone or do documentary research...*
- ▶ *Some employers feel that hiring a person with disability may damage their image, and this is mainly for reception and customer service positions.*
- ▶ *Employers fear repeated absenteeism and reduced productivity. Employers are more afraid of progressive pathologies than of a stabilized disability.*



- ▶ *The adaptation of workplaces seems problematic for some employers who cannot afford to wait for this adaptation to take place, as the worker must be operational immediately.*
- ▶ *Employers are not sure whether they will be able to enjoy the financial benefits of hiring the disabled person or adjusting their workplace. They have to deal with a long delay before they get a response regarding this financial aids. Moreover, this response is not always positive.*
- ▶ *The difficulty regarding lack of means and techniques to select people with disabilities, is often mentioned by staff managers and human resources managers.*
- ▶ *A final barrier is the frequent assimilation of disability in one area to disability in all areas. There is a tendency to consider that a physical disability, for example, leads to disabilities in all areas of work.*

Employers were asked what they thought was the main reason for not employing a person with disability in a company, out of four possibilities.

The proposed answers were:

- ▶ a productivity criterion ;
- ▶ a communication difficulty;
- ▶ a fear of workers with regard to disability;
- ▶ a lack of applications from people with disabilities.

## Representations as to the underlying ideology that produces discrimination in hiring

The term "**person with disability**" has certain meanings for employers. For example, the terms 'disabled person' have given rise to the following associations: Physical disability, mental disability, full person, difficulties, difference, adaptation, qualities, shortcomings, emotion.

« **Physical disability** » brings together concepts such as motor disability, physical handicap, person in a wheelchair, person who does not enjoy all his or her physical (or mental) faculties, innate or acquired disability.

« **Mental disability** » relates to the keywords mental disability, Down's syndrome, person who does not have full mental (or physical) capacity.



« **Full person** » synthesises the following notions: normal person, person like another, equality, person not to be excluded, no difference, person considered like any other worker, we are all disabled.

The « **difficulties** » aspect covers the difficulties that a person with disability encounters according to the employers, namely, difficulties of integration, difficulties linked to daily life, difficulties in finding a job, difficulties of access, of moving, difficulties of adaptation, of self-acceptance, and difficulties of being accepted.

The notion of « **difference** » is related to the keywords: person who is different, misperceived, misunderstood, who has less chance than others.

« **Adaptation** » refers to the notions of adaptation of work, workplaces, adapted occupation, human and material assistance.

The « **qualities** » aspect: illustrates ideas such as hidden qualities, likeable people, enhanced development of certain faculties, and supernatural strength.

The notion of « **lack** » relates to the lack of training and the lower level of competence.

The « **emotions** » refer to the key words cited by the employers in terms of emotions aroused by a disabled person, namely: courage, respect, understanding, unhappiness, concern for their future, bad luck, a blurred image of disability, the fact of not thinking about it spontaneously, the fact of feeling uncomfortable talking about disabilities...

These responses highlight various contradictory representations of the disabled person: a full person but a different person, a person with qualities but also with shortcomings and difficulties, and finally, a person who does not leave one emotionally indifferent.

For employers, the disabled person at work generally evokes the notions of adaptation, integration, lower performance and difficulties of acceptance.

Adaptation includes the following keywords: relational and professional adaptation, guidance, adapted job, adapted work, adapted infrastructure, the right person in the right place.

The notion of integration reflects ideas such as integration, no difference, the need to facilitate access to work, getting organised, no barriers, a full-fledged worker.

Lower performance summarises problems of profitability, productivity, lower profitability, technical constraints, and the technical tools to be found to overcome the constraints.



- ▶ The category on difficulties in accepting people with disabilities identifies the problem of acceptance in the team, with clients, possible rejection of staff, extra preparation acceptance, and exclusion.
- ▶ Employers were asked about the type of tasks they would or would not assign to an employee with disability. From the responses received, it seems that the type of work assigned varies according to the type of disability of the person. For people with physical disabilities, administrative work (secretarial, file writing, translation, accounting, telephone, filing, encoding, etc.) is often proposed. Some employers mention an activity within the personnel department, an openness to all functions or a task that is not physically demanding.
- ▶ A more compartmentalised attitude also appears to be that the worker should be placed in an office where he or she would remain in place and be given tasks that are not very mobile in order to avoid wasting time moving around due to mobility difficulties caused by the physical disability..

Some employers specify that these should not be positions in direct communication with customers, such as a reception post, for example, as the person may disturb customers or damage the company's image.

People with learning disabilities would be more likely to work in manual or maintenance jobs: cleaning, warehousing, light manual work. Most employers find it difficult to work with people with learning disabilities because ::

- ▶ companies are more helpless when faced with a mentally disabled worker who requires more supervision for which the company is not equipped;
- ▶ people with mental disabilities do not have a sufficient level of education;
- ▶ people with mental disabilities have different types of relationships than the able-bodied, they are more difficult to identify;
- ▶ there is not always manual work in the company;;

For most employers, the ordinary business seems to gather the greatest benefits for the professional integration of disabled people. These advantages are :

- ▶ greater personal fulfilment, well-being ;
- ▶ integration into society, into a 'normal' work system;
- ▶ an encounter with non-disabled workers;



- ▶ this job is especially suitable for physically disabled people in wheelchairs;
- ▶ the disabled person can do a job there in relation to his or her level of qualification;
- ▶ higher pay than working in a sheltered environment.

The disadvantages are:

- ▶ little personal support ;
- ▶ a more difficult integration solution.

Some employers perceive large companies as more favourable to the employment of disabled people because :

- ▶ there are more possibilities in terms of adapting workplaces;
- ▶ if the disabled person does not fit into one team, he or she can be integrated into another work team;
- ▶ there is a multiplicity of functions, so one can always use the abilities of an individual ;
- ▶ performance is less important ;
- ▶ the person is "drowned" in the mass of workers and "passes better".».

According to other employers however:

- big companies do not make room for disabled people;
- they have a very strict job description;
- they have a strong brand image;
- some buildings are decentralised, which causes accessibility problems,
- a larger number of workers are gathered there, so there is more risk of encountering reluctant people.

According to some employers, it is not so much the size of the company that matters, but the team in which a disabled worker is integrated. Indeed, whether small or large, a company operates with a number of teams. Some believe that a small team would be beneficial because:

- ▶ workers are closer together, which facilitates integration;
- ▶ reception and information are facilitated;
- ▶ communication flows better within a small team.





# Personal experiences of PH and social workers

## Factors favouring integration:

Throughout the interviews, elements favourable to the integration of people with disabilities in the professional environment appear in the employers' discourse: There are elements related to the personality of the employer or the worker who welcomes the disabled person. There are also elements related to the employer's willingness to integrate the individual.

The preparation of co-workers seems to be a determining factor, as well as the choice of those around them: understanding, putting the disabled person in a somewhat protected environment, not putting the disabled person in risky places.

## Barriers to integration:

- ▶ fear of co-workers, as the person with disability may require follow-up for a long time and therefore an additional workload for co-workers or the department; ;
- ▶ fear of the difference, of the unknown;
- ▶ possibilities of rejection of the disabled persons, as they may be perceived as less productive;
- ▶ the idea that the disabled person is taking away the work of other workers;;
- ▶ the image of the person with disability as unable to do his or her job or as not able to do a lot of things;
- ▶ a lack of applications from people with disabilities;
- ▶ a lack of applications from people with disabilities;
- ▶ a lack of applications from people with mental disabilities ;
- ▶ a lack of qualified disabled people;
- ▶ the risk that colleagues are afraid of the disabled person and do not respect them;
- ▶ an economy in crisis, in which the non-disabled are already finding it difficult to find a job, and the job market is even more restricted for people with disability ;



- ▶ a lack of hiring ;
- ▶ a lower profitability for some; for others profitability can be compensated by financial aid and can, in some cases, be better ;
- ▶ the need to change one's way of working, which requires time to devote to the person ;
- ▶ the need to adapt the infrastructure and the workplace ;
- ▶ problems of acceptance in the team or from customers;
- ▶ security issues,
- ▶ communication difficulties;
- ▶ the presence in the company of workers who have become disabled without being recognised as "disabled" , a work adaptation must already be carried out for these workers;
- ▶ the current mentality: people do not think of hiring a disabled person ;
- ▶ the fact that when people think of a disabled person, they imagine a serious disability, incompatible with a job;

#### **Barriers coming from the disabled person himself :**

- ▶ people with disabilities are held back by complex tasks;
- ▶ people with disabilities are held back by large companies;
- ▶ some disabled people remain "slouching" saying "I can't do anything";
- ▶ some disabled people withdraw themselves from the work circuit, try to find a job in a sheltered workshop and do not have the courage to apply to companies;
- ▶ people with disabilities do not make a step towards non-disabled people;
- ▶ some disabled people are supported, assisted by the society and minimize their possibilities.

Contradictions in the discourse of PH seem to stem from a difference between, on the one hand, the representations they have of themselves and, on the other hand, what they would like to be. Thus, the definition of themselves is often made in comparison with "normal" people.



The same oppositions are found between work in general and the work they would be prepared to accept. The former seems ideal and rewarding, while the latter is seen as low-skilled and often very repetitive work. People with disabilities feel less productive, less integrable, but they say they have just as much chance with a potential employer. The main difficulty they report is to make their resume convincing; once selected for interview, everything seems possible.

The difference is inevitably negative for people with disabilities. So they have to deny it, hide it, but at the same time accept their disability in order to be integrated.

## Experiences with existing employment support schemes (active research, special support, regulations, etc.)

The discourse of disabled people on financial aid is frightening: *"I produce less, therefore I cost less"*. It quickly becomes: *"I cost less, therefore I am worth less"*! According to them, the premium is therefore used "to compensate for a lack of performance", *"to compensate for the fact that I am less productive"*.

The premium is perceived negatively from the moment it aims to compensate for the disability, because it prevents disabled people from thinking that they are *"like the others"*. However, their first reaction to the usefulness of the premium was to consider the loss of performance to be compensated.





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