

SUPPORTING PERSONS WITH DISABILITIES

A ROADMAP FOR CANADA'S TRUCKING AND LOGISTICS INDUSTRY



SEPTEMBER 2018

? About Trucking HR Canada

Trucking HR Canada is an industry leader, spearheading collaboration among the stakeholders in the Canadian trucking and logistics industry to:

- Identify Human Resource issues, trends, opportunities and challenges
- Support the industry in recruiting and retaining the Human Resources needed to meet industry demand
- Partner on initiatives impacting Human Resources for the industry
- Provide a national forum for gathering and exchanging knowledge on HR issues, and sharing best practices
- Promote the trucking and logistics industry's careers

As a national partnership-based organization, we promote the provision of safe, secure, efficient, and professional trucking services in Canada. The organization is a neutral forum for gathering and exchanging ideas, information and knowledge on Human Resources and best practices in training. Our focus is on trucking and logistics needs within the freight transportation network.

DYK?



Trucking HR Canada offers practical **toolkits and reports** on a variety of HR issues facing the Canadian trucking and logistics industry.

Our **weekly e-newsletter** is free. Subscribe today to stay on top of the latest Trucking HR trends and learn practical tips.



We recognize employers with sound HR policies and practices through **The Top Fleet Employers** program with the goal of raising the bar in HR within the trucking and logistics industry.



We offer a wide range of trucking and logistics specific **HR focused webinars**.

Our **Women with Drive Leadership Summit** is the go-to event for anyone in the trucking and logistics industry looking to learn more about women in the industry.



Visit www.truckinghr.com to learn more.

WHAT'S THE ISSUE?

The trucking industry is facing a crisis: despite our best efforts, there are not enough qualified and skilled drivers to keep up with the demand. Without drivers, trucks stay parked; without trucks on the road, our economy suffers. In addition to drivers, talent is required in other non-driving occupations – from dispatchers to material handlers. Our industry needs more employees and fast! As we compete with other industries for skilled workers, trucking employers need to focus their recruitment and retention efforts on currently under-represented sources of talent, including Persons with Disabilities, to meet our industry needs and allow for economic growth.

The average age of drivers within the industry is 50 to 55 years old. As our drivers age, the rate of disability also increases. All employers will be required to accommodate impairments and disabilities within their workforces moving forward. By making efforts today to create accessible workplaces, our industry will be more equipped to meet the demands of tomorrow.

WHO ARE PERSONS WITH DISABILITIES (PWD)?

According to the Employment Equity Act, Persons with Disabilities (PWD) are defined as:

Persons who have a long term or recurring physical, mental, sensory, psychiatric or learning impairment and who: (a) Consider themselves to be disadvantaged in employment by reason of that impairment; or (b) Believe that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment and includes persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.

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WHY HIRE PERSONS WITH DISABILITIES?

A 2012 study conducted by the Government of Canada revealed that there were approximately 795,000 working-aged Canadians with disabilities who were not currently working but whose disability did not prevent them from doing so - indicating a large, unrecognized labour pool in which almost half (340,000) of potential workers have a post-secondary education. The same study revealed that in 57% of cases, no workplace accommodation is required for persons with disabilities; where accommodations were necessary, 37% of cases report a one-time cost to accommodate an employee with a disability of approximately \$500.00.

Persons with Disabilities are extremely valuable human resources within trucking and logistics companies for many reasons including:

- Enhancing workplace diversity and creativity
- Modeling positive behaviours and inclusivity
- Assisting in inclusive problem solving
- Enhancing corporate competitiveness
- Improving product and service delivery
- Promoting innovation

There are a lot of myths and misconceptions about employing Persons with Disabilities. You may have some biases regarding Persons with Disabilities and not even know it! To learn more about the realities that quash the myths and misperceptions, read this great blog article by Frank Smith, National Coordinator, National Educational Association of Disabled Students:

<https://truckinghr.com/content/people-disabilities-employer-myths-and-misperceptions>

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HOW CAN EMPLOYERS RECRUIT PERSONS WITH DISABILITIES?

Here are some tips for enhancing attraction and recruitment of Persons with Disabilities for all positions within the trucking and logistics industry.

Diverse Job Advertisements

Create and post job advertisements for all positions that illustrate your willingness to make accommodations within your workplace to allow Persons with Disabilities to reach their full potential and for your organization to benefit from their skills. For guidance on how to develop Diverse Job Advertisements, check our Describe and Deliver resource here:

<https://truckinghr.com/content/employers/national-occupational-standards>

Connect with Associations and Organizations

There are numerous associations and organizations that support Persons with Disabilities in gaining meaningful employment that allows them to use their skills and knowledge. To find out more about these front-line organizations in your area, take a look at our new Employer Connector Guide here:

<https://truckinghr.com/content/employers/workplace-accommodation>

Build a Diverse and Inclusive Workplace

The trucking workforce is changing, and Trucking HR Canada has made the case for diversity in Canada's trucking industry. Canada's diverse workforce includes a wealth of often-overlooked workers who can help meet the trucking industry's current and future labour needs; this includes People with Disabilities as well as Indigenous Peoples, Women and Newcomers to Canada. Research shows that employers who reach out to a more diverse range of employees benefit from improvements to their bottom line, lower turnover and absenteeism and enhanced productivity.



- To learn more, download Trucking HR Canada's report Changing Workforce: The Case for Diversity in Canada's Trucking Industry by clicking here:

<https://truckinghr.com/content/changing-workforce-case-diversity-canadas-trucking-industry>.

- Learn more about what some of Canada's best trucking employers are doing to support diversity and inclusion in our industry in Trucking HR Canada's report Changing Workforce: Leading by Example by clicking here:

https://truckinghr.com/sites/default/files/changing_workforce_-_leading_by_example_-_trucking_hr_canada_-_2016.pdf

- Watch our Webcast: Diversity in Canada's Trucking and Logistics Industry for more information from Angela Splinter about our current workforce and how to support diversity and inclusion in our industry:

<https://www.youtube.com/watch?v=pjpjeHBLc7U>

- Our one-page Diversity in Canada infographic focuses on diverse demographics of Canada's workforce and their potential for the trucking industry, including: Persons with Disabilities; Visible Minorities and Indigenous Peoples. To download a copy of the infographic, click here:

<https://truckinghr.com/content/changing-workforce-case-diversity-canadas-trucking-industry>

- Trucking HR Canada has developed a Diversity and Inclusion Framework for the Canadian Trucking and Logistics Industry. This resource also highlights the benefits of an increasingly diverse workforce comprised of various under-represented groups, including Persons with Disabilities. To access the Diversity and Inclusion Roadmap, click here:

<https://truckinghr.com/sites/default/files/Trucking%20HR%20Canada%20-%20Diversity%20and%20Inclusion%20Framework2.pdf>

- To read our blog post outlining how Diversity is a Competitive Advantage in the trucking industry, click here:

<https://truckinghr.com/content/diversity-competitive-advantage>

HOW CAN EMPLOYERS RETAIN PERSONS WITH DISABILITIES?

Once you have established a diverse and inclusive workplace, you will want to take the necessary steps to retain your top talent. Here are some ways to help retain Persons with Disabilities:

Use Physical Demands Assessments (PDAs)

Physical Demands Assessments (PDAs) identify the physical job requirements for specific occupations. Once employers are aware of the physical requirements of the job, current employees and new hires can be assessed to determine if they can perform the physical duties or if there are potential accommodations and modifications that can be put in place to allow workers to not only perform, but thrive, in their roles.

PDAs are an effective retention tool within an aging workforce as strengths and abilities of experienced workers can change. To learn more about PDAs and to access 12 assessments for positions within the trucking industry, click here:

<https://truckinghr.com/content/physical-demands-assessments-pdas>

Review Funding Opportunities and Wage Subsidies

As a trucking employer, you can always be on the lookout for various funding and grant programs to support your workforce. Trucking HR Canada's Fund for Fleets guide outlines various funding opportunities for employers, including the Opportunities Fund for Persons with Disabilities (Wage Subsidy). To find out more about government funding opportunities for employers in Canada's trucking industry, click here:

<https://truckinghr.com/content/employers/funds-fleets>

Consider Flexible Work Arrangements

Flexible work arrangements refer to where and how a person can work to ensure both individual circumstances as well as business needs are met. These needs can be met by making changes to the time, location and manner in which an employee works. Examples of flexible working arrangements include changes to: hours of work (e.g. changes to start and finish times); patterns of work (e.g. split shifts or job sharing); or locations of work (e.g. working from home). In the trucking industry, these may also include load sharing, team driving, route selection, part-time work accommodations etc. Read our following blog post to learn more about Flexible Work Arrangements in the trucking and logistics industry:

<https://truckinghr.com/content/how-include-flexible-work-options-your-workplace>

Comply with Accessibility Legislation

The Accessibility for Ontarians with Disabilities Act (AODA) was passed in 2005, with the goal of making Ontario accessible by 2025. And even though the accessibility standards apply to provincially regulated employers based in Ontario, they constitute best practices that may be replicated by other employers in the trucking and logistics industry either federally regulated or regulated by another province.

Watch the following videos to learn more about the AODA and how it applies to the trucking industry:

- Video 1: Trucking Toward an Accessible Future - <https://www.youtube.com/watch?v=ufrULYZttqE>
- Video 2: Trucking HR Canada's AODA Webcast - <https://www.youtube.com/watch?v=R6EOau5mEyY>

Check out StreamAble.ca (<https://streamable.ca/en>), an informative website that shines a light on Ontario's Accessible Employment Standard and provides case studies of accessibility at work.



When it comes to the Accessibility for Ontarians with Disabilities Act (AODA), employers should:

1. Develop Workplace Accommodation Policies

Employees who feel supported and respected by their employers are much more likely to stay with an organization long term. To retain Persons with Disabilities as valuable employees, companies should develop Accommodation Policies. The Government of Ontario has developed mandatory accessibility standards that identify, remove and prevent barriers for people with disabilities. However, accommodation policies are a best practice for all trucking employers.

Trucking HR Canada has developed a series of tools and templates to assist you in the preparation of workplace policies and procedures that comply with accessibility standards in ON and can be used by all employers as a valuable guide. To access these resources, click here:

https://truckinghr.com/sites/default/files/AODA_1_integrating_2.pdf

2. Ensure compliance with AODA requirements

Trucking HR Canada in accordance with the ADO has created a series of accessibility standards compliance checklists for you to utilize while making your workplaces accessible to meet the needs of Persons with Disabilities:

https://truckinghr.com/sites/default/files/AODA_2_accessibility%20director_3_0.pdf

If you are a provincially-regulated trucking company operating in ON, you are also required by AODA to file annual accessibility compliance reports. Check out our tip-sheet for completing your accessibility compliance report with the Accessibility Directorate of Ontario by clicking here:

https://truckinghr.com/sites/default/files/AODA_3_tips_2_1.pdf

Download a free Accessibility workplace poster by clicking here:

<https://truckinghr.com/sites/default/files/THRC%20-%20AODA%20Workplace%20poster%20-%20Final.png>

For other resources related to the Accessibility for Ontarians with Disabilities Act (AODA), click here:

https://truckinghr.com/sites/default/files/AODA_4_other%20resources_3.pdf

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