



# HIRING PEOPLE WITH DISABILITIES

How it can help your business and what you need to know

## BUSINESSES OF ALL SIZES IN CANADA ARE FACING HIRING CHALLENGES



of Canadian small and medium-sized businesses are having difficulty hiring new employees.<sup>1</sup>



private sector job openings in Canada went unfilled for at least 4 months. 168,000 were in Ontario.<sup>2</sup>

### Labour shortages hurt businesses

When businesses don't have enough suitable employees, they can't take on as much, aren't as profitable and can't be as innovative. Companies that are more affected by labour shortages are 65 percent more likely to be low-growth.<sup>3</sup>

### Ontario's population is growing and aging

Many Ontarians are nearing retirement age, but there aren't as many youth entering the workforce to replace them.

Besides the lack of incoming employees, Ontario businesses face another big challenge: roughly 25 percent of employers said that applicants lack the necessary skills for the job.<sup>4</sup>

### What's ahead for Ontario's businesses?

Most, if not all, job sectors will face labour shortages in the coming years. The sectors that will be impacted range from sales and skilled trades to tourism.<sup>5</sup>

Over the next several years, it's predicted employers will have problems filling vacancies.

## The good news is...

people with disabilities in Ontario represent a huge pool of potential talent that is ready, skilled and able to add value. These skilled employees can:

### Improve your customer experience

- The more your workforce reflects the community it serves, the better you can develop and provide services to meet your customers' diverse needs.<sup>6</sup>
- Welcoming and inclusive workplaces can enhance your business' brand and reputation amongst customers and business partners.
- Highly inclusive firms are more likely to report revenue growth over the past year compared to less inclusive firms.<sup>7</sup>

### Make your business more competitive

- Diverse, inclusive workforces are proven to be more innovative.<sup>8</sup>
- People with disabilities can help you understand the accessibility market and design accessible products and places. This can open your products and services to new customers and employees.
- Almost half the population of people with disabilities have a post-secondary diploma or degree.<sup>9</sup>
- In 2017/18, 82,000 students with disabilities were registered with the college/university's Office for Students with disabilities.<sup>10</sup>

## Resources

<https://www.conferenceboard.ca/accessibility/toolkit.aspx> • <https://magnet.today> • <https://discoverability.network/roadmap>

## Endnotes

<sup>1</sup>Business Development Bank of Canada (2018). Labour Shortages: Here to Stay [https://www.bdc.ca/en/about/sme\\_research/pages/labour-shortage.aspx](https://www.bdc.ca/en/about/sme_research/pages/labour-shortage.aspx)

<sup>2</sup>Labour shortages plague small businesses: 430,000 jobs unfilled in Q3 2018 (Dec. 2018) <https://www.newswire.ca/news-releases/labour-shortages-plague-small-businesses-430000-jobs-unfilled-in-q3-2018-701864782.html>

<sup>3</sup>Business Development Bank of Canada (2018). Labour Shortages.

<sup>4</sup>ManpowerGroup Canada (2018) Solving the Talent Shortage: Build, Buy, Borrow and Bridge <https://www.manpowergroup.ca/campaigns/talent-shortage>

<sup>5</sup>ManpowerGroup Canada (2018) Solving the Talent Shortage.

<sup>6</sup>Wright, Ruth (2001) Tapping the Talents of People with Disabilities: A Guide for Employers. The Conference Board of Canada

<sup>7</sup>Deloitte Canada (2018), Outcomes Over Optics: Building Inclusive Organizations

<sup>8</sup>Fredeen, Ken, Chair (2012) Rethinking Disability in the Private Sector (2012), Report from the Panel on Labour Market Opportunities for People with Disabilities

<sup>9</sup>Fredeen, Ken, Chair (2012) Rethinking Disability in the Private Sector (2012), Report from the Panel on Labour Market Opportunities for People with Disabilities

<sup>10</sup>Ministry of Training, Colleges and Universities (2019), Total Number of Students with Disabilities Registered with Publicly Funded College and University Offices for Students with Disabilities in 2017-18 to Receive Accommodation Services.