

# Disabilities in the Workplace:

## Culture, Communication, Support, and Inclusion



**A study of employee perceptions about how well their organization supports, communicates and creates an inclusive culture for people with disabilities and their caregivers.**

# Introduction

In 2020, according to the [U.S. Bureau of Labor Statistics](#), 17% of people with a disability were employed compared to the 61% of people *without* a disability. According to a [report](#) from Bentley University, more than two-thirds of disabilities are “invisible,” meaning disabilities cannot be observed or are not visually detectable. The Bentley University report also found that while more than two-thirds of workplace leaders believe their technological arrangements and cultures are supportive of employees with disabilities, fewer than half of those with disabilities agree.

While [Disability:IN](#) has seen participation in its annual Disability Equality Index increase year-over-year, an Institute for Public Relations ([IPR study](#)) found executive support of those with disabilities may not be communicated effectively through organizations. In the [2021 IPR Language of Diversity study](#) of communication professionals, only 24% said, “physical abilities and disabilities” were rated as a “high priority” for their organization’s diversity, equity and inclusion (DE&I) initiatives, while only 14% said the same about neurodiversity (e.g., ADHD, autism, etc.). Compared to other categories of diversity, having a disability was one of the lowest-ranked. Disabilities or becoming a caregiver of those with disabilities can affect anyone at any point in their lives.

Little research has been conducted regarding employee perceptions of diversity priorities and inclusion and how well initiatives and programs are communicated within organizations. To better understand employee perceptions, the Institute for Public Relations and Voya Financial partnered on a survey of 1,014 employees in organizations with more than 15 full-time employees to determine how well organizations communicate about and support disabilities and inclusion in the workplace. One-hundred and eighty-seven employees identified as a person with a disability either currently or in the past, and 242 employees said they had or have had caregiving responsibilities for an individual with a disability. Prior to taking the survey, employees were provided definitions of the scope of disabilities and the definition of a caregiver for validity purposes (see Appendix for definitions and methodology).





# 15 Key Findings

## **1** More than half of people with disabilities have witnessed or experienced both macroaggressions and microaggressions toward individuals with disabilities at least a few times a year in the workplace.

People who have disabilities are overwhelmingly more likely to say they have witnessed discrimination overall in the workplace for reasons other than a disability at least a few times a year (65% vs. 42%) as well as both macroaggressions\* (55% vs. 30%) and microaggressions\*\* toward those with disabilities (59% vs. 40%) compared to people with non-disabilities.

\*Macroaggressions are intentional, hostile, derogatory or negative statements or actions.

\*\*Microaggressions are subtle or unintentional statements or behaviors that communicate some sort of bias.

## **2** Forty percent of employees were not familiar with the organization's position or strategic plan related to disabilities in the workplace.

Only slightly more than one-third of employees were "very familiar" with their organization's position or strategic plan on how best to support individuals with a disability. In fact, 4-in-10 respondents were unfamiliar or "slightly familiar" with their organization's plan. For organizations to be effective with their programs, employees must be well-versed in the strategy as they influence the culture of the organization.

## **3** Slightly more than half of employees said their company effectively communicated internally and externally about leadership's commitment to disability inclusion.

Employees were more likely to say their company communicates effectively internally about disability accommodation programs and policies (59%) compared to how well it publicly celebrates its commitments to supporting individuals with disabilities (53%).

## **4** Both employees with and without disabilities wanted to learn more about disability inclusion within the organization.

More than half of the employees (53%) without disabilities and 72% of those with disabilities were interested in learning more about disabilities within their organization, offering a great opportunity for organizations.

## **5** Only one-third said their company features individuals with disabilities in their commercials or advertisements, even though employees wanted to see more.

Only 36% said their company featured individuals with disabilities in commercials or advertisements and 39% said they were included in their internal or employee-focused communications. Thirty-two percent said their company featured individuals with disabilities on social media. However, 73% of people without disabilities said it was important that companies are inclusive of people with disabilities in their communications, advertising, and marketing. That percentage rose to 83% for both caregivers and those with disabilities. Therefore, companies should feature people with disabilities more often in their commercials or advertisements.



## 6 One-in-three people who have a disability and one-in-five caregivers have not disclosed their disability or caregiving responsibilities to their employer.

Individuals who do not disclose their support needs may be missing out on important opportunities and available resources that can help support them. Plus, at least 4-in-10 respondents with disabilities had to scale back their hours (41%) or leave their job (49%) due to their disability, affecting retention. Similarly, nearly 5-in-10 caregivers (48%) had to scale back their hours and 34% had to leave their job. People who did not disclose their disability to their employer said they were concerned about being fired, ridiculed, or retaliated against.

## 7 Employees were more likely to say their organization fosters diversity, equity, and inclusion overall, but when asked about specific programs the organization supports, these numbers were significantly less.

Nearly two-thirds of respondents said their organization fosters overall diversity, equity, and inclusion (66%), ensures individuals with disabilities feel like they belong (68%), and accommodates individuals with disabilities (65%). When asked about the specific programs and services that support those with disabilities and their caregivers, those percentages dropped. For example, less than half said their organization (46%) makes hiring individuals with disabilities a “high” priority.

## 8 Caregivers were more comfortable speaking about their caregiving responsibilities in the workplace than those with disabilities.

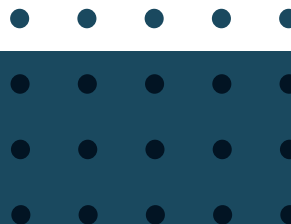
Employees who were caregivers were more likely to feel comfortable speaking about their caregiving responsibilities in the workplace (76%), than people with disabilities were willing to talk about their disability (69%). Overall, 6-out-of-10 respondents said their organization fosters a workplace where people feel comfortable discussing their own disabilities and caregiving responsibilities.

## 9 Organizations need to offer better clarity about how disabilities are defined.

Only 45% were “very familiar” with how their organization defines a disability. Twenty-three percent said their disability was temporary as a disability can affect some people at different times of their life. Additionally, as most disabilities are non-apparent, employees should understand what is a disability and how to best support employees with them.

## 10 Four-in-10 employees said they did not feel their organization was providing them with the best resources, benefits, and flexibility to be successful in their positions.

Organizations should audit their current offerings and ensure employees are aware of the types of support and benefits they provide, which leads to better recruitment and retention as well as increased productivity. Additionally, while some were familiar with overall policies and programs, some specific programs, such as financial empowerment, were less familiar to employees.





## 11 Organizations should ensure people without disabilities and people who are not caregivers know how their organization supports employees with disabilities and their caregivers.

People with disabilities and caregivers rated their organizations' support of these segments higher, which indicates the organization may not be communicating enough to all employees about specific ways they support people with disabilities and caregivers.

## 12 Consistently across all categories, fully remote and hybrid employees were more likely to say than in-person employees that their organization creates an inclusive environment and offers more support for both those with disabilities and caregivers.

Fully remote and hybrid employees rated their organizations significantly higher than fully in-person employees for several items, including how well the organization supports, communicates, and creates an inclusive environment for employees with disabilities and caregivers of people with disabilities.

## 13 Immediate supervisors and colleagues showed employees with disabilities and caregivers the most support.

Employees with disabilities were more likely to say their immediate supervisors and their colleagues were more supportive of them than those who may not have direct contact with as often, such as the human resources (HR) department or the organization as a whole. Caregivers lauded their colleagues as most supportive; people with disabilities rated their executive leadership the lowest.

## 14 Supporting caregivers offers organizations an opportunity for growth.

Consistently throughout this study, employees were more knowledgeable about how their organization supports people with disabilities than caregivers. One-third had not disclosed their caregiving responsibilities, even though nearly half (48%) had scaled back hours and one-third (34%) had left a position due to their caregiver responsibilities. When employees do not disclose their caregiving responsibilities, employers underestimate the number of caregivers in their base and the type(s) of supports that would help them at work.

## 15 Retention affects people with disabilities and caregivers.

At least 4-in-10 respondents with disabilities had to scale back their hours (41%) or leave their job (49%) due to their disability. Similarly, nearly half of caregivers (48%) had scaled back their hours and 34% had left a position due to their caregiving responsibilities.



# Results

## HOW OFTEN EMPLOYEES WORK WITH THOSE WITH DISABILITIES

Nearly 4-in-10 respondents work with people with disabilities (41%) and caregivers of people with disabilities (39%) at least weekly. One-quarter of respondents said they weren't sure if they worked with caregivers and 17% were not sure if they worked with those with disabilities.

## EMPLOYEE PERCEPTIONS OF DISABILITY INCLUSION

Over half of the employees (53%) who did not have a disability, 72% of people with disabilities, and 74% of caregivers were interested in learning more about disability inclusion.

Nearly three-fourths (73%) of employees who do not have a disability said it is important that companies are inclusive of people with disabilities in their communications, advertising, and marketing. That percentage increased to 83% for both those with disabilities and caregivers.

Regarding an inclusive environment, two-thirds (67%) of people with disabilities and 70% of caregivers said their organization did well in creating an inclusive environment for employees with disabilities compared to 59% of people without disabilities. Similarly, employees who are caregivers (67%) and employees with disabilities (62%) were significantly more likely to say their organization creates an inclusive environment for caregivers than those without disabilities (42%).

### How interested are you in learning more about disability inclusion?

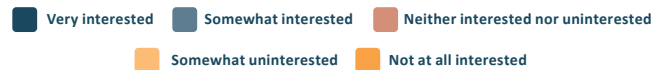
#### People without disabilities:



#### People with disabilities:

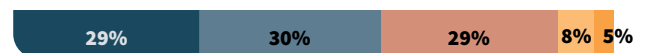


#### Caregivers:

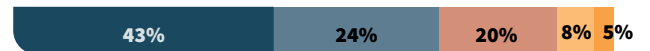


### How well does the organization create an inclusive environment for employees with disabilities?

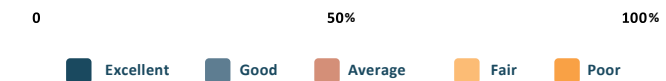
#### People without disabilities:



#### People with disabilities:



#### Caregivers:



### How well does the organization create an inclusive environment for caregivers?

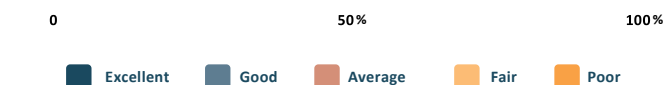
#### People without disabilities:



#### People with disabilities:



#### Caregivers:



Note: percentages may not total 100 due to rounding

Fully remote (67%) and hybrid workers (67%) were also more likely to say than in-person workers (55%) that their organization creates an inclusive environment for those with disabilities. Similarly, fully remote (58%) and hybrid employees (54%) were more likely to rate their organizations than in-person employees (46%). This is an opportunity for organizations to assess (and continue to assess) how inclusive their organization is toward employees with disabilities in the workplace.

How important is it that companies are inclusive of people with disabilities in their communications, advertising, and marketing?

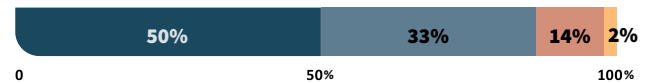
People without disabilities:



People with disabilities:



Caregivers:



Note: percentages may not total 100 due to rounding

## DISCRIMINATION AGAINST EMPLOYEES

% of employees who said they witness discrimination at least a few times a year

People with disabilities		People without disabilities
65%	I have witnessed discrimination in my workplace for reasons other than a disability.	42%
55%	I have witnessed or experienced intentional hostile, derogatory, or negative statements or actions toward individuals with disabilities.	30%
59%	I have witnessed or experienced subtle or unintentional statements or behaviors that communicate some sort of bias against individuals with disabilities.	40%

Interestingly, 65% of people with disabilities were more likely to notice discrimination in the workplace for other reasons than a disability, compared to 42% of those without a disability who said they witnessed it at least a few times a year.



More than half of people with disabilities (55%) said they witnessed macroaggressions (intentional hostile, derogatory or negative statements or actions) at least several times a year compared to only 30% of people without disabilities, a significant gap. Eleven percent of people with disabilities witness or experience macroaggressions weekly and 7% daily.

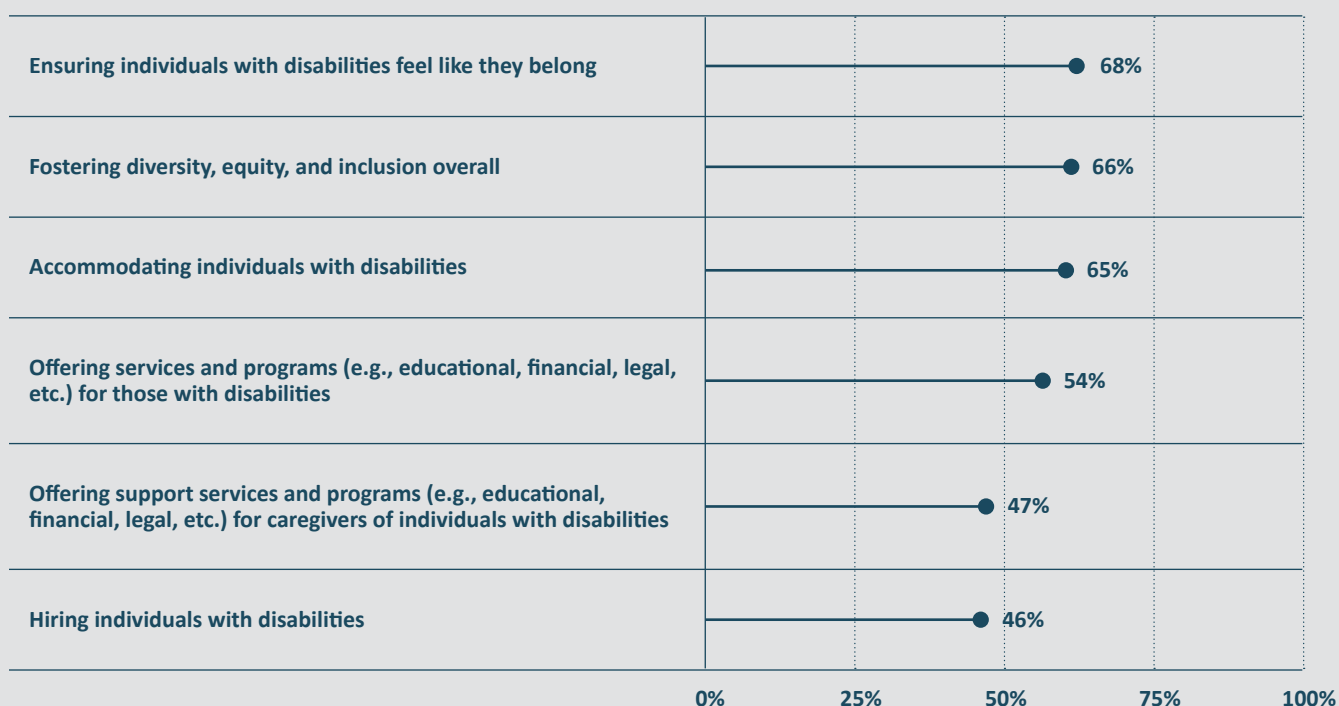
Similarly, nearly 6-in-10 people with disabilities (59%) said they witnessed microaggressions (subtle or unintentional statements or behaviors that communicate some sort of bias) at least a few times a year against people with disabilities compared to 4-in-10 people without disabilities (40%). Nine percent of people with disabilities experienced microaggressions weekly and 11% daily.

## HOW ORGANIZATIONS PRIORITIZE DIVERSITY FOR THOSE WITH DISABILITIES

Overall, roughly two-thirds of respondents said their organization ensures individuals with disabilities feel like they belong (68%), fosters diversity, equity, and inclusion overall (66%), and accommodates individuals with disabilities (65%). When asked about the specific programs and services that support those with disabilities and their caregivers, those numbers begin to fall. Fewer than half said their organization (46%) makes hiring individuals with disabilities at least a “high” priority.

Of note is that approximately 10% of respondents said they were “not sure” about the programs and services or how their employer prioritizes hiring those with disabilities. There were not any statistically significant differences between the perception of support programs and services for those who have or do not have disabilities.

% of employees who responded their organization places “high” or “essential” priority on:



More than half of the respondents were “very” or “extremely” familiar with their organization’s overall general DE&I policies, including the ones relating to disabilities. However, 21% were not familiar with their organization’s overall diversity, equity, and inclusion initiatives.

As identified in the [2021 IPR Language of Diversity study](#), employees must know exactly how terms are defined within the organization to ensure everyone is aligned on organizational goals as language can help or hinder DE&I work and influence power dynamics in the workplace. Only 45% were “very familiar” with how their organization defines a disability.

One area that needs to be addressed immediately is only slightly more than one-third of employees were very familiar with an organization’s position or strategic plan on how best to support individuals with a disability. For organizations to be effective with programs, employees must be well-versed in the strategy as they influence the culture of the organization. Similarly, employees were not very well-versed in recruitment or hiring programs for people with disabilities and caregivers of those with disabilities.

When specific components of policies were outlined, fewer respondents were familiar with these such as those relating to accessible communication (49%), accessible technologies (46%), policy enhancements (46%), and financial empowerment programs (35%).

Also, more than 4-in-10 respondents were not familiar with policies (42%) or programs (44%) to help support caregivers of people with a disability.





FAMILIARITY OF EMPLOYEES WITH DE&I INITIATIVES, PROGRAMS, AND POLICIES

How familiar are you with these overall DE&I policies in your organization?

Overall diversity, equity, and inclusion initiatives



Equity



Diversity



Inclusion



- Very/Extremely Familiar
- Moderately Familiar
- Not familiar/Slightly Familiar
- Organization does not have policies

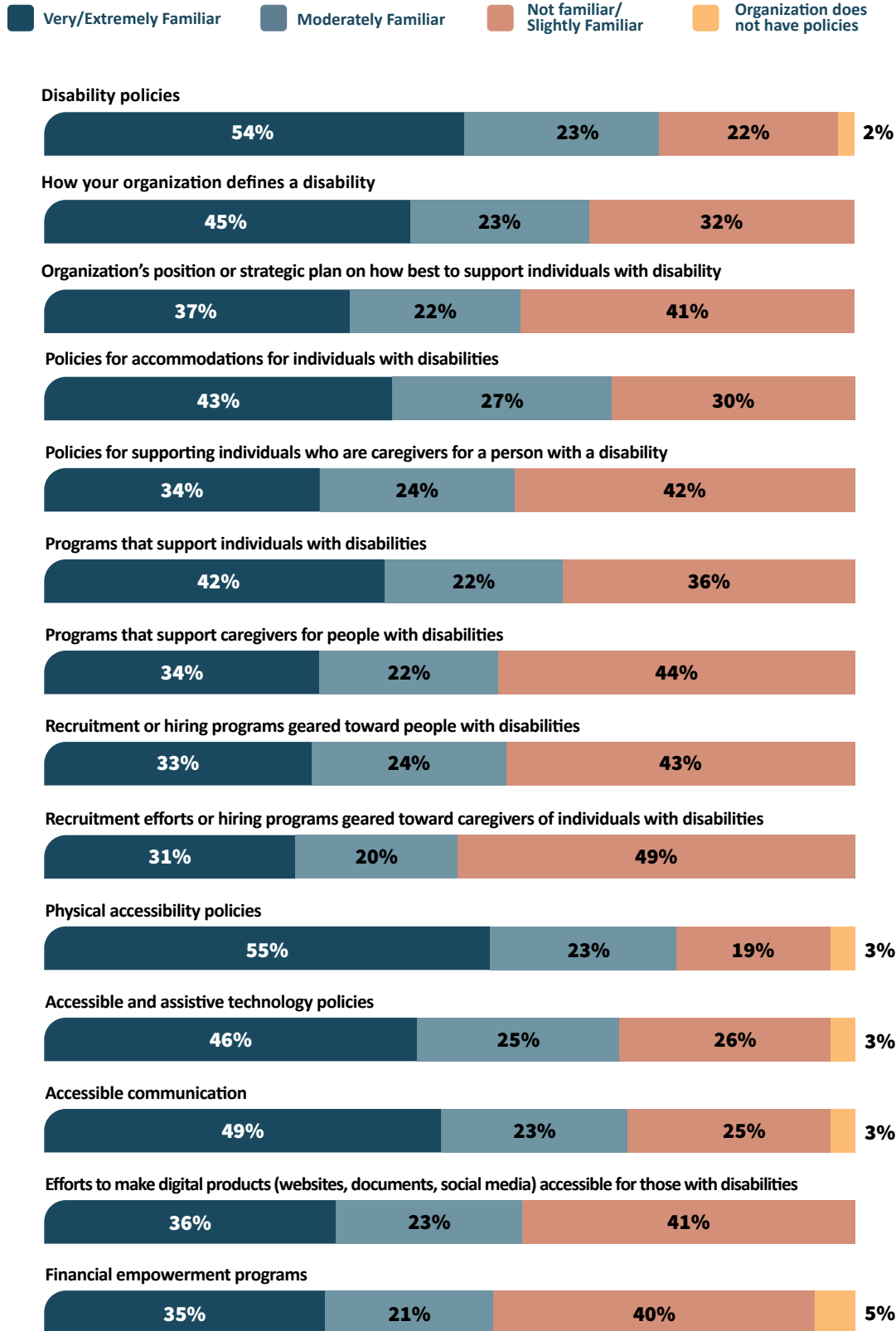
0 50% 100%

Note: percentages may not total 100 due to rounding





## How familiar are you with the following in your organization?



Note: percentages may not total 100 due to rounding

## HOW ORGANIZATIONS SUPPORT PEOPLE WITH DISABILITIES AND CAREGIVERS

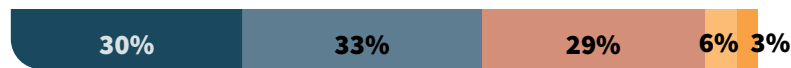
Nearly two-thirds (63%) of employees without disabilities said their organization supports employees with disabilities overall. That number rose to 69% for people with disabilities and 73% of caregivers for those with disabilities, indicating people without disabilities think those with disabilities are less supported in the workplace than they actually are.

Regarding caregivers, employees were less likely to say their company was supportive overall. Only 50% of employees without disabilities said their organization supports caregivers of people with disabilities. That percentage increased to 59% for those with disabilities and 63% for caregivers themselves, indicating a gap among employee perceptions.

Interestingly, people who worked fully remote (75%) or hybrid (69%) were statistically significantly more likely than fully in-person (59%) employees to say their company supports employees with disabilities overall. Similar results were found with caregivers, in that fully remote (60%) and hybrid (56%) employees rated their organizations as more supportive than in-person (47%) employees.

### How supportive is your organization of employees with disabilities?

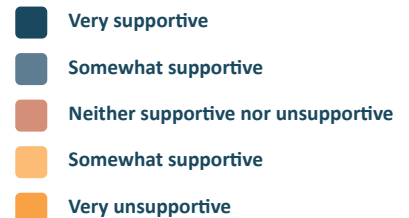
#### People without disabilities:



#### People with disabilities:



#### Caregivers:



### How supportive is your organization of caregivers of people with disabilities?

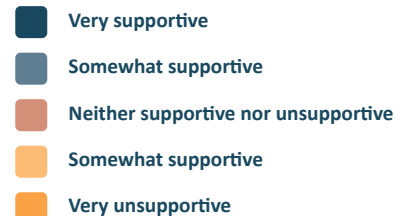
#### People without disabilities:



#### People with disabilities:



#### Caregivers:



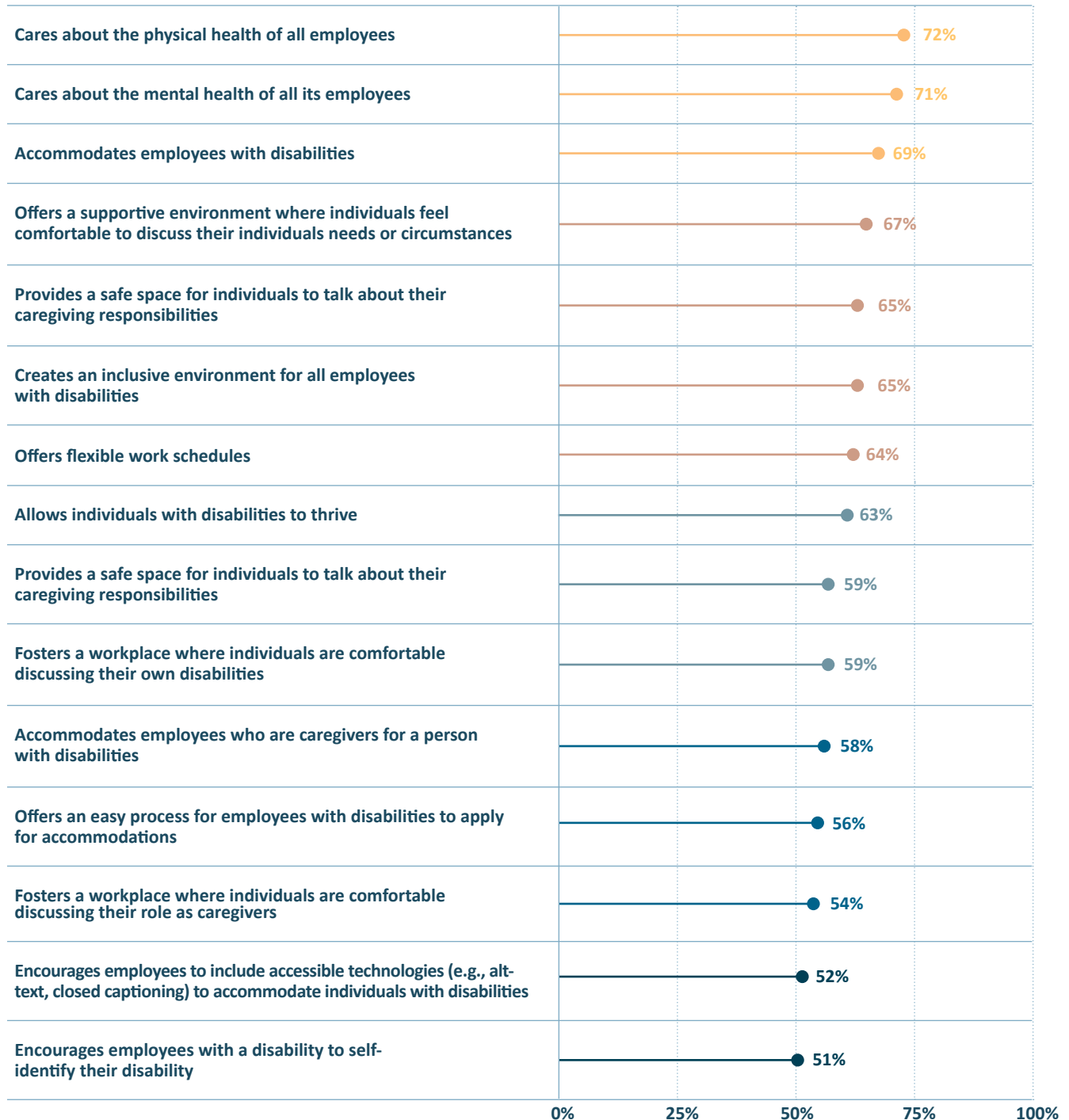
Note: percentages may not total 100 due to rounding

More than half of employees in nearly all areas agreed their organization supported programs and services for both people with disabilities and their caregivers, fostered an inclusive culture, and communicated about disabilities, both internally and externally.

However, results indicate a few areas of opportunity. First, cultures must create a culture of [psychological safety](#). Slightly more than half of the employees said their organization fosters a workplace where people feel comfortable discussing their own disabilities (59%) and caregiving responsibilities (54%).

## PROGRAMS AND SERVICES FOR PEOPLE WITH DISABILITIES AND CAREGIVERS

% of respondents who “agree” or “strongly agree” that their organization....



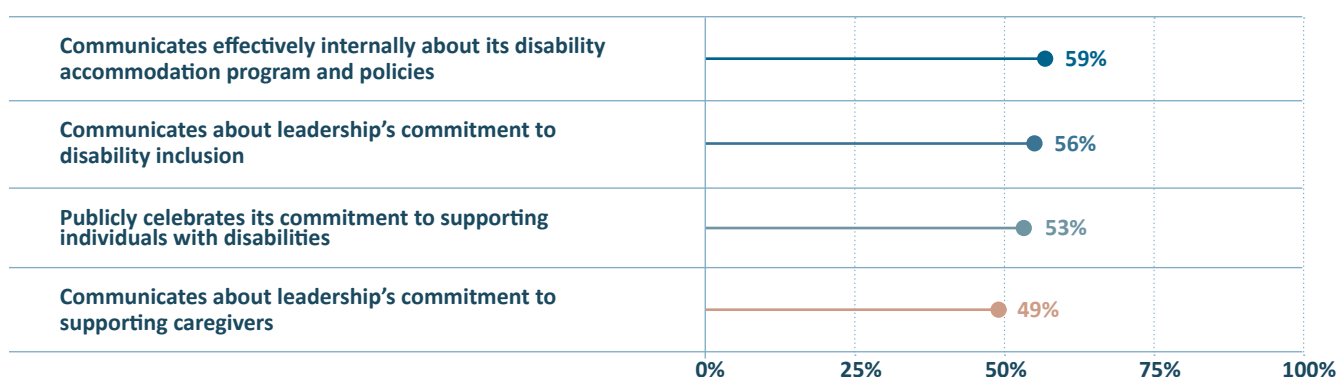


Communications related to disability inclusion for people with a disability as well as caregivers highlights another opportunity for employers. For example, only slightly more than half said their organization communicates about their leadership’s commitment to disability inclusion (56%) and their organization publicly celebrates its commitment to supporting individuals with disabilities (53%). Additionally, less than half of all employees agreed their organization communicates about supporting caregivers (44%).

Only 51% of employees without disabilities said their organization communicated well about how to support employees with disabilities. Interestingly, both employees with disabilities (62%) and caregivers (68%) were more likely to say their organizations supported employees with disabilities. Concerning flexible work, remote (62%) and hybrid (58%) employees were more likely to say their organization communicates effectively about how to support employees with disabilities than fully in-person employees (48%). While the effectiveness of communicating about how to support caregivers was lower compared to supporting those with disabilities, remote (51%) and hybrid (48%) employees still rated their organizations higher than fully in-person employees (41%).

## COMMUNICATION AND VISIBILITY

% of respondents who “agree” or “strongly agree” that their organization....



How well does your organization communicate about how to support those with disabilities?

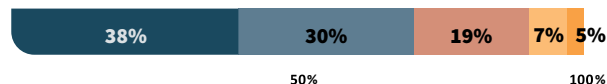
People without disabilities:



People with disabilities:



Caregivers:



How well does your organization communicate about how to support caregivers?

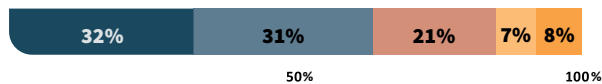
People without disabilities:



People with disabilities:



Caregivers:



Note: percentages may not total 100 due to rounding

## ORGANIZATIONAL ACTIONS TO SUPPORT PEOPLE WITH DISABILITIES AND CAREGIVERS

The three most frequently noted programs that help support people with disabilities and caregivers were the ability to work remotely (63%), an accommodating physical environment (59%), and leave/sick leave (55%). Surprisingly, though, outside of the three noted programs, one-third of employees were unsure about the programs offered. Additionally, reduced or temporary reassignments for both caregivers and people with disabilities, as well as future-oriented resources, were the least mentioned program.

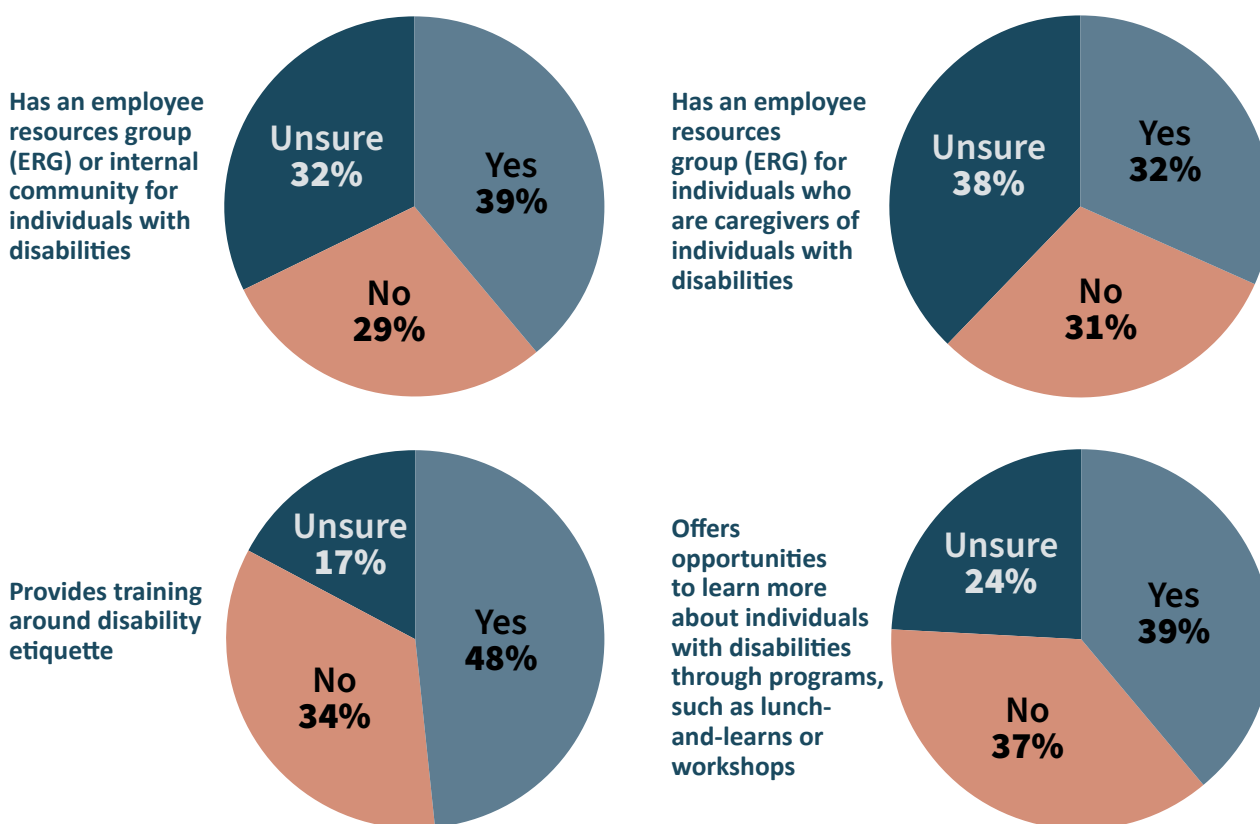
### Does your organization offer the following program(s) to support people with disabilities and their caregivers?

	Yes	No	Unsure
Allows individuals to work remotely if necessary	63%	30%	7%
Offers personalized caregiving and support services (e.g., Wellthy)	35%	31%	35%
Offers employees who are caregivers additional resources or information to help them better prepare for the future	35%	32%	33%
Offers employees with disabilities additional resources or information to help them better prepare for the future	43%	24%	33%
Offers leave or sick days for those with caregiving responsibilities	55%	21%	24%
Offers reduced or temporary reassignments for those who have caregiving responsibilities	37%	29%	35%
Offers reduced or temporary reassignments for those with disabilities	41%	25%	34%
Offers a physical environment that is accommodating for individuals with disabilities	59%	20%	22%

Note: percentages may not total 100 due to rounding

Regarding the employee culture and community, fewer than 40% said they worked at organizations with employee resource groups (ERGs) for either people with disabilities and caregivers. However, one-third (32%) were unsure whether their organization had an ERG. Programs and trainings to help individuals learn more about people with disabilities to foster inclusion were also noted by less than half of employees. Nearly half (48%) said their organization offers training around disability etiquette while 39% offer opportunities to learn more about individuals with disabilities through programs such as lunch-and-learns or workshops.

## EMPLOYEE CULTURE AND COMMUNITY



Note: percentages may not total 100 due to rounding

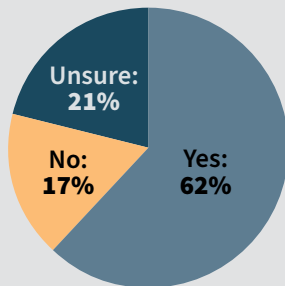
Employees noted one of the most frequently mentioned communication tools was a DE&I statement that included people with disabilities (62%). Fewer than one-third (32%) of employees said their organization published a report on company-related disability initiatives. Only 3-in-10 employees said their organization had an executive who talked about their own disability or caregiving responsibilities.

Additionally, people with disabilities were not very visible in internal or external communications. Slightly more than one-third said their organization featured individuals with disabilities in their internal or employee-focused communications (39%), and in their commercials or advertisements (36%). Only 32% said their company featured individuals with disabilities on social media.

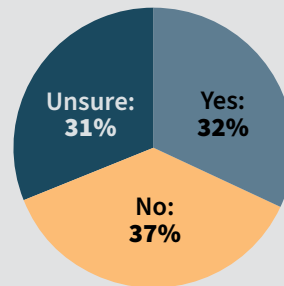


## LEADERSHIP AND COMMUNICATION VISIBILITY

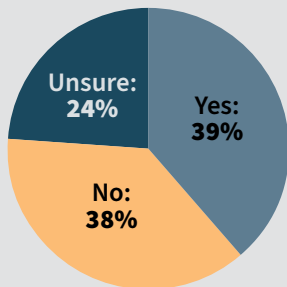
Has a diversity, equity, and inclusion statement that mentions people with disabilities



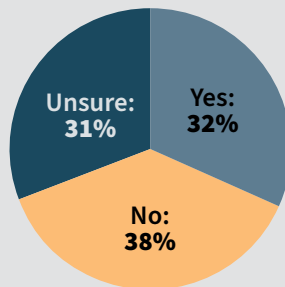
Publishes a report that includes updates on the company's initiatives to support people with disabilities



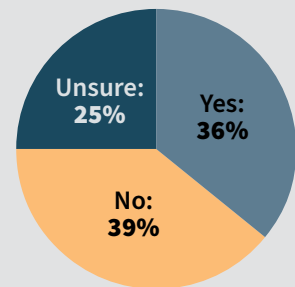
Features people with disabilities in their internal or employee-focused communications



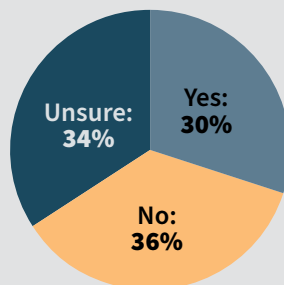
Features people with disabilities on social media



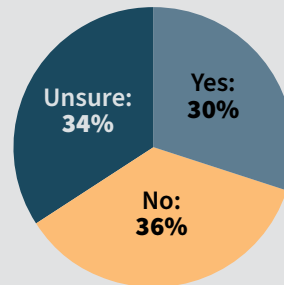
Features people with disabilities in their commercials or advertisements



Has executive or senior leaders who openly disclose or discuss their disability within the organization



Has executive or senior-level leaders who openly discuss their caregiving responsibilities of individuals with disabilities



Note: percentages may not total 100 due to rounding



## Perspectives of People with Disabilities

Of all the respondents, 18% (n = 187) said they identify as an individual with a disability. Of those, 80% said they disclosed their disability to their employer, so 20% had not. In response to an open-ended question, some of the reasons given as to why they had not disclosed their disability included:

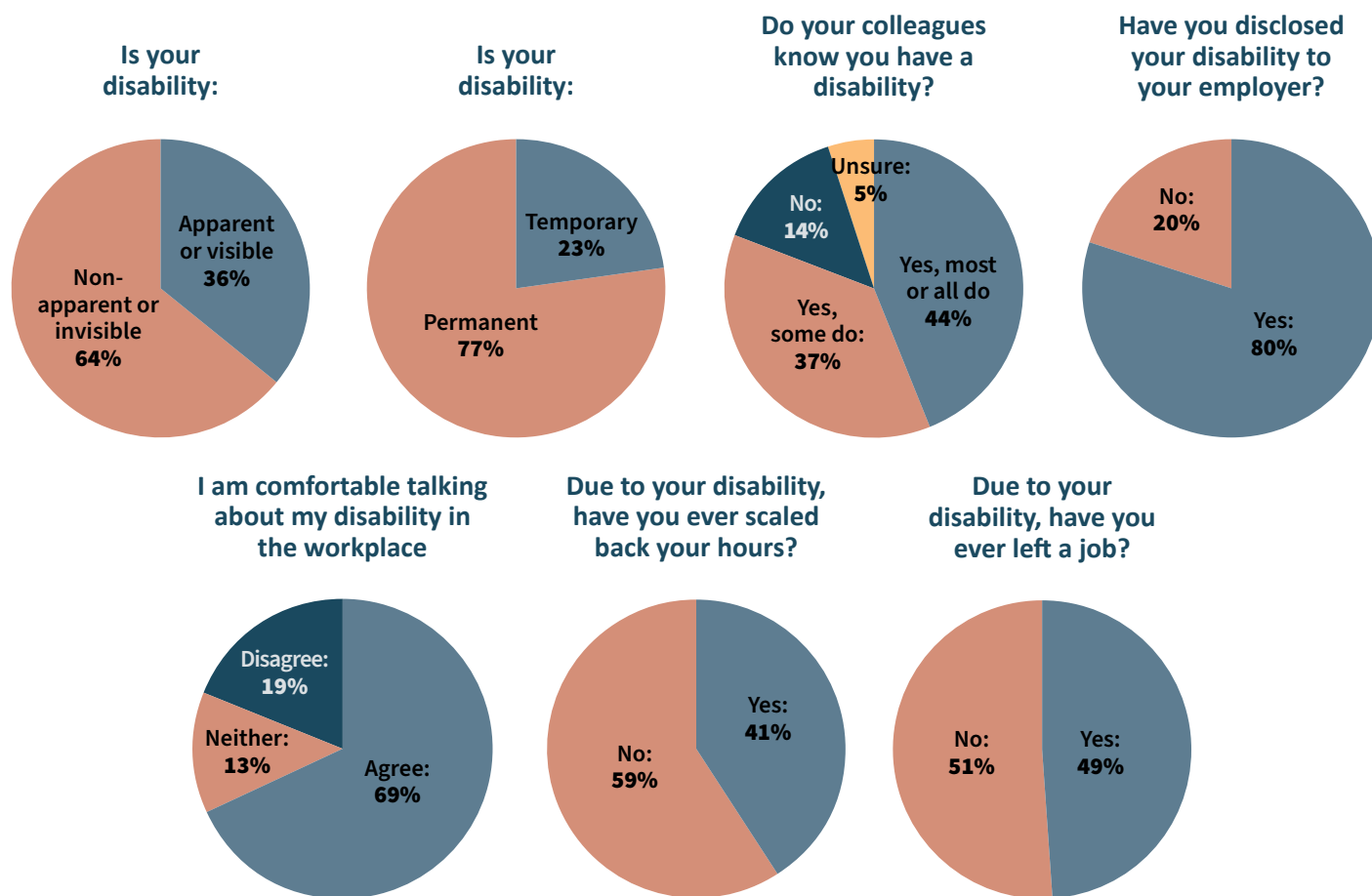


One-third of people with disabilities (36%) said their disabilities were apparent or visible, consistent with a [report](#) from Bentley University that more than two-thirds of disabilities are “invisible,” meaning they are not visually detectable. In our study, nearly one-quarter (23%) said their disability was temporary.

Eighty-one percent said at least some of their colleagues know they have a disability with 44% saying most or all of them do. Nineteen percent were unsure or said their colleagues do not know that they have a disability. Slightly more than two-thirds (69%) agreed they were comfortable talking about their disability in the workplace. This indicates about 3-in-10 employees with disabilities are not comfortable. This means that employees work with colleagues who may have a disability they do not know about, which is why it's important for both employees and their managers to be trained in disability etiquette, accommodations, and other considerations.

Four-in-10 employees with disabilities said they scaled back their hours at some point due to their disability while 49% said they left a job because of it.

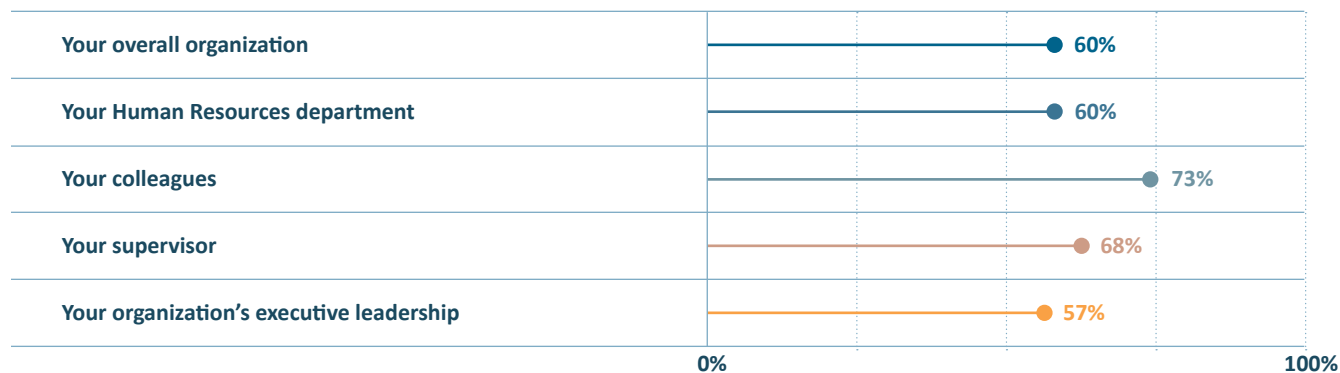




Note: percentages may not total 100 due to rounding

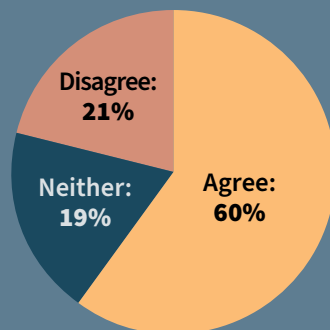
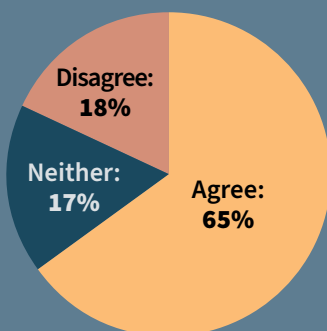
Nearly 6-in-10 employees with disabilities said their organization provides them what they need to be successful, including benefits and resources as well as flexibility. People with disabilities also identified how supportive internal functions were with their disability. It's clear there is more work to be done — respondents felt their colleagues and immediate supervisors were significantly more supportive than those they may not have direct contact with on a daily basis such as the Human Resources (HR) department, executive leadership, or the organization as a whole.

**% of employees with disabilities who scored their organizations at least a 7 on a 0 to 10 scale, not supportive (= 0) to extremely supportive (= 10), on how supportive the following parties are:**



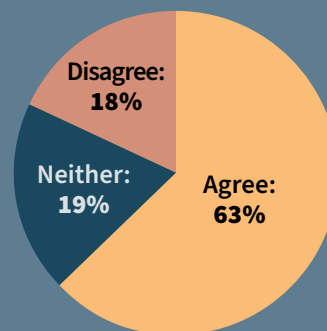
Please indicate the extent to which you agree with these statements:

My organization provides me with what I need to be successful at my job.



My organization provides benefits and resources that help to meet my needs.

My organization provides me with the flexibility needed to manage my disability.

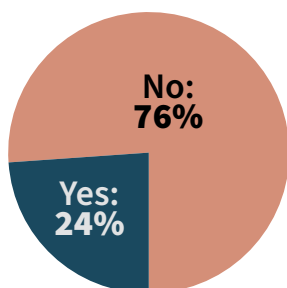


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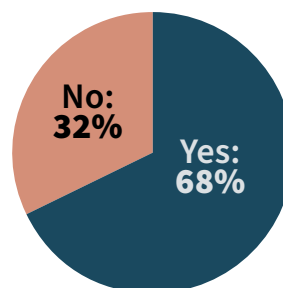
## PERSPECTIVES OF CAREGIVERS OF PEOPLE WITH DISABILITIES

Nearly one-fourth (24%) of all employees (n = 242) said they currently serve as a “caregiver” to a family or friend who has a disability. However, almost two-thirds (32%) have not disclosed their caregiving responsibilities to their organization. Additionally, nearly half scaled back their work hours (52%) and one-third (34%) had to leave a job because of their caregiving responsibilities.

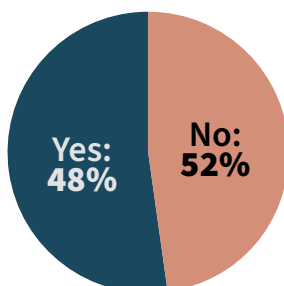
Do you currently serve as a “caregiver” to a family member or friend who has or had a disability?



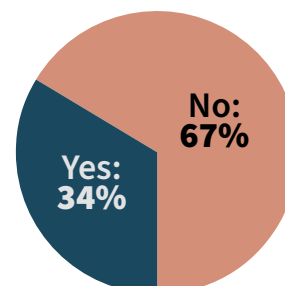
Have you disclosed your caregiving responsibilities to you organization?



Due to your caregiving responsibilities, have you ever scaled back your hours at work?



Due to your caregiving responsibilities, have you ever left a job?



Note: percentages may not total 100 due to rounding

In terms of the amount of time they spent serving as a caregiver, 65% said less than half their time was spent in caregiving responsibilities while 35% said more than half. Sixteen percent said more than 76% of time was spent as a caregiver.

Similar questions were asked of caregivers regarding how supportive they perceived their organization and colleagues to be. People who were caregivers were more likely to feel more comfortable speaking about their caregiving responsibilities in the workplace (76%) more so than people with disabilities were willing to talk about their disability (69%).

Similarly to people with disabilities, nearly 40% of caregivers agreed their organization was not providing enough benefits, resources, and flexibility to meet their needs as caregivers.

*Please indicate the degree to which you agree with the following statements:*

	Agree (Agree + Strongly Agree)	Neither Agree nor Disagree	Disagree (Disagree + Strongly Disagree)
I am comfortable talking about my caregiving responsibilities in the workplace	76%	12%	12%
My organization provides me with what I need to be successful at my job	69%	20%	11%
My organization provides benefits and resources that help to meet my needs	62%	22%	17%
My organization provides me with the flexibility needed to manage my caregiving responsibilities	63%	22%	15%

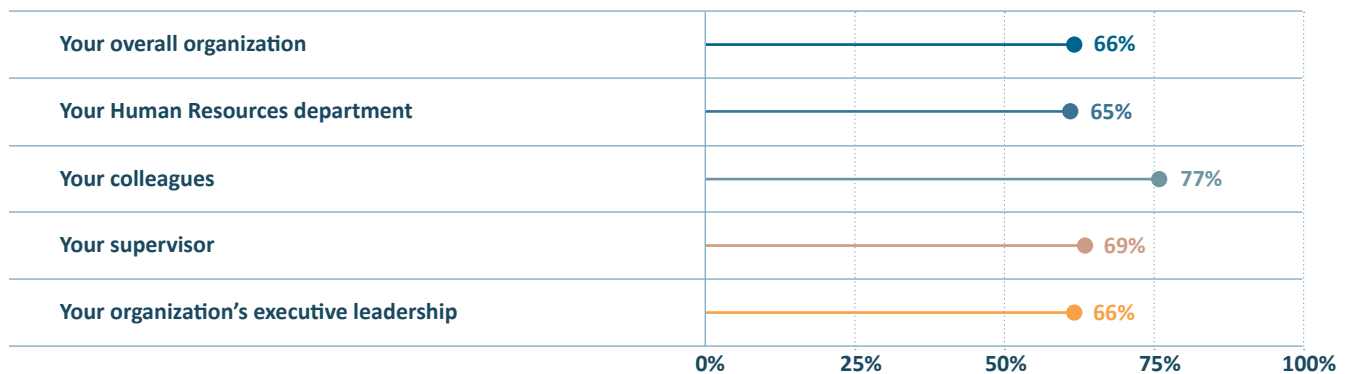
*Note: percentages may not total 100 due to rounding*

Those who serve as caregivers rated the support of the overall organization, HR department, and executive leadership slightly higher than those with disabilities while they rated the supervisor slightly higher and their colleagues the highest.



## In terms of your caregiver responsibilities, how supportive are the following parties?

% of employees who are caregivers who scored their organizations at least a 7 on a 0 to 10 scale, from not supportive (= 0) to extremely supportive (=10), on how supportive the following parties are:



## DEMOGRAPHICS OF RESPONDENTS (N = 1,014)

People with disabilities:  
**18%**  
n=187

Caregivers:  
**24%**  
n=242

### Working situation:

Fully Remote:  
**16%**

Fully In-Person:  
**60%**

Hybrid:  
**24%**

### Industry:

Education:  
**14%**

Financial Services:  
**13%**

Manufacturing:  
**12%**

Pharma/Health:  
**12%**

Retail Services:  
**10%**

Technology:  
**9%**

Transportation:  
**16%**

Government:  
**4%**

Other:\*  
**21%**

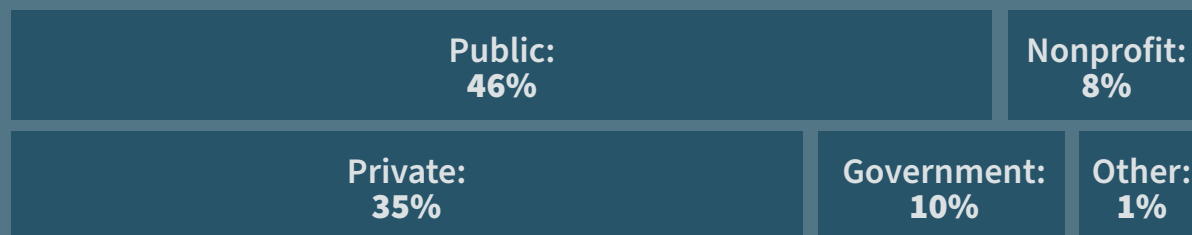
\*Categories that had less than 2% of responses were collapsed

Note: percentages may not total 100 due to rounding

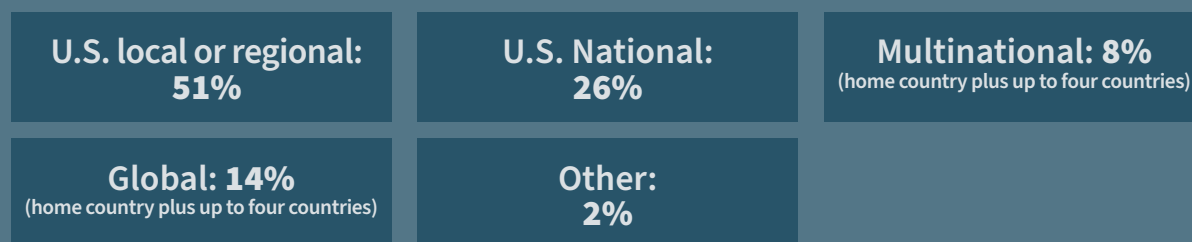
#### Tenure at current organization:



#### Description of organization:



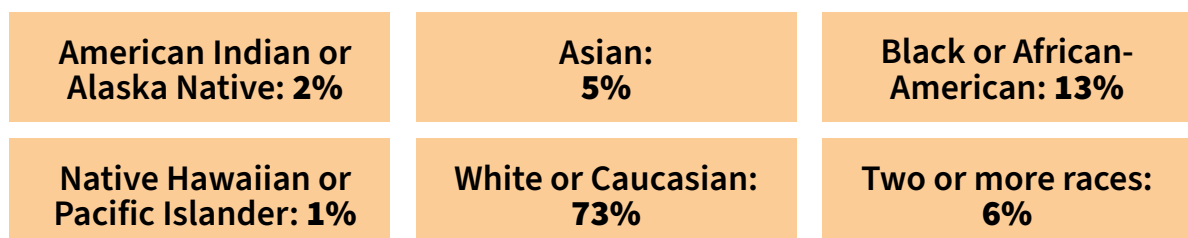
#### Organization's geographic scope:



#### Political affiliation:



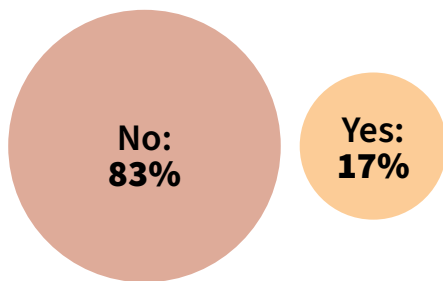
#### Race:\*



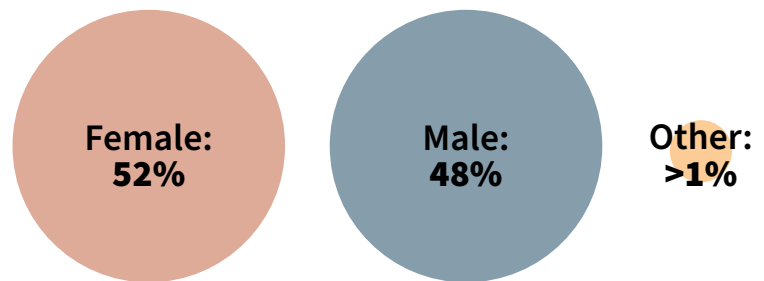
\*Based on Equal Employment Opportunity Commission (EEOC) categories

Note: percentages may not total 100 due to rounding

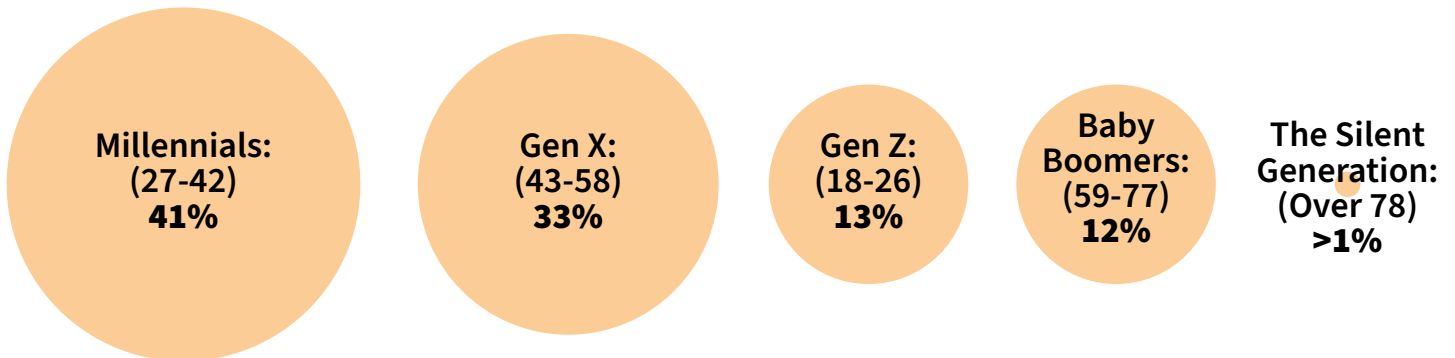
#### Hispanic or Latino(a) origin:



#### Gender:



#### Age:



*Note: percentages may not total 100 due to rounding*

## CONCLUSION

As more organizations focus on inclusiveness, it's clear there is work to be done for people with disabilities and their caregivers. As two-thirds of people with disabilities do not have a visible disability, results show that some people are still not willing to disclose their disability or caregiving responsibilities even though it may affect their retention in the workplace.

While some of the results indicate many people with disabilities feel supported within their organizations, others felt their organization did not create an inclusive culture. Some even experienced macroaggressions and microaggressions on a regular basis. Employees, for the most part, said their organization supported people with disabilities, but when diving into specific programs and policies, employees were less knowledgeable about them. Additionally, employees were not very familiar with their organization's strategic plan regarding people with disabilities and their caregivers. Plus, organizations and companies can communicate better internally and externally.

Even though some organizations did not feature people with disabilities in their advertisements, marketing, or social media, most employees, especially those who are caregivers or who had a disability, wanted to see more people with disabilities featured. Employees also wanted to learn more about how to best support their colleagues who have disabilities and caregivers of people with disabilities. Therefore, organizations should ensure they are supporting and creating an inclusive culture for both people with disabilities and caregivers of people with disabilities.

# APPENDIX

## Wording of definitions of disability, caregivers, and accommodations as provided to respondents in the study:

For the purposes of this study, the definition of a disability is:

Any condition of the body or mind (impairment) that makes it more difficult for the person with the condition to do certain activities (activity limitation) and interact with the world around them (participation restrictions). A disability refers to individual function, including physical impairment, sensory impairment, cognitive impairment, intellectual impairment mental illness, and various types of chronic disease. Disabilities can be physical, cognitive, emotional, or behavioral, and be temporary or permanent.

There are many types of disabilities, such as those that affect a person's:

<b>Vision</b>	<b>Movement</b>	<b>Thinking</b>
<b>Memory</b>	<b>Learning/Cognition</b>	<b>Communication</b>
<b>Hearing</b>	<b>Mental Health</b>	<b>Social Relationships</b>
<b>Psychological Well-Being</b>		

This survey also asks questions regarding caregivers of individuals who have disabilities. Caregivers are individuals who are paid or unpaid and provide care to people who need some degree of ongoing assistance with everyday tasks on a regular or daily basis. The recipients of care can live either in residential or institutional settings, range from children to older adults, and have chronic illnesses or disabling conditions. Basic duties of parenting of a child WITHOUT disabilities is NOT considered caregiving for the purposes of this research.

Finally, the research will also ask questions about accommodations. Under Title 1 of the Americans with Disabilities Act (ADA), employers must make reasonable accommodations, defined as “a modification or adjustment to a job, the work environment, or the way things are usually done during the hiring process.”



# Methodology

Qualtrics recruited 1,014 employees who work at organizations with 15 or more employees to participate in a 15- to 20-minute survey. Of the 1,014 respondents, 187 (18%) said they had or have a disability and 242 (24%) said they have been or are a caregiver for someone with a disability. Qualtrics recruits their participants from various sources, including website intercept recruitment, member referrals, targeted email lists, gaming sites, customer loyalty web portals, permission-based networks, and social media, etc. Qualtrics' sample partners randomly select respondents for surveys where respondents are likely to qualify. The majority of samples come from traditional, actively managed, double-opt-in market research panels. To exclude duplication and ensure validity, Qualtrics checks every IP address and uses unique and sophisticated digital fingerprinting technology. In addition, every strategic sample partner uses deduplication technology to provide the most reliable results and retain the integrity of the survey data.

Special thanks to Dr. Natalie Tindall for consulting on this project.

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The mission of the IPR Center for Diversity, Equity, and Inclusion (CDEI) is to support, conduct, and promote research and insights relating to diversity, equity, and inclusion in the workplace focused on six core areas: BIPOC, LGBTQ+, women, intersectionality, disabilities, and mental health. Along with recommendations for improving the industry, the IPR CDEI supports the change-focused efforts of the Diversity Action Alliance.



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