



Disability Confidence

A Business's Journey Towards Accessibility



A Manager's Checklist for **Accessible Onboarding**

Who is this tool for?

High Priority:

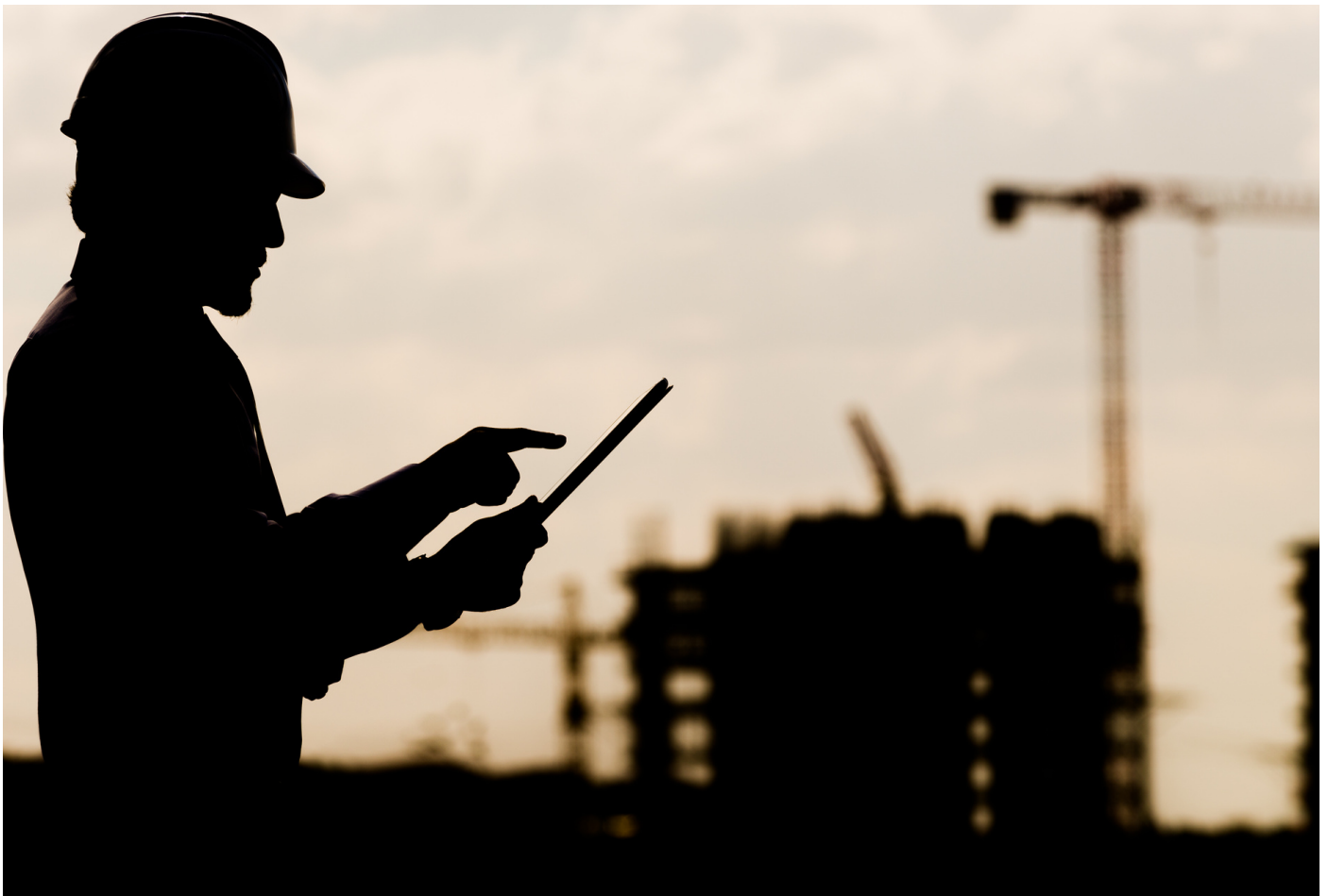
- Direct Line Managers

Practical Information:

- Hiring Managers

What guidance does this tool provide?

- A useful, fillable checklist tool to help create an accessible onboarding experience for all employees:
 - Before the employee starts
 - On the first day
 - After the orientation and onboarding



Before the **Employee** Starts

Promising Practice

Begin planning for the onboard period in advance of the first day

Reach out to employment service providers or disability organizations for support in the onboarding process

Provide disability training for all staff

Who else might be involved?

- HR professionals
- Teammates
- Other colleagues that will work with the new employee

- HR professionals

- Training coordinators
- HR professionals
- All staff

Reflection Questions

- Have I thought through what barriers might they encounter in the workplace?
- Have I removed these barriers and prevented others?
- Does the individual need what they have to be successful?

- Have I asked about services or personnel who can provide advice and help me and my team through the process?

- Have I encouraged my team to review resources and materials for developing an inclusive workplace culture?
- Have my team members undergone diversity, equity, and inclusion training?
- Is there an atmosphere that allows for open, honest conversation about disability?

Yes / No

Notes

Promising Practice

Support disability confidence among the team

Communicate essential information to the team to prepare them

Who else might be involved?

- Other colleagues that will work with the new employee
- Teammates

- Other colleagues that will work with the new employee
- Teammates

Reflection Questions

- Have I encouraged my team to review resources and materials for developing an inclusive workplace culture?
- Have my team members undergone diversity, equity, and inclusion training?
- Is there an atmosphere that allows for open, honest conversation about disability?
- Have I provided resources to my team to dispel myths and broaden their understanding of disability?
- Is there an open-door policy to invite further dialogue about disability?

- Have I shared the new worker's start date and bio with the team?
- Did I communicate the roles and responsibilities of the new worker to the rest of the team?
- Whenever possible, if the new workers has requested an accommodation, have I notified those affected in a private and confidential manner that does not disclose the nature of the disability?
- Have I asked the team for volunteers to mentor the new worker?

Yes / No

Notes

Promising Practice

Prepare all documentation and check if the onboarding process is fully accessible

Prepare any requested accommodations according to the organization's accommodation policy

Who else might be involved?

- DEI and HR professionals
- IT professionals
- Procurement professionals

- DEI and HR professionals
- IT professionals
- Procurement professionals

Reflection Questions

- Is all documentation ready and, upon request, can alternative formats (e.g., written or large text, Braille materials, audio, or plain language) be made available in a timely manner?
- Have I, or have I found someone, to conduct an accessibility check of the onboarding process and materials (e.g., HR information systems, eLearning modules, etc.)?

- Are any agreed upon accommodations properly documented?
- Have I notified those responsible for procuring and deploying workplace accommodations?
- Will accommodations be ready on the worker's first day?
- If not, have I communicated to the worker that their first day might have to be postponed?
- If the worker has not requested any accommodations, have I reminded them about the organization's accommodation policy before they start?

Yes / No

Notes

On the **First** Day

Promising Practice

Be present on the first day and welcome the new employee

Share the organization's values and state a commitment to accessibility and inclusivity

Introduce the employee to colleagues in their immediate team and network

- HR Professional
- Leadership
- Teammates
- Other colleagues that will work with the new employee

- Leadership

- HR Professional
- Leadership
- Teammates
- Other colleagues that will work with the new employee

Who else might be involved?

Reflection Questions

- Have I sent a warm welcome at the beginning of the day to introduce myself and provide information about the organization?
- Or did I meet and greet the new employee in-person in the workplace?
- Have I connected the worker with an experienced mentor to guide them through the onboarding period?

- Have I communicated the organization's commitment to accessibility and inclusion?
- Have I pointed the new worker to any senior leaders or staff members who can provide more information about the organization's direction and strategy?

- Have I created a list of points of contact for any questions that the new worker may have?
- Did I provide an organizational chart for the worker to learn more about their new colleagues?
- Have I set up introductions and meetings between the new worker and colleagues who can welcome and integrate them?

Yes / No

Notes

Promising Practice

Provide essential information and orientation materials in an accessible format

Situate the new worker with their surroundings

Who else might be involved?

- DEI and HR professionals
- IT professionals
- Procurement professionals

- Teammates
- Other colleagues that will work with the new employee

Reflection Questions

- Are orientation materials in an accessible format?
- If not, have I determined a plan with the employee for providing alternative formats (e.g., written or large text, Braille materials, audio, or plain language), and can they be made available in a timely manner?
- Have I prioritized the communication of essential information (e.g., job instructions; work manuals; staff rules; grievance procedures; health, safety, and emergency procedures)?

- Have I provided a detailed tour of essential workplace areas, such as the lunchroom, accessible washroom, supply room, etc.?

Yes / No

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Notes

Promising Practice

Check in about how any agreed upon accommodations are working

Who else might be involved?

- DEI and HR professionals
- IT professionals
- Procurement professionals

Reflection Questions

- Did I review how current accommodations were working with the new employee?
- If the accommodation needs to be changed, have I notified those responsible for procuring and deploying the new accommodations?
- Have I determined when accommodations will be ready and communicated this to the worker?
- If the worker has not requested any accommodations, have I reminded them about the organization's accommodation policy during the onboarding period?

Yes / No

Notes

After Orientation and Onboarding

Promising Practice

Check in about how any agreed upon accommodations are working

Build out a mentorship program to foster an inclusive onboarding experience and ongoing support

Conduct frequent check-ins with the new worker and the team

Who else might be involved?

- HR professionals
- IT professionals
- Procurement professionals

- HR Professional
- Leadership
- Teammates
- Other colleagues that will work with the new employee

- Teammates

Reflection Questions

- If the worker has not requested any accommodations, have I reminded them about the organization's accommodation policy during the onboarding period?

- Has a plan been developed to for how the mentorship will work, such as purpose, roles, rules, length of time, etc.?
- Have I formalized who will be mentoring the new worker?
- Is there a means to debrief and assess how the mentorship is going?

- Have I created a consistent schedule to check-in with the new worker?
- Have I obtained feedback from the wider team about how I can best support the new worker?
- Have I created a plan for employee development yet?

Yes / No

Notes
