

CONTENTS

THE BUSINESS CASE FOR TAPPING INTO THE “HIDDEN” CANDIDATE POOL: PEOPLE WITH DISABILITIES & LGBT PEOPLE WITH DISABILITIES	5
How to Take Advantage of the “Hidden Candidate Pool” to Find a “Good Hire”	5
Defining the “Good Hire”	5
Job Seekers with Disabilities Can Be “Good Hires”	6
Myths & Facts: Answering Common Small Business Concerns about the “Hidden” Candidate Pool	7
Myths about Disability	7
Myths about Sexual Orientation & Gender Identity	8
IF HIRING PEOPLE WITH DISABILITIES IS A CONTRACT REQUIREMENT: INFORMATION FOR FEDERAL SUBCONTRACTORS	10
Your Obligations under Section 503 Made Simple	10
Partnering: Make it Easier to Fulfill Your Obligations as a Federal Contractor under Section 503	11
GETTING STARTED	12
Creating an Inclusive Workplace	12
Taking Advantage of the Benefits of a Diverse Workplace	13
Financial Advantages	13
Profitability & Public Relations Advantages	14
Legal Advantages	15
Understanding Disability & LGBT Etiquette: It’s Easier than You Think!	15
Disability Awareness & Understanding	15
<i>Terminology</i>	15
<i>Basic Etiquette for Interacting with People with Disabilities</i>	16
<i>Strategies for Interacting with People with Specific Disabilities</i>	17
Awareness & Understanding about Sexual Orientation & Gender Identity	24
<i>Terminology</i>	24
INCLUSIVE INTERVIEWING TECHNIQUES	27
Making a Job Offer	28
Understanding and Providing Reasonable Accommodations	28
10 EMPLOYER TIPS FOR CREATING AN INCLUSIVE WORKPLACE	30

CONGRATULATIONS! YOU ARE DOING THE “RIGHT” THING TO GROW YOUR BUSINESS WHILE DOING “GOOD” FOR YOUR COMMUNITY 32

APPENDIX A: WHAT ARE THE LAWS PROHIBITING JOB DISCRIMINATION BASED ON DISABILITY, SEXUAL ORIENTATION, AND GENDER IDENTITY? 33

Disability Discrimination Laws 33

Laws Prohibiting Discrimination Based on Sexual Orientation 37

APPENDIX B: COMMON MYTHS ABOUT THE ADA..... 39

APPENDIX C: RESOURCES FOR WORKPLACE INCLUSION..... 41

Federal Agencies & Federally-Funded Programs 41

National Organizations..... 41

Springboard Consulting, LLC