



A “business case” for hiring disabled people

There is clear evidence of the reluctance of some employers to hire people with disabilities. Our colleague, Catherine Connelly from McMaster, in collaboration with Sandra Fisher of Munster University in Germany, conducted a study of one large employer in the hospitality industry to advance a business case for hiring people with disabilities. Using utility analysis, they showed that service costs to the employer (e.g., benefits, pensions, training, absence, turnover, lateness, accommodations) were offset by service value (performance and citizenship) when comparing disabled and non-disabled employees. Disabled employees showed above average performance, and had lower overall turnover rates. Further, accommodation costs were much lower than anticipated. [Visit us](#) for more information about this study.



A vision of Canada where people with disabilities enjoy full participation and citizenship, supported by a coherent framework of legislation, regulation and programs.