

Employment Equity: Guidelines for the recruitment and selection of people with disabilities in the open labour market

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KAREN SMIT

STUDY LEADER: PROF. S. GREEN

STELLENBOSCH

ABSTRACT

Until very recent people with disabilities were considered as a burden on society and not as a valuable asset. The concept of disability has changed over time and is now defined as a condition that hinders a person from performing a task that is considered normal for a person of the same age and sex. This change in perception has led to a more inclusive society where people with disabilities are seen as valuable members of the workforce. However, there are still many challenges that people with disabilities face in the workplace, such as discrimination, lack of access to facilities, and limited opportunities for advancement. This study aims to explore these challenges and provide recommendations for a more inclusive workplace environment.

DECLARATION

Since the establishment of a new South African Republic, there has been a lot of new legislation that protects the rights of people with disabilities.

I, the undersigned, hereby declare that the work contained in this thesis/study is my own original work and I have not previously in its entirety or in part submitted it at any university for a degree.

with disabilities.

The Employer

Date: _____

SIGNATURE:

DATE:

women and people with disabilities. The Employment Equity Act (No 55 of 1998) aims to promote the development, advancement and employment of people with disabilities in the open labour market. The Act also provides guidelines for employers on how to recruit and select people with disabilities. It is during the recruitment and selection process that people with disabilities are often faced with barriers to employment. This study aims to explore these barriers and provide recommendations for a more inclusive recruitment and selection process.

Currently the Employment Equity Act (No 55 of 1998) only mentions the term "people with disabilities" and "reasonable accommodation". This Act does not provide guidelines for employers on how to go about recruiting and selecting disabled candidates. Therefore the aim of the study is to present practical guidelines regarding the employment of people with disabilities. These guidelines describe in a non-discriminatory manner the recruitment and selection process, such as reviewing job descriptions, the selection process, and the appointment of disabled candidates. The study also aims to provide recommendations for a more inclusive workplace environment.

ABSTRACT

Until very recent people with disabilities in South Africa were an overlooked and under-utilised pool of labour. Disabled people have been denied the chance to participate in employment opportunities by becoming economically active and hence contributing towards the economy of the country. This is because employers were seldom or never exposed to the employment of disabled people in the open labour market. The result is that employers are uninformed about the benefits of recruiting disabled candidates.

Since the establishment of a new democratic order in South Africa in 1994, new legislation that protects the rights of disabled people was implemented. The Constitution of the Republic of South Africa (No 108 of 1996), the Labour Relations Act (No 66 of 1995) and the Employment Equity Act (No 55 of 1998) for the first time proclaimed that it is unlawful to discriminate against people with disabilities.

The Employment Equity Act (No 55 of 1998) encourages employers to employ persons from designated groups. These designated groups are black people, women and people with disabilities. To enable employers to successfully recruit disabled people in the open labour market, existing recruitment and selection procedures should be reviewed to remove any discriminatory elements. It is during the recruitment and selection process that the disabled applicant are either denied access to employment or not given a fair chance to compete for a position.

Currently the Employment Equity Act (No 55 of 1998) only mentions the terms "people with disabilities" and "reasonable accommodation". This Act does not provide guidelines for employers on how to go about recruiting and employing disabled candidates. Therefore the aim of the study is to present practical guidelines regarding the employment of people with disabilities. These guidelines describe in a non-discriminatory manner the recruitment and selection process, such as reviewing job descriptions, the advertisement of positions, interpreting the disabled candidates' curriculum vitae and

interviewing the disabled applicant. The idea of reasonable accommodation within the workplace highlights the use and benefits of assistive devices for disabled persons so that the essential functions of a job can be performed.

Exploratory-descriptive research was done with the assistance of questionnaires as an instrument for data collection. To meet the aims of this study, an availability sample of 20 businesses (small, medium and large businesses) which also included government departments in the Cape Metropolitan area was selected. The opinions and attitudes of human resources staff and business owners concerning the recruitment of physically disabled people, persons with hearing impairments, persons with visual impairments and persons suffering from epilepsy, were determined. The research findings reflected and discussed in this study indicate that employers do not have recruitment and selection guidelines available to recruit persons with different disabilities successfully.

Conclusions and recommendations are made regarding the knowledge and opinions of employers recruiting people with disabilities. The use of recruitment and selection guidelines will benefit both the employer and the disabled candidate. Such guidelines will enable employers to recruit disabled persons in a fair and consistent manner.

OPSOMMING

Tot onlangs was persone met gestremdhede in Suid Afrika onderbenut in die arbeidsmag. Gestremde persone is verhoed om deel te neem aan werksgeleenthede en kon dus nie aktiewe bydraes lewer tot die ekonomie van die land nie. Die rede hiervoor is omdat werkgewers selde of nooit blootgestel is aan die indiensneming van gestremde persone in die ope arbeidsmark nie. Die gevolg is dat werkgewers onkundig en oningelig is oor die voordele wat die indiensneming van persone met gestremdhede bied.

Sedert die ontstaan van 'n nuwe demokratiese bedeling in 1994, is nuwe wetgewing daargestel wat die regte van persone met gestremdhede beskerm. Die Konstitusie van die Republiek van Suid Afrika (Nr 108 van 1996), die nuwe Arbeidswet (Nr 66 van 1995) en die Gelyke Indiensnemingswet (Nr 55 van 1998) het vir die eerste keer verklaar dat dit onwettig is om te diskrimineer teen gestremde persone.

Die Gelyke Indiensnemingswet (Nr 55 van 1995) moedig werkgewers aan om persone van agtergeblewe groepe in diens te neem. Hierdie agtergeblewe groepe sluit in swart persone, vroue en persone met gestremdhede. Om werkgewers in staat te stel om persone met gestremdhede suksesvol te werf, behoort huidige werwings- en keuringsprosedures hersien te word ten einde diskriminerende faktore te elimineer. Dit is tydens die keuringsproses dat persone met gestremdhede of verhoed word, of die regverdige kans gegun word om te kompeteer vir 'n betrekking.

Die Gelyke Indiensnemingswet (Nr 55 van 1998) noem slegs die terme "persone met gestremdhede" en "redelike voorsorg". Hierdie wet verskaf nie riglyne aan werkgewers oor hoe om werwing en keuring van persone met gestremdhede te behartig nie. Die doelwit van die studie is dus om praktiese riglyne aangaande aanstelling van persone met gestremdhede daar te stel. Hierdie riglyne beskryf die wyse van werwing en keuring op 'n nie-diskriminerende wyse, soos die hersiening van posbeskrywings, advertensies

van betrekkings, die interpretering van gestremde persone se curriculum vitae en die voer van onderhoude met gestremde applikante. Redelike voorsorg beklemtoon die gebruik en voordele van hulpmiddels vir persone met gestremdhede sodat die essensiële werksfunksies verrig kan word.

Verkennde beskrywende navorsing is gedoen met behulp van vraelyste om inligting te bekom. Vir die doelwitte van hierdie studie is 'n beskikbaarheidsmonster van 20 besighede (klein, medium en groot besighede), wat regeringsdepartemente ingesluit het in die Kaapse Metropolitaanse gebied gekies. Die menings en opinies van menslike hulpbronne personeel, en besigheidseienaars rekende die werwing van persone met fisiese gestremdhede, persone met gehoorgestremdhede, persone met gesigsgestremdhede asook persone wat aan epilepsie ly, is vasgestel. Die navorsingresultate van hierdie studie dui aan dat werkgewers tans nie werwings- en keuringsriglyne benut wanneer persone met gestremdhede in diens geneem word nie.

Gevolgtrekkings en aanbevelings oor die menings van werkgewers rakende die werwing van gestremde persone, is gemaak. Die gebruik van werwings- en keuringsriglyne behoort beide die werkgewer en die gestremde kandidaat te bevoordeel. Hierdie riglyne sal werkgewers in staat stel om persone met gestremdhede op 'n regverdige en eenvormige wyse aan te stel.

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CHAPTER 1

INTRODUCTION

1.1 MOTIVATION FOR THE STUDY

For the first time in the history of South Africa the rights of disabled persons have been recognised in the Constitution, as the following quotation illustrates: "The state may not unfairly discriminate directly or indirectly against anyone on one or more grounds, including race, gender, sex, pregnancy, marital status, ethnic or social religion, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language and birth" (Constitution of the Republic of South Africa No. 108 of 1996, Chapter 2).

Discrimination affecting disabled persons in South Africa is especially visible in the field of employment of disabled persons in the open labour market. The main reason for this discrimination is the myths and prejudices of employers. Buhler (1991:17), Harvey (1986:78), Opperman & Prinsloo (1991:16) and Williams (1990:42) are of the opinion that employers are often ignorant of the disabled person's abilities and functioning. It is understandable that employers have fears with regards to employing disabled persons. This situation has arisen because employers have not been exposed to disabled people and because managers of employment bodies have been more profit driven rather than prepared to cultivate an awareness of a minority group such as disabled persons.

According to the researcher managers of businesses are prepared to take risks with thousands of rands to increase productivity, but would not readily risk employing disabled persons. Should they, however, decide to address these fears purposefully and acquainted themselves with the needs and functioning of disabled persons, their preconceived ideas would be transformed. This new open-mindedness would cause employers to

acknowledge that when disabled persons are placed, they can be just as productive as their able-bodied colleagues.

The new Labour Relations Act (No. 66 of 1995) makes it unlawful to discriminate against a disabled person in the arrangements for recruitment and selection for a job. Such arrangements include the compilation of job specifications, advertising the position, selecting interviewing criteria, assessment of the disabled person's abilities and functions, and assessment of the work setting.

Human resource personnel such as personnel consultants and interviewing staff are the first persons to make contact with the disabled person. Their interviewing skills will determine whether disabled applicants will have a fair chance to compete for a position in the open labour market or whether they will be denied the chance.

According to Damoyi & Tissiman (1997:31) the recruitment process involves the applicant and the interviewer, as both are responsible for the best possible placement of the candidate. The correct placement of the disabled person is of the utmost importance for both the employer and the employee. For the disabled employee it would mean greater confidence and integration in the workforce and for the employer it would mean having a disabled staff member who is as productive and competitive as his or her able-bodied colleagues.

If the recruitment and selection process is implemented according to the New Labour Relations Act (No. 66 of 1995), it will promote the employment of disabled persons. The reason for this is that the Labour Relations Act (No. 66 of 1995) prohibits discrimination on these grounds in recruitment and selection.

There is, however, no requirement that disabled people should be treated more favourably than others; employers just have to ensure that disabled

people are treated fairly in all respects, from meeting the requirements of the job specification to the final selection for employment.

The researcher managed a personnel agency for disabled persons and placed disabled candidates in the open labour market. Employers were regularly consulted concerning the employment of persons with disabilities. It became clear that employers do desire to employ disabled persons, but they do not know how to adapt their recruitment and selection processes to accommodate disabled applicants.

At present in South Africa the New Labour Relations Act (No. 66 of 1995), The Employment Equity Act (No. 55 of 1998), as well as the Commission for Conciliation, Mediation and Arbitration and the Department of Labour have not to date developed guidelines for employers responsible for the recruitment and selection disabled persons for positions in the open labour market.

The need for clear guidelines for recruiting and employing disabled persons motivated the researcher to undertake this study.

1.2 AIM AND OBJECTIVES

The aim of the study was to present practical guidelines for the recruitment and selection of disabled candidates in the open labour market in the Cape Metropolitan area.

The objectives of the study are:

- To describe recruitment and selection processes and to apply them to the recruitment of disabled workers in the workplace by providing practical recruitment and selection guidelines;
- To enable the employer to identify the types of accommodation needed when considering the recruitment of candidates with physical disabilities,

candidates with hearing impairments, candidates with visual impairments and candidates suffering from epilepsy.

- To provide checklists for identifying structural accommodations and job-related accommodations when recruiting candidates with disabilities.

1.3 RESEARCH METHOD

A comprehensive study of the available literature on the employment of people with disabilities in social work and related fields of human resources was undertaken. A computer search for literature was done in the J. S. Gericke Library of the University of Stellenbosch, while the Cape Technikon Library and the Erica Theron Reading room in the Department of Social Work at the University of Stellenbosch were utilised for selecting useful sources. The Infoquest facility at Vodacom (Pty) Ltd produced meaningful South African and mostly international literature on the employment of people with disabilities.

The researcher undertook an exploratory and descriptive study because the recruitment of disabled persons on the open labour market in South Africa is relatively limited. According to Babbie (1992:90), Grinnell (1988:225) and Arkava & Lane (1983:190), a study may be considered exploratory if the available literature in the field of study is limited. Exploratory research was also chosen because it is believed that this will enable the researcher to come to new insights and to develop new hypotheses in this field of research (Arkava & Lane, 1983:191; Grinnell, 1988:225).

To meet the aims of this study, an availability sample of 20 businesses (small, medium and large businesses) which also included government departments in the Cape Metropolitan area was selected. The names of the businesses and government departments are not mentioned because of confidentiality aspects. Availability sampling according to the non-probability sampling method described by Grinnell & Williams (1990:1252) was utilised. According to Grinnell & Williams (1990:125), this type of sampling method is appropriate

for exploratory research when the researcher selects for a sample the first people who make themselves available to become involved in the study or also when the selection of the sample is based on the caseload of a particular social worker. The 20 respondents representing the various businesses and government departments were all clients to whom the researcher had rendered services as a private practitioner in the field of employing people with disabilities. The researcher subsequently relied on data obtained from the availability sample of the 20 respondents who were selected.

Letters and self-administered questionnaires were used to gather empirical information. These questionnaires and letters were faxed or sent via e-mail to respondents. The completion of the questionnaires was done telephonically. Written permission was obtained from human resource personnel and managers to involve human resources and recruitment personnel in the study and to request their participation in the study. In implementing the recruitment and selection process, it is the human resources personnel who make the initial contact with prospective disabled candidates. Letters were also sent to owners of businesses and general managers to request their participation in the survey.

Babbie (1992:263) and Grinnell (1988:307) state that self-administered questionnaires ensure confidentiality and that this, in turn, leads to honest answers to sensitive questions. This is applicable in situations where respondents could be reluctant to answer questions regarding their recruitment and selection processes. The questionnaires were administered and completed by 20 employers in the Cape Metropolitan area. Both open-ended and closed-ended questions were utilised in the research study in order to obtain the necessary information.

1.4 DESIGN OF THE INVESTIGATION

This research study consists of 5 chapters. The first three chapters contain the motivation for the study and the literature study. In Chapter 2 the recruitment and selection processes were researched in order to determine

how this process might be utilised to the advantage of the disabled candidate. Chapter 3 contains information regarding ways to accommodate candidates with physical disabilities, candidates with hearing impairments, candidates with visual impairments and candidates suffering from epilepsy. Accommodating disabled applicants with disabilities are a natural extension of the recruitment and selections process. Chapter 4 consists of the empirical study. The empirical data are presented in this chapter. The conclusions and recommendations based on the literature study and the results of the empirical study are presented in Chapter 5. Recommendations are made concerning disabled candidates to promote the successful employment of disabled persons in the open labour market.

CHAPTER 2

THE RECRUITMENT AND SELECTION PROCESS

2.1 INTRODUCTION

People with disabilities in South Africa have the right to work and to contribute to the economy of the country. This right has become meaningful for them only since the establishment of the Labour Relations Act (No. 66 of 1995) and the Employment Equity Act (No. 55 of 1998). Until very recent people with disabilities were an overlooked and under-utilised pool of labour. The negative and uninformed mindset that prevailed among employers and other human resource personnel prevented disabled people from even being considered for vacant positions.

Whether disabled job seekers apply for positions at small, medium or big businesses, the potential exists that they will encounter discrimination in a direct or indirect way. This is mostly due to the fact that employers are ignorant of the employment needs of disabled people. Some employers do not realise that making minor adjustments to premises or to the disabled employee's workstation will mean disabled people can be employed in meaningful positions.

When reading about a disabled person's disability on a curriculum vitae, the employer might be unaware of the nature of the disability. This could cause the employer to be prejudiced and to be hesitant to even interview a disabled candidate. In South Africa very few employers have had any contact with people with different types of disabilities. The then Human Sciences Research Council's main report on disability published in 1989 states that employers have a lack of understanding in accommodating the needs of disabled persons in the workplace.

Employers are afraid to recruit disabled persons as they have concerns about *how* hiring the disabled will affect the workplace (Raskin, 1994:55). Some employers

wish to employ disabled persons, but they are unaware of *how* to go about doing this. The issue of *how to go about employing* a disabled person has to do directly with the recruitment and selection process. It is through the implementation of these recruitment and selection processes that disabled job seekers will either be given an equal opportunity to compete for a job or they will be denied this opportunity.

Human resource management entails the process of employing people and recruitment and selection are essential elements of this process. The aim of this chapter will be to set guidelines regarding the recruitment and selection processes to be followed when employers are considering employing people with disabilities successfully. Definitions are presented below to enhance the understanding of the context in which these terms will be used in this study.

2.2 DEFINITIONS

To be clear what the terms *recruitment*, *selection* and *employer* entail, it is necessary to define them.

2.2.1 Recruitment

According to Plumbley (1968:15) recruitment is "... a matching process; the capacities and inclinations of the candidates have to be matched against the demands and rewards inherent in a given job or career pattern". Parry (1994: 1), who offers a more recent definition, is of the opinion that recruitment should be viewed as an aid to decision making and adds that "...it is essential that the system adopted will lead to candidates being assessed objectively on their ability to carry out a job, regardless of factors such as age, colour, disability or religion".

For the purposes of this study recruitment will be viewed as a process in which the disabled candidate's potential and abilities will be matched with the inherent requirements of the job. Disabled candidates should be assessed objectively despite their disability and according to their ability to perform a job.

2.2.2 Selection

Carrell, Elbert, Hatfield, Grobler, Marx and van der Schyf (1998:174) define selection as "... the process of choosing from a group of applicants the individual best suited for a particular position."

For the purposes of this study the selection process will be discussed specifically as it pertains to the candidate with a disability. The selection process, just as in the case of recruitment, involves matching the disabled candidate with the job. This process is done according to selection criteria such as completing the application form, interpreting the disabled candidate's curriculum vitae and interviewing the disabled candidate.

2.2.3 Employer

For the purposes of this research study, employer will refer to any company, business, organisation and government department, irrespective of size, which employs people and therefore also recruits people.

2.3 COMPILING AN EQUAL OPPORTUNITY EMPLOYMENT POLICY

In order for employers to eliminate discriminatory recruitment practices, it is necessary to compile a non-discriminatory equal employment policy. The compilation of an equal opportunity employment policy will now be discussed.

According to the Employment Equity Act (No. 55 of 1998), employers are encouraged to employ people with disabilities as this is one of the designated groups mentioned in this specific Act. According to Buhler (1991:18), employers need to make a conscious decision to hire disabled persons. This statement should be incorporated into an Equal Opportunity Employment policy document. Parry (1994:3) also is of the opinion that employers who support equal employment opportunities should state that their business is an equal opportunity employer. In an Equal Opportunity Employment policy document, the employer can include a disability section where certain issues relating to disability matters

are specified. Hemming (1997:113) and Parry (1994:43) state that for this purpose employers need to mention that they recognise that a number of minority groups can be disadvantaged and that their business offers equal treatment opportunities in all aspects of employment to men and women regardless of their sex, sexual orientation, colour, marital status, race, nationality, disability or age. Listed below are some requirements which employers can include in their Equal Opportunity Employment policy (Parry, 1994:43, Ruder: 1995:29):

- To employ disabled persons in meaningful positions relative to their intellectual ability and areas of interest/specialisation;
- To recognise the special needs of disabled persons;
- To adopt procedures which will give disabled persons full and fair consideration for all vacancies;
- To give disabled people the same access to training, career development and promotional opportunities as other employees;
- To explain that disabled people will have similar rates of pay, conditions of service and benefits;
- To mention that the Equal Opportunity Employment policy document conforms to the requirements of the Labour Relations Act (No. 66 of 1995), the Constitution (Act No. 108 of 1996) of the Republic of South Africa Employment Equity Act (No. 55 of 1998).

An Equal Opportunity Employment policy document will ensure that people with disabilities in the workplace will enjoy fair treatment and opportunities in all aspects of employment.

2.4 COMPILING A RECRUITMENT POLICY

Since South Africa attained its new democratic order in 1994, the focus on human rights as set out in the Constitution of the Republic of South Africa (Act No. 108 of 1996, Chapter 2), has become increasingly important. The Labour Relations Act (No. 66 of 1995) and the Employment Equity Act (No. 55 of 1998) extend the concept of fairness to all job applicants. These acts also require for the first time

that an unsuccessful job applicant may be able to claim that he/she has been unfairly discriminated against during the recruitment and selection process.

Boas (1995:29), Matheson (1996:47) and Verster (1996:38) state that employers will have to rethink and scrutinise carefully their existing recruitment policies and procedures to comply with the new legislation. These authors urge employers to compile comprehensive recruitment and selection policies and procedures. This will lead to the integration of sound human resource practices into a business and ensure that recruitment and selection will be applied consistently and fairly to all disabled job applicants.

Parry (1994:59) encourages employers to develop codes of good practice which refer specifically to recruitment and selection procedures. These codes of good practice will be reflected in a recruitment and selection policy document and should describe the applicable criteria so that recruitment and selection practices will comply with legislation. The government has provided codes of good practice on disability. These codes of good practice explain key definitions such as "people with disabilities", "reasonable accommodation" and "disability in employment equity plans" as required by the Employment Equity Act (No. 55 of 1998).

Damoyi and Tissiman (1997:30) mention that if businesses change their methods of recruitment solely for the purpose of fulfilling legal requirements, they will lose an opportunity to raise standards of employment practices in South Africa. Once employers genuinely accept the challenge of employing disabled persons, they will discover persons with potential and abilities who are eagerly waiting for an opportunity to be employed. Employing disabled persons successfully will create a win-win situation for both the employer and the disabled candidate. The disabled candidate will be able to become economically active and not have to be dependent on a government grant. And the employer will gain a loyal employee who will be hard working and who will be productive in performing daily tasks.

The recruitment policy should include recruitment and selection criteria such as the job description, person specification, the application form, job advertisements, physical examinations, making reasonable accommodations and performing non-

discriminatory job interviews. Before deciding which positions will be applicable for disabled persons, the employer should review existing job descriptions. The drawing up of non-discriminatory job descriptions will now be discussed.

2.4.1 Job description

Drawing up a non-discriminatory job description is the first task of an employer. To enable employers to decide which positions are applicable for disabled candidates, they should review existing job descriptions. This will identify discriminatory elements and allow the employer to make changes in order to accommodate the disabled candidate. Gerber, Nel and Van Dyk (1987:165) and Gensing (1991:4) state that a job description is a written record of what tasks and responsibilities an employee must perform. Cascio (1992:106) confirms that an overall written summary of task requirements is called a job description and that an overall written summary of worker requirements is called a person description/specification.

Johnson (1993:42) advises employers to first do a job-hazard analysis so that essential elements and functions of each position can be identified that are needed for the job description. The reason for this is because the disabled applicant must be able to perform only the essential functions of a job. The purpose of doing a job analysis is to obtain, examine and record the specific responsibilities and overall makeup of a particular job (Cascio, 1992:106; Gensing, 1991:1). Jackson & Musselman (1987:211) define job analysis as "...the process of determining, by observation and studying, pertinent information about the nature of a specific job". Gensing (1991:3), Johnson (1993:43) and Scott (1990:10) urge employers to base their job descriptions on what they actually see when doing the job analysis. Gensing (1991:3) advises employers to take video cameras and tape workers on busy shifts. This will allow employers to observe workers performing the real and true functions of the job. By first performing a job analysis, the employer will ensure that the necessary functions of a position will be noted and documented. This will allow the employer to draw up a non-discriminatory job description because the job description will reflect the true functions of the job.

Verster (1996:33) mentions that the type of disability or health status of an applicant may directly determine whether that applicant would be able to perform at least the essential functions of a position. The author also points out that in order to ascertain the inherent requirements of a job it is necessary to begin by identifying the essential functions of a job. Damoyi & Tissiman (1997:31) and Verster (1996:34) mention that in identifying the essential functions of a position, the focus should be on the core features of the work or job to be done.

Verster (1996:34) gives the following example: a visually impaired person applies for a secretarial position that refers to the requirement to take shorthand. The disabled person can use a modified computer and is able to transcribe from a dictaphone. The capacity to take shorthand is not an "inherent requirement" of the job. The capacity to transcribe from a dictaphone is another way of doing the job. The visually impaired person is not able to take shorthand, but he/she can transcribe from a dictaphone to a word processor. The essential tasks associated with the job are achieved either way.

The employer should note that persons with various disabilities will have different ways of performing an essential function of a job. The disabled person him/herself will be able to tell the employer how they will be able to perform an essential function of a job.

The Institute for Personnel Management Member Brief (1997:3) states that factors such as race, sex, social origin, colour, age, religion, belief, culture, language, marital status, disability and family responsibility must be avoided as selection criteria throughout the recruitment process. Only if one of these factors is absolutely essential, may it be included as a criterion in the whole recruitment process. The employer should therefore not only focus on the disability of a candidate, but the abilities and potential of a disabled candidate should be considered.

As positions become vacant, managers can reassess the job for the possibility of filling the vacancy with a disabled person. By assessing the nature of the position, the employer can decide to fill the vacancy with a disabled person. Buhler

(1991:19), Damoyi & Tissiman (1997:31) and Noel (1990:26) state that through an effective job redesign programme, disabled persons may be recruited and hired for several positions.

An important factor to remember is that the type of disability should be matched with a specific position (Buhler:1991:19) and that accommodations should be considered to enable a disabled candidate to perform the essential functions of a position. In some situations minor adjustments can be made to equipment, such as adjusting the height of machinery to accommodate a person in a wheelchair or the hours of work can be changed for persons suffering from arthritis, for example, not letting call centre operators with arthritis work the very early morning shifts.

According to Gerber, Nel & Van Dyk (1987:165), Gensing (1991:4) and Parry (1994:6), a job description includes the following: job identification, job summary, relationships with employers, responsibilities and duties, authority, job standards and working conditions. These factors should be explained in such a way that disabled persons would also be able to perform the essential functions of a job. Employers may include various ways of accommodating a disabled person, for example, making use of assistive devices and changing work hours. Johnson (1993:43) mentions that in the event of a lawsuit, a written job description helps establishing whether or not an employee can continue to perform the essential functions of a position.

Disabled candidates should adhere to the requirements of the person specification such as the necessary qualifications, experience and skills. Parry (1994:7) notes that job descriptions have a variety of uses whilst person specifications are only used for recruitment purposes.

2.4.2 Person specification

In order for employers to compile a non-discriminatory person specification, employers should review existing person specifications. The review of the person specifications will enable the employer to identify and eliminate any discriminatory elements.

A person specification describes the ideal person to do a specific job well (Parry, 1994:7; Van Dyk, Nel & Gerber, 1987:166; Top Level, 1992:11). Examples of criteria for a person specification are: qualifications, experience, skills/knowledge, motivation and other factors such as physical requirements.

Jones (1997:43) refers to job specifications as “wish lists” because often the desired qualities of the perfect candidate do not exist. The author urges employers to ensure that all personal, medical or health-related characteristics in the person specification are truly necessary for the job, and that any preferences can be justified. Parry (1994:8) says that it is essential to get as close a match as possible between the job requirements and the person specification. This will eliminate unnecessary discriminatory requirements. Arbitrary requirements such as area of residence, height, weight, looks and unnecessary educational standards should also be avoided (Institute for Personnel Management, 1997:3).

If a job specification states that the candidate “...must be able to type at x words per minute” the recruiter must be aware that this recruitment could potentially discriminate against those whose typing speed is slowed down by arthritis. For the disabled person to be accommodated in the workplace a special keyboard could be supplied to overcome this problem; typing speed alone would not justify rejecting the applicant (Jones, 1997:43). If qualification criteria state that the candidate “...must be educated to x level” and this is not necessary for a job, a person with learning difficulties who is otherwise the best candidate but is turned down because he/she lacks these qualifications, could claim that he/she is being discriminated against. Employers should ensure that all requirements – personal and job descriptions – are truly necessary for the job and that any preferences can be justified (Jones, 1997:43). The Disability Net (1997:3) reminds employers to bear in mind the possibility of adjustment of tasks right from the very beginning of the recruitment and selection process.

The Disability Net (1997:4) informs employers that job technique is more important than the strength of the employee where lifting, climbing and other physical activities are involved. The employer should note and be aware that a disabled person can fulfil some physical requirements by performing them in their own

special way. An amputee who has an artificial limb, for example, would be able to do climbing and lifting work. When compiling skill criteria of this nature, the employer should be precise and should state exactly what should be required of the jobholder.

If a particular person specification states "...driving from location a to location b" as a requirement, the employer should be aware that there is a different way of performing this task. When this task is analysed it may be discovered that it can be effectively carried out by the employee by making use of public transport (Disability Net, 1997:3). The author suggests that the task should rather be described as "...travelling from location a to location b". If such options are not considered, this task requirement may unnecessarily prevent blind or partially sighted people from applying for such a vacant position. Specifying the need for a driving license when the job involved requires limited travel can be discriminating as the job can be done by using public transport (Jones, 1997:43).

It should be noted that it is not always possible at the job analysis stage to identify which tasks of the job will negatively affect a disabled applicant, as the relationship between disability and position will be specific to each disabled individual concerned (Disability Net, 1997:3). The researcher is of the opinion that disabled applicants must be asked to identify their own ability and capacity for performing tasks successfully. When a position has become vacant and the employer has decided to employ a person with a disability, the employer should advertise this position.

2.4.3 Advertising vacant positions

The method of advertising, the general labels associated with the advertisement as well as where to advertise are aspects that should receive careful consideration. Advertisements play an important role in determining who could be employed. Gerber, Nel & Van Dyk (1987:179) and Cilliers & McGregor (1992:7) state that the wording of advertisements is important as it sends signals to prospective applicants about their potential to be employed and could encourage or dissuade people from applying. Cilliers & McGregor (1996:7) warn that if job applicants are

dissuaded on what in reality is unfair discrimination, then the selection process is faulty.

Parry (1994:13), Grensing (1991:19), as well as Damoyi & Tissiman (1997:31) mention that advertisements can only be developed after non-discriminatory job requirements and job specifications have been created. According to these authors the selection criteria in advertisements must be relevant, factual and non-arbitrary. Matheson (1996:47) emphasises that advertisements must be neutrally worded and that when a requirement is mentioned that may exclude persons from certain groups, that requirement must be a real prerequisite for the performance of the job.

Matheson (1996:47) states that the limitation of potential job applicants begins with the compiling of the advertisement as it is here where the job requirements are set out in a fair amount of detail. Cilliers & McGregor (1996:7) warn that employers should exercise caution in the wording of the advertisement, as this is an area where disputes can arise. According to Cilliers & McGregor (1996:7) and Parry (1994:13) the following stipulations about the position should be borne in mind:

- Include operational requirements in objective criteria;
- Avoid references that may directly or indirectly infringe the anti-discrimination clause;
- Avoid stereotyping of candidates with disabilities;
- Apply minimum qualifications when advertising a position.


Jones (1997:43) mentions that advertisements sometimes ask for applicants who are “energetic”. If the job involved is sedentary, this potentially discriminates against someone whose disability causes them to get tired more easily than others. Words such as “energetic” are ambiguous unless used in a specific context such as the candidate “... must be able to demonstrate an energetic approach to work with young adults”.

Levesque (1992:186) states that mentioning the necessary physical conditions required for a job allows the employer to analyse the job in terms of essential requirements; what requirements could be accommodated and in what ways; and

what customary requirements are not as absolutely necessary as those traditionally held.

For example, an advertisement for a communications installer could specify that the applicant "...must be able to drive a service vehicle, walk and climb to overcome obstructions, climb ladders, bend and kneel to attach wiring and have colour vision". In this particular case a few amputees and a person with one eye have been performing these positions successfully with the aid of prosthetic devices.

Jones (1997:43) mentions an example of an advertisement stating that the candidate "... must be able to type at x words per minute". This advertisement could discriminate against someone who is otherwise the best candidate, but whose typing speed is slowed down by arthritis. If a special keyboard could overcome this problem, typing speed alone would not justify rejecting the applicant. To state in an advertisement that the applicant should "...send a handwritten CV to..." can be discriminatory. Typed or recorded applications from those whose disability impairs their writing should be acceptable (Jones, 1997:43).

Cilliers & McGregor (1996:7) and Disability Net (1997:8) suggest that, when advertising positions in newspapers or magazines, the following positive statements should appear in the advertisement so as to encourage applications from disabled persons, for example "Equal Opportunity Employer" or "Disabled people are particularly invited to apply as they are under-represented in this area of work". The disability sign  can also be placed in advertisements to attract disabled persons to apply for a position.

Where to advertise is an important matter, as employers want to attract the best pool of applicants. Roberts (1997:25) advises employers not to advertise in prestigious newspapers or journals, as these are usually inaccessible to disabled persons. Care should also be taken when using the cinema and radio as advertising mediums because blind and deaf people can be discriminated against indirectly. In order to attract visually impaired candidates, employers can rather

provide advertisements in accessible formats, such as tapes or Braille. The employer should negotiate to provide these tapes or Braille advertisements to Organisations for the Blind. This organisation has a database of visually impaired work-seekers and can distribute this information accordingly. The employer could also send advertisements of vacant positions to various organisations for the disabled.

The next figure serves as a resource list of employers and includes the names and contact details of private practitioners, government departments and various organisations for the disabled. It also describes what type of services these organisations offer to employers.

RESOURCE INFORMATION

ORGANISATIONS/ PRIVATE CONSULTANTS	INCENTIVES	CONTACT DETAILS
Altitude Management Services	Personnel agency. Recruits persons with disabilities for placement in the open labour market. Outsourcing services also available.	11 Plantation Road, Wetton PO Box 14322, Kenwyn, 7790 Tel (021) 761 5321 Fax (021) 761 3711
Department of Labour	Keeps a register of unemployed disabled workseekers.	Thomas Boydell Building Cape Town, 8000 Tel (021) 309 4230 Fax (021) 309 4631
Cape Town Association for the Physically Disabled • Social Services • Occupational Therapy Services	Keeps a database of unemployed physically disabled workseekers. Assess which types of assistive devices physically disabled persons can use in the workplace.	PO Box 12982, Mowbray, 7705 Tel (021) 637 1204
Deaf Federation of South Africa (DEAFSA)	Keeps a database of unemployed deaf/hard of hearing workseekers.	PO Box 226, Newlands, 7725 Tel (021) 683 4665 Fax (021) 671 2644
League of Friends of the Blind (LOFOB)	Keeps a database of unemployed blind/visually impaired persons. Assess which types of assistive devices blind people can use in the workplace. Provide switchboard training for blind/visually impaired persons.	94 Klip Road, Grassy Park, 7888 Tel (021) 705 3753 Fax (021) 705 2154
South African National Epilepsy League (SANEL)	Keeps a database of unemployed workseekers suffering from epilepsy.	235 Lower Main Road Observatory, 7925 Tel (021) 447 3012 Fax (021) 448 0705
Independent Living Centre Elmarie Holtzkamp	Provide various types of assistive devices for people with disabilities.	Conradie Hospital Pinelands, 7405 Tel (021) 531 0112
Karen Smit	Consults with employers on how to recruit and select disabled candidates.	17 Pomela Crescent Brackenfell, 7560 Tel: (021) 981 9555 Cell 082 9907961
Neville Clarence Technologies	Provides assistive devices for blind and visually impaired persons.	PO Box 95309, Waterkloof, 0145 Tel (012) 346 3464 Fax (012) 346 2303
Emmanuel Staffing Services	Recruitment agency for disabled persons. Assess the employers' work facilities in order to accommodate candidates with physical disabilities.	2 nd Floor, Tyger Park 3, Durban Road, Bellville, 7530 Tel: (021) 9146240
ABLEDATA	Contains more than 15000 listings of assistive devices for all disabilities.	8455 Colesville Rd.#935 Silver Spring MD 20910 09301 427-0277
Job Accommodation Network (JAN)	Provide information on accommodating people with disabilities.	West Virginia University PO Box 6080, Morgantown WV 26506-6080 (USA) Website: www.jan.wvu.edu
Melinda du Toit	Assess which types of devices disabled people can use in the workplace.	Vincent Palotti Hospital, Dick Williamson Medical Centre, Pinelands, 7405 Tel: (021) 532 2616

Figure 2.1 Resource information for employers

Adapted from: Martinez (1990:42)

2.4.4 The application form

After the vacancy has been advertised and the relevant candidates' names placed on a shortlist, the employer may request the applicant to complete an application form. According to Cascio (1992:179) and Gensing (1991:28), the application form should be designed to provide the employer with information to evaluate the ability, experience, skills, knowledge and other job qualifications of the applicant which are relevant to the nature of the job.

Roberts (1997:140) holds the opinion that the application form is the most misused recruitment tool. This author agrees with Cascio (1992:179) and Gensing (1991:28) that the application form should be designed to collect information about candidates and be designed with the interview in mind.

Hemming *et al.* (1997:93) advises employers not to use application forms as a means to discriminate against job applicants. Employers should not disqualify applicants because they are unable to complete application forms unassisted, unless this was required for the performance of the job.

Roberts (1997:139) and Wood & Payne (1998:73) mention that, next to the interview, the application form is the second most popular and influential tool in the selection process. Wood & Payne (1998: 75) have found that 94% of employers use the application form to screen out applicants. In South Africa many employers use application forms which request details of a person's disability or health. This makes it easy for the person who screens application forms to eliminate applications received from disabled people. Furthermore it was found that 82% of employers have no guidelines on how to interpret the information on the application form (Wood & Payne, 1998: 75).

Wood & Payne (1998:85) suggest that questions about disability and special needs should be asked in a detachable equal opportunity monitoring questionnaire which should not be available to selectors in order to prevent it from influencing them. Cascio (1992:179) provides certain guidelines and suggests that these questions be deleted from application forms:

- Any questions that might have an adverse impact on the employment of minorities and the disabled;
- Any question that does not appear to be job related or that does not concern a bona fide occupational qualification;
- Any questions that could possibly constitute an invasion of privacy.

By deleting these types of questions from the application form, the employer will be complying with the Employment Equity Act (No. 55 of 1998).

Verster (1996:35) explains that the reason for not requesting disabled applicants to disclose disability information on the application form is to avoid discriminating on the ground of disability. The author suggests that the application form should restrict its questions to:

- Whether an applicant would be able to perform the essential functions of the position;
- Whether the applicant has the necessary educational, technical or other qualification to perform the essential functions outlined in the job description.

Application forms should thus not contain questions relating to any of the items mentioned in Item 2 (1)(a) of Schedule 7 of the Labour Relations Act, unless compliance is an inherent requirement of the job.

Completed application forms can incur potential liability for employers; Gensing (1991:35) advises that employers should include the following statement on the application form to provide the employer with some protection: "This company is an Equal Employment Opportunity Employer and does not discriminate on the basis of colour, religion, age, sex, marital status or handicap".

Disability Net (1997:29) states that application forms must be accessible to disabled persons and should provide a text phone link for hearing impaired people. Alternative formats should be used to accommodate persons with impairments. It is further suggested that the application forms should be presented in plain language and that large print, Braille or tape versions should be available for visually impaired persons. Should employers provide the application forms in

alternative formats, the employer must also be able to receive the information in these alternative formats.

The Discrimination Disability Act of the United Kingdom (1995) suggests that the application form should have a section for responses to the question: "Do you consider yourself to be a disabled person?" It should also include a question such as: "... if you have any requirements to enable you to attend an interview, please list them and we will make the necessary arrangements, for example hire a sign language interpreter and arrange wheelchair access".

Agius (1999:1) suggests that if a disabled applicant needs to complete an application form, this should be done in a way that is most convenient for the disabled applicant, for example:

- Mail the application form to the candidate;
- Offer the walk-in applicant an opportunity to take the application form, get someone to complete it, and to return it by mail or in person;
- Offer the services of a staff member to assist in completing the application form.

The advantage of allowing the disabled candidate to utilise any of these three options when completing an application form is that the candidate will have the option to choose to complete the application form in the most comfortable way.

Besides the fact that the applicant needs to complete an application form when applying for a new position, a curriculum vitae is also required. It is important that, if the disabled candidate has mentioned his/her disability in the curriculum vitae, this is understood and interpreted in the correct manner.

2.4.5 Interpreting the disabled candidate's curriculum vitae

Grensing (1991:36) explains that a curriculum vitae provides a one-sided look at applicants, for example the positive side, and helps applicants to present their positive attributes. When disabled people compile a curriculum vitae it is done in

the same manner as by non-disabled people. This information includes information such as personal details, educational details and work experience.

Roberts (1997:140) and Wood & Payne (1998:84) mention that the difference between an application form and a curriculum vitae lies with the person who has the control. An application form is controlled by the employer and contains questions on information that the employer regards as being important. Employers may regard disability and health as important factors and may request candidates to complete these questions. The employer should request disability and health questions to be answered only if they pertain to the inherent requirements of a position. When drawing up a curriculum vitae, the disabled individual decides what and how to include disability and health information.

When compiling a curriculum vitae the disabled person is faced with having to decide to disclose or omit the details of the nature of his/her disability. The reason for this is that as early as the scrutinising and screening of a person's curriculum vitae where the disability was mentioned, the chance arises that the curriculum vitae will be rejected by the employer. The possibility exists that the employer would not know how to interpret the nature and consequences of the person's disability and this may influence the employer's judgement in a negative way. A way to obviate employers discriminating against disabled people's curriculum vitae is, to according Gensing (1991:21), to scrutinise an applicant's curriculum vitae in accordance with the job requirements already determined.

The researcher's experience as a private consultant in the field of human resources has made it clear that the employer should not make assumptions when reading details of a person's disability on the curriculum vitae. Many times these assumptions are based on myths and prejudices. The employer should furthermore be careful of not only questioning whether the person will be able to do the job or not. At this stage of the recruitment process it is important to be fair and, and if the disabled person's curriculum vitae meet the requirements of the job criteria, the employer should consider inviting the candidate for an interview. The employer should prepare the interview in such a way that it does not too discriminate against the disabled person.

The researcher is of the opinion that the employer should not reject the disabled person's curriculum vitae because the employer is unaware of how to interpret the consequences of a specific disability for the position applied for. It would be advantageous for the employer to decide consciously to develop a change of mindset about disabled persons and find ways of becoming acquainted with different types of disabilities.

With regards to obtaining knowledge of a specific disability, there are organisations that will supply information about all the different types of disabilities. Figure 2.1 can be consulted for the contact details of the various organisations. Once employers become sensitive to the needs of people with disabilities, they will interpret the disabled candidate's curriculum vitae in a non-judgmental way. Knowledge and understanding of the needs of disabled persons should assist the employer in identifying the types of adjustments to be made for disabled candidates. For example, should an employer obtain knowledge of the needs of a person in a wheelchair, the employer will become aware that minor adjustments sometimes need to be made, such as raising the office desk in order for a wheelchair to fit underneath. In most cases these adjustments are minimal and can be done at minimal or no cost at all.

Once the employer has interpreted the candidate's curriculum vitae and decided to place the candidate on the shortlist, the employer should do a reference check. In carrying out a reference check, the employer should ascertain how the candidate performed tasks in the past and what the candidate's productivity level was.

2.4.6 Checking references of disabled candidates

Carrell *et al.* (1998:191) mention that reference checks are energy-saving and cost-efficient methods of screening out undesirable clients. These authors also state that the most important reference check involves contacting previous employers, co-workers and supervisors.

Van Dyk, Nel & Gerber (1987:194) are of the opinion that it is important to find out what employees achieved in previous jobs and note that 90% of employers

provided positive feedback of previous employees. Reference checking of disabled people is important as the previous employer would confirm the way the previous job was performed.

Previous employers who provide positive feedback on disabled applicants will increase the new employer's confidence in employing a disabled person. Most disabled persons perform their jobs very successfully and have low absenteeism rates. When doing a reference check, the employer must ask questions relating to the candidate's job performance and must be careful not to ask discriminatory questions about health and medical history.

Cascio (1992:181) states that reference checks are of value only if the person providing the information has observed the employee in job relevant situations. This is especially true and appropriate in the case of disabled persons. People who do not work directly with disabled employees are unaware of their capabilities. This may result in information on the disabled candidate's job performance being based on myths and assumptions about disabled people. The consequence is negative and irrelevant feedback on the disabled person's jobs performance.

In order to ascertain whether a disabled candidate will be productive, some employers request that disabled candidates should undergo medical tests. Medical testing for disabled candidates will now be discussed.

2.4.7 Considering medical testing for disabled candidates

Cascio (1992:72) and Johnson (1993:44) state that pre-employment medical testing is only allowed if all employees are subject to them and not only disabled persons. Carrell *et al.* (1998:56) mention that pre-employment testing is prohibited by the Labour Relations Act (No. 66 of 1995) unless the applicant's ability to perform a specific task or job safely needs to be determined, for example, the job of a bus driver or pilot.

Van Dyk, Nel & Gerber (1986:97) emphasise that the physical standards of the job should be realistic and they should be linked to what is required by the job. This

implies that persons with specific disabilities, such as amputees, can perform certain physical tasks. Levesque (1992:186) also explains that physical requirements, which are absolutely necessary for performance of essential functions of the position, should be mentioned. Amputees can, for example, perform many physical tasks with the assistance of prosthetic devices.

Employers cannot request a disabled person to provide a medical letter only because the person is suffering from a disability. The researcher has first-hand experience of having to present letters to employers explaining the nature and extent of her disability. In both instances the researcher was selected as the best candidate for the specific position, but the job was only offered to her once she provided a letter from her doctor. The position was administrative in nature and none of the other candidates had to supply doctor's letters.

The Employment Equity Act (No 55 of 1998) prohibits medical testing unless legislation requires the testing or if it is justifiable in terms of medical facts, employment conditions, social policy, the fair distribution of employee benefits or the inherent requirements of the job. The Employment Equity Act (No. 55 of 1998) further defines medical testing as any test, question, inquiry or other means designed to ascertain, or which has the effect of enabling the employer to ascertain, whether an employee has any medical condition.

The employer should not merely use the interview to obtain medical and health information from the disabled candidate. A discussion of interviewing disabled candidates will be discussed below.

2.4.8 Interviewing disabled candidates

It is important that interviews with disabled candidates should be performed in a non-judgmental way, otherwise the disabled candidate's abilities will not be recognised and noticed. According to Roberts (1997:11), the interview is the most frequently used selection technique. Wood and Payne (1998:94) found that four out of five employers said that the interview was the most important part of their recruitment and selection process.

Cascio (1992:190) notes that the interview was originally considered a poor evaluation tool because employers were influenced by factors such as first impressions. This is especially true in the case of disabled people, because the person's disability and physical appearance may cause the employer to be negative and then decisions are made based on myths and prejudices. Roberts (1997:11) confirms that an employer's judgements of disabled candidates' performance during interviews are clouded by prejudice or stereotyping.

The Department of Labour has still not issued codes of practice which advise employers against certain interviewing questions. Roberts (1997:57) suggests that, when employers interview disabled persons, questions should be carefully phrased. According to the author an effective interviewing technique is to maintain consistency in questioning disabled and non-disabled applicants. The prejudices of the interviewer will impact directly on whether the process of recruitment and selection is discriminatory or not. The employer should ask the same questions to disabled candidates as to non-disabled candidates.

Carrell *et al.* (1998:91) explain that job descriptions and job specifications provide interviewers with concise, accurate information about the requirements for positions. Interviewers can then establish a better match between the applicant and the position, and thus minimum requirements are met. According to Carrell *et al.* (1998:92), the Labour Relations Act (No. 66 of 1995) changed the interviewing process fundamentally because the content, manner and nature of questions permissible will require a certain amount of skills from the interviewer.

Grensing (1991:45) states that the job interview has three purposes:

- For the interviewee to demonstrate job related skills and qualifications;
- For the interviewer to tell the applicant about the job and remuneration;
- For the interviewer to gather more information about the applicant.

The employer can use these points as guidelines when considering interviewing disabled candidates.

Grensing (1991:81) advises employers to avoid legal action by never asking a question that is not directly related to the requirements of the job. The author suggests that one way to relieve uncertainty about this is by putting each question through two tests: a) Does the question require an answer that would delve into a protected area, for example race, religion, sex and disability? b) Is the answer to this question needed to make a hiring decision? Does the question relate directly to the requirements of the job? If the answer is no to (a) and yes to (b), then the employer can be confident that the questions are permissible.

According to Hemming *et al.* (1997:94), employers are liable for their employees' acts of discrimination. The author advises reception staff to treat all visitors in a courteous manner, irrespective of race, sex, religion and disability. Interviewers should be courteous and interested and not hostile and obviously uninterested in a candidate. Hemming *et al.* (1997:95) mentions that interviewers should be consistent in the questioning of candidates who have applied for the same position. The author advises that employers should ask candidates in advance if they have special requirements so that the employer can prepare adequately to make adjustments to premises in preparation for the interview. The employer should even make adjustments if the employer did not know in advance that the candidate is disabled.

Hemming *et al.* (1997:96) advises employers to try particularly hard to put candidates with disabilities at ease by emphasising that disability does not affect the consideration that they will receive. Interviewers may only ask questions about the candidate's disability if they are relevant to the job applied for. The interviewer should concentrate on the person's ability to do the job – after accommodation has been made. Noel (1990:30) states that the interviewer must focus on the person's capabilities rather than the dysfunctional abilities. Jones (1997:43) suggests that employers should review their interview process in order to provide a level playing field for disabled candidates. In interviewing disabled candidates an employer should keep any adjustments that may be required in mind at the same time. Should the disabled candidate meet the inherent requirements of a position, but a special keyboard is needed to perform typing tasks, the employer should provide the special keyboard. Identifying adjustments during the interview process will

enable the disabled candidate to compete on an equal basis with the non-disabled candidate.

Cilliers and McGregor (1996:7) suggest that a mixed interviewer panel can provide non-discriminatory support to candidates when sensitive questions are asked. This interviewing panel should have a consultant who is aware of the needs of disabled persons and has the knowledge to ask appropriate questions. Parry (1994:20) advises that employers should ask candidates with disabilities whether they have special requirements, for example, regarding access arrangements that are required or provision for special equipment. Parry (1994:31) emphasises that it is not the role of the interview panel to attempt to make a medical diagnosis/prognosis. The author mentions that when a candidate with a disability makes no reference to his/her physical condition, it may be assumed that the individual has evolved personal coping strategies and that his/her ability to do the job will not be affected. Parry (1994:32) explains that disabled people can assess their own ability to do the job, provided they are given clear information about the nature of the tasks and environment within which they will work. Couch (1992:6), Johnson (1993:44) and Melia (1992:47) remind employers that during the interview one question cannot be asked: "...Are you disabled?". It can, however, be asked whether the candidate can perform the essential functions of the job.

Nomani (1995:A5) is of the opinion that employers can ask about making adjustments for disabled candidates in the following instances:

- if the applicant has an obvious disability and would require accommodations such as wheelchair ramps or in the case of a visually impaired person applying for a computer job;
- if the applicant reveals a hidden disability such as having had a heart attack;
- if the disabled applicant asks that the employer make adjustments.

If a person with diabetes applies for a receptionist position and voluntarily discloses the need for frequent breaks to take medication, the employer can ask how many breaks are needed. Joubert (1989:9) mentions that a person with cerebral palsy can hand a written note to the interviewer explaining that he has a speech problem and that the employer should listen patiently. Avery (1986:26)

mentions that disabled persons should include a statement such as the following in their curriculum vitae: "...I should explain that I am a person with cerebral palsy. However, as my education and work history show, my disability has not restricted my working life."

According to People Perspective (1993:70), some managers rely on gut feeling when interviewing candidates for a position. Couch (1992:6), Grensing (1991:45), Hemming *et al.* (1997:94), Johnson (1993:44), Levesque (1992:187), Melia (1992:47), Parry (1994:31) and People Perspective (1986:26) all suggest that the following questions should not be asked during an interview:

QUESTIONS NOT TO ASK DISABLED CANDIDATES
• Are you disabled?
• Are you currently mentally or physically ill or disabled?
• Do you have a history of absences due to illness or disability?
• Are you currently receiving treatment for your disease?
• Have you ever been injured on the job or applied for Workers Compensation?
• How do you control your diabetes?
• Would you list any conditions or diseases you've been treated for in the last five years?
• Have you ever been hospitalised and, if so, why?
• Has a psychiatrist or psychologist ever treated you?
• How many days were you absent due to illness?
• Do you have any physical defects that might prevent you from performing certain jobs?

Figure 2.2 Questions not to ask disabled candidates

The above figure indicates that employers should not ask questions pertaining directly to the disabled candidate's disability or health status. Such questions may only be asked in the event that they form part of an assessment of the candidate for the inherent requirements of a position. These questions should not merely be asked because the person applying for a position happens to be disabled.

The interviewer should focus on the position and the essential functions of the job and the candidate's skills and experience. The questions asked of disabled candidates should be the same questions asked of all candidates. The British

Disability Discrimination Act Guide (1995) suggests that candidates should contact the employer if they have special requirements for attending an interview. Disabled candidates should not be disadvantaged by any impractical interview arrangements and Levesque (1992:188) urges employers to consider the accessibility of the interview venue. It is suggested that even noise levels should be considered when interviewing hearing-impaired people and that interpreters should be hired. Johnson (1993:44) explains that, if employers limit themselves to asking people what they can do, they have gone a long way to show that they are not discriminatory.

The Disability Discrimination Act (1995) explains that, if a candidate is aware of disabling barriers in the work place, during the interview alternative ways can be discussed of doing the job. The employer should remember to emphasise that the selection decision will not be influenced by the extent of the adjustment.

When considering making adjustments, employers should ideally do this right from the onset of the selection process. The reason for this is that it will prevent disabled candidates from being unfairly and unknowingly discriminated against during any of the stages of the recruitment and selection process. When employers want to consider making accommodations for a disabled candidate from the onset of the selection process, they should carefully consider the wording of advertisements.

Cilliers and McGregor (1992:7) and Gerber, Nel & van Dyk (1987:179) state that that wording of advertisements is important as it sends signals to prospective applicants about the potential for them to be employed and could encourage or dissuade people from applying. Hemming *et al.* (1997:95) advises employers to ask candidates in advance if they have special requirements so that the necessary adjustments can be made to their premises in preparation for the interview. This issue can be raised after the interviewer has read about a person's disability in the curriculum vitae or if the nature of the person's disability was registered on the application form. Employers could use the recruitment and selection steps that were described in Chapter 2 as guidelines.

According to Nomani (1995:A5), employers can ask disabled candidates about making accommodations for performing essential tasks of a position during the interview if the disabled candidate did not disclose the disability on the application form or curriculum vitae and that it was only in the interview itself that the candidate's disability was noticed for the first time. However, if the interviewer has already made some accommodation for the disabled candidate from the onset of the selection process, the interviewer would already be familiar with most of the candidate's requirements. The employer can then confirm the nature of the accommodations during the interview and may also refer specifically to the work setting. This is to ensure that both the employer and disabled candidate are aware of the type of adjustments that should be made for the disabled candidate.

The researcher is of the opinion that asking candidates for the first time about accommodations only during the interview could result in the employer not being able to provide the accommodations needed by the disabled candidate, even if the candidate otherwise meets the inherent requirements of the job and is considered to be the best candidate for the job. This could occur particularly in the case of small businesses where the office, for example, is on the second floor of the building and a candidate in a wheelchair needs a lift. The disabled candidate will have to be carried up to the second floor where the interview will take place and this inconveniences both the employer and disabled candidate. This physical barrier further limits the mobility and independence of the disabled candidate. The employer might also not be in a position financially to incur the costs entailed to install a lift.

It would be a disappointment for both the employer and disabled candidate if this appointment cannot be made merely because the employer is not able to provide the necessary accommodation. That is why it is recommended that employers should enquire about the extent of accommodations needed by disabled candidates from the onset of the selection process rather than during the interview. The interview should mostly be used to confirm accommodations already made from the onset of the selection process. In the view of the researcher, employers should not consider making accommodations after the candidate has been appointed. This will result in both the interviewer and the disabled candidate to be

uncertain about whether and how the accommodation will be made. Once the candidate has been appointed and the employer has not yet determined the type of accommodation to be made, it may be possible that the employer is not able to meet the requirements of the disabled candidate due to financial constraints.

Levesque (1992:187) states that there is a natural tendency for interviewers to ask disabled applicants questions related to the individuals' particular handicap or their ability to do the job. This is an illegal question because of its discriminatory nature as it is not likely that the same questions will be asked of other applicants. The latter questions could be legitimate provided that the same questions are asked of other applicants and the job clearly contains elements of essential physical, sensory or mental performance. Levesque (1992:188) suggests an effective way to deal with obtaining information on the physical requirements of the position:

- Qualify the question by illustrating a few customary tasks that require particular physical traits;
- Then *each* applicant can be asked: "Do you possess any present limitation, restriction or inability to effectively perform such tasks?"

If the answer is yes, it should be asked: "Do you know what type of accommodation you would need in order to effectively perform such tasks", and then the applicant's response should be noted.

The Institute for Personnel Management member brief (1997) advises that questions pertaining to the physical condition and health of applicants should be very limited and carefully constructed so as not to create disparate treatment in the interview process. The reason for this is that interviewers are not qualified to make these kind of remarks; only physicians are able to do so. Questions should be phrased in such a way as not to convey the interviewer's attitude, assumptions or prejudices regarding the candidate's disability.

Levy (1985:66) mentions that when an employer interviews disabled candidates, their entire sense of worth may be on the line. The first question to one of the researcher's cerebral palsy clients when the interviewer greeted her was: "Miss, how long have you got to live?" What emerges from this example is evidence

suggesting that more than a job is at stake for the applicant, whose status has been stigmatised. Disabled applicants are in danger of experiencing such encounters because the interviewer is not acquainted with the abilities of disabled persons.

Levy (1985:66) advises that interviewers should consider how disabled applicants feel when:

- They cannot negotiate the use of stairs or revolving doors that confront them before the interviewer does;
- The elevator buttons that are too high or there are no braille markings;
- The corridor's plush carpet or heavy doors hamper mobility for persons in wheelchairs or on crutches.

In order for employers to recruit people with disabilities, employers should eliminate the above-mentioned physical barriers in the workplace. Braille elevator markings are easily obtained and special springs allow heavy doors to open effortlessly. For interviewees who cannot negotiate the use of stairs, the employer can indicate the whereabouts of the access entrances to the building. Levy (1985:69) urges employers to make disability-related inquiries of the applicant, if they pertain to job performance. If the interviewer makes genuine attempts to implement adjustments, such inquiries will promote an atmosphere of trust. According to Levy (1985:69), no interviewer is expected to be an expert on the nature of each disability's possible impact on the job. The author suggests that the employer must acknowledge this by establishing a mutual problem-solving partnership with their applicants. Most applicants will know how their disability can be accommodated and will appreciate being asked to explain it.

Daynes (1990:11) suggests that employers can make the interview with disabled people more comfortable for themselves by, firstly, recognising and accepting the anxiety that they feel and even admit it to the disabled person. Secondly, the author mentions that understanding the nature of the disability means realising that a disability does not destroy a person's ability to work. Thirdly, the interviewer must justify his/her expectations of the applicant. Requirements for a job should be

based on a job description and not on the preferences of a supervisor. Lastly, questions should be asked to determine how well the applicant meets the requirements. The employer should not let assumptions prevent asking job-related questions.

Levy (1985:69) advises employers to ask questions when they do not have answers, even when they think they have the answer. The Disability Net (1999:1) mentions that employers can ask questions about a disability in the following instances: to determine whether the disabled person can perform the inherent job requirements of a position and to ascertain whether any reasonable accommodation is required. In the United States, according to Nomani (1995:A5), the Equal Employment Opportunity Commission issued guidelines for pre-employment questions under the Americans with Disabilities Act (1990). The author says that if a person with diabetes applies for a position and voluntarily discloses the need for frequent breaks to take medication, the interviewer can ask how often the breaks will be needed. If an applicant does not need any accommodation, the interviewer should not ask further questions on this topic. Roy (1988:5) states that the interviewer should not turn an interview in a third-degree interrogation session when questioning the candidate 's ability to perform a job.

Levy (1985:70) states employers/interviewers have to be aware of the language used during an interview. The author identifies definitional labels versus functional terminology. Definitional labels are loaded terms such as cripple, retarded and deaf-mute. Such labels inhibit the interviewer from viewing the applicant in a multi-faceted way. Functional terminology describes for example "...she is a cripple" can be functionally replaced with "...she gets around in a wheelchair" or "...he walks with crutches". Functional terminology is beneficial because it minimises the depersonalising impact of definitional terms.

Definitional labels encourage employers to focus on what the applicant cannot do, whilst functional terms, in contrast, draw attention to what the person can do. In this regard Da Avila-Coelho (1994:4) agrees that certain interviewers focus on what the disabled person cannot do, rather than on what he/she is able to do. The

disabled person's biggest handicap may be the attitudes of the employer/interviewer.

2.4.9 Positions disabled people can apply for

Employers and interviewers should realise that most disabled persons can apply for any position. When positions are advertised, ways of accommodating disabled candidates should be kept in mind from the outset. With the implementation of reasonable accommodation, most disabled persons will be able to perform the essential functions of a job. At management level in businesses there is a tendency to think that disabled persons can be employed *only* in telephonic, secretarial and receptionist positions. This statement is only partly true as disabled persons can perform other functions such as computer programming, electronics, housekeeping and food services as well as perform the tasks of professionals, technicians, office clerks, managerial and clerical workers (Mergenhagen, 1997:40, Parent & Everson, 1986:20).

According to Parent and Everson (1986:20) disabled persons should be seen as a heterogeneous group of individuals with a wide variety of skills and experience. In a study of Training and Placement of the disabled person, Hamilton, Theron & Olivier (1989:38) found that disabled persons' potential could be utilised better if employers discarded the idea that disabled persons can only perform certain jobs.

Buhler (1991:17) maintains that disabled persons are excellent candidates for telecommunication positions. Disabled persons perform well in call centre environments as they have very few physical requirements. In some countries certain occupations are reserved for disabled persons. In Japan (1992:6) massaging and acupuncture are considered ideal jobs for visually impaired persons. In this regard, Uys (1992:86) mentions that visually impaired persons perform well in physiotherapy and music careers. By filling these positions with visually impaired persons, the employer is ensuring that disabled persons utilise their potential to the fullest.

2.5 SUMMARY

A direct consequence of the Employment Equity Act (No. 55 of 1998) is that employers need to review existing recruitment and selection procedures. This includes reviewing job descriptions, person specifications, advertising of vacant positions, the completion of application forms, interpreting the disabled candidate's curriculum vitae, checking references of disabled candidates, interviewing the disabled and the positions that disabled candidates can apply for.

The benefits of reviewing these recruitment and selection procedures are that employers ensure:

- that discriminatory elements are removed as far as possible;
- that the business comply with the Employment Equity Act (No 55 of 1998);
- that candidates with disabilities are treated fairly when applying for positions;
- that knowledge and sensitivity are gained regarding the needs of disabled candidates in the workplace.

Recruitment and selection procedures that address the needs of persons with disabilities will ensure that the employer will be aware of *how* to successfully recruit and select and place a candidate with a disability. The disabled candidate and the employer form a partnership and both parties are responsible for placing the disabled candidate in the correct position. The outcome will be a win-win situation for all, namely that the disabled candidate will have an opportunity to become economically active, whilst the employer gain a productive, committed and resilient employee for the business.

CHAPTER 3

ACCOMMODATING APPLICANTS WITH DISABILITIES IN THE WORKPLACE

3.1 INTRODUCTION

It is important that buildings should be accessible to candidates with disabilities at all times. When recruiting persons with disabilities, the employer should keep reasonable accommodations in mind and remain aware of how accessible the building and work setting is for the disabled employee. This will give an indication to the employer whether the business is disabled-friendly as well as whether categories of disabilities can be employed, such as candidates with visual impairments, candidates with physical impairments, candidates with hearing impairments and persons suffering from epilepsy.

According to Lagadien (1996:40), it is of no use to promote the employment of disabled persons if employers are not *informed how and in what ways* to accommodate disabled persons. If accommodating disabled persons is neglected, this will set disabled people up to fail (Lagadien, 1996:40). Recruitment and selection of disabled candidates should be done in conjunction with designing ways of accommodating disabled candidates. For example, if a physically disabled candidate complies with the inherent requirements of a job, but the building is not accessible, it is no use for disabled candidates to apply for the job. If employers are not willing to make accommodations by providing disabled candidates with assistive devices, the essential functions of a job will not be performed by disabled candidates.

In this chapter two factors which influence reasonable accommodation will be described, namely structural accommodations and job-related accommodations. The assessment of the structural accessibility of buildings includes establishing

whether the entrance to the building has a ramp and not only stairs, whether there are lifts, whether the restrooms can be used by a person in a wheelchair, whether the physical work setting is accessible and whether parking is available. Job-related accommodation entails, for example, that the employer should change the working hours of the disabled employee and allow the epilepsy sufferer to have more frequent breaks. To make use of assistive technology, for example, would involve obtaining a voice-recognition computer for a blind person.

This chapter will be presented from a practical perspective in order for employers to implement the recruitment and selection guidelines when employing disabled candidates. Various guidelines such as checklists and grids are used in order to present the recruitment and selection guidelines in a user-friendly manner. These checklists and grids were compiled according to the researcher's own experience.

The aim of this chapter is to identify the structural accommodations and job-related needs of persons with physical disabilities, deaf persons, blind persons and epilepsy sufferers and to consider the use of assistive technology/devices for them.

3.2 DEFINITIONS

The terms *people with disabilities*, *reasonable accommodation* and *assistive technology* will now be explained so that employers develop a clear understanding of these terms. The first two terms are included in the Employment Equity Act (No. 55 of 1998).

3.2.1 People with disabilities

The Employment Equity Act (No. 55 of 1998:10) defines people with disabilities as "...people who have a long-term or recurring physical or mental impairment

that substantially limits their prospects of entry into, or advancement in, employment". This definition is very broad and vague and does not refer to specific disabilities. For the purposes of this study persons with disabilities will include persons with physical disabilities, persons with hearing and visual impairments and persons suffering from epilepsy.

3.2.2 Reasonable accommodation

According to the Employment Equity Act (No. 55 of 1998:10) reasonable accommodation means "...any modification or adjustment to a job or to the working environment that will enable a person from a designated group to have access to or participate or advance in employment". This definition omits to provide any examples of the types of accommodations that can be implemented by employers as a guideline when considering reasonable accommodation.

For the purpose of this study reasonable accommodation refers to reasonable adjustments such as:

- Making structural adjustments to premises, for example, providing a ramp and allocating designated parking spaces for physically disabled applicants;
- Acquiring an assistive device, for example, allowing a visually impaired person to use a voice-recognition computer.

3.2.3 Assistive technology

King (1999:14) defines assistive as "... helping, supporting, and aiding in accomplishing practical functions, tasks, or purposes for persons who may have a variety of special needs, disabilities, limitations, and/or challenges that limit their participation in life and thus require supportive functions from other humans and from special tools and devices".

According to King (1999:14) technology means "...reliance on simple as well as potentially highly complex tools, devices, and equipment, and on related

industrial processes – as well as the strategies, methods, and techniques that the human must bring to the interaction to make tools and devices operate to accomplish a purpose”. This definition of assistive technology is acknowledged for the purposes of this study because it describes assistive technology as assisting disabled persons by allowing the disabled person the opportunity to use skills that are necessary for the performance of tasks and functions.

3.3 IDENTIFYING REASONABLE ACCOMMODATION PER DISABILITY GROUP

When employers recruit candidates with disabilities, they should consider making adjustments right from the onset of the recruitment process. These accommodations are reflected in Figure 3.1 as:

- structural accommodation such as ramps and lifts;
- job-related accommodation, such as changing work hours; and
- obtaining assistive devices such as a voice-recognition computer.

Disability Types	Structural Accommodations: Ramps/lifts/wide doors, toilets, designated parking			Job-related Accommodations: Changing work hours, use interpreters, adjust training			Adaptive Equipment Accommodations: Pencil holder, voice-recognition computer, page turner		
	LOW	HIGH	NONE	LOW	HIGH	NONE	LOW	HIGH	NONE
Physical Disability		✓		✓			✓	✓	
Quadriplegic		✓		✓			✓	✓	
Paraplegic		✓		✓			✓		
Epilepsy			✓		✓				✓
Blind persons	✓				✓			✓	
Partially sighted	✓			✓				✓	
Deaf persons			✓		✓			✓	
Hard of hearing			✓	✓				✓	
Amputee	✓		✓			✓	✓		

Figure 3.1 Reasonable accommodation required: priority level per disability group

Figure 3.1 enables the employer to ascertain what kinds of accommodation should be made for various disability types. Various types of disabilities are displayed and the kinds of accommodation that should be made are displayed according to low and high priority levels. Candidates with hearing impairments will not need structural accommodations such as the use of ramps. However, job-related accommodations will be a high priority, because training will have to be adjusted and the services of interpreters will be utilised. The use of assistive devices such as text devices should be considered as a high priority for this disability group.

3.4 THE ACCESSIBILITY OF BUILDINGS

The accessibility of any building is of the utmost importance for persons with disabilities. This view is confirmed by various authors (Backer, 2000; Buhler, 1991; Harvey, 1986; Johnson, 1993; Lebogo & Mkhathshwa, 1999; Mathiane, 2000). If the disabled applicant meets the necessary requirements of a particular position, but the building of the employer is not accessible, it is very difficult for the disabled applicant to apply for a position. In this regard, Ackerman (1986:44) mentions that during a disabled persons' working career they will be particularly concerned with the accessibility of premises.

Even though the Employment Equity Act (No. 55 of 1998) advises employers to make reasonable accommodation, it is a concern for the disabled person whether and when the accommodation would be made. Not all employers are willing to make accommodations. This could be due to the fact that employers do not have the financial resources, or that they are unaware that they should make accommodations, or it could be that they do not know how to go about making these accommodations.

Disabled persons might also feel that before they are selected for an interview, the employer must incur expenses to make adjustments such as, for example,

building a ramp at the entrance of a building. The disabled person might perceive this adjustment as placing disabled persons in a disadvantaged position in competing with non-disabled persons. The Employment Equity Act (No. 55 of 1998) requires an employer to make reasonable adjustments to working environments to remove disabling barriers. The following are examples of steps an employer may have to take to comply with the requirement to make reasonable adjustments:

- Making adjustments to premises by providing a ramp at the entrance of the building;
- Making wide doorways;
- Making lifts accessible;
- Making restrooms accessible;
- Providing designated parking for disabled persons.

Access to a building will be the first step to allow the person with a physical disability to be able to enter the employer's premises.

3.5 ASSESSMENT OF STRUCTURAL PREMISES

It is advisable for employers to act proactively by assessing the accessibility of their premises in order to ascertain their user-friendliness for persons with disabilities. The assessment of the structural working premises will help the employer to identify changes that need to be made to accommodate persons with disabilities.

The researcher notes some employers may find that their premises is a very old building and that it is not at all accessible for persons with physical disabilities. However, if the employer is not able to install a lift, for example, this does not mean that the employer cannot employ disabled persons. If the building is not user-friendly for persons with physical disabilities, the employer should still employ persons with visual and hearing impairments and persons suffering from epilepsy. The employer should note that, although it is not of paramount importance that the building must be accessible, other job-related

accommodations such as the use of assistive devices should be made. This will be discussed later in this chapter in more detail.

Once the employer has selected a suitable candidate, the Structural Accessibility checklist presented in Figure 3.2 can be used to identify a disabled person's specific needs.

Disability Type	Entrance to building			Lifts			Restrooms			Parking			Office setting		
	Y	N	ASK	Y	N	ASK	Y	N	ASK	Y	N	ASK	Y	N	ASK
Physical Disability	✓		✓	✓				✓	✓	✓		✓	✓		✓
Quadriplegic	✓			✓			✓		✓			✓	✓		
Paraplegic	✓			✓			✓		✓	✓			✓		
Person with crutches	✓		✓	✓		✓			✓	✓			✓		✓
Person limping		✓			✓			✓						✓	
Blind person		✓			✓			✓			✓		✓		✓
Partially sighted person		✓			✓			✓			✓		✓		✓
Deaf person		✓			✓			✓			✓		✓		✓
Hard of hearing		✓			✓			✓			✓		✓		✓
Epilepsy sufferer		✓			✓			✓			✓	✓		✓	✓

Y = yes

N = no

Figure 3.2: Structural Accessibility Checklist: Per Disability Type

This Structural Accessibility Checklist displays the various disability types and specifies structural accessibility such as:

- Entrances to buildings
- Installing lifts
- Making restrooms accessible
- Allocating parking bays
- Adjusting the office settings.

Some of these structural requirements – for example lifts – are only applicable to certain disability types such as persons in wheelchairs. This checklist allows the employer to assess the needs of the disabled candidate and to compare them with the structural accessibility of the employers' premises. In the case of a person in a wheelchair, the entrance to the building of the employers' premises should be accessible in terms of having a ramp. In such cases the onus is on employers to ask the person in the wheelchair whether ordinary restrooms can be used. The researcher is aware that some wheelchair users are able to use ordinary restrooms.

The employer should never assume what the disabled employees' requirements regarding accommodations may be, as this may result in inappropriate accommodations to be made. Johnson (1993:46) and Rothwell (1991:46) mention that it is very important always to ask the disabled employee what the specific requirements for accommodation are, because not one disabled person's needs are the same as another's. The disabled employee is considered to be the best person to identify the true and realistic requirements to advise on what types of accommodation are needed. Employers should be aware that, although disabled persons might have the same disability, it varies in degree and therefore each disabled person's requirements for accommodation are different in one way or another. It is a myth that such accommodation will necessarily involve high costs. Most accommodations are inexpensive and in most instances these changes can be carried out at a low cost. The cost of such accommodation will be discussed later in this chapter.

3.6 MAKIING ACCOMMODATIONS: ACCESSIBILITY OF THE BUILDING PREMISES

It is important that the entrances of any buildings are accessible for disabled persons. Employers should be aware that it is of no use that the inside of the building is accessible when the disabled person cannot even enter the building. As already mentioned, this would prevent most physically disabled applicants

from applying for vacant positions. Mathiane (2000:10) mentions that, as a recruitment consultant, she finds that many employers are unaware of the difficulty a person in a wheelchair has when gaining access to a building. Once the employer is aware of the needs of disabled persons, they can decide what adjustments they would like to make to their premises.

Integrated Design Consultants presents guidelines for environmental accessibility. This is a useful guide which employers can use to make buildings accessible for people with disabilities. It is attached as Addendum E. The following structural accommodations will be discussed, namely ramps, doors, lifts, restrooms and parking facilities.

3.6.1 Ramps

Employers should firstly consider making the entrances to their buildings accessible by providing ramps. Brosnan (1985:91) emphasises that it is important to eliminate barriers that prevent disabled persons from participating in employment opportunities. If the employer's entrance to the work premises is not accessible for disabled persons, it would prevent them from applying for positions. Disabled persons strive to be independent and do not want assistance to get into a building – especially when applying for a position. This situation could also lead the employer to believe that the disabled person cannot function independently, whereas if there were a ramp, the employer might not have these doubts. Indirectly, then, a ramp could give mobility-impaired persons access to participate in employment or it could prevent them from gaining employment.

The employer should take note of requirements for ramps when deciding to build a ramp. The following important aspects should be kept in mind:

REQUIREMENTS FOR RAMPS
<p>The ramp should be:</p> <ul style="list-style-type: none"> • Near the parking area • Not too steep • Not slippery • Placed in front of a building where it can be seen. If for some reason it is placed at the back of a building, display a sign with the necessary directions.

Figure 3.3: Requirements for ramps

3.6.2 Doors

Another aspect of structure that needs to be considered for adjustment is the doors of the building. Johnson (1993:45) and Hemming *et al.* (1997:59) mention the importance of accessible doors. The researcher advises that the following aspects should be kept in mind:

REQUIREMENTS FOR DOORS
<ul style="list-style-type: none"> • Doors should not be too heavy because the physically disabled person will have difficulty opening and closing doors. • Doors should be wide enough so wheelchair users can gain access to a room or office. Wide doors will allow a person with a wheelchair to be able to enter a room with ease. Today's latest model wheelchairs are not as broad as they used to and this allows persons in wheelchairs to get into any room/office. • Round doors are difficult for physically disabled persons and blind persons to use. If an ordinary door is situated next to the round doors, I would advise employers to allow disabled persons to make use of these doors. • Ensure that security access buttons on doors are on the same side as the handle of the door. • Ensure that the security access buttons on doors are low enough so that physically disabled persons and wheelchair users are able to reach and swipe their cards for gaining access. • Automated toilet doors are an advantage because this would prevent someone opening the door in a person's face or pushing a person on crutches over. • Ensure that doors do not stick and that it is easy to lock and unlock a door. Ask the disabled person which office door lock would be the easiest to handle.

Figure 3.4: Requirements for doors

It is very important that doors within buildings are accessible for persons with disabilities. Different areas within employers' buildings can only be reached by entering through doors. If disabled persons are not able to handle doors with ease, it may restrict the disabled person's movement within the working environment. This could result in that disabled person is not able to perform essential tasks.

3.6.3 Lifts

Another structure that needs attention is the lifts. Lifts are necessary for disabled persons to gain access to higher levels of buildings.

The researcher suggests that the employer should keep the following factors in mind when installing a lift:

REQUIREMENTS FOR LIFTS
<ul style="list-style-type: none">• Ensure that the up and down buttons outside the lift are low enough so that wheelchair users can reach the buttons.• Ensure that the number buttons and emergency button inside the lift are also low so that physically disabled persons can reach the numbers.• Ensure that the doors do not close immediately so that the disabled person can have enough time to enter or exit the lift.• Ensure Braille writing is displayed on number buttons so that visually impaired persons are able to identify numbers of floors.• Install a voice synthesiser in one lift in order to indicate the floor level.

Figure 3.5: Requirements for lifts

Ackerman (1986:44) mentions that factories especially tend not to have lifts. If the employer's building has more than one level, it is important to consider the installation of a lift or lifts. This would allow the employer to recruit persons with disabilities from a bigger pool of candidates.

3.6.4 Restrooms/Toilet facilities

Restrooms are also a necessary structure to consider when employing disabled candidates. Buhler (1991:19) states that physical surroundings have to accommodate disabled persons if they are to work there. Buhler (1991:19) and Swanepoel (1986:41) state that special restroom facilities should be constructed so that disabled persons are able to attend to their needs.

According to the researcher, the following factors should be considered when making adjustments to toilet facilities for physically disabled persons, quadriplegics and paraplegics:

REQUIREMENTS FOR RESTROOMS FOR PEOPLE WITH PHYSICAL DISABILITIES
<ul style="list-style-type: none"> • Ensure that toilet seats are high and that grabrails are installed. • Ensure that it is easy to flush the toilet. • Ensure that towel paper is low enough to reach.

Figure 3.6: Requirements for restrooms for people with physical disabilities

Paraplegics and quadriplegics have additional requirements for restrooms. The following table outlines these requirements.

REQUIREMENTS FOR RESTROOMS FOR QUADRIPEGICS AND PARAPLEGICS
<ul style="list-style-type: none"> • Ensure that the washbasin is high enough so that a wheelchair will fit underneath. • Ensure that a wheelchair can fit easily into the toilet area. • Ensure that a "transfer toilet" is available for paraplegics and quadriplegics, as this will enable them to empty their stomach from any side that is comfortable for them. • Ensure that it is easy to flush the toilet. • Ensure that towel paper is low enough to reach.

Figure 3.7: Requirements for restrooms for quadriplegics and paraplegics

According to Elmarie Holtzkamp, a social worker at Conradie Hospital, it would be advantageous to have a special room with a bed and a washbasin because should a quadriplegic have an accident at work (spill urine while emptying bag), an assistant can clean the employee. This will avoid loss of productivity because there will then be no need for the employee to go home in order to make him/herself presentable. The employer or disabled person can request a cleaner to volunteer to assist the employee if assistance is required. Conradie Hospital provides a ten-day basic training course at R10 per day for persons who are interested in becoming caretakers for disabled people. The assistant will only need to attend to quadriplegics' ablution needs when required and may be remunerated accordingly.

3.6.5 Parking facilities

The provision of parking facilities is another aspect that employers could consider. Parking very near to the employer's premises or providing reserved parking within the employers premises is very important for persons with physical disabilities (Brosnan, 1985:91; Wortham, 1995:52). With regards to parking, the researcher advises employers to keep the following factors in mind:

REQUIREMENTS FOR PARKING FACILITIES
<ul style="list-style-type: none"> • Allocate the parking places closest to the entrance of the premises to the disabled. • Ensure that there is a kerb ramp in the pavement so that the person with a physical disability can gain access to the entrance of the building. • Ensure that the disabled parking bays are spacious so that the wheelchair user can easily get in and out with the wheelchair. • When disabled parking bays are allocated within a building, ensure that the parking bay is on the same level as the lift area. • Display very clearly that a specific parking bay is allocated as a bay for the disabled.

Figure 3.8 Requirements for parking facilities

Designated parking areas for mobility-impaired employees are advantageous because this would eliminate stress for the disabled person caused by worrying daily where parking could be found.

3.7 MAKING REASONABLE ACCOMMODATION: ASCERTAIN JOB-RELATED NEEDS

In order to accommodate disabled candidates, the employer need to identify the job-related needs of person's with disabilities. By identifying these job-related needs the employer will become aware of the disabled person's needs and this will assist the employer to develop an understanding of the disabled person can function in the workplace. Identifying the job-related needs of disabled persons will indicate to the employer what type of accommodation should be made.

The job-related needs of the disabled candidate may require that the disabled person's job should be restructured or the use of assistive devices by disabled employees may be necessary. Meyer & Shipham (1995:36) state that, by using assistive devices, disabled persons will gain confidence and regain personal independence. Disabled persons who are able to perform tasks by using assistive devices are then in a position to take up employment which otherwise would not have been possible.

The employer's accommodation duties should be ongoing and may arise any time a person's disability or job changes. The Disability Net (1999) reminds employers to allow an individual with a disability to set up a workstation or determine a style of work. Dixon (1985:78) and Rothwell (1991:46) mention that the disabled individual is in the best position to identify job-related requirements in order to perform a task effectively and therefore should be allowed to recommend job-related changes that will suit the person's specific disability.

Accommodating the disabled person's job-related needs may mean that the employer should change the job description and adapt the position to suit the

person. Accommodating the job-related requirements will ensure that the disabled person can maintain productivity at all times. Buhler (1991:19) is of the opinion that mostly minor adjustments need to be made to a job or equipment and therefore accommodation is easy to implement. Buhler (1991:19) also notes that when employers consider making accommodations, this requires flexible thinking on the employer's part in terms of finding suitable ways to accommodate the disabled candidate. According to the Government Executive (1997:6) some disabled employees and temporary employees have their own assistive devices. In such instances it is not necessary for the employer to provide assistive devices for disabled candidates.

3.8 ACCOMMODATING DISABLED CANDIDATES: ASCERTAIN JOB-CHANGES

Most persons with physical disabilities require minimum job-related adjustments. As mentioned previously in this chapter, the highest priority in reasonable accommodation for physically disabled persons is the need for structural accommodations, like ramps and lifts. However, in some instances it would be to the advantage of the physically disabled person if some job-related accommodations could be made.

3.8.1 Identify job-changes for persons with physical disabilities

The researcher suggests that job-related changes could entail adjusting the working hours of persons with certain physical disabilities. An example would be to adjust the working hours of a person suffering from arthritis. Instead of a person having to start work at 07:00, the time can be changed to 08:30 or 09:00. The employer could even adjust these working hours only during the winter because it is during this season that the arthritis sufferer is more stiff than usual. Should the employer allow this person to start to work later, the stiffness is less and therefore the employee would have no problems in performing the day's tasks and functions. This flexi-time approach is already being utilised by

businesses and hence this commonly used approach can benefit persons with physical disabilities.

The researcher is of the opinion that the working hours of disabled call centre agents working shifts should also be changed so that they do not impact negatively on the disabled person's physical condition. The employer should note that it is very cold in the winter and working a late shift until 22:00 at night is not advisable for a person suffering from arthritis. It would benefit the disabled call centre agent to work shifts that would not negatively affect the candidate's job performance. The agent's shifts can be changed by letting the person work only day shifts, for example 09:00 to 18:00. These specific examples are supported by Backer (2000:8), the Disability Net (1999) and Hemming (1997:59).

Kerwan (1992:96) mentions that some persons suffering from cerebral palsy are slow workers. Therefore an employer should consider not allocating too many different tasks to such an employee. The employer may also structure the position in such a way so that the employee suffering from cerebral palsy focuses on only one major task. Alternatively, Hemming *et al.* (1997:59) and Verster (1996:33) state that the employer can consider allocating some of the disabled person's tasks to someone else.

Figure 3.9 is an individual checklist that an employer may use when considering making reasonable accommodations for persons with physical disabilities.

CHECKLIST: REASONABLE ACCOMMODATION FOR PERSONS WITH PHYSICAL DISABILITIES	
Name: _____	
Position applied for: _____	
Department: _____	
Report to: _____	
Starting date: _____	
NATURE OF DISABILITY	
<input type="checkbox"/> Physically Disabled	<input type="checkbox"/> Paraplegic
<input type="checkbox"/> Amputee	<input type="checkbox"/> Quadriplegic
MOBILITY	
<input type="checkbox"/> Electric wheelchair	<input type="checkbox"/> Manual wheelchair
<input type="checkbox"/> Crutches	<input type="checkbox"/> Crutches & callipers
<input type="checkbox"/> Limp	<input type="checkbox"/> Artificial limbs
PHYSICAL STRUCTURE: BUILDING	
<input type="checkbox"/> Disabled parking	<input type="checkbox"/> No parking
<input type="checkbox"/> Entrance: ramp	<input type="checkbox"/> Portable ramp
<input type="checkbox"/> Accessible bathroom	<input type="checkbox"/> Ordinary bathroom
<input type="checkbox"/> Tap turner	<input type="checkbox"/> Automatic door
<input type="checkbox"/> Lifts	<input type="checkbox"/> Stairlift
<input type="checkbox"/> Change the place of work	
JOB-RELATED REQUIREMENTS: ASSISTIVE DEVICES	
<input type="checkbox"/> Telephone: headset/speaker	<input type="checkbox"/> Mobile: Walk 'n Talk
<input type="checkbox"/> Cabinets: applicable height	<input type="checkbox"/> Raised desk (wheelchair users)
<input type="checkbox"/> Hand splint	<input type="checkbox"/> Voice-recognition PC
<input type="checkbox"/> Small/adjusted keyboard	<input type="checkbox"/> Track ball
<input type="checkbox"/> Special mouse	<input type="checkbox"/> Wheelchair tray
<input type="checkbox"/> Telephone dialling aid	<input type="checkbox"/> Anchor pad
<input type="checkbox"/> Page turner	<input type="checkbox"/> Electronic page turner
<input type="checkbox"/> Book holder	<input type="checkbox"/> Pen and pencil holder
<input type="checkbox"/> Key handle adapter	<input type="checkbox"/> Easy reach
<input type="checkbox"/> Plastizote/grip enlarger	<input type="checkbox"/> Head stick
<input type="checkbox"/> Touch-tone telephone	<input type="checkbox"/> High chair
<input type="checkbox"/> Other	
JOB-RELATED REQUIREMENTS: JOB CHANGES	
<input type="checkbox"/> Adjust working hours/flexi-time	<input type="checkbox"/> Allocate tasks to someone else
<input type="checkbox"/> Allow for physical therapy sessions	<input type="checkbox"/> Change the work/allocate one major task
<input type="checkbox"/> Provide supervision	<input type="checkbox"/> Assistant/driver

Figure 3.9: Checklist: reasonable accommodation for physical disabled candidates

Figure 3.9 is a checklist that can be used by employers when disabled candidates are being interviewed.

The checklist covers the following aspects:

- Four different physical disabilities types;
- The mobility of candidates;
- The physical structure of the employer's premises;
- Job-related requirements and the use of assistive devices;
- Job-related requirements in terms of job changes that need to be made.

When interviewing candidates with physical disabilities, the employer need only tick the appropriate fields.

3.8.2 Use of assistive devices for persons with physical disabilities

The employer should note that not all physically disabled persons make use of assistive devices. However, if reasonable accommodation is required, it is mostly minor adjustments that need to be made. An example would be for someone to use a trackball instead of a mouse. One could pad a pen in order to get a better grip. Ackerman (1986:44) and Dixon (1985:81) mention that attention should be given to the location and height of tables and equipment. This will include equipment like the fax and copy machine to be moved to a lower table (Ackerman, 1986:44).

Lagadien (1996:41) states that a quadriplegic can be accommodated by making use of a headmaster (a computer mouse that is operated by a person's head) and software that allows for short cuts when more than one computer key has to be held down simultaneously. The use of the latter software will also be useful for persons whose hands are deformed because of arthritis. Vitiello (1997:88) mentions an example of an information systems consultant who suffers from cerebral palsy; he uses a computer as a tool and explains this as follows: "...my PC is a tool for me to do my job, just like my wheelchair and

crutches are tools to help me get around". Devices such as a speaker phone, headset and the use of a walk 'n talk attached to a mobile phone will enable disabled persons to have conversations without holding the handset. These devices are already in use in most businesses.

3.8.3 Identify job-related needs of blind and visually impaired persons

Although the structural accessibility of premises is not regarded as a high priority for blind persons, some structural changes to access the premises may need to be considered. Steps in buildings must be visible for partially sighted persons, so the edges should be painted with a bright colour (LOFOB, 1999:1).

Identifying job-related requirements is essential in order for the blind or partially sighted person to perform optimally. In instances where the visually impaired person is required to travel, the employer should consider providing a driver or transport. Often this is not a problem because more than one person from the same department will attend a meeting or a workshop if it is held at other premises. Otherwise the visually impaired person may prefer to make use of public transport. The first time that a visually impaired person gets to know a new route, the employer should accompany the person so that the visually impaired person may be orientated regarding the new route. In some cases the employer also employ the visually impaired person's assistant. This makes the visually impaired person less dependent on other persons.

As with any new employee, the visually impaired person should firstly be orientated regarding the new working environment, the company and the requirements of the vacant position. It is very important for visually impaired persons to be familiar with their environment. This will enhance their mobility and will allow them to approach fellow colleagues in an independent manner. The Disability Net (1999) advises employers to ask the employee to identify the best method of learning, whether it is learning from verbal instructions or a combination of hands-on, written and verbal learning. The visually impaired

person should be allowed to arrange the work area where he or she operates for greatest efficiency, even if this is done differently than in the past (Disability Net, 1999).

An employer should also consider making reasonable accommodation by restructuring the work setting in such a way so that the visually impaired person's guide dog may be allowed to accompany him/her. The employer should discuss with the visually impaired person whether the dog should be kept in the same office as the person or whether the dog may be kept in a separate area. The employer should also keep in mind that food and water should be available. It should be ascertained by the employer whether the visually impaired individual will take the dog out for a walk alone during the day or whether another person will be allowed to take the dog for a walk.

Colleagues of the blind employer should be trained to offer assistance to the visually impaired person by asking, "Would you like to take my arm?" The employer should note that if the visually impaired employee accepts the offer of assistance, he will lightly grasp the arm above the elbow and will follow one step behind. The person rendering the assistance should be aware of not pushing the person ahead. Should the visually impaired person use a guide dog, the dog will follow and should not be distracted or petted (Disability Net, 1999).

Figure 3.10 is an individual checklist that an employer may use when considering making reasonable accommodation of persons with visual impairments.

CHECKLIST: REASONABLE ACCOMMODATION FOR BLIND/VISUAL IMPAIRED PERSONS	
Name: _____	
Position applied for: _____	
Department: _____	
Report to: _____	
Starting date: _____	
NATURE OF DISABILITY	
<input type="checkbox"/> Blind	<input type="checkbox"/> Partially sighted
PHYSICAL STRUCTURE: BUILDING	
<input type="checkbox"/> Braille labels in lifts	<input type="checkbox"/> Voice synthesiser in lifts (only one lift)
<input type="checkbox"/> Braille labels: toilets, soft drink machines	<input type="checkbox"/> Colour code stairs
<input type="checkbox"/> Railings: bright colours	<input type="checkbox"/> Alter lighting
JOB-RELATED REQUIREMENTS: ASSISTIVE DEVICES	
<input type="checkbox"/> Voice recognition PC	<input type="checkbox"/> Special keyboard
<input type="checkbox"/> Enlarged screen display	<input type="checkbox"/> Synthesised voice
<input type="checkbox"/> Optical scanner	<input type="checkbox"/> Software for screen text enlargers
<input type="checkbox"/> Tactile Representation board	<input type="checkbox"/> Braille scanner
<input type="checkbox"/> Braille printer	<input type="checkbox"/> Special switchboard
<input type="checkbox"/> Cabinets: applicable height	<input type="checkbox"/> Closed circuit television to magnify printed material
<input type="checkbox"/> Touch-tone telephone	<input type="checkbox"/> Tape recorder
<input type="checkbox"/> Magnifying glass	
JOB-RELATED REQUIREMENTS: JOB CHANGES	
<input type="checkbox"/> Allocate tasks in a certain manner	<input type="checkbox"/> Assistant
<input type="checkbox"/> Allow guide dog in work place	<input type="checkbox"/> Driver
<input type="checkbox"/> Provide supervision	<input type="checkbox"/> Provide a reader
<input type="checkbox"/> Modify instructions/reference manuals	<input type="checkbox"/> Special training arrangements

Figure 3.10: Reasonable accommodation for blind/visually impaired candidates

Figure 3.10 is a checklist that can be used by employers when blind or candidates with visual impairments are being interviewed. The checklist covers the following aspects:

- Whether the candidate is blind or partially sighted;
- The physical structure of the employer's premises;
- Job-related requirements and the use of assistive devices;
- Job-related requirements in terms of job changes that need to be made.

When interviewing candidates with visual impairments the employer need only tick the appropriate fields.

3.8.4 Use of assistive devices for blind and visually impaired persons

It is the researcher's view that the use of assistive devices will enable the visually impaired employee to perform any meaningful task. Dixon (1985:79) states that reading, writing and the comprehension of printed and graphic material may require adjustments in order to be accessible for visually impaired persons. The employer should establish whether the visually impaired person is partially sighted or blind, because the type of assistive devices required would be different for partially sighted and blind persons. The employer should be aware that in today's technological environment there are several media that can be used successfully by visually impaired persons. According to Dixon (1985:80), the skills and abilities of the visually impaired person will determine the type of media to be used. Disability Net (1999) and Parent & Everson (1986:21) and Uys (1992:88) mention the following low-technology solutions in Figure 3.11.

LOW-TECHNOLOGY SOLUTIONS FOR VISUALLY IMPAIRED PERSONS

- The use of silicon on a knob, switch or button
- A felt-tip marker to make folder labels readable
- Different size strips of masking tape to identify folders
- The use of tape recorders for recording meetings and discussions
- The use of a magnifying glass to enlarge reading material
- The use of a touch-tone telephone
- Screen text enlargers use software to enlarge print on a computer screen

Figure 3.11: Low-technology solutions for visually impaired persons

The above-mentioned low-technology solutions are inexpensive and it should be easy to make these accommodations for visually impaired persons.

Disability Net (1999) and Dixon (1985:80) mention the following high-technology solutions presented in Figure 3.12.

HIGH-TECHNOLOGY SOLUTIONS FOR BLIND AND VISUALLY IMPAIRED PERSONS

- Optical scanners, also known as “reading machines”, scan printed material and “read it” into a computer
- Closed circuit television magnify printed material and allows a partially sighted person to read memos and books and to fill out forms
- Computers can be modified to provide enlarged screen display, synthesised voice, or braille output
- Special switchboards with braille markings

Figure 3.12: High-technology solutions for blind and visually impaired persons

The above-mentioned high-technology solutions are more costly. The employer should bear in mind that in most instances the cost of assistive devices should be seen as one-off expenses.

3.8.5 Identify job-related needs of hearing-impaired persons

The employer should identify the job-related needs of hearing-impaired persons in order to be able to ascertain what type of devices should be used. Structural accessibility such as lifts are not as necessary for hearing-impaired persons, but job-related needs are a high priority. Dixon (1985:79), Lagadien (1996:41) and Verster (1996:34) explain that from the onset of the interaction with a hearing-impaired person, the person should be asked whether the services of an interpreter are needed. The employer should be willing to obtain the services of an interpreter whenever the hearing-impaired person requests this (Wortham, 1995:52).

These interpreter services should be accessible to the deaf employee throughout the course of the person's employment. Interpreter services can be especially useful when a hearing-impaired person prepares a presentation and the information must be communicated to fellow colleagues. Disability Net (1999) points out that when using an interpreter one should speak directly to the employee and not the interpreter. Disability Net (1999) goes on to say that the role of the interpreter is to facilitate communication and not explain and participate in a discussion. Employers may obtain professional sign language interpreters from the Deaf Association of South Africa. The necessary contact details for this organisation can be obtained from Figure 2.1. Another form of accommodation would be to encourage fellow colleagues to learn sign language. Lebogo and Mkhathshwa, (1999:5) from the Department of Labour Directorate: Equity state that the recognition and use of sign language as a language ensures that the communication needs of hearing-impaired persons are accommodated.

The Disability Net (1999) and Ross (1988:118) mention that employers should be willing to identify and resolve communication barriers encountered in the workplace. In many instances communication accommodations may be useful to all employees and not only those who are hearing-impaired. Disability Net (1999) mentions the following communication accommodations in the workplace:

FACE-TO-FACE COMMUNICATION WITH HEARING-IMPAIRED PERSONS

- Ensure that the office/work environment is adequately lighted
- Place the employee in a quieter environment if environmental noise interferes with communication
- Arrange the office in such a way so that the hearing-impaired person can see someone entering the office
- When a hearing person communicates with a hearing-impaired person, face the person at all times, do not chew or smoke while talking and do not place the hand in front of the face

Figure 3.13: Face-to-face communication with hearing impaired persons

By making the above accommodations, the employer will ensure that effective face-to-face communication will take place with hearing-impaired persons.

Figure 3.14 provide an individual checklist that an employer may use when considering making accommodations for persons with hearing impairments.

CHECKLIST: REASONABLE ACCOMMODATION FOR DEAF/ HEARING IMPAIRED PERSONS	
Name: _____	
Position applied for: _____	
Department: _____	
Report to: _____	
Starting date: _____	
NATURE OF DISABILITY	
<input type="checkbox"/> Hard of hearing	<input type="checkbox"/> Deaf
PHYSICAL STRUCTURE: BUILDING	
<input type="checkbox"/> Alerting device on fire alarm	<input type="checkbox"/> Visual lights to indicate direction and other information
JOB-RELATED REQUIREMENTS: ASSISTIVE DEVICES	
<input type="checkbox"/> Assistive listening device	<input type="checkbox"/> Text telephones (Teldem)
<input type="checkbox"/> Amplification device	<input type="checkbox"/> Visual/tactile pagers
<input type="checkbox"/> Fax machine	<input type="checkbox"/> Cellular phone (short message service)
<input type="checkbox"/> Alerting device on telephone	
JOB-RELATED REQUIREMENTS: JOB CHANGES	
<input type="checkbox"/> Allocate tasks in a certain manner	<input type="checkbox"/> Assistant
<input type="checkbox"/> Provide an interpreter	<input type="checkbox"/> Provide supervision, mentors or coaches
<input type="checkbox"/> Meeting/training rooms/office/work environment adequately lighted	<input type="checkbox"/> Rearrange office for good visual communication
<input type="checkbox"/> Use "pen & paper" communication	<input type="checkbox"/> Use e-mail services
<input type="checkbox"/> Arrange work station to see persons enter	<input type="checkbox"/> Encourage co-workers to learn sign-language
<input type="checkbox"/> Speak in a certain manner <ul style="list-style-type: none"> ▪ Avoid hand in front of face ▪ Face the deaf employee ▪ Do not chew or smoke cigarettes while talking 	<input type="checkbox"/> Computer note-taking

Figure 3.14: Reasonable accommodation for hearing-impaired persons

Figure 3.14 is a checklist that can be used by employers when hearing impaired candidates are being interviewed.

The checklist refers to:

- Whether the candidate is deaf or hard of hearing;
- The physical structure of the employer's premises;
- Job-related requirements and the use of assistive devices;
- Job-related requirements in terms of job changes that need to be made.

When interviewing candidates with hearing impairments, the employer need only tick the appropriate fields.

3.8.6 Identify assistive devices for hearing-impaired persons

The employer and the hearing-impaired candidate should identify types of assistive devices. Williams and Carey (1995:1) mention that accommodations for employees with hearing-impairments include providing assistive devices and communication devices such as amplified telephones, assistive listening devices, text telephones, alerting devices on telephones, visual pagers, fax machines and mobile phones. These types of technology and services include low-technology as well as high-technology devices. Low-technology devices refer to inexpensive devices, whilst high-technology devices refers to more costly devices. Hearing employees use many of these technological devices such as fax machines and mobile phones.

Comptom (1995:228) mentions that the following communication needs presented in Figure 3.15 should be identified in the workplace:

Comptom (1995:228) mentions that the following communication needs presented in Figure 3.15 should be identified in the workplace:

COMMUNICATION NEEDS OF HEARING-IMPAIRED PERSONS IN THE OFFICE
<ul style="list-style-type: none"> • Office conversation (one-to-one/meetings in office) • Casual conversation with colleagues or clients (office, car, restaurant) • Lectures and seminars within or outside the office • Telephone communication (in office/while travelling) • Speech recognition from a dictaphone or telephone answering machine • Reception of important warning signals in the office or while travelling (telephone ring, pager, door knock)

Figure 3.15: Communication needs of hearing-impaired persons in the office

Comptom (1995:228) and Ross (1988:119) mention that listening devices such as FM, infra-red and induction loop systems are more appropriate for interactive long-distance listening, for example, seminars and group meetings. Comptom (1995: 229) states that computer-assisted note-taking with projection of the notes onto a wall or screen can be useful in meeting rooms to supplement what is received manually.

Comptom (1995:229) and The Disability Net (1999) mention that in one-to-one conversations between colleagues, a computer or text telephone can be used as a method of back and forth writing. Wireless alerting devices can be used to alert the employee of a door knock or telephone ring. An alternative device to use for alerting a person to a telephone ring is to use a flashing light that is connected to a telephone outlet that will flash at an employee's desk when the phone rings.

Disability Net (1999) mentions the following examples of interactive distance communication accommodations for hearing impaired persons in the workplace:

INTERACTIVE DISTANCE COMMUNICATION
<ul style="list-style-type: none"> • Ensure the availability of text telephones, amplification devices and assistive listening devices • Consider e-mail for intra- and inter-office communication • Provide visual pagers for communication and instructions • Share information via networked computers

Figure 3.16: Interactive distance communication accommodation

The following are examples of communication accommodations in group situations according to the Disability Net (1999) and Compton (1995:229):

COMMUNICATION IN WITH HEARING-IMPAIRED PERSONS IN GROUP SITUATIONS
<ul style="list-style-type: none"> • Utilise assistive listening such as FM, infra-red and loop systems in meeting and training sessions • Utilise real-time captioning for meetings and training sessions (simultaneously captioning as speaker speaks)

Figure 3.17: Communication with hearing impaired persons in group situations

The use of devices in distance communications and in group situations will enable the hearing-impaired employee to participate constructively in discussions.

The researcher would like to advise employers that cellular networks have short message service (SMS) packages available and one of the aims is to address the needs of hearing-impaired persons. These packages are cheaper than other packages, therefore making them financially more accessible for hearing and hearing-impaired persons. Persons communicate with each other by sending

written text messages to each other. Some cellular phones have a vibrating facility that indicates when a new message is received.

Persons with hearing impairments can communicate telephonically with each other via a special telephone device. In South Africa Telkom Communications has developed an inexpensive teletext telephone device known as Teldem. Moses (2000:5) explains that this device is able to transfer words via a telephone and a keyboard with a screen and a modem.

3.8.7 Identify job-related needs of persons suffering from epilepsy

Another disability group that has special needs or requirements are people suffering from epilepsy. Unlike persons with physical disabilities, persons suffering from epilepsy need no structural accommodation, for example, ramps. Employees' suffering from epilepsy also do not make use of assistive devices. Therefore, if employers find that their premises are not accessible for physically disabled persons, they can employ persons with epilepsy.

Da Avila-Coelho (1994:20) states that employers should not decline applicants who have epilepsy because in many instances the person is not sick but merely displays a higher predisposition towards seizures than the average person. The author explains that in between seizures the level of functioning of epilepsy sufferers is normal. With medical treatment 70% of persons suffering from epilepsy may be rendered seizure free, according to Kies (1998:14), a neurologist from Grootte Schuur Hospital in Cape Town.

When considering employing a person with a history of epilepsy, the employer should make the appropriate accommodations. As with every person with a disability, Kies (1998:14) mentions that where epilepsy is sub-optimally controlled, every individual should be assessed on his or her merits. The employer should ascertain from each epilepsy sufferer how well controlled his or her condition is. If the individual experiences an occasional seizure, strict

precautions should be taken to avoid injury. Such an employee should not be allowed to drive a car, operate dangerous equipment or work at high locations. This opinion is supported by various authors (Kies, 1998:16; Botha: 1997:2; Ungerson, 1983:91). Kies (1998) mentions that a person should be seizure free for two years before driving a car is permitted. The accommodations that an employer will have to make in the case where an employee must travel by car is to provide a driver.

The Employment Commission of the International Bureau for Epilepsy (1989:412) advises employers to encourage the employee with epilepsy to disclose the epilepsy to colleagues and the supervisor. Kies (1998:16) states that the education of fellow workers is necessary for them to be able to handle the possibility of a seizure occurring in the workplace. The Employment Commission of the International Bureau for Epilepsy (1989:412) suggests that first-aid training should be provided for fellow colleagues so that they will know what to do should a seizure occur. The South African National Epilepsy League (SANEL) provides guidelines presented in Figure 3.18 for what must be done when an employee has a seizure:

ACTIONS TO TAKE WHEN SEIZURES OCCUR
<ul style="list-style-type: none">• Note the time• Clear a space around the person having a seizure• Cushion the head (rolled-up jacket)• Loosen tight neckwear• Remove spectacles• As soon as possible the body must be turned onto the side into the shock recovery position to aid breathing• Clear any excess saliva from the mouth• Reassure the person during the period of confusion (which may follow the regaining of consciousness)

Figure 3.18: Actions to take when seizures occur

According to the guidelines of SANEL, the following must not be done when an employee is having a seizure:

ACTIONS NOT TO TAKE WHEN SEIZURES OCCUR
<ul style="list-style-type: none"> • Do not move the person while the seizure is in progress, unless the person is in immediate danger (busy road) • Do not restrict movements • Do not attempt to lift the employee • Do not force anything between the teeth • Do not interfere unnecessarily with the employee immediately after the seizure. Stay with the employee until the confusion has passed and allow the employee to recover in a quiet place • Do not give the employee any water to drink

Figure 3.19: Actions not to take when seizures occur

Botha (1997:2) mentions that the following guidelines should be taken into consideration when employing persons with epilepsy: know the type of epilepsy, frequency of seizures, manifestation of seizures, presence of an aura and the requirements of the job. Kies (1998:14) and SANEL describes the following types of seizures:

- Tonic clonic seizure (Grand Mal)

The employee may have a warning (for example aura of taste and smell), followed by a loss of consciousness. A variety of motor manifestations occur, for example stiffening of the body and jerking movements. This is followed by a period of confusion and this type of seizure may last for minutes. During this type of seizure the employee is at greatest risk of injury.

- Focal seizure

Consciousness is preserved by the employee during this seizure. Some seizures occur only during sleep and therefore the risks of injury in the workplace does not exist.

- Absence seizure

The employee may look blank and stares and there may be blinking, slight twitching or chewing. It lasts a few seconds, then normal activity continues.

- Simple partial seizure

This may start with a warning or an aura such as when the employee has a funny feeling, numbness or jerking in just one limb or down one side of the body. Consciousness is not lost during this seizure.

- Complex partial seizure

This type of seizure may start with an aura such as a visual or taste manifestation. The employee may appear conscious, but may not respond. Abnormal movements like plucking at clothing and smacking of lips might appear. The employee may want to wonder aimlessly.

Taking the above guidelines into consideration when an employee experiences a seizure means that minimum injuries will be inflicted.

The employer may contact SANEL if more information about epilepsy is required. SANEL does offer presentations to employers and the organisation may be contacted should an employer wish to employ an epilepsy sufferer. Figure 3.2 can be consulted for contact details.

The following figure allows the employer to ascertain how long the epilepsy sufferer has been seizure free. It also reflects the tasks that the epilepsy sufferer should not be performing if he is still having seizures.

CHECKLIST: REASONABLE ACCOMMODATION FOR PERSONS SUFFERING FROM EPILEPSY	
Name: _____	
Position applied for: _____	
Department: _____	
Report to: _____	
Start date: _____	
NATURE OF DISABILITY	
<input type="checkbox"/> Seizure free for >2 years	<input type="checkbox"/> Seizure free for >1 year
<input type="checkbox"/> Seizure free for >6 months	<input type="checkbox"/> Seizure free <6 months
<input type="checkbox"/> Seizures occur daily, weekly, monthly	
NOT SEIZURE FREE	
<input type="checkbox"/> Do not drive	<input type="checkbox"/> Do not work at heights
<input type="checkbox"/> Do not operate dangerous mechanical equipment	
<input type="checkbox"/> Types of seizures <ul style="list-style-type: none"> - Tonic clonic seizure (Grand Mal) <ul style="list-style-type: none"> • There may be a • Followed by a loss of consciousness. • A variety of motor manifestations occur, for example stiffening of the body and jerking movements followed by a period of confusion • Risk of injury. - Focal seizure <ul style="list-style-type: none"> • Consciousness is preserved • Occur only during sleep • Risks of injury in the workplace do not exist. - Absence seizure <ul style="list-style-type: none"> • The employee may look blank and stares, blinking, slight twitching or chewing. • It lasts a few seconds, then normal activity continues. 	<ul style="list-style-type: none"> - Simple partial seizure <ul style="list-style-type: none"> • It may start with a warning or an aura such as when the employee has a funny feeling, numbness or jerking in just one limb or down one side of the body. • Consciousness is not lost during this seizure. - Complex partial seizure <ul style="list-style-type: none"> • May start with an aura such as visual or taste. • The employee may appear conscious, but may not respond. • Abnormal movements like plucking at clothing and smacking of lips might appear. • The employee may want to wonder aimlessly.
PHYSICAL STRUCTURE: BUILDING	
<input type="checkbox"/> None	
<input type="checkbox"/> Not applicable	
JOB-RELATED REQUIREMENTS: JOB CHANGES	
<input type="checkbox"/> Position: low stress levels required	<input type="checkbox"/> Provide transport/public transport
<input type="checkbox"/> Provide supervision, mentors or coaches	<input type="checkbox"/> Educate fellow employees
<input type="checkbox"/> Shift work : Yes / No	<input type="checkbox"/> Encourage epilepsy sufferer to disclose epilepsy
<input type="checkbox"/> Provide first-aid training for fellow colleagues	<input type="checkbox"/> Other

Figure 3.20: Reasonable accommodation for epilepsy sufferers

The checklist also identifies the types of seizures. Job changes such as placing epilepsy sufferers in low stressing environments and providing transport should be considered when employing an epilepsy sufferer.

3.9 THE COST OF ASSISTIVE DEVICES

According to Da Avila-Coelho (1994:4), Raskin (1994: 87), Verster (1994:20) and Wortham (1995:52), employers are sometimes reluctant to invest in changes to the workplace because of the possibility of high costs. This is, however, not necessarily the case when making accommodations, because research indications show that costs are in most cases quite low (Buhler 1991:19; Parent & Everson, 1986:21; Raskin, 1994:87; Swanepoel, 1986:41; 1986:21; Verster, 1996:34). Often only minor adjustments need to be made to equipment, for example, adjusting the height of machinery to accommodate an employee in a wheelchair rather than a standing individual. Parent & Everson (1986:21) provide examples of inexpensive and easy accommodations such as the use of braille labels, touch-tone telephones, handrails and ramps, adjusted working hours and obtaining interpreter services for physically disabled people, visually impaired people and hearing-impaired people.

According to Parent and Everson (1986:21) the cost of more expensive accommodations may be reduced when more than one disabled applicant is considered and employed. Lagadien (1996:41) advises that employers should not focus mainly on the expense of accommodations, as the expense will often be a once-off capital expense amount. A Department of Health editorial (1990:139) state that accommodating disabled workers is not a costly process. The editorial reminds employers that disabled workers are dedicated and often more productive than non-disabled workers and that any investment in, for example, special equipment pays for itself in the form of enhanced productivity.

The Employment Equity Act (No. 55 of 1998) states that *any* reasonable accommodation must be made. Small businesses might sometimes find that financially they might not meet the requirements. The American Disability Act (1990) stipulates that an employer is not required to make an accommodation that will impose an undue hardship on the operation of the business. The American Disability Act (1990) has a clause that defines *undue hardship* as “significantly difficulty or expense in, or resulting from, the provision of the accommodation”. Barlow (1991:121) and the Encyclopaedia of Social Work explain that undue hardship refers to any accommodation that would be unduly costly, expensive given the size of the firm, substantial, or that the performance of the job would create a hazard to other people, be disruptive or that would alter the nature or operation of the business.

Banach (1991:46) mentions that sometimes accommodations might be easy and inexpensive, or they might take money, time and research. The author also explains that often only imagination is needed. Brosnan (1985:92) sums up the costs of reasonable accommodation by stating that it does not matter whether the employer obtains a fifty-cent gadget or a fifty thousand dollar computer, because all adaptive devices have one important goal in common, namely to maximise job performance. Lagadien (1996:41) states that employers should not focus solely on the cost of accommodations, but that employers also consider disabled person’s human rights, dignity and justice.

3.10 CONCLUSION

In this chapter the importance of making reasonable accommodation for persons with physical disabilities, visually impaired persons, hearing-impaired persons and epilepsy sufferers was discussed. Types of reasonable accommodations that employers should make will depend on the nature and degree of the disability.

An explanation was offered on how no two persons' disabilities are the same, although the condition may be the same. Each disabled employee is therefore a unique individual and the degree of each person's disability differs. In order for the employer to identify types of accommodations, checklists for various disabilities are included. These accommodations entail that certain job changes should be considered and the use of assistive devices should be considered.

The Employment Equity Act (No. 55 of 1998) encourages employers to make reasonable accommodations in order for disabled persons to compete equally with non-disabled employees. By making these accommodations employers will benefit from employing disabled persons. This will enable employees to maintain productivity and to perform the essential functions of the position.

CHAPTER 4

AN ANALYSIS OF RECRUITMENT AND SELECTION GUIDELINES USED WHEN RECRUITING PERSONS WITH DISABILITIES IN THE CAPE METROPOLITAN AREA

4.1 INTRODUCTION

The Employment Equity Act (No. 55 of 1998) mentions that one of the designated groups is people with disabilities. Employers should comply with the Employment Equity Act (No. 55 of 1998) by actively recruiting people with disabilities. Research both internationally and in South Africa has indicated that employers should review recruitment and selection procedures in order to make employment opportunities accessible to people with disabilities.

The objectives of the study were to present data on whether employers have adjusted their recruitment and selection process and to establish whether employers are aware of having to accommodate people with disabilities so that tasks may be performed effectively. These objectives were formulated in order to achieve the overall aim of the study, namely to present guidelines for employers on how to recruit persons with disabilities successfully and in a non-discriminatory way. The results of the empirical study which was undertaken by the researcher will be discussed in this chapter.

4.2 PLACE OF STUDY

The research study was demarcated as the Cape Metropolitan area of businesses and government departments in the Western Cape. An availability sample for the study was selected and drawn from the human resources personnel, general managers and business owners of small, medium and large businesses and government departments in the Cape Metropolitan area. The demarcation of the place of the study was explained in Chapter 1 of this report.

4.3 THE EMPIRICAL STUDY

As discussed in Chapter 1, an availability sample of 20 businesses (small, medium and large businesses) as well as government departments in the Cape Metropolitan area was selected. Availability sampling according to the non-probability sampling method as described by Grinnell & Williams (1990:1252) was utilised. According to Grinnell & Williams (1990:125), this type of sampling method is appropriate for exploratory research when the researcher selects for a sample the first people who make themselves available to become involved in the study or also when the selection of the sample is based on the caseload of a particular social worker. The 20 respondents representing the various businesses which included government departments were all clients to whom the researcher rendered services as a private practitioner in the field of employment for people with disabilities. The researcher subsequently relied on data obtained from the availability sample of the 20 respondents who were selected.

The data collection instrument was a structured questionnaire. Twenty questionnaires were administered to human resources or recruitment personnel of small, medium and large businesses and government departments as discussed in Chapter 1. All of the respondents completed the questionnaires. Five of the respondents completed the questionnaires in the presence of the researcher. The rest of the questionnaires (15) were faxed or sent via e-mail to the respondents. The researcher then contacted the respondents and the questionnaires were completed telephonically.

The questionnaire was based on the aim and objectives of the study as described in Chapter 1, and on the content of the literature study that was presented in Chapters 2 and 3 of this study. The respondents were also informed that feedback on the results of the study would be provided for information purposes.

4.4 RESEARCH RESULTS

The data were collected by means of completed questionnaires and this will now be discussed in the same sequence as presented in the questionnaire. The responses of respondents to open-ended questions, which were used to obtain qualitative data, were analysed and categorised. The data are presented in a descriptive manner. Figures and tables are presented to describe respondents' responses to closed-ended questions.

4.4.1 Details of Identification

Respondents firstly had to identify their position within the business or government department. The aim of this question was to identify the kinds of positions held by persons in business who are responsible for recruiting and selecting persons with disabilities. The results are reflected in Table 4.1 below.

Table 4.1: Staff responsible for appointment of personnel

TYPES OF POSITIONS	NUMBER OF RESPONDENTS
Human Resources Consultant	6
Human Resources Manager	4
Business Owner	4
Employment Equity Officer	2
General Manager	2
Head: Personnel Provision	1
Recruitment Officer	1
Total	20

n = 20

Table 4.1 confirms that it was human resource personnel such as human resource consultants (6 respondents) and human resource managers (4 respondents) who were involved with the recruitment and selection of

candidates with disabilities. Business owners (4 respondents) and general managers (2 respondents) of businesses were also responsible for recruiting and selecting candidates with disabilities.

It is important that human resource staff and general management staff who participate in the recruitment of disabled candidates should be sensitive to the issues involved in employing disabled persons in meaningful positions. This means that one should have knowledge of disabled people's needs and also have positive attitudes towards disabled people. Silver and Koopman (2000:79) state that persons with disabilities can only be successfully integrated into the workplace once employers' attitudes have been transformed. It is important that persons in the positions mentioned in the table above have guidelines to follow when considering employing disabled persons.

Raskin (1994: 56) states that employers are afraid to recruit disabled persons as they are concerned about *how* the hiring of the disabled will affect the workplace. Practical guidelines informing human resource personnel and management staff on *how* to go about employing disabled persons will ensure consistency and fairness in the recruitment and selection of disabled persons. It will further enable human resource personnel and management staff to successfully match the potential and abilities of disabled persons with the inherent requirements of the job Parry, 1994:1).

4.4.2 Types of businesses

A diversity of businesses and government departments participated in the study. The respondents were requested to indicate the type of sector they represented. The types of businesses that the respondents represent are displayed in Table 4.2.

Table 4.2: Types of businesses

TYPES OF BUSINESS	NUMBER OF RESPONDENTS
Telecommunications	4
Government	3
Banking	2
Transport	2
Hospitality and hotel	2
Financial	2
Education	1
Cleaning services	1
Printing	1
Building	1
Theatre	1
Total	20

n = 20

Table 4.2 shows that a diverse range of businesses from the telecommunications industry to the banking sector participated in the research. The research sample consisted of participants from small, medium and big businesses and government departments. People with disabilities are employed in different businesses and government departments such as parliament and the educational sector; this is why a wide spectrum of types of businesses was covered in this study.

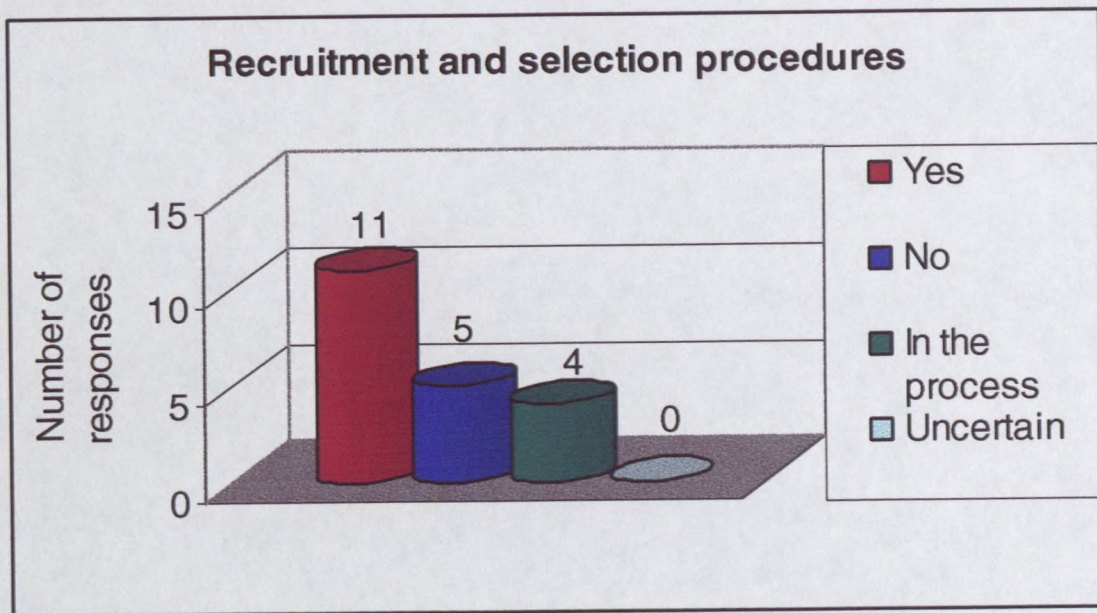
The Employment Equity Act (No. 55 of 1998) states that people with disabilities should be able to access any employment opportunity. Depending on the nature of a person's disability and the candidate's qualifications and experience, the candidate must be able to gain employment in every sector of business and government.

In order to employ people with disabilities successfully in business and government and to comply with the provisions of the Employment Equity Act

(No 55 of 1998) at the same time, the recruitment and selection procedures used by employers need to be reviewed.

4.4.3 Recruitment and selection policy and procedures

Respondents were asked whether existing recruitment and selection procedures were reviewed with regard to the equitable recruitment of candidates with disabilities. The findings are displayed in Figure 4.1.



n = 20

Figure 4.1: Review of existing recruitment and selection procedures

Most of the respondents, namely eleven, answered that they have reviewed existing recruitment and selection procedures with regards to the equitable recruitment of candidates with disabilities. This is due to the fact that employers with 150 and more employees had to submit their first report on employment equity plans on 1st of June 2000. Five businesses have not reviewed recruitment procedures at all, whilst four are in the process of reviewing these policies and procedures. It could be that the five employers who have not reviewed their recruitment procedures are small businesses. Employers with fewer than 150 employees have to report only every second

year to the Department of Labour on progress made in terms of their employment equity plans.

In order to comply with the Employment Equity Act (No. 55 of 1998), employers involved in this study have realised the necessity to review existing recruitment procedures. Small businesses have more time to provide the Department of Labour with an employment equity report. Most of the respondents who participated in this study indicated that they have reviewed recruitment and selection procedures. This corresponds with the findings of Parry (1994:59) and Verster (1996:38), who explain that this reviewing of recruitment and selection procedures will benefit the employer because recruitment and selection will be applied consistently and fairly to all disabled job applicants.

(i) **Compilation of an Equal Opportunity Employment Policy**

Besides having to review existing recruitment and selection procedures, employers were asked whether they make a conscious decision to employ disabled persons and whether a statement to this effect was incorporated in their Equal Opportunity Employment Policy. The findings are reflected in the following figure.

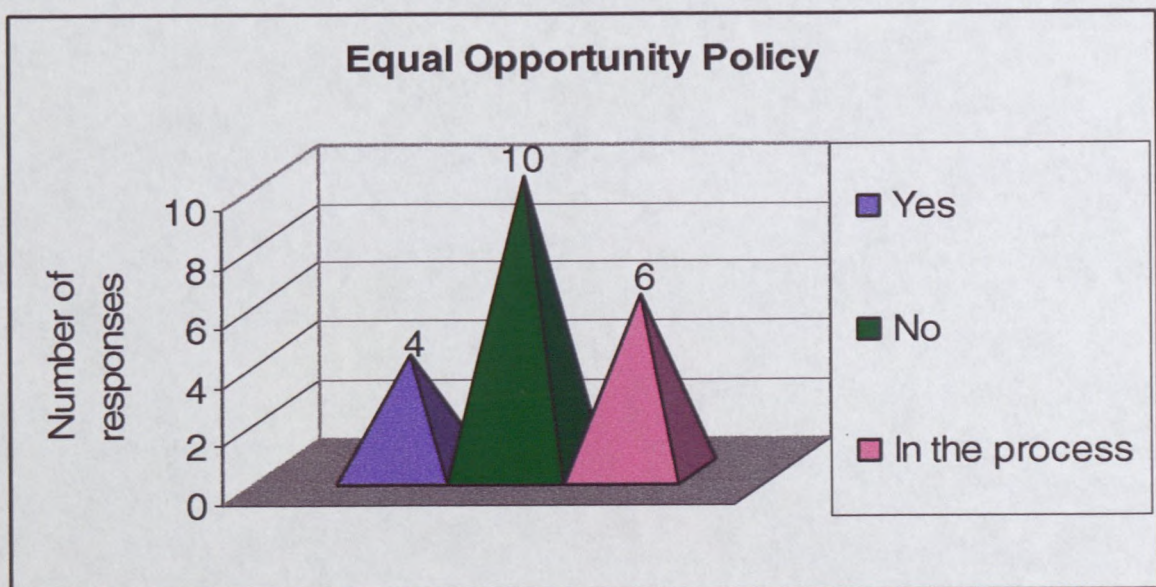


Figure 4.2: Compilation of an Equal Opportunity Policy

Figure 4.2 shows that only four employers have compiled an Equal Opportunity Policy and that six employers are in the process of compiling such a policy with regards to the employment of persons with disabilities. These employers have made a conscious decision to hire people with disabilities and have ensured that this statement is incorporated in an Equal Opportunity Policy as suggested by Buhler (1991:18). The Equal Opportunity Employment document has a separate disability section where issues relating to disability matters are specified. The following point can be included in this document: an undertaking by the employer to recognise the special needs of disabled persons and to adopt procedures which will give disabled persons fair consideration for all vacancies (Parry, 1994:43; Ruder, 1995:29). However, half of the respondents have not compiled such a policy. This could be because until now employers mostly focused on complying with the law with regards to employing persons from the designated group, mostly relating to race and gender. People with disabilities are still employed only in the minority of cases.

(ii) Job descriptions

Because of South Africa’s political history most businesses were obliged to first focus most purposefully on employing persons from the designated groups relating to race and gender in order to comply with South Africa’s new government and population profile. In order to be able to employ disabled persons successfully, the employer should draw up a non-discriminatory job description. The findings follow in Figure 4.3.

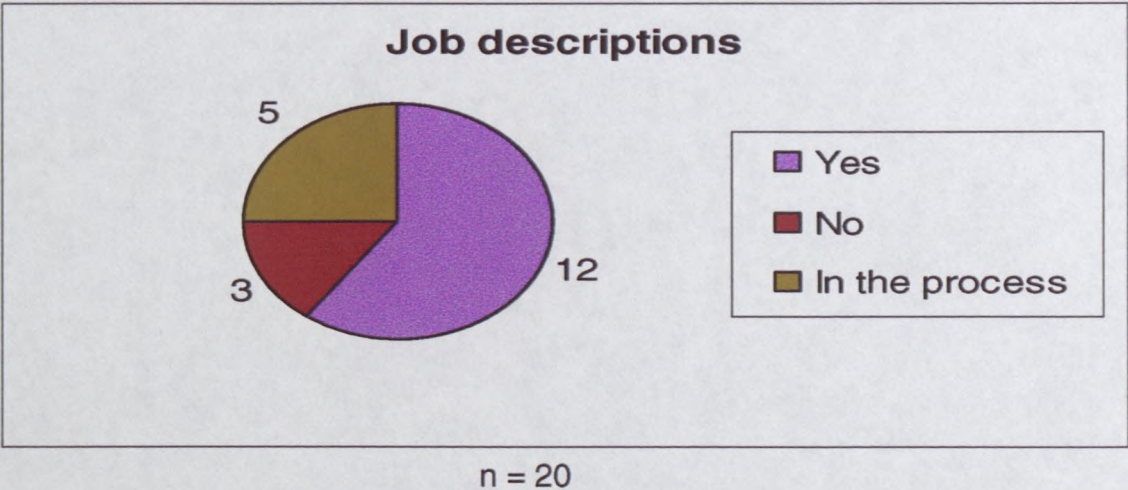
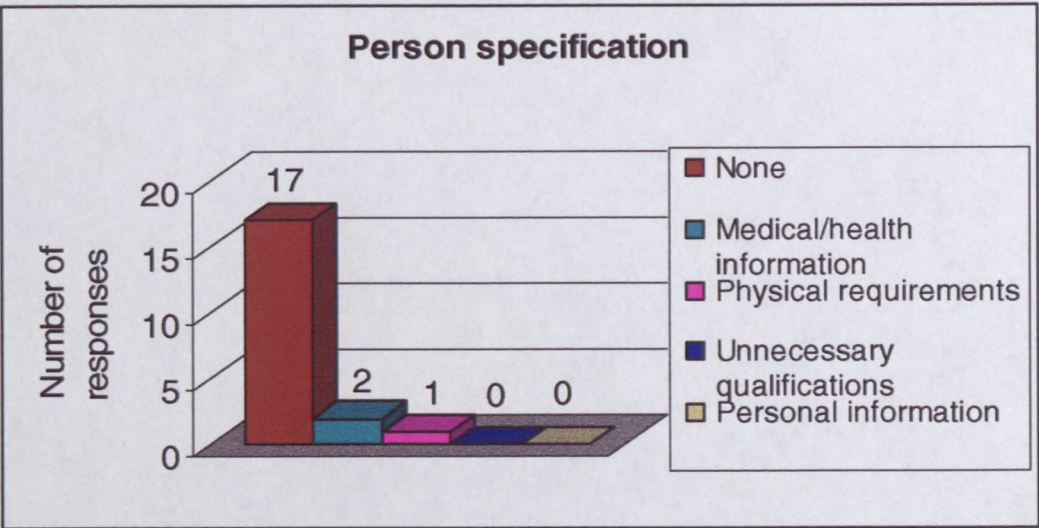


Figure 4.3: Job Descriptions

Most of the respondents, namely 12, have reviewed their job descriptions so that the contents reflect only the essential functions of a job. This is in line with Grensing (1991:4), who states that a job description is a written record of tasks and responsibilities that an employee must perform. The Employment Equity Act (No.55 of 1998) states that an employee must be able to perform only the essential functions of a job. By reviewing job descriptions, as was done by most respondents in the sample, employers not only comply with the Employment Equity Act (No. 55 of 1998), but they also ensure that factors such as disability are excluded for considerations from the recruitment process.

(iii) Person specification

The Institute for Personnel Management (1997:3) advises employers to eliminate discriminatory arbitrary requirements such as unnecessary qualifications, physical requirements, medical information and personal information such as looks, weight and height. Jones (1997:43) reminds employers that when including arbitrary requirements, they must be justified in terms of performing the job. Respondents were requested to indicate whether their person specifications included arbitrary requirements. The results are available in Figure 4.4.



n = 20

Figure 4.4: Person specification requirements

Most of the respondents, namely 17, mentioned that the person specification includes no arbitrary requirements. The two respondents who request medical information and the one who requested physical requirements were employers from the Printing and Building Industry. A person specification for a position needs to be drawn up to determine the qualifications, skills and experience that are needed for a specific position.

The tasks that are performed in these industries are mostly physical and that is why requesting medical and physical requirements are a standard practice that affects all work-seekers. However, many disabled candidates are able to perform the essential functions of a position in a different way.

(iv) Different ways of performing essential functions of a job

When compiling a job description and person specification, the employer should bear in mind that people with disabilities often perform a task in a different manner. Respondents had to indicate whether they would consider employing a disabled candidate if that candidate performs the essential functions of a job in a different way. Figure 4.5 reflects these findings.

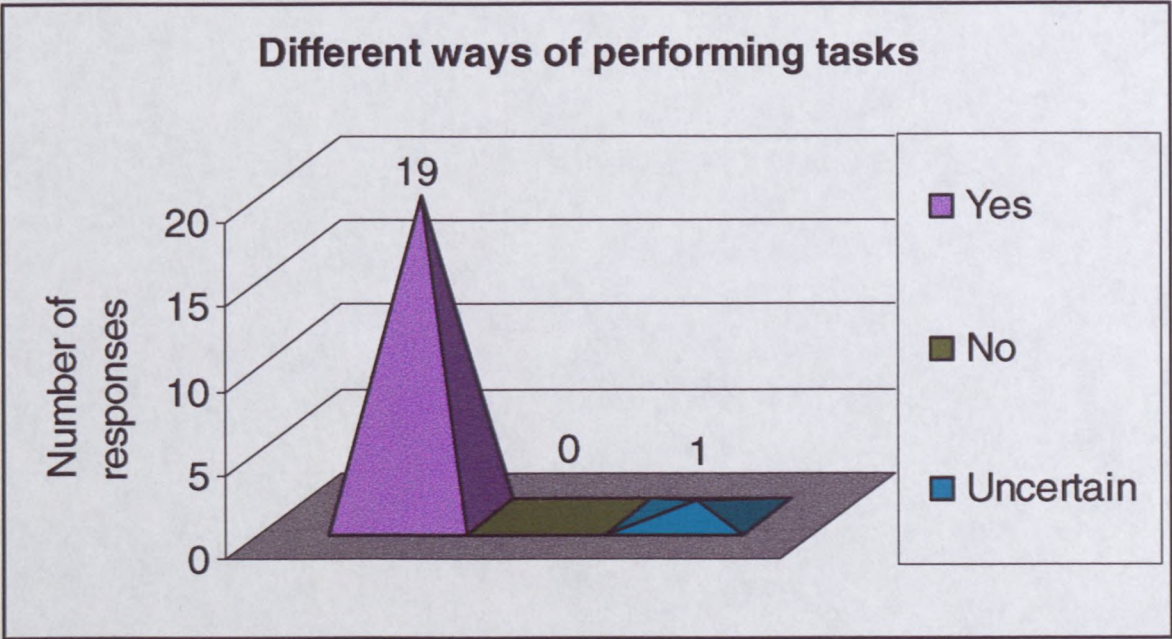


Figure 4.5: Different ways of performing essential functions of a job

Most of the respondents, namely 19, stated that disabled candidates would be considered for employment should they be able to perform the essential functions of a job in a different way. These positive responses are in line with the findings of Verster (1996:34), who states that the employer must be aware that some persons with disabilities are able to perform an essential function of a job in a different way. If a person specification states that a candidate "... must have shorthand skills..." and a blind person applies for a job who is able to do the same job by using a dictaphone to transcribe from, the employer can accept that the outcome of the task will be the same.

(v) Types of disabilities represented by employees

Persons with various disabilities should be employed in different positions within a business. Respondents were requested to indicate the categories of disabled persons employed within their business or government department. Respondents could indicate more than one choice. Table 4.3 displays the types of disabled people who are currently employed by business.

Table 4. 3: Types of disabilities represented by employees

TYPES OF DISABILITIES REPRESENTED BY EMPLOYEES	NUMBER OF RESPONSES
Persons with physical disabilities	14
Persons with visual impairments	7
Persons suffering from epilepsy	7
Persons with hearing impairments	6
No people with disabilities employed	4
Total	38*

n = 20

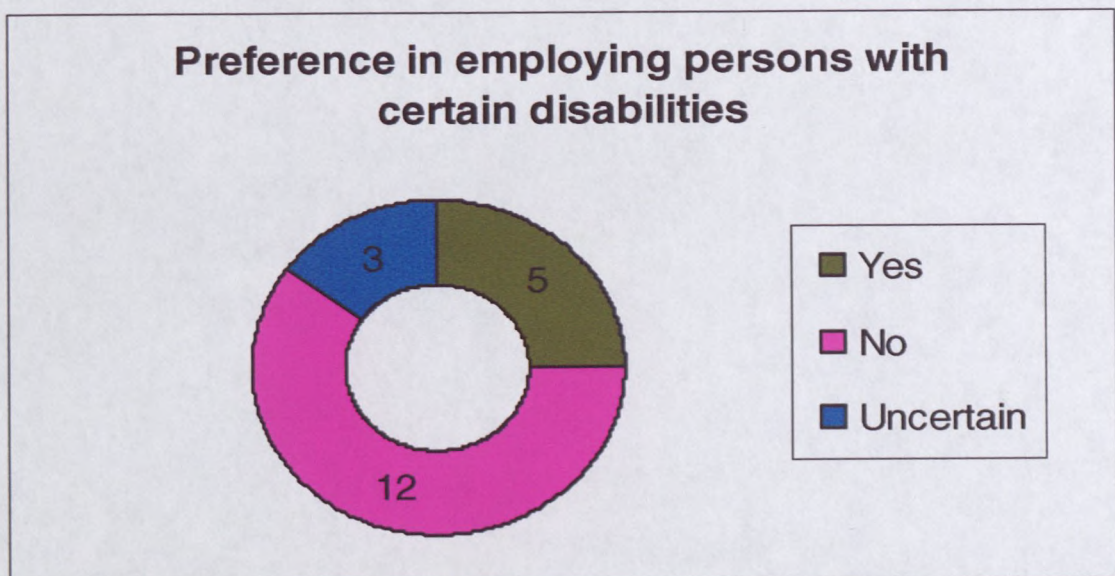
* Respondents could indicate more than one choice.

The above table shows that 14 persons with physical disabilities are employed, which indicates that this type of disability is the best represented.

The reason for the high employment rate of people with physically disabilities could be because it is easier for these persons to communicate directly with employers and personnel agencies. Only six deaf persons are employed which is the least; this may be because deaf persons have the most barriers to overcome in finding employment. Seven visually impaired people and seven persons with epilepsy are employed.

(vi) Preference in employing persons with specific disabilities

Respondents had to indicate whether they have a preference in employing persons with certain disabilities. These findings are reflected in Figure 4.6.



n = 20


Figure 4.6: Preference in employing persons with certain disabilities

Figure 4.6 shows that 12 of the respondents, which is the highest figure, do not have a preference in employing persons with specific disabilities. Employers will consider employing persons with various disabilities. This is a positive aspect, because the recruitment pool remains open and this will allow persons with any disability to apply for a job. The candidate's knowledge of their disability and the nature of the disability will determine what positions can be applied for.

(vii) Advertising of vacant positions



In order receive applications for vacant positions, employers need to advertise positions. The respondents had to indicate how they would use advertisements to attract disabled work-seekers. The findings of the survey are presented in Table 4.4.

Table 4.4: Advertising vacant positions to attract disabled applicants

ADVERTISING VACANT POSITIONS TO ATTRACT DISABLED APPLICANTS	NUMBER OF RESPONSES
Do not specifically target disabled applicants	11
Mention that your business is an Equal Opportunity Employer	7
Invite persons with disabilities to apply	2
Use the  sign	0
Total	20

n = 20

Table 4.4 indicates that most, namely 11 respondents, do not specifically target disabled applicants when advertising vacant positions. This could mean that disabled candidates might feel hopeless about applying because they could think that they have no chance of being successful. Seven respondents mentioned that they stated in an advertisement that their business is an Equal Opportunity Employer. This makes the disabled candidate aware that the employer considers persons from the designated groups.

Cilliers and McGregor (1996:7) suggest that employers use positive statements in advertisements to encourage applications from people with disabilities, for example "Equal Opportunity Employer" or "Disabled people are particularly welcome to apply." None of the respondents indicated that the  sign is used when advertising positions. This  sign is widely used in public

places to identify certain disability advantages for disabled people such as special parking facilities near to entrances of buildings. Should employers use this sign when advertising positions, it would “catch the eye” of people with disabilities and this would enable and encourage them to apply for positions.

(viii) Targeting of persons with specific disabilities

Certain positions can be matched with certain disabilities. Respondents had to indicate whether persons with specific disabilities were targeted when advertising vacant positions. Respondents could indicate more than one choice. These findings are displayed in Table 4.5.

Table 4.5: Targeting of persons with specific disabilities

TARGETING OF PERSONS WITH SPECIFIC DISABILITIES	NUMBER OF RESPONSES
Persons with physical disabilities	3
Persons with hearing impairments	3
Persons with visual impairments	2
Persons suffering from epilepsy	1
None of the above	15
Total	24*

n = 20

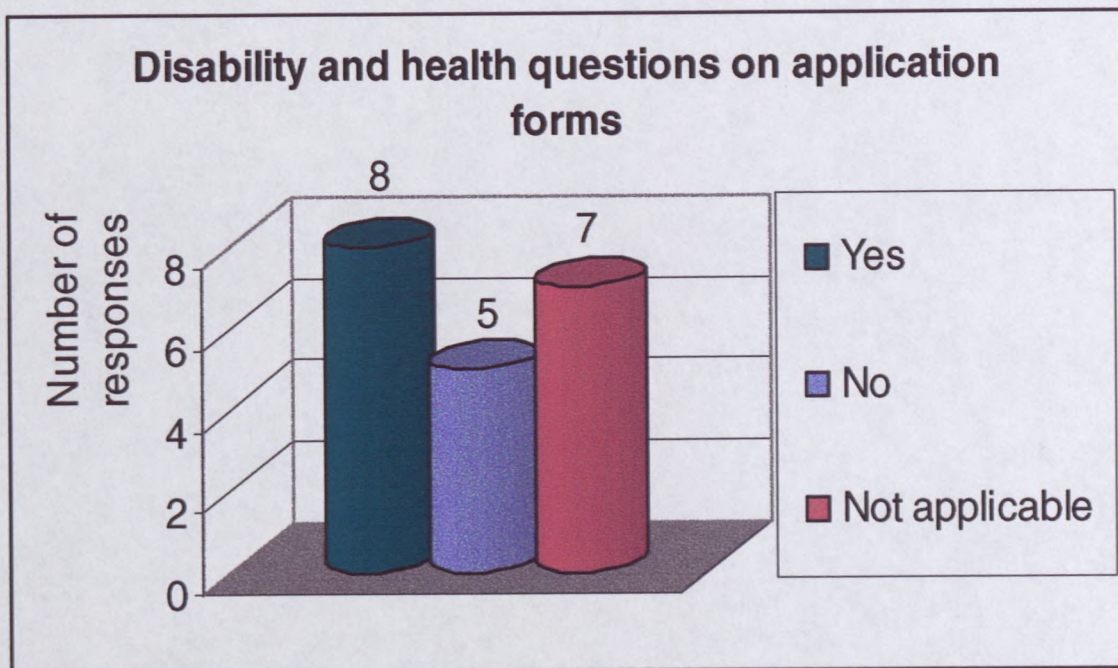
* Respondents could indicate more than one choice.

Table 4.5 reflects that 15 respondents do not target persons with certain disabilities when advertising positions. The findings in this table correlate with the findings in Figure 4.6 and confirm that employers do not prefer to target persons with specific disabilities, even when advertising positions. The numbers of suitably qualified disabled candidates are few and thus not targeting persons with specific disabilities in advertising will allow a greater number of people with disabilities to apply for a position. It is advisable that, at the same time as advertising a position, employers should make a Braille

copy of the advertisement and send it to the applicable organisations like Western Cape Society of the Blind.

(ix) Application forms

Work-seekers often have to complete application forms when applying for a vacant position. Respondents were requested to indicate whether their application forms required information on health and disability matters. The findings are reflected in Figure 4.7.



n = 20

Figure 4.7: Application forms: questions on disability and health matters

Eight of the respondents indicated that they do ask disabled applicants medical and disability-related questions. Application forms should not ask questions relating to any of the items mentioned in item 2 (1)(a) of Schedule 7 of the Labour Relations Act, unless they are inherently essential to the requirements of the job. Disabled candidates should not be requested to complete questions on disability and health-related matters on application forms. This should only be done if it is an inherent requirement of the job and

if non-disabled candidates are also requested to complete these questions. For employers in the printing and transport trades it is standard practice to include questions about medical and disability matters on the application form because they are directly related to the inherent requirements of the task.

Seven respondents indicated that the completion of an application form is not applicable anymore. Instead of requesting candidates to complete an application form, a curriculum vitae is rather accepted.

(x) Application forms: alternative formats

It also seems advisable that employers present application forms in alternative formats. The use of these formats by respondents is reflected in Figure 4.8 below.

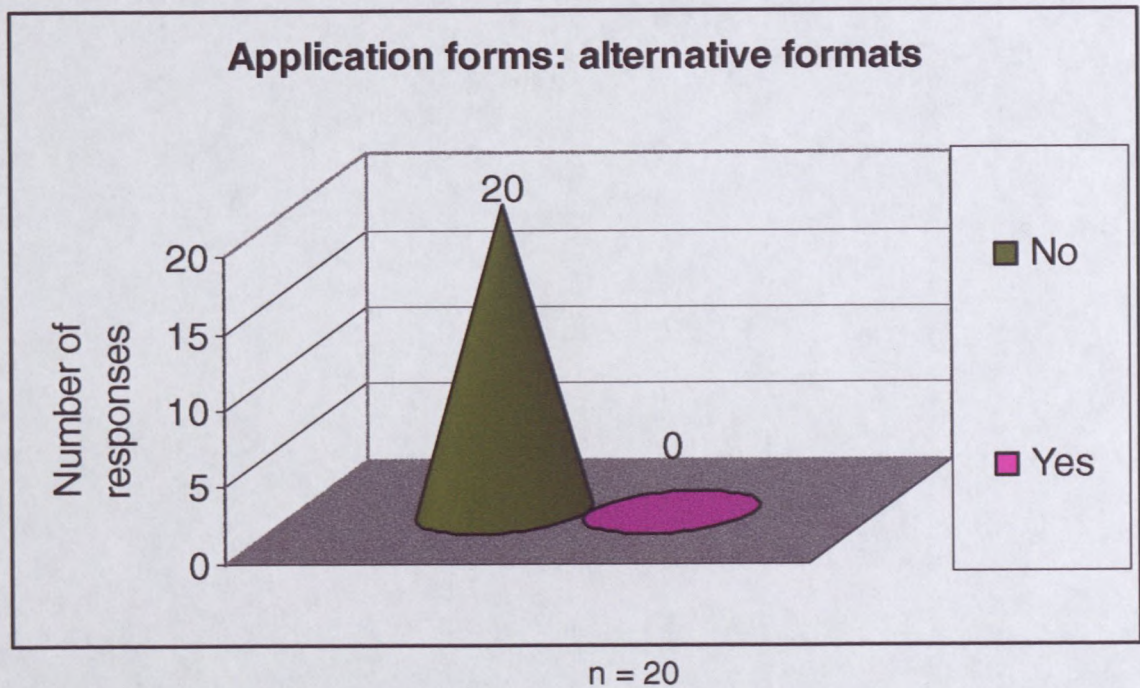


Figure 4.8: Application forms: alternative formats

Although Disability Net (1997:29) suggests that the application form should be available in alternative formats such as large print, Braille or tape versions for visually impaired persons, none of the respondents indicated in Figure 4.8 that their application forms are available in these alternative formats. This could be because employers are only now starting to consider making this

kind of accommodation. Table 4.6 reflects that most (10) of the employers are willing to assist the visually impaired person to complete the application form. The candidate with a visual impairment is thus dependent on someone else to complete the application form.

(xi) Assistance to disabled applicant to complete application form

The respondents were requested to indicate in what manner they would assist the disabled candidate to complete a form. These findings are reflected in Table 4.6 below.

Table 4.6: Assistance to disabled applicant to complete application form

ASSISTANCE TO DISABLED APPLICANT TO COMPLETE APPLICATION FORM	NUMBER OF RESPONSES
To assist in completing the form	10
To mail the application form to the candidate	1
To offer the walk-in applicant to take the form, to have someone complete it, and return it by mail or person	3
Not applicable	6
Total	20

n = 20

Table 4.6 reflects that half of the employers are willing to assist the disabled person to complete the application form. Disabled people strive to be independent and by providing application forms in an alternative format, this lifestyle can be maintained for visually impaired persons. Six of the respondents indicated that none of the mentioned factors is applicable because they do not use application forms.

According to Agius (1999:1), the employer should ask the disabled candidate what would be the most convenient way to complete the form. One respondent indicated that the application form would be mailed to the

candidate, whilst three respondents would allow the disabled candidate to take the application form and return it later. Six respondents indicated that the completion of application forms is not applicable, because they are not being used.

(xii) Interpreting the disabled candidate’s curriculum vitae

Employers mostly request curriculum vitae from applicants. Respondents had to indicate how a curriculum vitae that was received from a disabled candidate is interpreted and reviewed. Respondents could indicate more than one choice. These results follow in Table 4. 7 below.

Table 4.7: Interpreting feelings in connection with the disabled candidates’ curriculum vitae

INTERPRETING FEELINGS IN CONNECTION WITH THE DISABLED CANDIDATES CURRICULUM VITAE	NUMBER OF RESPONSES
Uncertain, because of lack of understanding the specific mentioned disability	4
Anxious, because not clear whether the candidate can perform the essential functions of the job	4
Interested, because of desire to know what the applicant's abilities are	9
Sceptical, because of doubt whether the person would be productive	0
Comfortable, if the candidate meets the inherent requirements of the job	14
Negative in general and rejecting the candidate's curriculum vitae	0
Other: mention	0
Total	31*

n = 20

* Respondents could indicate more than one choice

Table 4.7 indicates how employers would feel when reading information about a candidate's disability that was disclosed in a curriculum vitae. When disabled applicants mention a disability in a curriculum vitae, the possibility exist that the application will be rejected. The possibility also exists that the employer would not know how to interpret the person's disability and that this will influence the employer's judgement in a negative way. Gensing (1991:21) advises that employers should scrutinise candidate's curriculum vitae in accordance with the job requirements already determined. Most, namely 14, of the respondents indicated that they would feel comfortable if the candidate meets the inherent requirements of the job. This finding corresponds with the advice of Gensing (1991), namely that employers should scrutinise candidates' curriculum vitae in accordance with the inherent requirements of the job. None of the respondents mentioned that they would feel negative and reject the candidates' curriculum vitae.

Eight of the respondents stated that they would feel uncertain and anxious because they do not understand the mentioned disability and because they do not know whether the candidate would be able to perform the essential functions of a job. In situations such as these it is advisable for employers to liaise with organisations that will supply information relating to specific disabilities.

(xiii) Reference checking of candidates with disabilities

Van Dyk, Nel and Gerber (1987:194) are of the opinion that employers should enquire about applicants' achievements in previous positions. Respondents had to indicate what types of questions would be asked when doing a reference check of a disabled person and more than one choice could be indicated. The findings are presented in Figure 4.9.

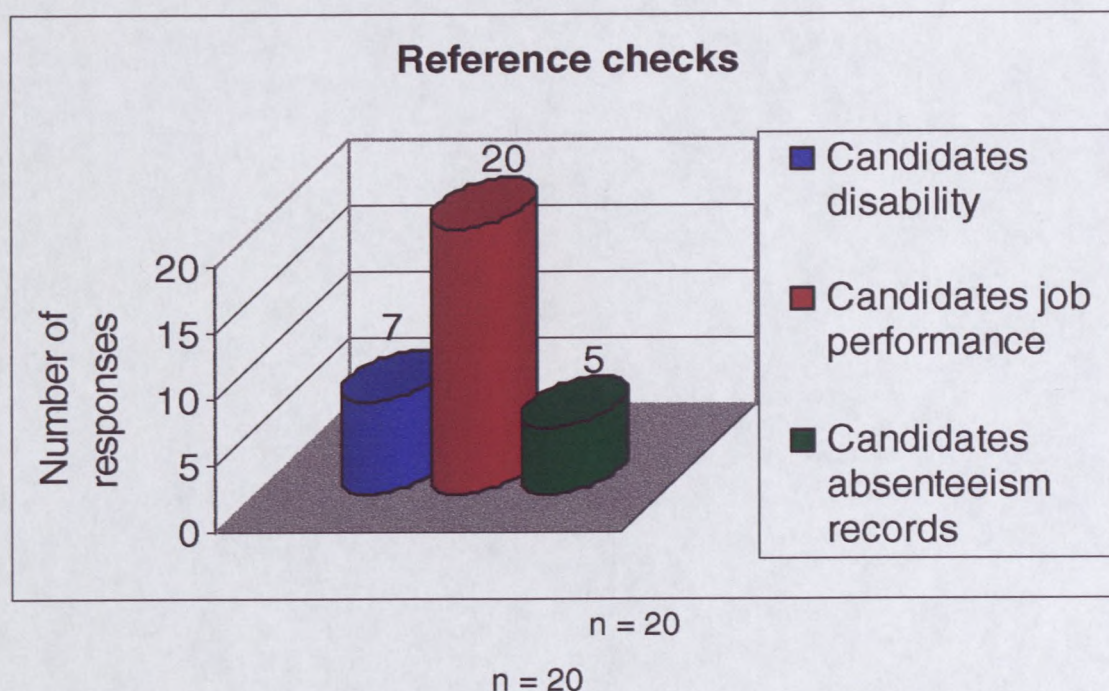


Figure 4.9: Reference checking of candidates with disabilities

According to Figure 4.9 all (20) of the respondents mentioned that when doing a reference check on a person with a disability, they would ask questions about the candidate's job performance. This corresponds with the opinion of Van Dyk, Nel and Gerber (1987:194) that it is important to find out what level of performance employees achieved in previous jobs. Most disabled employees usually perform their jobs very successful, therefore previous employers who provide positive feedback of disabled employees will increase the new employer's confidence in employing disabled persons.

Seven of the respondents indicated that they would ask questions pertaining to the candidate's disability and five of the respondents indicated that questions would be asked pertaining to absenteeism records. The employer must be careful not to ask discriminatory questions regarding the candidate's disability and medical history. Employers should only obtain information about absenteeism records if this is a standard procedure where all candidates' absenteeism records are obtained. The Labour Relations Act, No. 66 of 1995 changed the interviewing process with regards to the content, manner and nature of questions permissible. Questions about the candidates' disability can be cleared up during the interview with the disabled candidate. These

questions should, however, be asked in a non-discriminatory way and to ascertain whether any accommodations should be made.

(xiv) Request for medical information

When considering employing a disabled candidate, an employer might request medical or health information from the disabled candidate. Respondents' answers about the types of medical information requested from disabled candidates are displayed in the following table.

Table 4.8: Medical Information

REQUEST FOR MEDICAL INFORMATION	NUMBER OF RESPONSES
A medical test	2
A doctor's letter	2
A verbal or written medical history	3
An absenteeism record of the previous employer	1
None of the above	12
Total	20

n = 20

Table 4.8 reflects that 12 respondents said that they do not request any medical information from disabled candidates. This is in accordance with the new Employment Equity Act (No. 55 of 1998) that states that medical testing is prohibited, unless the testing is justifiable in terms of the inherent requirements of the job. Two employers indicated, however, that they would request a medical test, two a doctor's letter, three a written or verbal medical history and one an absenteeism record. Some of these employers indicated that doctor's letters and a medical history are also required even if the positions applied for are administrative. Employers feel that obtaining a doctor's letter is the only way to ascertain what the nature of the person's disability is. The doctors' letters are only requested from disabled candidates,

however, and not from non-disabled candidates. This is not the correct procedure to follow and is not legitimate according to the Employment Equity Act (No. 55 of 1998).

(xv) Nature of questioning during interviews

Respondents could indicate more than one choice. During the interview the employer should discuss the candidate’s disability in a non-discriminatory way. Respondents had to indicate the type of questions that would mostly be asked from a disabled candidate during the interview. The results follow in the table below.

Table 4.9: Questions asked during an interview

QUESTIONS ASKED DURING AN INTERVIEW	NUMBER OF RESPONSES
Ask questions about the candidates disability	6
Ask whether the candidate is receiving medical treatment	2
Ask questions about reasonably accommodating a candidate	8
Ask the candidate whether the essential functions of a task can be performed	9
Ask questions that only pertain to the inherent requirements of the job	14
None of the above	1
Total	40*

n = 20

* Respondents could indicate more than one choice

According to Table 4.9 most respondents, namely 14, indicated that they would ask questions that pertain to the inherent requirements of the job and eight respondents indicated that they would ask questions about reasonably accommodating a candidate. By not asking a question that is not directly related to the inherent requirements of a job, employers will avoid legal action,

as advised by Grensing (1991:81). Six respondents mentioned that questions would be asked pertaining to the candidates' disability. Hemming *et al.* (1997:96), and The Disability Net (1999:2) state that questions about the person's disability should only be asked if the employers wants to accommodate the candidate and to determine whether the candidate can perform the essential functions of a job.

Levesque (1992:187) states that there is a natural tendency for interviewers to ask disabled candidates questions relating to their disability. The same author mentions that the questions relating to disability can be legitimate provided that the same question is asked of other applicants. Two of the respondents would ask whether the candidate is receiving medical treatment. This is a question that should be asked only in the case of epilepsy sufferers. Once the accommodation has been made, the employer should concentrate on the person's ability to do the job.

(xvi) Positions disabled people can apply for

Disabled candidates are able to function successfully in different positions, depending on their skills, qualification and the nature of the disability. Respondents could indicate more than one choice and respondents were requested to indicate what types of positions disabled candidates could apply for. These findings follow in Table 4.10 below.

Table 4.10: Positions disabled candidates can apply for

POSITIONS DISABLED CAN APPLY FOR	NUMBER OF RESPONSES
Any	13
Secretarial	5
Receptionist	4
Telephonic	4
Management	4
Administrative	6
Switchboard operator	6
Professional	2
Other	1
Total	45*

n=20

* Respondents could indicate more than one choice

Table 4.10 reflects that 13 of the employers are of the opinion that people with disabilities can apply for any position, depending on the nature of their specific disability. This finding correlates with Parent and Everson's (1986:18) opinion that disabled people should be seen as a heterogeneous group of individuals with a wide variety of skills and experience, hence disabled people should be able to apply for various positions. Although employers indicated that people with disabilities can apply for any position, it was clear that reasonable accommodation was not taken into account. In other words, it is a myth that a physically disabled person cannot do physical work at all because an amputee with an artificial limb can do welding works and climb over obstacles to install communication equipment.

Six respondents indicated that disabled candidates could apply for administrative and switchboard work, while five respondents indicated that candidates could apply for secretarial positions. Only two respondents were of the opinion that disabled candidates could apply for professional positions. This low finding indicates that employers still seem to be of the opinion that disabled candidates can mostly only apply for lower-level positions such as switchboard operators, and not for higher-level positions such as professional positions.

(xvii) Understanding of reasonable accommodation

Disabled candidates could be considered for most positions if the employer would consider accommodating the disabled applicant. Respondents were asked to explain the term reasonable accommodation. These findings are summarised in Figure 4.10.

RESPONDENTS' EXPLANATION OF THE TERM "REASONABLE ACCOMMODATION"
Entails that the employer must provide reasonable accommodation for the disabled candidate within reasonable limits so that the disabled candidate can perform the work with the necessary ease
To make changes and to enhance accessibility and, for example, provide lifts and ramps for wheelchair users and make toilets accessible
To make the working environment as comfortable as possible for the disabled candidate and to avoid accidents and injury in the workplace
To make small changes of a practical nature to accommodate both the disabled candidate and the organisation
To ensure that the disabled candidates are able to meet the requirements of the position
To ensure enhanced performance of the disabled candidate and to avoid incorrect infrastructure that prevents the disabled candidate from functioning optimally
To structure circumstances to ensure optimum performance of the disabled candidate
To consider cost involved when considering making reasonable accommodations for a disabled candidate

Figure 4.10: Respondents' understanding of the term "reasonable accommodation"

The above figure shows that respondents mostly explained the term reasonable accommodation in terms of having to make changes to the physical structure of buildings. This finding that the accessibility of buildings is important for persons with disabilities is supported by various authors (Backer 2000, Buhler, 1991; Harvey, 1986; Johnson, 1993). Respondents felt that by making reasonable accommodations in terms of making the building accessible, disabled candidates would be able to apply for positions. None of the respondents explained the term reasonable accommodation in terms of having to supply assistive devices and in terms of changing work hours of a disabled candidate. The concept of employers having to supply assistive devices and make job changes is still new for most employers. Eight respondents did not complete this specific question. Although the term reasonable accommodation is specifically mentioned in the Employment

Equity Act (No. 55 of 1998), many employers are still unfamiliar with this term and are not clear on how to interpret it.

4.4.4 REASONABLE ACCOMMODATIONS

The following findings reflect respondents’ opinions regarding accommodating persons with disabilities.

(i) Considerations for making reasonable accommodation

Considering reasonable accommodation is an integral part of the recruitment and selection process, as mentioned in the Employment Equity Act (No. 55 of 1998). Respondents were asked to identify during what stage of the recruitment and selection process reasonable accommodation is considered for a disabled candidate. These findings can be seen in the following table.

Table 4.11: Considerations for making reasonable accommodation

CONSIDERATIONS FOR MAKING REASONABLE ACCOMMODATION	NUMBER OF RESPONSES
During the interview	7
After the candidate has been appointed	3
From the onset of the selection process	8
Only if the candidate asks for reasonable accommodation	1
Do not consider reasonable accommodation	1
Total	20

n = 20

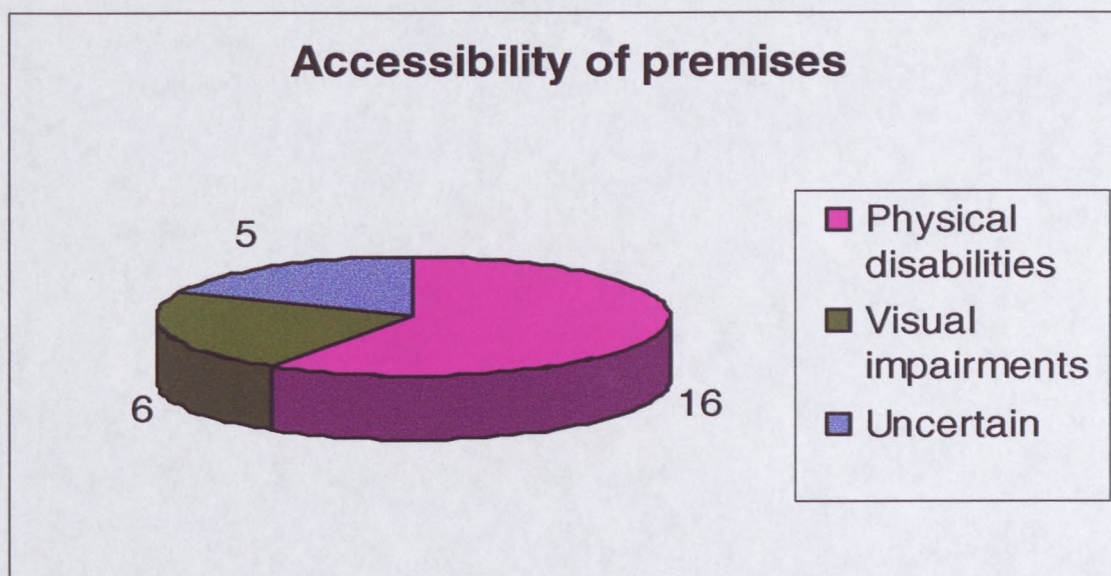
Table 4.11 indicates that eight employers would consider making reasonable accommodation for disabled candidates from the onset of the selection process. This low response indicates that employers still are not aware of the importance of considering making accommodations from the onset of the selection process. If accommodations are not considered from the onset of the selection process, the result could be employers unknowingly and unfairly

discriminating against a disabled candidate during any one of the stages of the recruitment and selection process. Lagadien (1996:40) states that disabled candidates should not be employed if employers are not willing to make accommodations.

A further seven of the respondents indicated that they would consider making accommodations for disabled candidates during the interview. This can be attributed to the findings in Table 4.9, which reflect that, when interviewing candidates with disabilities, the interviewer would ask questions about accommodating a candidate (Nomani, 1995:A5; Parry, 1994:20). If employers have made accommodations prior to the interview, in other words, from the onset of the selection process, they already have an idea of what type of accommodation the disabled candidate is in need of. The interview should be used to confirm and clarify the information so that both the disabled candidate and interviewer know what the exact adjustments are that need to be made. Some employers, namely three, stated that accommodations would only be considered once the candidate has been appointed. The researcher is of the opinion that this could result in the employer not being able to provide the required accommodations and then the disabled candidate is unable to perform the essential functions of a job. One of the respondents would only consider accommodations if the candidate asks for it and one respondent would not consider accommodations at all. A minority of respondents indicated that they would not consider reasonable accommodation and it could be that they are unaware of the benefits of making accommodations to both the employer and disabled candidate.

(ii) Accessibility of premises

Respondents were requested to indicate the types of disabilities that access to their premises makes allowance for. Figure 4.11 below contains their responses.



n = 20

Figure 4.11: Accessibility of premises

Figure 4.11 indicates that the majority (16) of respondents' premises are structurally accessible to persons with physical disabilities. This information correlates with Table 4.3. where respondents indicated that they currently mostly employ persons with physical disabilities. Six respondents indicated that their premises are accessible for persons with visual impairments as well. The accessibility of any building is of the utmost importance for disabled persons. This fact is realised by most employers and supported by various authors such as Backer (2000); Buhler (1991); Harvey (1986); Johnson (1993) and Mathiane, (2000). Five of the respondents show that they are uncertain if their premises are accessible to persons with either physical or visual impairments.

(iii) Agreement to make premises more accessible

The above figure reflects that certain premises are not completely accessible to persons with different disabilities. Respondents were requested to indicate whether they are willing to make their premises more accessible to candidates with disabilities. The results are displayed in Figure 4.12.

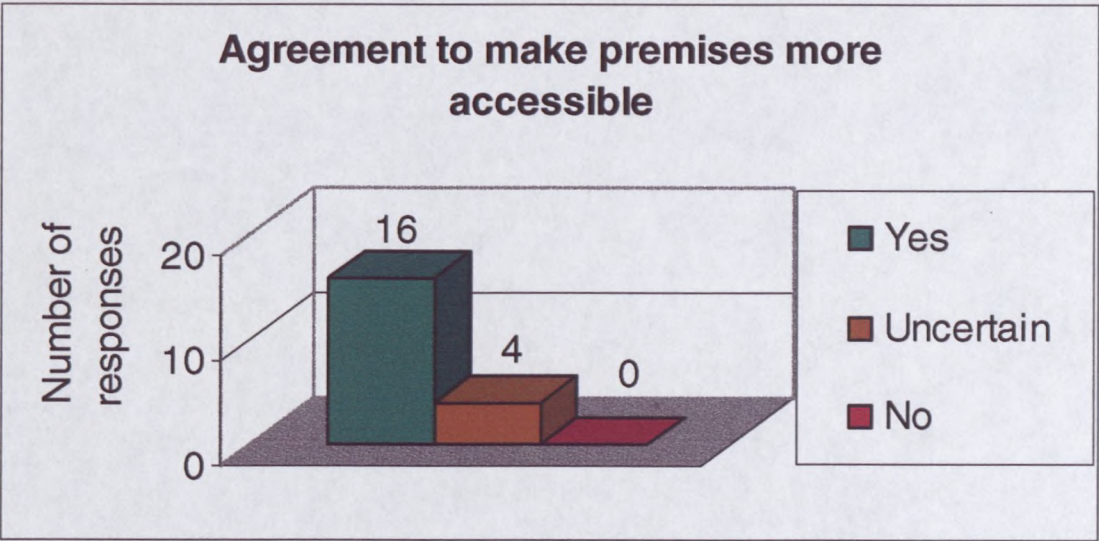


Figure 4.12 Agreement to make premises more accessible

The above figure shows that 16 of the respondents indicated that they are willing to make their premises more accessible to persons with physical and visual impairments. It has already been indicated in Figure 4.12 that employers realise the importance of structural accessibility with regards to employing disabled persons. The minority of respondents, namely four, mentioned that they are not sure whether they are willing to make their premises more accessible. This could be because of budget constraints or the nature of the building, which could place limitations on making structural adjustments. Respondents could use the priority level per disability group checklist in Figure 3.1 to establish the types of adjustments that should be made for persons with different disability types.

(iv) Ways to make premises more accessible

Respondents indicated the manner in which their premises would be adjusted to accommodate disabled applicants. Respondents could indicate more than one choice. These findings are reflected in Table 4.12.

Table 4.12: Ways to make premises more accessible

WAYS TO MAKE PREMISES MORE ACCESSIBLE	NUMBER OF RESPONSES
By building a ramp	11
By widening doors	10
By installing a voice synthesiser in a lift	4
By making a toilet accessible	14
By providing a designated parking bay	11
Uncertain	4
Total	54*

n = 20

* Respondents could indicate more than one choice

From the above table it can be concluded that that the majority of respondents, namely 14, indicated that they would consider making toilet facilities more accessible. Eleven of the respondents are willing to build ramps and provide designated parking bays. A further ten respondents would consider to make their premises more accessible by widening the doors of their building. It seems from these results that most respondents are prepared to make their premises more accessible to persons with physical disabilities. Table 4.3 indicates that most respondents currently employ persons with physical disabilities and Figure 4.10 shows that employers' premises are currently mostly accessible to persons with physical disabilities. The Employment Equity Act (No. 55 of 1998) advises employers to make accommodations like making buildings accessible for disabled persons.

Only four respondents mentioned that they would consider making their premises accessible for persons with visual impairments. According to Table 4.3, persons with visual impairments are also currently the least employed and Figure 4.10 shows that a minority of respondents' premises are currently accessible to persons with visual impairments. This could be because respondents are unaware that persons with visual impairments also need

structural accommodations such as Braille markings in lifts or handrails painted bright colours for partially sighted persons (LOFOB, 1999:1).

(v) Alternative ways of employing disabled persons

Respondents were requested to indicate whether they would consider alternative ways of employing disabled candidates if they are unable to make their premises more accessible. The responses are listed in Table 4. 13 below.

Table 4.13: Alternative ways of employing disabled persons

ALTERNATIVE WAYS OF EMPLOYING DISABLED PERSONS	NUMBER OF RESPONSES
Then not employ disabled people	0
Then think of alternative ways to employ disabled people	19
Uncertain	1
Total	20

n = 20

The findings in Table 4.13 clearly indicate that 19 of the respondents will think of alternative ways to employ disabled persons if they are not able to make their premises more structurally accessible. This positive attitude of respondents to think of alternative ways to employ disabled persons is in line with the findings expressed in the literature review. Respondents realise that to remove barriers and to comply with the Equal Employment Equity Act (No. 55 of 1998) they need to consider alternative ways to employ a diverse group of persons with various disabilities. If the respondents' premises are not accessible to persons with physical disabilities, respondents can still employ persons with hearing impairments, amputees and persons suffering from epilepsy. This is applicable in instances where the building premises are old and adjustments cannot be made, or should the employer have financial constraints which make it impossible to build a ramp or install a lift. By

employing an amputee or a person suffering from epilepsy, the employer only need to make minor changes, like providing more frequent breaks for a epilepsy sufferer.

(vi) Cost of reasonable accommodations

To make reasonable accommodations for disabled candidates, employers have to consider the cost involved. Respondents were requested to indicate the extent of the costs involved when making adjustments for disabled candidates. The data obtained are presented in Figure 4.13.

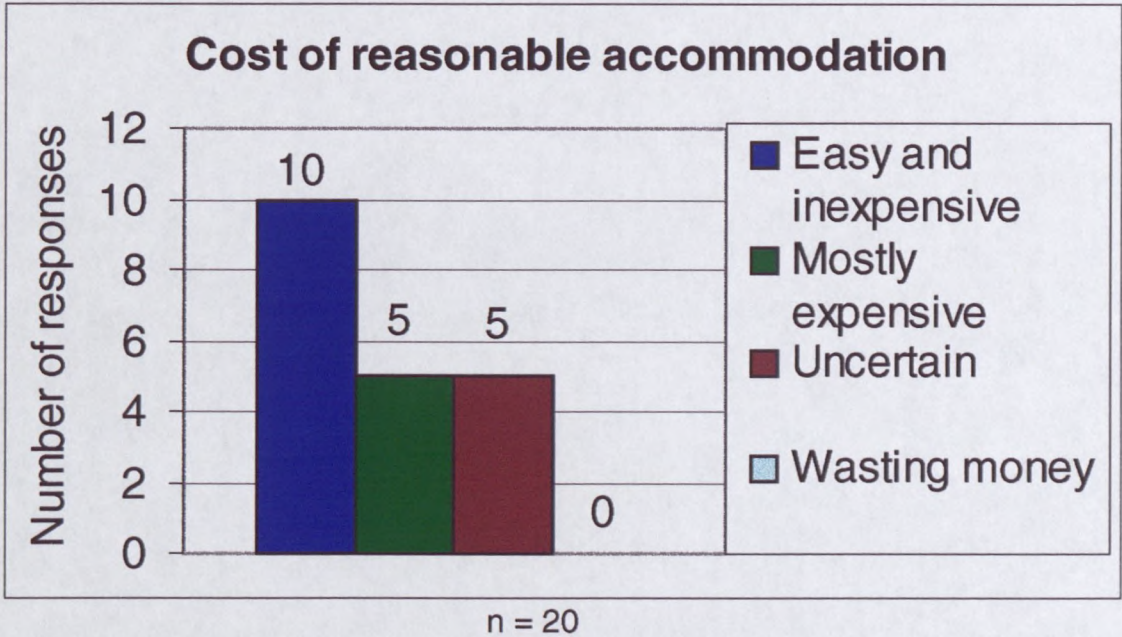


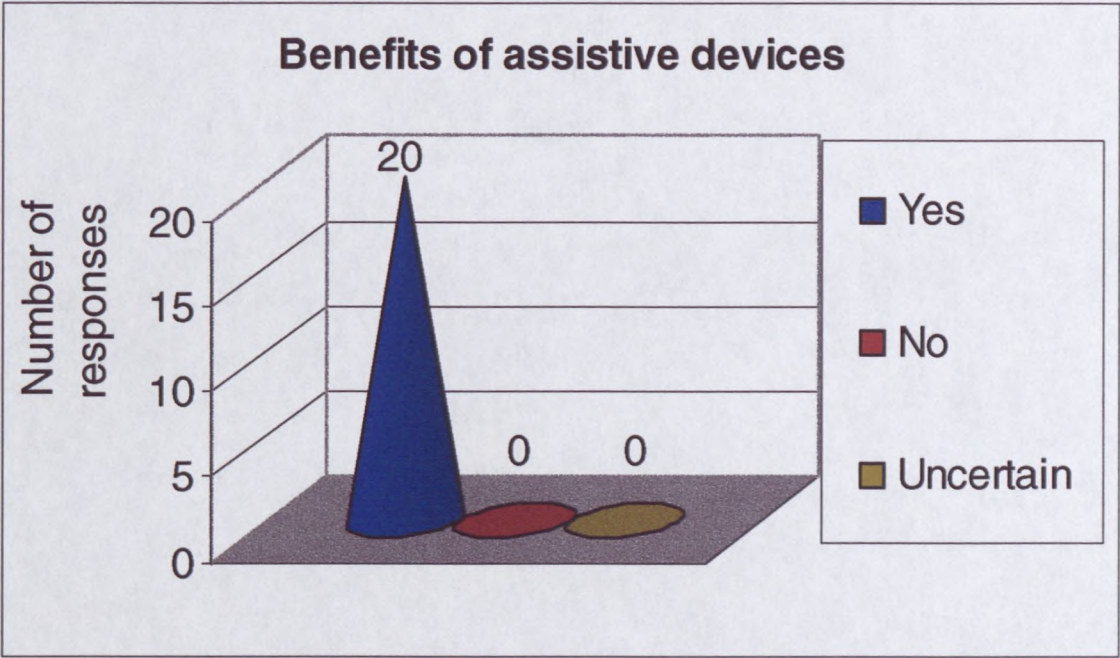
Figure 4.13 Cost of making reasonable accommodation

From Figure 4.13 it appears that 10 of the respondents felt that making reasonable accommodation for disabled candidates is usually easy and inexpensive. This finding is in line with Parent and Everson, (1986:21), Raskin, (1994:87) and Verster, (1996:34), who are of the opinion that employers will mostly incur low costs when having to make adjustments for a disabled candidate. Five respondents indicated that it is mostly expensive to make adjustments. In most instances employers are prepared to incur high costs in making adjustments, but Lagadien (1996:41) reminds employers that such an expense will often be a once-off capital expense. Five respondents were unsure how adjustments for disabled candidates would affect costs and

budget. None of the respondents felt that by making adjustments they would be wasting their business's money.

(vii) Benefits of assistive devices

For employers to make reasonable accommodations for disabled candidates, they should consider the benefits of assistive devices. Respondents indicated whether the use of assistive devices would enhance the performance of disabled candidates. These findings are reflected below.



n = 20

Figure 4.14: Benefits of assistive devices

From Figure 4.14 it can be concluded that all (20) of the respondents who were involved in this study are of the opinion that the use of assistive devices would enhance the productivity of a disabled candidate. These findings correspond with those of Brosnan (1985:92), who states that the use of all assistive devices has one goal in common, namely to maximise the performance and productivity of disabled candidates. This comment is in keeping with King's definition, namely that simple and complex devices are used by candidates with disabilities to accomplish a specific purpose or task.

(viii) Identifying the use of assistive devices

In order for the employer to accommodate the disabled applicant in the correct manner so that performance is enhanced, the use of specific assistive devices should be identified. Respondents were requested to indicate how they would identify the use of assistive devices when considering employing a disabled candidate. The findings are reflected in Table 4.14.

Table 4.14: Identifying types of assistive devices

IDENTIFYING TYPES OF ASSISTIVE DEVICES	NUMBER OF RESPONSES
To request and consult the disabled candidate to provide guidance as to what type of device the candidate would require	15
To request professional consultants and experts at various organisations and schools for the disabled to provide advice regarding the use of assistive devices	8
To match the requirements of the position with the candidate's disability and to select a device that would enhance performance	2
Total	25*

n = 20

* Respondents could indicate more than one choice

The above table reflects that most of the respondents, namely 15, indicated that they would consult with the disabled candidate to ascertain what type of devices would be the most appropriate to use. These findings correspond with those of Johnson (1993:46) and Rothwell (1991:46), who mention that it is important to ask the candidate what the specific requirements are, because disabled candidates have different needs. Respondents indicated that organisations and schools for the disabled would be contacted to assist with obtaining the use of specific assistive devices. Respondents would also contact experts who deal with the employment of persons with disabilities. It will be advantageous for the employer to co-operate with resources like

organisations for the disabled and experts, because they would be able to assist the employer in employing people with disabilities.

(ix) Use of available recruitment and selection guidelines

In order for employers to liaise with the most relevant resources and to recruit disabled candidates in the most efficient manner, it would be advantageous if employers could use specific recruitment and selection guidelines. Respondents were requested to indicate whether they currently have recruitment and selection guidelines available. The findings are indicated in Figure 4.15 below.

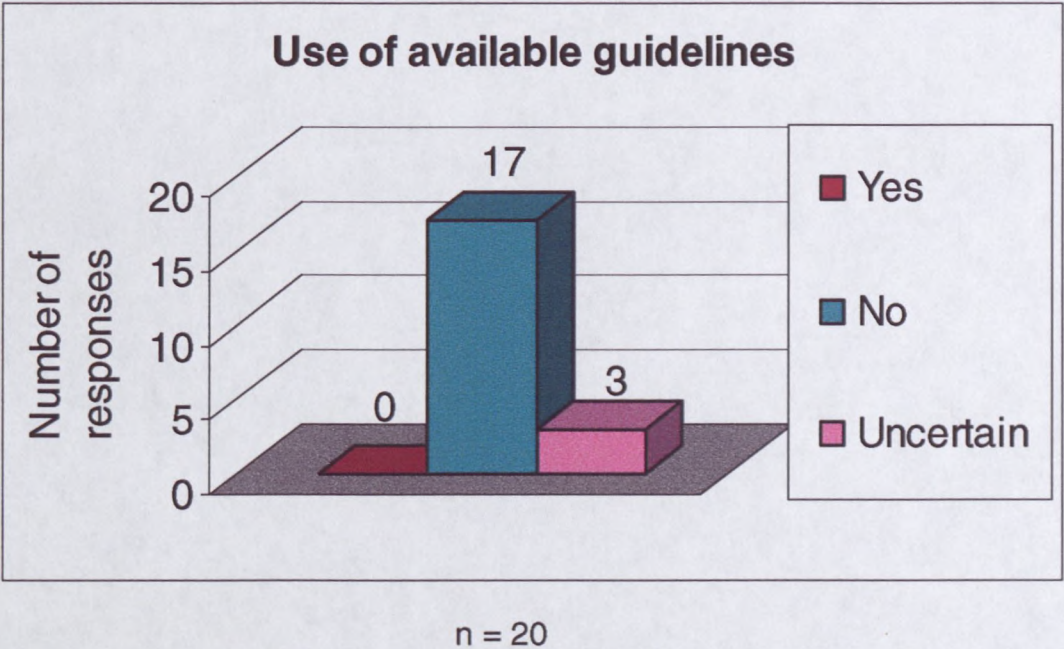


Figure 4.15: Use of available recruitment and selection guidelines

The findings in Figure 4.15 indicate that 17 respondents currently have no specific recruitment and selection guidelines to use when recruiting and selecting candidates with disabilities. Three of the respondents indicated that they were not sure whether their business had recruitment and selection guidelines to use when recruiting candidates with disabilities. This situation may be due to the fact that currently the Employment Equity Act (No. 55 of 1998) only refers to recruitment and selection guidelines, hence such guidelines do not exist at present.

(x) Benefits of recruitment and selection guidelines

Respondents were requested to indicate how the use of recruitment and selection guidelines would assist with the recruitment of people with disabilities. The results can be seen in Table 4.15.

Table 4.15: Benefits of recruitment and selection guidelines

BENEFITS OF RECRUITMENT AND SELECTION GUIDELINES	NUMBER OF RESPONSES
To ensure consistency in the recruitment of disabled candidates and hence compliance with the Employment Equity Act No. 55 of 1998.	3
To avoid uncertainties about recruiting disabled candidates and to make the recruiting process easier for the employer to recruit disabled candidates successfully.	2
To set a minimum recruitment and selection standard that employers should adhere to.	1
To inform the employer how to ask disabled candidates sensitive questions about accommodating their disability.	1
To avoid prejudice by increasing knowledge and becoming aware of how to recruit and place persons with various disabilities in meaningful positions.	6
To ensure that both the employer and the disabled candidate will interpret the term reasonable accommodation in the same manner.	1
To ensure that disabled candidates feel comfortable during the duration of the recruitment and selection process.	1
To avoid under-exposing disabled candidates by ensuring that disabled candidates are demystified.	1
Total	18

n = 20

Six of the respondents indicated in the above table that the use of recruitment and selection guidelines would ensure and increase the employers' knowledge regarding the recruitment and placement of persons with various disabilities in the open labour market. By following the correct recruitment and selection process respondents would be complying with the Employment Equity Act (No. 55 of 1998). The use of such guidelines would further ensure that consistency is maintained and that prejudice against a disabled candidate will be avoided. According to respondents, recruitment guidelines would enhance and facilitate the recruitment and employment of people with disabilities.

4.5 SUMMARY

The research findings reflected and discussed in this chapter indicate that employers do not have recruitment and selection guidelines available to recruit persons with different disabilities successfully. Employers should comply with the Employment Equity Act (No. 55 of 1998) when recruiting candidates with disabilities. Specific recruitment and selection guidelines will assist the employer to employ disabled candidates successfully so that both the employer and disabled candidate will end up with a win-win situation and partnership.

CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

5.1 INTRODUCTION

The Employment Equity Act (No. 55 of 1998) regards people with disabilities as one of the designated groups and explains that a designated group refers black people, women and people with disabilities. This Act encourages employers to employ people with disabilities as well as to make accommodations to enable people with disabilities to perform the essential functions of a task.

This study had an over-arching aim and three objectives. The aim of the study was to present practical guidelines to employers for the recruitment and selection of disabled candidates in the open labour market in the Cape Metropolitan area. The following four objectives guided this study:

- To explain the recruitment and selection process and how employers should apply it in a non-discriminatory manner when recruiting disabled candidates in the workplace by providing practical recruitment and selection guidelines;
- To enable the employer to identify the types of accommodations needed, such as structural and job-related accommodations, when considering recruiting candidates with physical disabilities, candidates with hearing impairments, candidates with visual impairments and candidates suffering from epilepsy.
- To provide checklists for identifying structural accommodations and job-related accommodations when recruiting candidates with disabilities.
- To present demographic data on the recruitment and selection practices that employers use when recruiting people with disabilities, exploring the

understanding of the term “reasonable accommodation” and exploring whether respondents had guidelines available when recruiting and selecting candidates with disabilities.

The first objective was covered in Chapter 2 and the following two objectives were described in Chapters 3 and 4.

This short empirical study focussed on one of the designated groups, namely the recruitment and selection of persons with disabilities. The researcher has arrived at certain conclusions as a result of the literature review and the empirical study, and therefore various recommendations will be made.

5.2 CONCLUSIONS

The following conclusions based on the findings of the study have been drawn.

5.2.1 Recruitment and selection of people with disabilities

The Employment Equity Act (No. 55 of 1998) is a relatively new law and some employers are still familiarising themselves with the requirements of this Act regarding the employment of persons with disabilities. Although the employment of people with disabilities is not a completely new phenomenon, disabled candidates are still employed only in a minority of cases. The study has revealed that employers are aware of the requirements of the Employment Equity Act (No. 55 of 1998) to employ persons with disabilities. However, employers seem to be uncertain about how to go about accommodating persons with disabilities so that the essential functions of a job can be performed.

Respondents were unclear about the fact that candidates with disabilities should be accommodated from the onset of the recruitment and selection process. They also do not perceive recruitment and selection and making

accommodations for persons with disabilities as being inseparable and two sides of the same coin.

Some employers have already reviewed certain recruitment criteria like job descriptions and person specifications, whilst others are in the process of reviewing their existing recruitment and selection criteria.

5.2.2 Demographic data on the recruitment and selection of persons with disabilities

Based on the findings of the study, the conclusion is drawn that in the Cape Metropolitan area employers who were involved in this study are aware of the requirements of the Employment Equity Act (No. 55 of 1998), namely to employ disabled persons. Respondents indicated that existing recruitment and selection procedures were reviewed with regards to the equitable recruitment and selection of candidates with disabilities. Job descriptions and person specifications were reviewed in order to eliminate discriminatory requirements.

Respondents indicated that they are aware that disabled people can perform the essential functions of a job in a different way. Employers were found to be willing to employ disabled persons if disabled candidates could perform the same required tasks differently. They were of the opinion that candidates should satisfy the inherent requirements of a position.

According to the findings of the study, persons with physical disabilities are mostly employed in the open labour market. Persons with visual impairments, hearing impairments and persons suffering from epilepsy are also employed, but to a lesser extent. On the other hand, respondents indicated that they do not have a preference for employing people with certain disabilities, and that they are willing to employ people with various disabilities.

When advertising vacant positions, respondents also do not specifically target people with disabilities by inviting disabled candidates to apply for a

position or using the ♿ sign in advertisements. Respondents do, however, mention that their business is an Equal Opportunity Employer. In analysing these responses, the conclusion is drawn that employers are cognitively aware of employing people with disabilities, but that they are not always certain of how to go about employing disabled people with various disabilities.

From the survey results it can also be concluded that employers are uncertain about how to interpret the term “reasonable accommodation” as well as how to implement reasonable accommodations. Some of the respondents did not respond to this question, which may also be due to their uncertainty. The majority of respondents indicated that reasonable accommodation only means making structural changes, such as providing ramps to premises, and that job-related accommodations such as changing work hours and obtaining assistive devices were excluded. This could be due to the fact that having to make accommodations for disabled candidates is a very new requirement and that this needs to be done in order for the disabled candidate to perform the essential functions of a position.

5.3 IMPLEMENTATION OF RECRUITMENT AND SELECTION GUIDELINES

The conclusion is drawn that the use of recruitment and selection guidelines would ensure that a correct and fair process is followed when recruiting candidates with disabilities. Such guidelines would ensure that consistency is maintained when recruiting disabled candidates. Recruitment and selection guidelines would ensure that employers comply with the Employment Equity Act (No. 55 of 1998), by not only employing people with disabilities, but also making accommodations so that the essential tasks of a job can be performed successfully.

5.4 RECOMMENDATIONS

The following recommendations are made based on the conclusions.

It is recommended that the following should be considered:

5.4.1 Complying with legislation

- Management should identify a *champion* at a high level within the specific business or government department to facilitate the process of complying with the Employment Equity Act (No. 55 of 1998) by actively recruiting persons with disabilities.
- Management should not only employ disabled candidates for the sake of complying with the Employment Equity Act (No 55 of 1998), but also consciously have a mindset change that disabled employees can add value to a business.

5.4.2 Recruitment of people with disabilities

- Management should allocate the responsibility of recruiting disabled persons to a specific person such as an Employment Equity Officer or a recruitment consultant. The reason for this is that this person should obtain knowledge and become aware of all aspects regarding the recruitment and selection and employment of disabled persons. This dedicated person can advise management on sensitive matters regarding a disabled person's disability and may during the interview ask disabled candidates sensitive questions in a non-discriminatory manner.
- Human resources personnel of companies and government departments should have a disability awareness campaign and inform management staff such as managers and supervisors of the benefits of employing people with disabilities.

- Management should keep the recruitment of disabled candidates simple by utilising user-friendly recruitment and selection guidelines. Such guidelines should enable employers to recruit candidates with disabilities in a fair and consistent manner.
- Managers and interviewers should utilise resources such as organisations for the disabled when recruiting disabled candidates. Organisations exist for all types of disabilities. When an employer considers employing disabled candidates, these organisations will be able to inform the employer about the nature of the disability. Organisations for the disabled may also be able to provide curriculum vitae of disabled work-seekers.
- Interviewers and managers should utilise a recruitment agency that is knowledgeable on the recruitment and selection of people with disabilities. Some recruitment agencies have disability desks, which focus on recruiting people with disabilities.
- Government should provide user-friendly recruitment and selection guidelines that employers can utilise when recruiting candidates with disabilities. These guidelines should be drawn up in accordance with the requirements of the Labour Relations Act (No. 66 of 1995) and the Employment Equity Act (No. 55 of 1998).

5.4.3 Employment of people with disabilities

- Human resources staff or a person such as a business owner or general manager responsible for employing disabled persons should have workshops with supervisors and managers on how to go about employing people with disabilities successfully in the open labour market. The workshops should focus on informing employers how to implement the recruitment and selection process in a non-discriminatory way when recruiting candidates with disabilities.

- Management should educate fellow non-disabled employees on the employment of people with disabilities. It is important that non-disabled employees are also made aware of the benefits and importance of employing people with disabilities.

5.4.4 Accessibility of the workplace

- Management should identify the degree of accessibility of the workplace, so that employers are aware of recruiting candidates with specific disabilities. By identifying the degree of inaccessibility, employers can plan ways to make their premises more accessible. Making premises accessible means that employers could build ramps and install lifts. Should not be possible for employers to make structural accommodations it because of financial constraints, the employer still can employ disabled candidates such as amputees or persons suffering from epilepsy. By employing persons with these types of disabilities, the employer does not have to make structural accommodations. The employer need only make certain job changes such as changing the work hours of a candidate.

5.4.5 Accommodating candidates with disabilities

- Human resource personnel and management should include accommodations in the job descriptions so that when recruiting people with disabilities, the disabled candidate will be able to perform the essential functions of a job.
- Management should make budgetary provision for accommodations that need to be made, for example, when an assistive device such a special keyboard needs to be purchased for a disabled candidate to perform a task effectively.
- Management should at all times obtain the disabled candidate's input when considering making accommodations. The disabled candidate is

aware of the nature of his or her disability and is in the best position to advise employers on what sort of accommodations are required and how to make them

5.4.6 Advertisement of vacancies

- Management should target disabled candidates when advertising vacant positions by mentioning that disabled people are welcome to apply for a position or to use the ♿ sign. Employers may also mention that their business is an Equal Opportunity Employer.

5.4.7 Equal opportunity policy

- Management should draw up an Equal Opportunity Policy that describes the recruitment and selection of people with disabilities and recognises the special needs of disabled persons.

5.4.8 Training of disabled persons

It is essential that management adjust training methods when considering employing persons with various disabilities. Employing visually impaired persons mean that employers should provide information in alternative formats such as large text, Braille or taped versions. Training should be accessible for persons with disabilities and appropriate accommodations should be made to enable the transfer of skills to disabled candidates.

5.5 FURTHER RESEARCH

- This study excluded persons with mental impairments, thus the employment of persons with mental impairments should be researched. The compilation of recruitment and selection guidelines should form part of the research and be provided to employers who are considering employing mentally impaired persons.

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ADDENDUM A

17 Pomela Crescent
Vredekloof Heights
BRACKENFELL
7560

21 August 2000

For Attention:

.....

.....

I am a Masters Degree student in Industrial Social Work at the University of Stellenbosch. My research topic is the "Recruitment and Selection of persons with disabilities in business and government".

As you are aware the Employment Equity Act No 55 of 1998 encourages employers to employ persons with disabilities, yet the Act provides no specific guidelines for employers to implement when recruiting persons with disabilities.

The aim of the thesis is to establish guidelines for employers that will enable them to place disabled persons in correct positions. These guidelines are practical and in accordance with the Labour Relations Act of 1995 and the Employment Equity Act of 1998. These guidelines include recruitment and selection criteria such as the drawing up of a non-discriminatory job description, person description, advertising positions to attract disabled applicants, how to scrutinise the disabled person's curriculum vitae, how to conduct an interview with disabled persons and how to make reasonable accommodations.

I kindly want to request that you consider participating in my research project by completing a structured questionnaire. This qualitative research study is completely anonymous because companies' and government departments' names will not be mentioned in the thesis. The completed questionnaires will identify the gaps of the recruitment and selection process of the employment of disabled persons and this will confirm the necessity of providing such guidelines for employers.

The completed thesis will be finalised and handed in on 1 December 2000. Feedback on the outcome of the research will be provided to participants.

Should you have any questions regarding this research study please feel free to contact me.

Yours sincerely

KAREN SMIT

Masters Student

Tel : (021) 981 9555

Mobile : 082 9907961

Fax : (021) 418 1215

e-mail : karens@vodacom.co.za

SULINA GREEN

Supervisor

ADDENDUM B

UNIVERSITY OF STELLENBOSCH DEPARTMENT OF SOCIAL WORK

QUESTIONNAIRE

AN ANALYSIS OF RECRUITMENT AND SELECTION GUIDELINES USED WHEN EMPLOYING PERSONS WITH DISABILITIES IN THE WESTERN CAPE

A questionnaire for employers who comply with the Employment Equity Act No. 55 of 1998 by employing or considering to recruit candidates with disabilities in businesses as well as government departments.

AIM

This questionnaire is aimed at identifying Employment Equity guidelines that employers use when recruiting and selecting candidates with disabilities.

DIRECTIONS FOR THE COMPLETION OF THE QUESTIONNAIRE

1. Your answers will be treated confidentially. No individual viewpoints will be made known and no name will be linked to a questionnaire.
2. Read every question carefully and provide honest answers.
3. Please complete the questions by indicating with an X the appropriate choice, unless otherwise requested to mark more than one choice.
4. It is important to answer every question.

A. DETAILS OF IDENTIFICATION

1. What is your position within your company?

HR manager	
Employment Equity Officer	
HR consultant	
Other: mention	

2. Identify your type of company

Insurance	
Telecommunications	
Banking	
Transport	
Education	
Government	
Financial	
Retail	
Other	

B. RECRUITMENT AND SELECTION POLICY AND PROCEDURES

3. Has your company reviewed existing recruitment and selection procedures with regards to the equitable recruitment of candidates with disabilities?

Yes	
No	
In the process	
Uncertain how to do this	

4. Has your company compiled an Equal Opportunity Policy with regard to the employment of persons with disabilities?

Yes	
No	
In the process	

C. JOB DESCRIPTIONS AND PERSON SPECIFICATIONS

5. Have you reviewed your job descriptions to ascertain whether it reflects *only* the essential functions of a job?

Yes	
No	
In the process	

6. Does the person specification include arbitrary requirements like:

Unnecessary qualifications	
Medical/health information	
Personal information like looks and height	
Physical requirements	
None	

7. If a person with a disability performs the required essential functions of a job in a different way, will you consider employing the candidate?

Yes	
No	
Uncertain	

8. Does your business presently employ: You may mark more than one choice.


Candidates with physical disabilities	
Candidates with visual impairments	
Candidates with hearing impairments	
Candidates suffering from epilepsy	
Other:	
None of the above	

9. Do you have a preference to employ persons with specific disabilities?

Yes	
No	
Uncertain	

D. ADVERTISEMENT OF VACANT POSITIONS

10. When advertising positions, what do you do to attract disabled work seekers?

Mention that your company is an Equal Opportunity Employer	
Invite persons with disabilities to apply	
Use the  sign	
Do not specifically target disabled applicants	

11. When advertising a position, do you target persons with certain types of disabilities such as: You may mark more than one choice.

Persons with physical disabilities (including paraplegics and quadriplegics)	
Persons with hearing impairments	
Persons with visual impairments	
Persons suffering from epilepsy	
Other: mention	
None of the above	

E. APPLICATION FORMS

12. Does your application form include questions on health and disability matters?

Yes	
No	
Not applicable	

13. Are your application forms available in alternative formats such as large print, Braille or tape versions?

Yes	
No	

14. When a disabled applicant needs to complete an application form, do you consider:

To mail the application form to the candidate	
To assist in completing the form	
To offer the walk-in applicant to take the form, and to have someone complete it, and return it by mail or in person	
The person as helpless	
None of the above	

F. INTERPRETING THE DISABLED CANDIDATES CURRICULUM VITAE

15. How do you feel when you read information about a candidate's disability that was disclosed in the curriculum vitae? You may mark more than one appropriate choice.

Uncertain, because you do not understand the specific mentioned disability	
Anxious, because you do not know whether the candidate can perform the essential functions of the job	
Interested, because you would like to know what the applicant's abilities are	
Sceptic, because you doubt whether the person would be productive	
Comfortable, if the candidate meets the inherent requirements of the job	
Negative in general and you reject the candidate's curriculum vitae	
Other: mention	

G. REFERENCE CHECKING OF CANDIDATES WITH DISABILITIES

16. When you do a reference check of a person with a disability, do you ask questions pertaining to:

The candidate's disability	
The candidate's job performance	
The candidate's absenteeism records	
Other:	

H. MEDICAL INFORMATION

17. When considering employing a disabled person, do you request the following;

A medical testing	
A doctor's letter	
A verbal or written medical history	
An absenteeism record of the previous employer	
None of the above	

I. INTERVIEWING CANDIDATES WITH DISABILITIES

18. When interviewing disabled candidates, do you: You may mark more than one choice.

Ask questions about the candidate's disability	
Ask whether the candidate is receiving medical treatment	
Ask questions about reasonably accommodating the candidate	
Ask the candidate whether the essential functions of a task can be performed	
Ask questions that only pertain to the inherent requirements of the job	
None of the above	

J. POSITIONS CANDIDATES WITH DISABILITIES CAN APPLY FOR

19. In your opinion, what positions can disabled candidates apply for? You may mark more than one choice.

Secretarial	
Receptionist	
Any	
Telephonic	
Management	
Administrative	
Switchboard operator	
Professional	
Other	

K. REASONABLE ACCOMMODATION FOR CANDIDATES WITH DISABILITIES

20. Provide an explanation of your understanding of the term reasonable accommodation.

21 While recruiting disabled candidates, when do you consider making reasonable accommodations?

(Examples of reasonable accommodations: change work hours, provide interpreter services, consider devices such as a voice recognition computer and a text telephone, building a ramp, making toilet facilities accessible)

During the interview	
After the candidate has been appointed	
From the onset of the selection process	
Only if the candidate asks for reasonable accommodation	
Do not consider reasonable accommodation	
Other:	

L. ACCESSIBILITY OF BUILDING PREMISES

22. Are your premises structurally accessible?

For persons with physical disabilities	
For persons with visual impairments	
Uncertain	
Other:	

23. If not, will you consider making your premises more accessible?

Yes	
No	
Uncertain	

24. How do you plan to make your premises accessible? You may mark more than one choice.

By building a ramp	
By widening doors	
By installing a voice synthesiser in a lift	
By making a toilet accessible	
By providing a designated parking bay	
Uncertain	

25. If you are not able to make your premises accessible as mentioned in question 24, would you :

Then not employ people with disabilities	
Then think of alternative ways to employ disabled people	
Other:	

THANK YOU FOR COMPLETING THE QUESTIONNAIRE

26. Regarding the cost of making reasonable accommodations as mentioned in question 21, do you:

Consider it to be mostly expensive	
Consider it to be wasting the company's money	
Consider it to be mostly easy and inexpensive	
Uncertain	

M. **ASSISTIVE DEVICES**

27. Are you of the opinion that the use of assistive devices such as a voice recognition computer, a tape recorder and special computer software can enhance the productivity of a disabled candidate?

Yes	
No	
Uncertain	

28. How do you establish or identify what types of devices should a candidate with a specific disability use?

N. **GUIDELINES FOR RECRUITMENT OF PERSONS WITH DISABILITIES**

29. Do you have guidelines to successfully recruit and select persons with disabilities?

Yes	
No	
Uncertain	

30. If your answer is no, why would you like to have guidelines?

31. If your answer is yes, how would you evaluate the value of them?

THANK YOU FOR COMPLETING THE QUESTIONNAIRE

ADDENDUM C

Pomelasingel 17
Vredekloof Heights
BRACKENFELL
7560

23 Augustus 2000

Vir Aandag:

.....
.....

Ek is 'n Meestersgraadstudent in Industriële Maatskaplike werk by die Universiteit van Stellenbosch. My navorsingsonderwerp is die "Indiensneming en selektering van persone met gestremdhede in die regering en besigheidswêreld".

U is seker bewus van die feit dat die Billike Indiensnemingswet No 55 van 1998 werkgewers aanmoedig om persone met gestremdhede in diens te neem, nogtans verskaf die wet geen spesifieke riglyne vir die werkgewers om te implimenteer tydens die werwing van gestremde persone nie.

Die doel van hierdie tesis is om riglyne (vir die werkgewers) te instelleer wat hulle in staat sal stel om gestremde persone in die korrekte posisies te plaas. Hierdie riglyne is prakties en in ooreenkoms met die (Labour Relations Act) van 1995 en die Billike Indiensnemingswet van 1998. Hierdie riglyne sluit werwing- en selekteringskriteria soos die optrek van 'n nie-diskriminerende taakbeskrywing, persoonsbeskrywing, die advertering van posisies sodat dit gestremde persone lok, hoe om die gestremde persoon se Curriculum Vitae noukeurig te ondersoek en hoe om redelike voorsiening te maak.

Ek wil u vriendelik versoek om dit te ooweeg om aan my navorsingsprojek deel te neem deur die gestruktureerde vraelys te voltooi. Hierdie kwalitatiewe navorsingsstudie is geheel en al anoniem want firmas en regeringsdepartemente se name sal nie in die tesis genoem word nie. Die votooide vraelyste sal die tekortkominge van die werwing- en selekteringsproses by die indiensneming van gestremde persone identifiseer en dit sal die noodsaaklikheid van sulke riglyne vir werkgewers bevestig.

Die voltooide tesis sal op 1 Desember gefinaliseer en ingehandig word. Terugvoering oor die uitkoms van die navorsing sal aan alle deelnemers verskaf word.

Indien u enige vrae aangaande die navorsingsstudie het, kan u my met vrymoedigheid skakel

Die uwe

KAREN SMIT

Meestersstudent

Tel : (021) 981 9555

Sel : 082 9907961

Faks : (021) 418 1215

e-pos : karens@vodacom.co.za

SULINA GREEN

Opsiener

ADDENDUM D

UNIVERSITEIT VAN STELLENBOSCH DEPARTMENT MAATSKAPLIKE WERK

VRAELYS

'n ANALISE VAN WERWING EN KEUSE RIGLYNE WAT GEBRUIK WORD WANNEER PERSONE MET GESTREMDHEDE IN DIE WES-KAAP IN DIENS GENEEM WORD

"n Vraelys vir werkgewers wat voldoen aan die Gelyke Indiensnemingswet (Wet op Gelyke Indiensneming) no. 55 van 1998 deur die indiensneming of die oorweging om kandidate met gestremdhede in diens te neem in besighede sowel as regeringsdepartemente.

DOELSTELLING

Hierdie vraelys stel ten doel om Gelyke Indiensnemingsriglyne wat deur werkgewers gebruik word wanneer hulle kandidate met gestremdhede werf of selekteer, te identifiseer.

INSTRUKSIES VIR DIE VOLTOOIING VAN DIE VRAELYS

1. U antwoorde sal as vertroulik hanteer word. Geen individuele sienings sal bekend gemaak word nie en geen naam sal aan die vraelys gekoppel word nie.
2. Lees elke vraag noukeurig en verskaf 'n eerlike antwoord.
3. Voltooi asseblief die vrae deur met 'n X die gepaste keuse aan te dui, tensy daar gevra word om meer as een keuse te merk.
4. Dit is belangrik om elke vraag te beantwoord.

A. BESONDERHEDE OOR IDENTIFIKASIE

1. Watter posisie beklee u in u firma?

Menslike Hulpbronne Bestuurder	
Gelyke Indiensnemingsbeampte	
Menslike Hulpbronne Konsultant	
Ander: Gee besonderhede	

2. Identifiseer u tipe firma

Versekering	
Telekommunikasie	
Bankwese	
Vervoer	
Opvoeding	
Regering	
Finansieel	
Kleinhandel	
Ander	

B. WERWING- EN SELETERINGSBELEID EN -PROSEDURES

3. Het u firma die bestaande werwing- en selekteringsprosedure met betrekking tot die gelyke werwing van kandidate met gestremdhede hersien?

Ja	
Nee	
Besig met proses	
Onseker hoe om dit te doen	

4. Het u firma al 'n Gelyke Geleentheidsbeleid met betrekking to die indiensneming van persone met gestremdhede opgestel?

Ja	
Nee	
Besig met proses	

C. POSBESKRYWING EN SPESIFIKASIES VAN PERSOON

5. Het u u posbeskrywing hersien om seker te maak of dit slegs die essensiële funksies van die pos reflekteer?

Ja	
Nee	
Besig met proses	

6. Sluit die spesifikasies arbitrêre vereistes in soos:

Onnodige kwalifikasies	
Mediese/Gesondheidsinligting	
Persoonlike inligting soos gelaatstrekke en lengte	
Fisiese vereistes	
Geen	

7. Indien 'n persoon met 'n gestremtheid die vereiste essensiële funksies van 'n pos op 'n verskillende wyse kan uitvoer, sou u oorweeg om die kandidaat in diens te neem?

Ja	
Nee	
Onseker	

8. Neem u besigheid tans die volgende werknemers in diens? U mag meer as een keuse merk.


Kandidate met fisiese gestremdhede	
Kandidate met gesigsgestremtheid	
Kandidate met gehoorgestremtheid	
Kandidate wat aan epilepsie ly	
Ander:	
Nie een van bogenoemde	

9. Verkies u om persone met spesifieke gestremdhede in diens te neem?

Ja	
Nee	
Onseker	

D. ADVERTERING VAN VAKANTE POSTE

10. Wat doen u om gestremde werksoekers te lok as u 'n posisie adverteer?

Noem dat u firma 'n Gelyke Geleenthede Werkgewer is	
Persone met gestremdhede uitnoui om aansoek to doen	
Gebruik die  teken	
Teiken nie spesifieke gestremde applikante nie	

11. Wanneer 'n pos geadverteer word, teiken u persone met sekere gestremdhede soos:
u mag meer as een keuse merk.

Persone met fisiese gestremdhede (insluitend parapleë en kwadrupleë	
Persone met gehoorgestremdheid	
Persone met gesigsgestremdheid	
Persone wat aan epilepsie ly	
Ander: noem	
Nie een van bogenoemde	

E. AANSOEKVORMS

12. Sluit u aansoekvorm vrae oor gesondheid en gestremdheidssake in?

Ja	
Nee	
Nie van toepassing	

13. Is u aansoekvorm in alternatiewe formaat soos grootdruk, Braille of bandweergawes beskikbaar?

Ja	
Nee	

14. Wanneer dit vir 'n gestremde aansoeker nodig is om 'n vorm te voltooi, neem u in ag:

Om die aansoekvorm na die aansoeker te pos	
Om hulp te verleen met die invul van die vorm	
Om aan te bied dat die inloop-aansoeker 'n vorm neem, iemand kry om dit te voltooi en terug te bring of pos	
Die persoon as hulpeloos	
Nie een van bogenoemde	

F. INTERPRETERING VAN DIE GESTREMDE PERSOON SE CURRICULUM VITAE

15. Hoe voel u wanneer u besonderhede van die aansoeker se gestremdheid op die curriculum vitae lees? U mag meer as een keuse merk.

Onseker, omdat die tipe gestremdheid nie verstaan word nie	
Angstig, omdat onsekerheid bestaan of die kandidaat die essensiele funksies van die posisie kan vervul	
Interesseerd, omdat bepaal wil word wat die kandidaat se vermoens is	
Skepties, omdat getwyfel word of die kandidaat produktief sal wees	
Gemaklik, indien die kandidaat aan die inherente vereistes van die pos voldoen	
Negatief in die algemeen en dus word die kandidaat se curriculum vitae verwerp	
Ander: Noem	

G. NAGAAN VAN REFERENTE VAN GESTREMDE KANDIDATE

16. Wanneer u 'n verwysingsnavraag op 'n gestremde persoon doen, vra u vrae oor:

Die kandidaat se gestremdheid	
Die kandidaat se werksverrigting	
Die kandidaat se afwesigheidsrekords	
Ander:	

H. MEDIESE INLIGTING

17. Wanneer u oorweeg om 'n gestremde persoon in diens te neem, vra u vir die volgende:

'n Mediese toets	
'n Doktersbrief	
'n mondeling of geskrewe mediese geskiedenis	
'n Afwesigheidsrekord van die vorige werkgever	
Nie een van bogenoemde	

I. ONDERHOUDE MET GESTREMDE KANDIDATE

18. Wanneer u onderhoude voer met gestremde kandidate, vra u: (U mag meer as een keuse merk.)

Vrae oor die kandidaat se gestremdheid	
Of die kandidaat mediese behandeling ontvang	
Vrae oor die redelike akkommodasie van die kandidaat	
Die kandidaat of die essensiële funksies van die taak	
Vrae wat slegs te doen het met die inherente vereistes van die werk	
Nie een van bogenoemde	

J. POSTE WAARVOOR GESTREMDE KANDIDATE AANSOEK KAN DOEN

19. Vir watter poste kan gestremde kandidate in u opinie aansoek doen?

Sekretarieël	
Ontvangs	
Enige	
Telefonies	
Bestuur	
Administratief	
Skakelbordoperateur	
Professioneel	
Ander	

K. REDELIKE VOORSORG VIR GESTREMDE KANDIDATE

20. Verskaf 'n verduideliking van wat u verstaan onder die term redelike voorsorg.

21. Wanneer oorweeg u om redelike voorsorg te tref met die werwing van gestremde kandidate?
(Voorbeelde van redelike voorsorg: verander werksure, voorsien diens van interpreteerder, oorweeg items soos rekenaar wat stem herken en 'n tekstelefoon, bou van oprit, toiletfasiliteite meer toeganklik maak)

Tydens die onderhoud	
Na die kandidaat in diens geneem is	
Vanaf die begin van die seleksieproses	
Slegs as die kandidaat vra vir redelike voorsorg	
Oorweeg nie redelike voorsorg nie	
Ander:	

L. TOEGANKLIKHEID VAN PERSEEL

22. Is u perseel struktureel toeganklik?

Vir persone met fisiese gestremdhede	
Vir persone met gesigsgestremdhede	
Onseker	
Ander:	

23. Indien nie, sou u dit oorweeg om u perseel meer toeganklik te maak? U mag meer as een keuse merk?

Ja	
Nee	
Onseker	

24. Hoe beplan u om u perseel meer toeganklik te maak? U mag meer as een keuse merk

Deur 'n oprit te bou	
Deur deure wyer te maak	
Deur 'n stem sintiseerder in die hysbak te installeer	
Deur die toilette toeganklik te maak	
Deur spesiale parkering te voorsien	
Onseker	

25. Indien dit nie vir u moontlik is om die perseel meer toeganklik te maak soos in vraag 24 nie, sou u:

Dan geen gestremde persone in diens neem	
Dan aan alternatiewe maniere dink om gestremde persone in diens te neem	
Ander:	

26. Met verwysing na die kostes betrokke by die voorsiening van redelike voorsiening soos in vraag 21 genoem, sien u dit as:

Meestal duur	
'n Vermorsing van die firma se geld	
Meestal maklik en goedkoop	
Onseker	

M. HULPMIDDELS

27. Is dit u opinie dat die gebruik van hulpmiddels soos 'n rekenaar wat stem herken, 'n bandopnemer en spesiale rekenaarsagteware die produktiwiteit van gestremde kandidate kan bevorder?

Ja	
Nee	
Onseker	

28. Hoe bepaal of identifiseer u watter tipe middels vir 'n kandidaat met 'n spesifieke gestremdheid gebruik moet word?

N. RIGLYNE VIR DIE WERWING VAN GESTREMDE PERSONE

29. Het u riglyne vir die suksesvolle indiensneming en keuring van gestremde persone?

Ja	
Nee	
Onseker	

30. Indien u antwoord nee is, waarom wil u riglyne hê?

31. Indien u antwoord ja is, hoe sou u hul waarde evalueer?

**GUIDELINES FOR ENVIRONMENTAL
ACCESSIBILITY**

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1.0 GENERAL DESIGN ELEMENTS

1.1 Floor or Ground Surfaces

Floor and ground surfaces to be stable, firm and slip resistant.

Carpet, carpet tiles or other floor finishes are to be securely attached and level across all types of pile. Pile height of carpets shall not exceed 13mm.

Openings in the floor finish or ground surfaces shall not exceed a 13mm diameter, and where the opening is elongated, the long dimension is to be placed perpendicular to the dominant direction of travel.

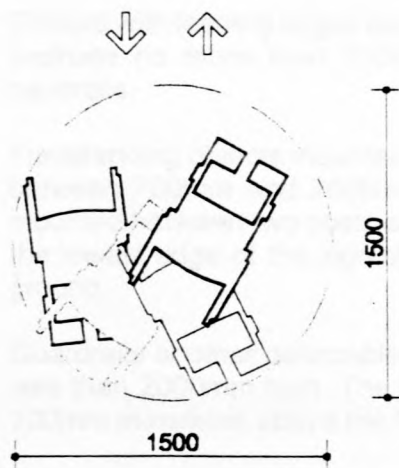
1.2 Changes in Level

A maximum vertical change in level of 8mm shall be permitted. Changes in level between 8mm and 15mm shall be bevelled with a slope not steeper than 1:3. Changes in level greater than 15mm shall be ramped (See Item 3.4).

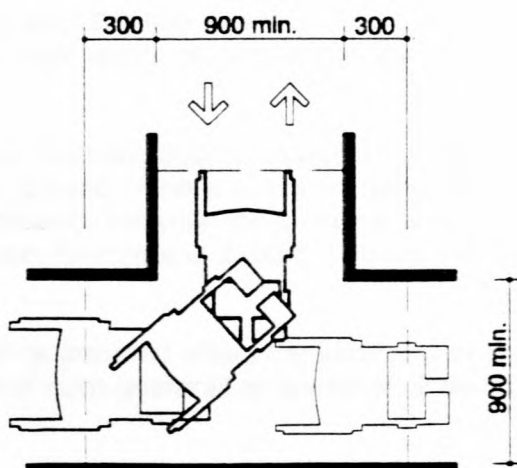
1.3 Wheelchair Turning Space

Floor or ground surfaces of a wheelchair turning space shall have a slope of no more than 1:40, and changes in level are not permitted. See figure 1.3a

The turning space shall be either circular or T-shaped. A circular space shall have a diameter of 1500mm, which is permitted to include knee and toe clearance. The option of a T-shaped space shall comprise a 1500mm square with arms and base 900mm wide minimum. Each arm of the T shall be clear of an obstruction 300mm minimum in each direction and the base shall be clear of obstruction 600mm minimum. Such T-shaped space shall be permitted to include knee and toe clearance only at the end of either the base or one arm. See Figure 1.3b



(a) 1500mm in diameter space



(b) T-shaped space for 180 degree turns

1.4 Clear Floor or Ground Spaces

Clear floor or ground space shall be positioned for either forward or parallel approach to an element. It should measure 760mm x 1250mm minimum, and is permitted to include knee and toe clearances (See Item 1.5).

The floor or ground of such a space is to be not steeper than 1:40 and shall comply with other stipulations for floor and ground surfaces (See Item 1.1).

One full unobstructed side shall adjoin or overlap with an accessible route or adjoin another clear floor or ground space. See Figure 1.4 for manoeuvring clearances where a clear space is located in an alcove, or otherwise obstructed.

1.5 Toe and Knee Clearance

Toe clearance is considered to be that space under an object 250mm above the floor or ground, shall extend 650mm under an object, with minimum width of 760mm. See Figure 1.5

Where toe clearance is required at an element as part of the clear floor space, the clearance shall extend 450mm minimum beneath the element. Space extending more the 150mm beyond the available knee clearance at 250mm above the floor or ground shall not be considered toe clearance.

Knee clearance is that space under an object between 250mm and 750mm above the floor or ground, which has a minimum width of 760mm. Where knee clearance is required as part of clear floor space, the knee clearance shall be 300mm minimum in depth at 250mm above the ground, and 200mm minimum in depth at 750mm above the floor or ground.

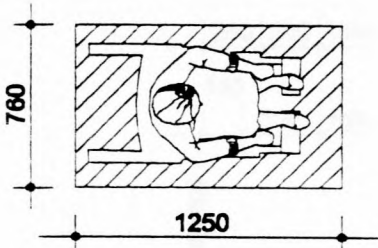
1.6 Protruding Objects

Objects with leading edges between 700mm and 2000mm above the floor or ground shall protrude no more than 100mm into the clear width or circulation space including handrails.

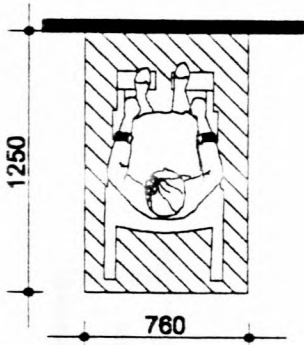
Freestanding objects mounted on posts shall overhang 300mm maximum where located between 700mm and 2000mm above the ground. Where a sign or other feature is mounted between two posts and the clear distance between the posts exceeds 300mm, the lowest edge of the sign shall be between 700mm and 2000mm above the floor or ground.

Guardrails or other detectable barriers shall be provided where the vertical clearance is less than 2000mm high. The leading edge of such guardrail or barrier shall be located 700mm maximum above the floor.

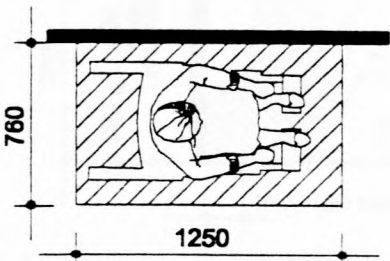
Protruding objects shall not reduce the clear width required for accessible routes. See Figure 1.6.1/ 1.6.2 and 1.6.3



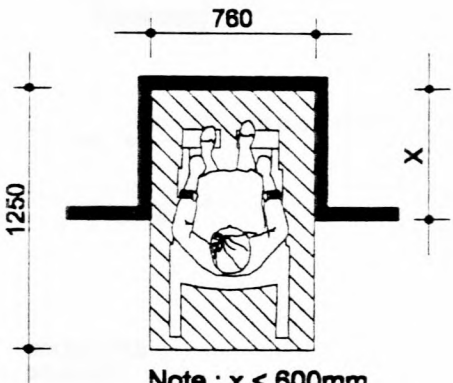
(a) Clear floor space



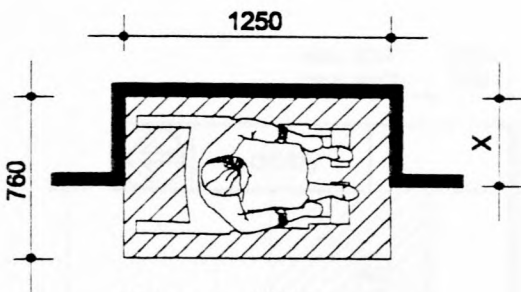
(b) Forward approach



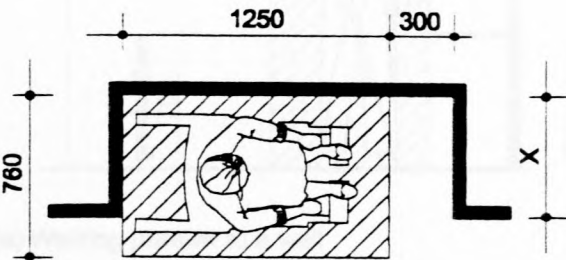
(c) Parallel approach



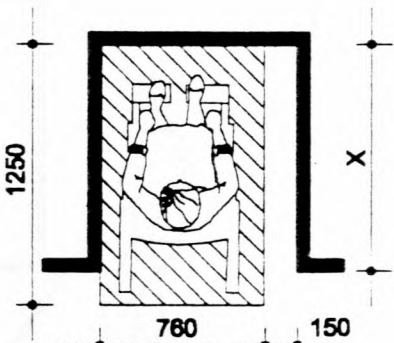
(d) Clear floor space in alcoves



(e) Clear floor space in alcoves



(g) Additional manoeuvring clearances for alcoves



(f) Additional manoeuvring clearances for alcoves

FIGURE 1.4.1 MINIMUM CLEAR FLOOR SPACE FOR WHEELCHAIRS

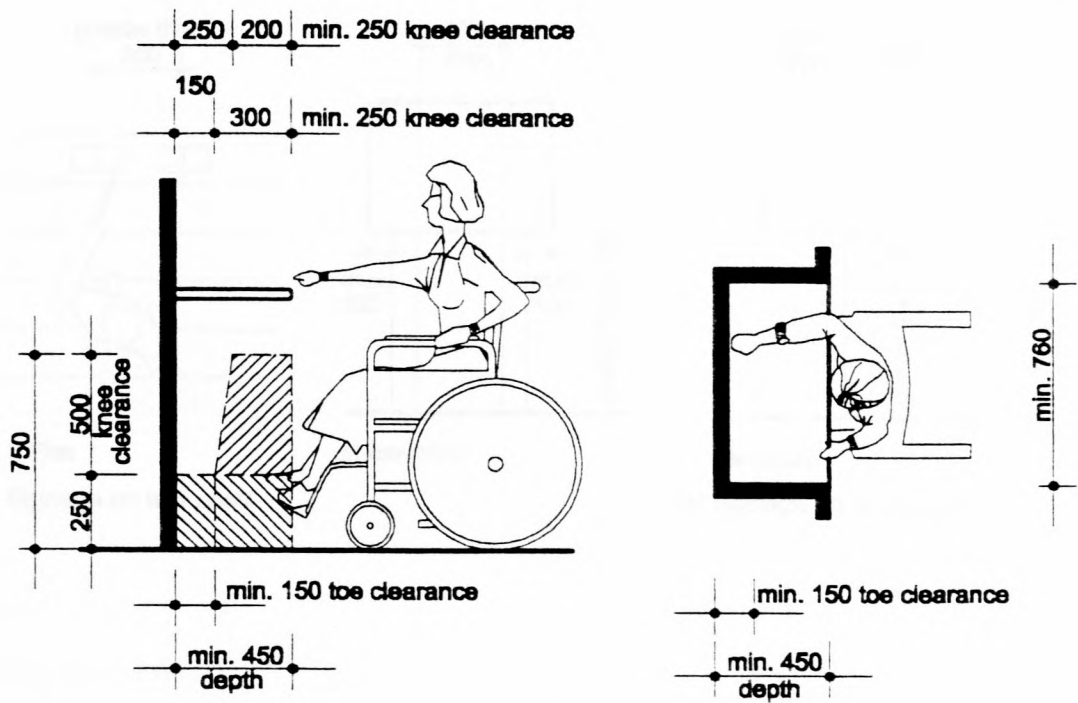


FIGURE 1.5.1 TOE AND KNEE CLEARANCES

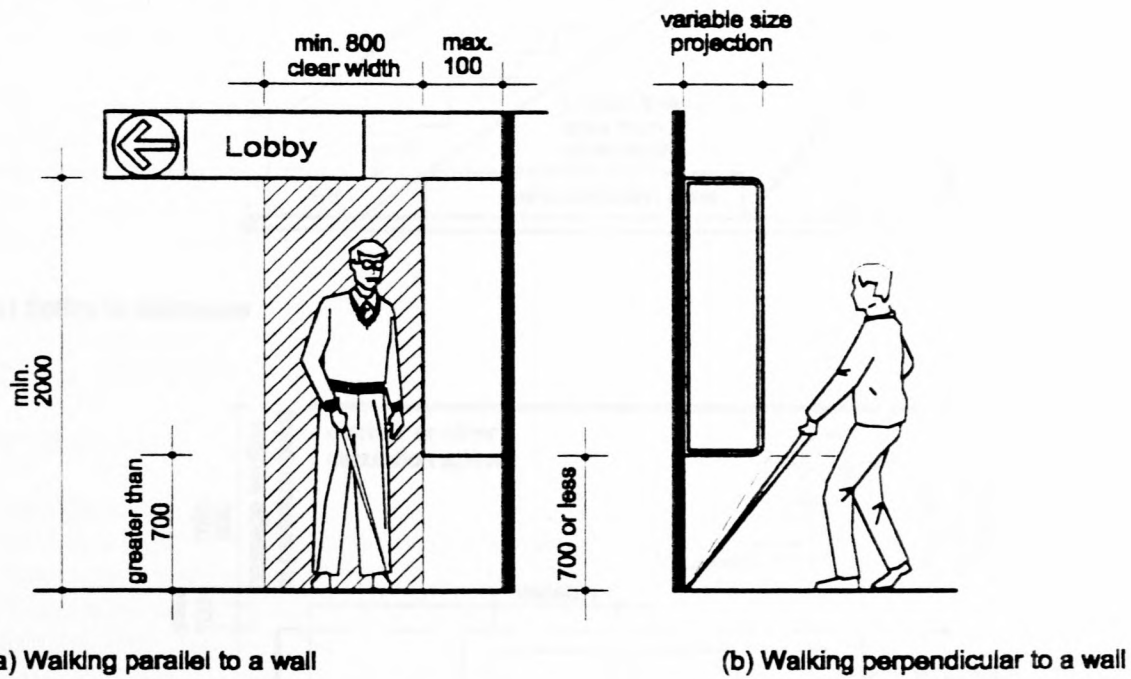


FIGURE 1.6.1 BASIC PROTRUDING OBJECTS

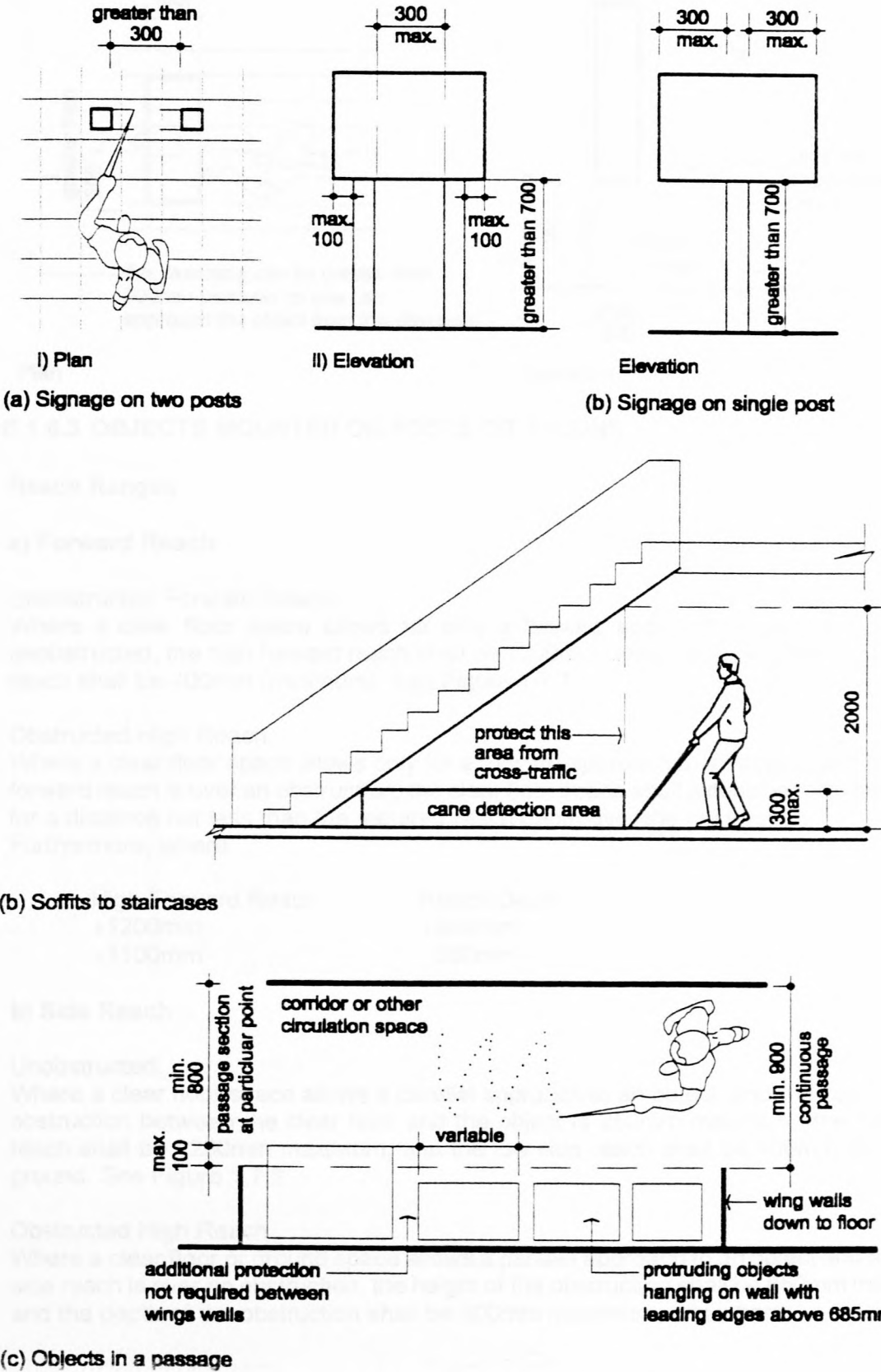


FIGURE 1.6.2 OVERHANGING PROTRUDING OBJECTS ON POSTS

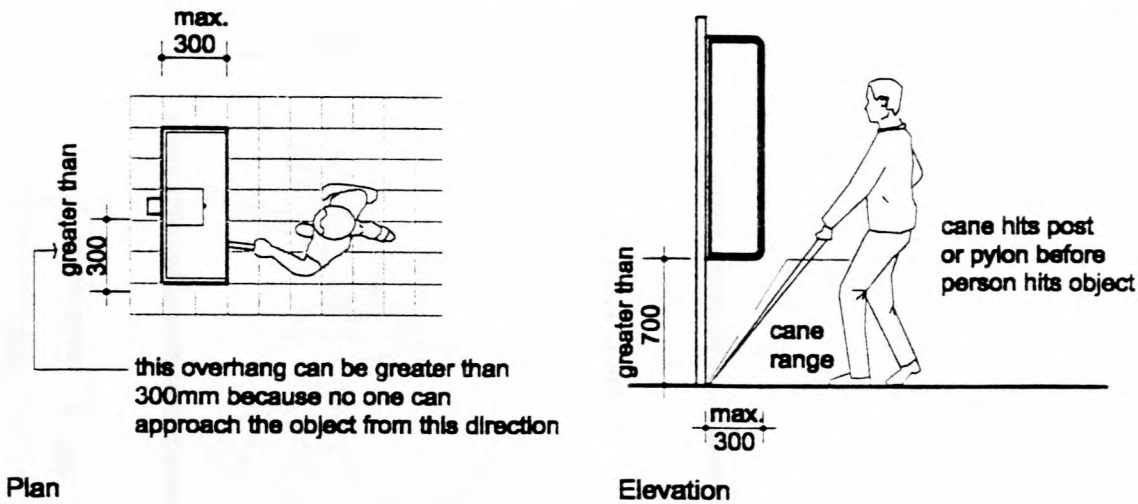


FIGURE 1.6.3 OBJECTS MOUNTED ON POSTS OR PYLONS

1.7 Reach Ranges

a) Forward Reach

Unobstructed Forward Reach

Where a clear floor space allows for only a forward approach to an object, and is unobstructed, the high forward reach shall be 1200mm (maximum), and the low forward reach shall be 400mm (minimum). See Figure 1.7.1

Obstructed High Reach

Where a clear floor space allows only for a forward approach to an object, and the high forward reach is over an obstruction, the clear floor space shall extend beneath the object for a distance not less than the required reach depth over the obstruction. Furthermore, where

High Forward Reach	Reach Depth
>1200mm	>500mm
>1100mm	650mm

b) Side Reach

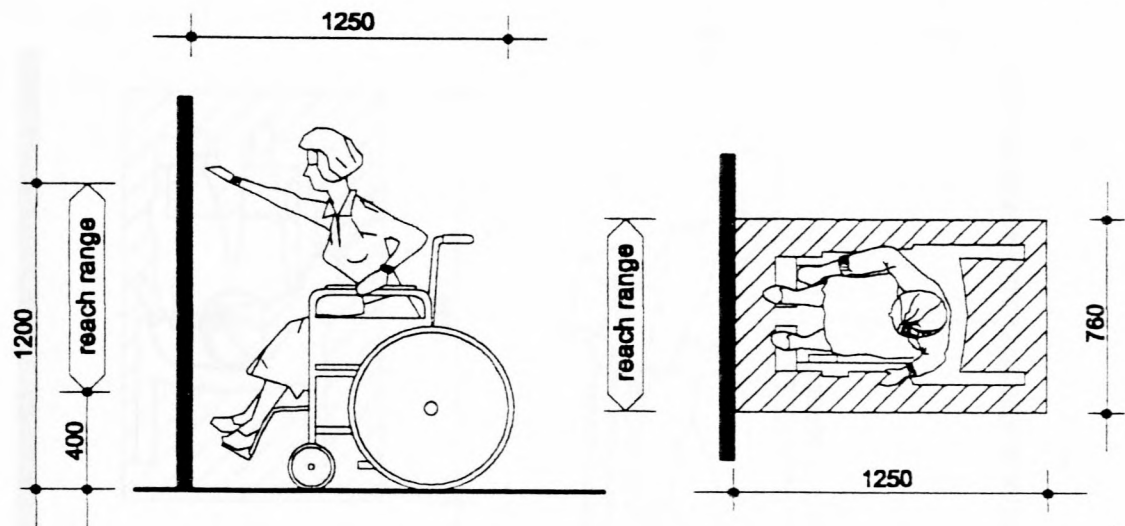
Unobstructed

Where a clear floor space allows a parallel approach to an object, and the depth of any obstruction between the clear floor and the object is 250mm maximum, the high side reach shall be 1200mm maximum, and the low side reach shall be 400mm above the ground. See Figure 1.7.2

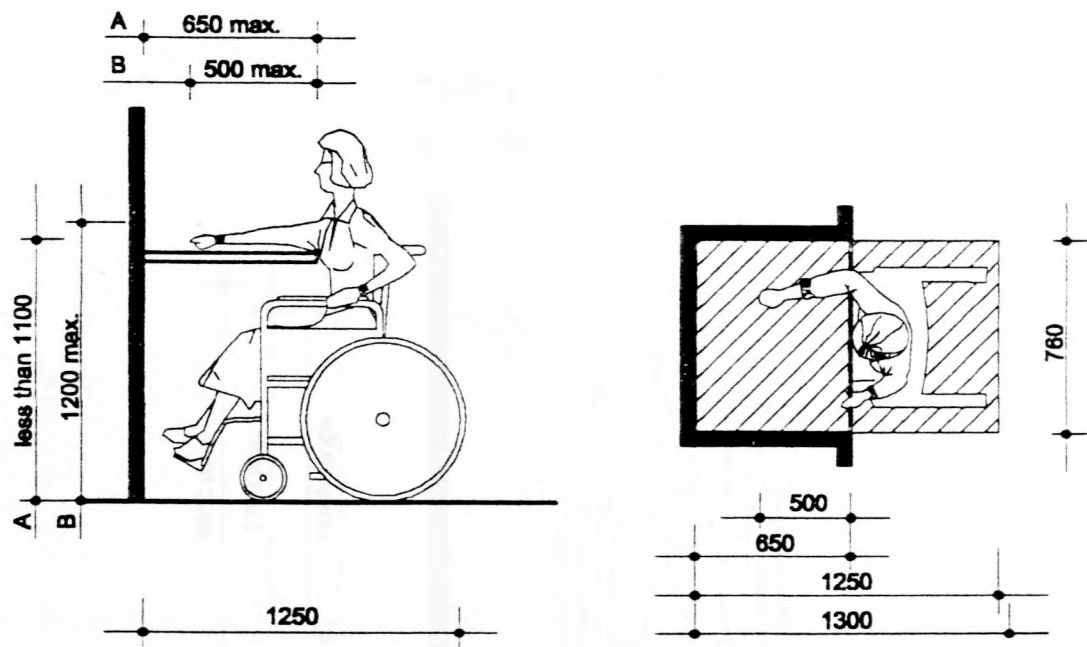
Obstructed High Reach

Where a clear floor or ground space allows a parallel approach to an object and the high side reach is over an obstruction, the height of the obstruction shall be 850mm maximum and the depth of the obstruction shall be 600mm maximum, and where:

High Side Reach	Reach Depth
>1350mm	>250mm
>1200mm	500mm



(a) High forward reach limit



(b) Maximum forward reach over an obstruction at two typical heights

FIGURE 1.7.1 FORWARD REACH RANGES

1.8 Control and Operating Mechanisms

A clear floor or ground space shall be provided in front of the controls or operating mechanism. The height of the mechanisms shall be placed within one or more of the reach ranges noted in Item 1.7, with the exception of special equipment which dictates otherwise, or equipment that is not normally intended for use by the building occupants.

The controls and operating mechanisms shall be operable with one hand, and shall not require tight grasping, pinching, or twisting of the wrist.

Window and door controls (locking and opening) shall be of the lever type, readily accessible less than 1200mm above the finished floor level, operable with one hand, and not obstructed by fittings or appliances.

All light switches shall be horizontally aligned with door handles and other fixtures and fittings (other than socket outlets) between 900mm and 1200mm above the finished floor level See Figure 1.8. The recommended height is 1000mm.

Rocker action, toggle or push-pad switches that operate in the vertical plane shall be used. Push buttons and toggle light switches shall project clear of the switch plate and shall have a width of at least 10mm.

General purpose sockets outlets (power points) shall be fixed at least 500mm above the finished floor level, 150mm above work top level and at least 450mm from corners See Figure 1.8.

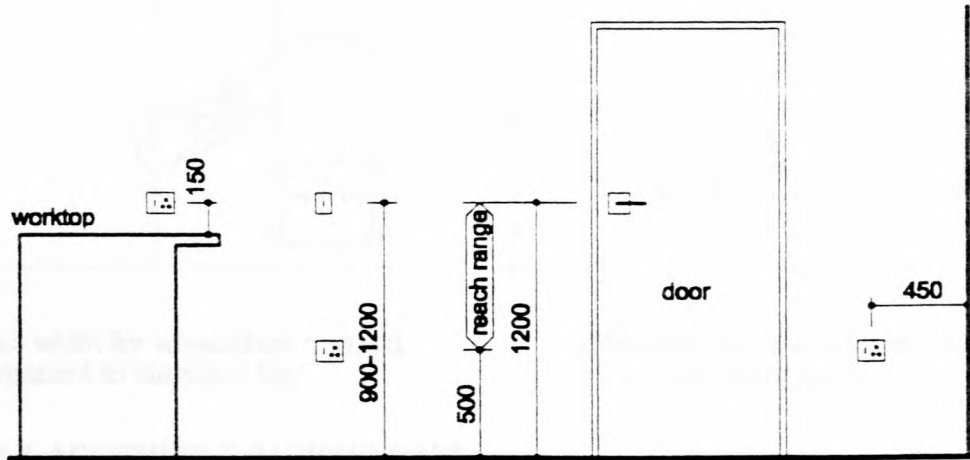


FIGURE 1.8.1 HEIGHT FOR SWITCHES AND SOCKETS

2.0 GENERAL SITE AND BUILDING ELEMENTS

2.1 Parking Spaces

Accessible parking spaces serving a particular building shall be located on the shortest accessible route from adjacent parking to an accessible entrance. Not greater than 50 metres from the entrance.

In buildings with multiple entrances with adjacent parking, accessible parking spaces shall be dispersed and located closest to the accessible entrances.

In parking facilities that do not serve a particular building, accessible parking spaces shall be located on the shortest accessible route to an accessible pedestrian entrance of the parking facility. Not greater than 50 metres from the entrance.

Parking bays are to be the standard length and no narrower than 3500mm. Alternatively, a situation can exist where two adjacent bays of the standard width of 2500mm can be separated by an access aisle of 1000mm. Their ground surfaces are to be no steeper than 1:40, with no changes of level. See Figure 2.1.1.

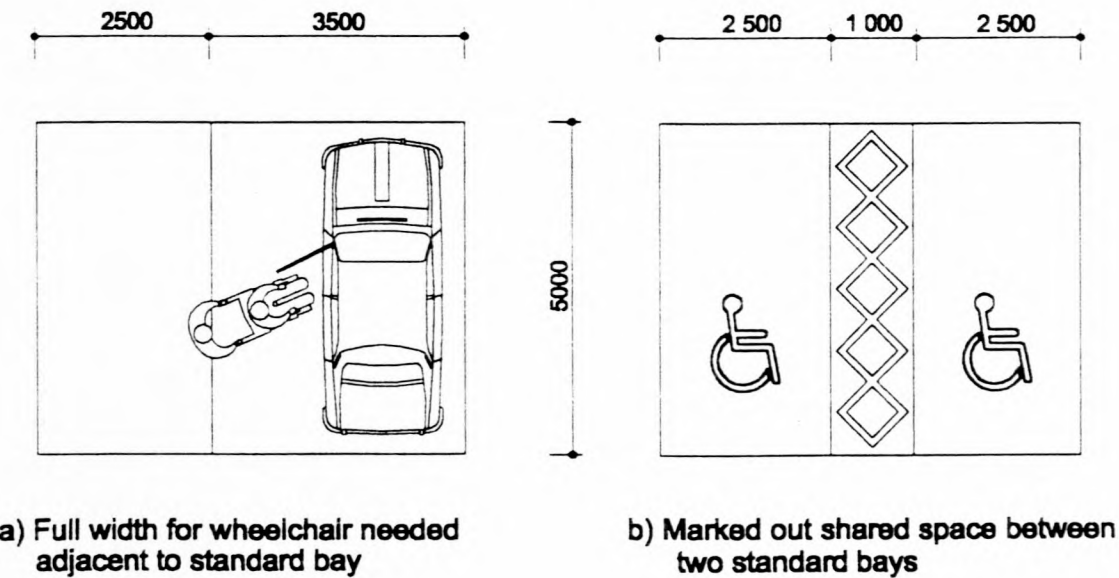


FIGURE 2.1.1 ACCESSIBLE PARKING BAYS

The parking spaces are to be identified by signs incorporating the International Symbol of Accessibility. On both the ground surface in yellow road marking paint at least 1000mm in height, and post mounted sign at the in front of on the bay at a minimum height of 1550mm above the ground surface measured to the bottom of the sign. See Figure 1.8.2.

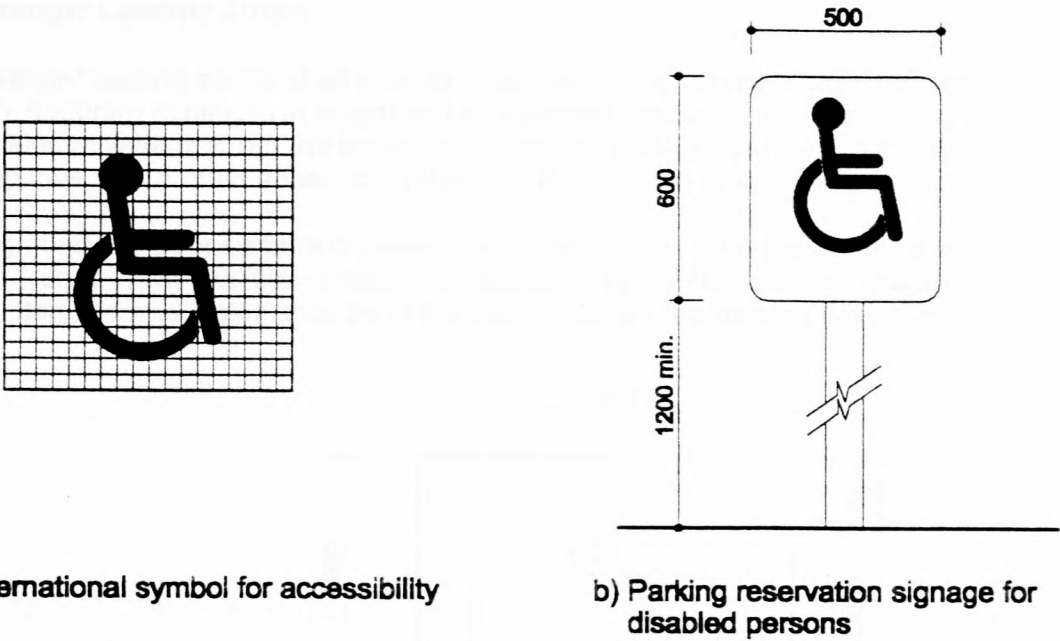


FIGURE 2.1.2. SIGNAGE FOR ACCESSIBLE BAYS

The table below indicates the number of accessible parking bays required.
Accessible Parking Spaces:

Total Number of Parking Spaces Provided	Minimum Number of Accessible Parking Spaces
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4
101 to 150	5
151 to 200	6
201 to 300	7
301 to 400	8
401 to 500	9
501 to 1000	2 % of total
1001 and over	20 plus 1 for each 100 over 1000

Rehabilitation facilities and outpatient physical therapy facilities require 20% of patient and visitors bays to be accessible.

2.2 Passenger Loading Zones

Passenger loading zones shall provide a vehicle pull-up space of 2500mm minimum in width, 6500mm minimum in length and an adjacent access aisle. The access aisle is to be 1500mm wide and run the length of the vehicle pull-up spaces that it serves and be contiguous with a main accessible route into the building or complex.

The ground and floor surface of passenger loading zones (and the access aisles serving them), shall have surface slopes not steeper than 1:40, with no changes in level permitted. Access aisles shall be at the same level as the parking bays they serve.

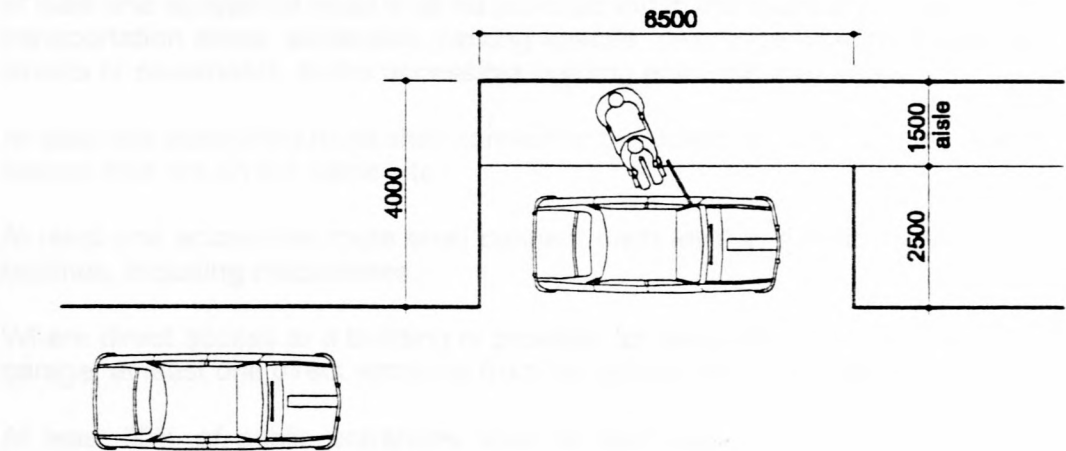


FIGURE 2.2.1 PASSENGER LOADING ZONES

3.0 ACCESSIBLE ROUTES AND ACCESSIBLE MEANS OF EGRESS

3.1 Accessible Routes

An accessible route shall consist of one or more of the following: walking surfaces with a slope not steeper than 1:20, no stepped changes in level greater than 15mm, which runs contiguously through doorways, up ramps, elevators, and platform (wheelchair) lifts, from the point arrival to the component of the building or complex to be accessed.

At least one accessible route shall be provided within the boundary of the site from public transportation stops, accessible parking spaces, passenger loading zones, and public streets or pavements, to the accessible building entrance they serve.

At least one accessible route shall connect accessible buildings, facilities, elements and spaces that are on the same site.

At least one accessible route shall connect each level in a multi-storey buildings and facilities, including mezzanines

Where direct access to a building is provided for pedestrian from an enclosed parking garage, at least one direct entrance from the garage to the building shall be accessible.

At least 50% of public entrances shall be accessible, and at least one accessible entrance shall be a ground floor entrance.

At least one accessible entrance shall be provided to each tenancy in a facility.

If a service entrance is the only entrance to a building or a tenancy in a facility, that entrance shall be accessible.

Accessible entrances shall be identified by the International Symbol of Accessibility, and directional signs indicating the location of the nearest accessible entrance shall be provided at inaccessible entrances.

3.2 Walking Surfaces

Floor or ground surfaces shall comply with Item 1.1. Changes in level shall comply with Item 1.2.

The running slope of walking surfaces shall not be steeper than 1:20, and the cross-slope not steeper than 1:40.

The clear width of the walking of walking surfaces shall be a minimum of 900mm. If the clear width is less than 1500mm, an accessible route shall be provided with passing spaces at maximum intervals of 50 metres, of 1500mm in length by 1200mm minimum width, parallel to the walking surface. Alternatively an intersection of two walking surfaces which provide a T-shaped space of 1250mm by 900mm perpendicular to the walking surface, as described in Item 1.3. See Figure 3.2

Protruding objects as noted in Item 1.6 shall not reduce the required clear width of an accessible route.

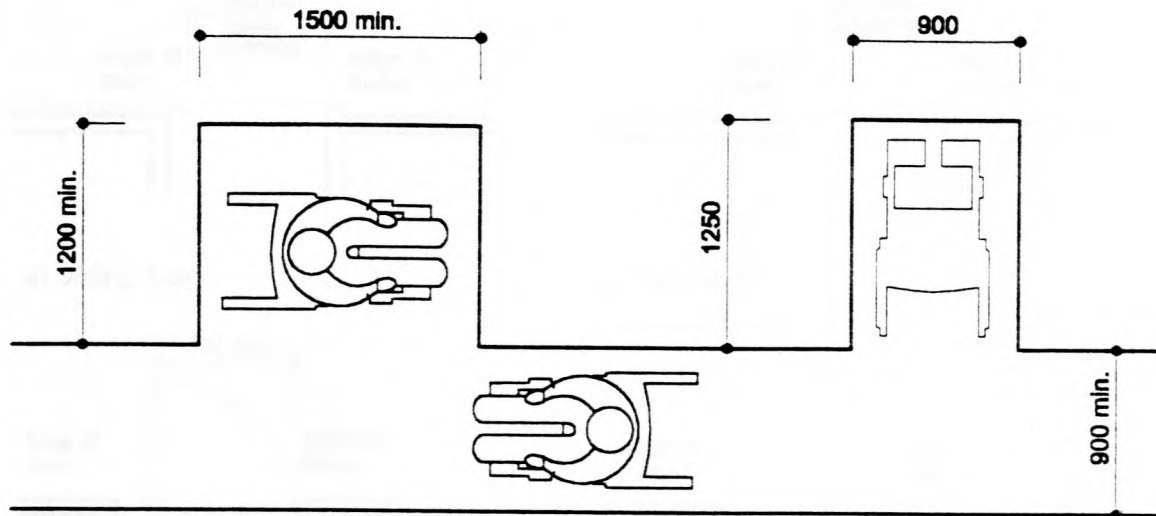


FIGURE 3.2.1 PASSING POINT ON AN ACCESSIBLE ROUTE

3.3 Doors and Doorways

Each accessible entrance to a building or facility shall have at least one accessible door or doorway.

Within a building or facility, at least one door or doorway serving each accessible room or space shall be accessible.

Revolving doors and turnstiles shall not be part of an accessible route.

Doors and doorways shall have a clear opening width of 760mm minimum clear width from the most protruding edge of the door to the most protruding edge of the frame on the opposite side, regardless of whether the door is hinged, pivot, sliding and double door type. See Figures 3.3

Openings at doorways deeper than 300mm in front of or on the far side of the door shall provide a clear opening width of 900mm. See Figure 3.3.1

Where double leaf doors are provided, at least one of the active leaves of doorways shall comply with the requirements for clear width and manoeuvring clearances. See Figure 3.3.2

Where a doorway opens into an access route which is restricted in width the table of relative values in Figure 3.3.3 will apply.

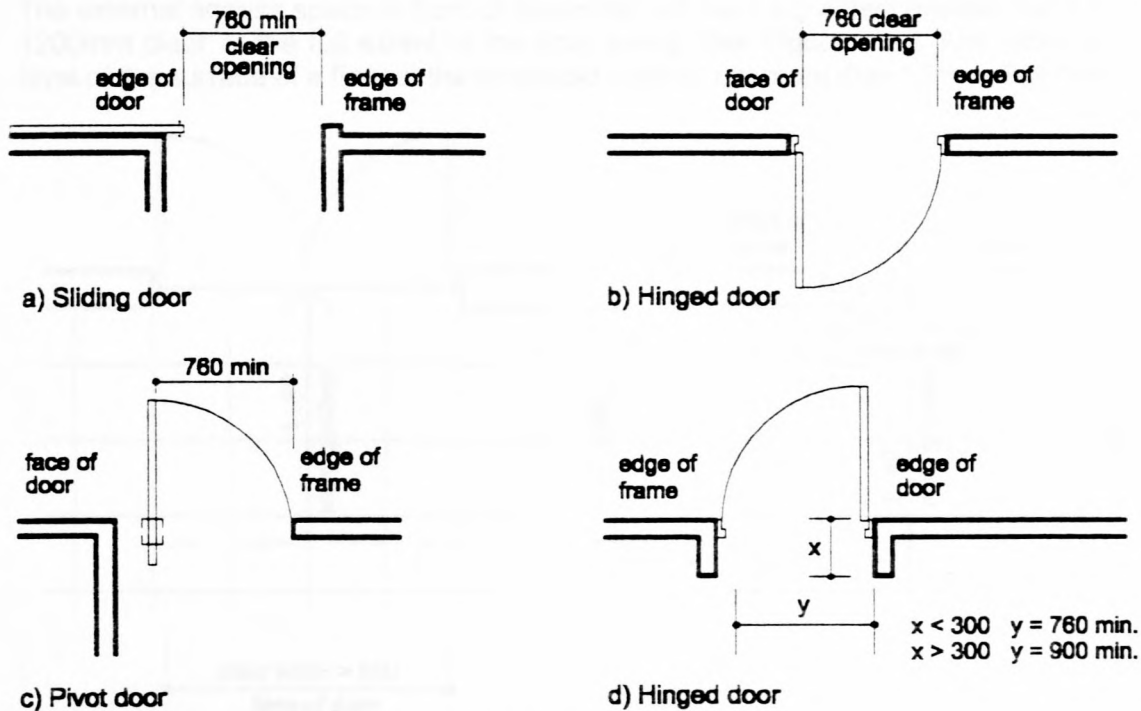


FIGURE 3.3.1 CLEAR WIDTH OF SINGLE LEAF DOORWAYS

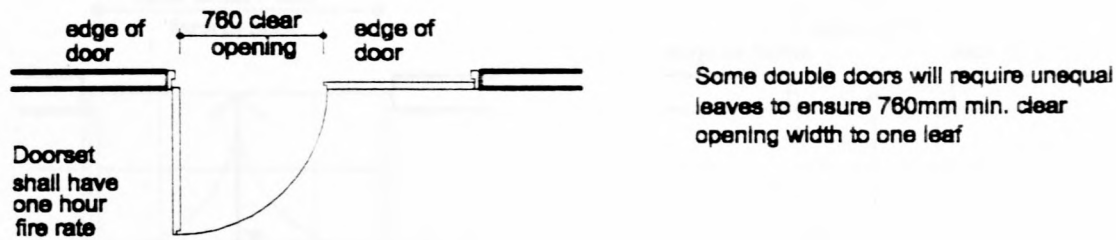


FIGURE 3.3.2 CLEAR WIDTH OF DOUBLE LEAF DOORWAYS

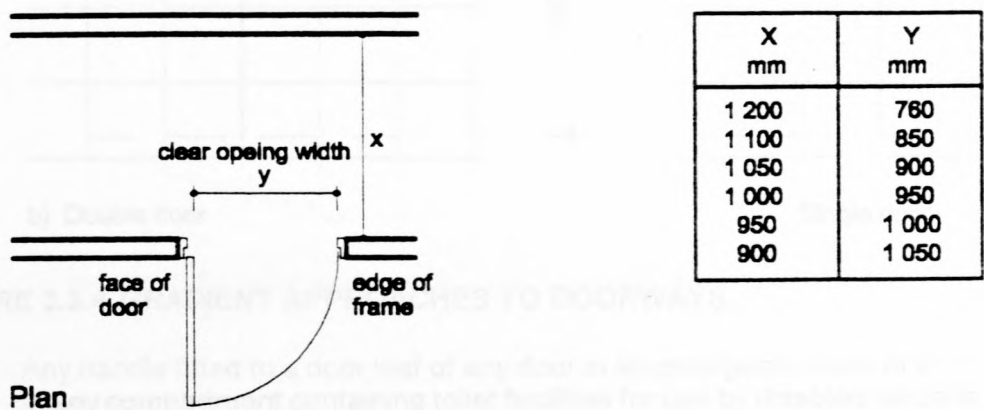


FIGURE 3.3.3 DOOR WIDTHS RELATED TO CLEAR WIDTH OF ADJACENT ROUTE

The external access space in front of door shall not have a gradient greater than 1:40 for 1200mm clear of the full extent of the door swing. See Figure 3.3.4. Any difference in level of the surface of a floor at the threshold shall be not more than 15mm. See Item 1.2.

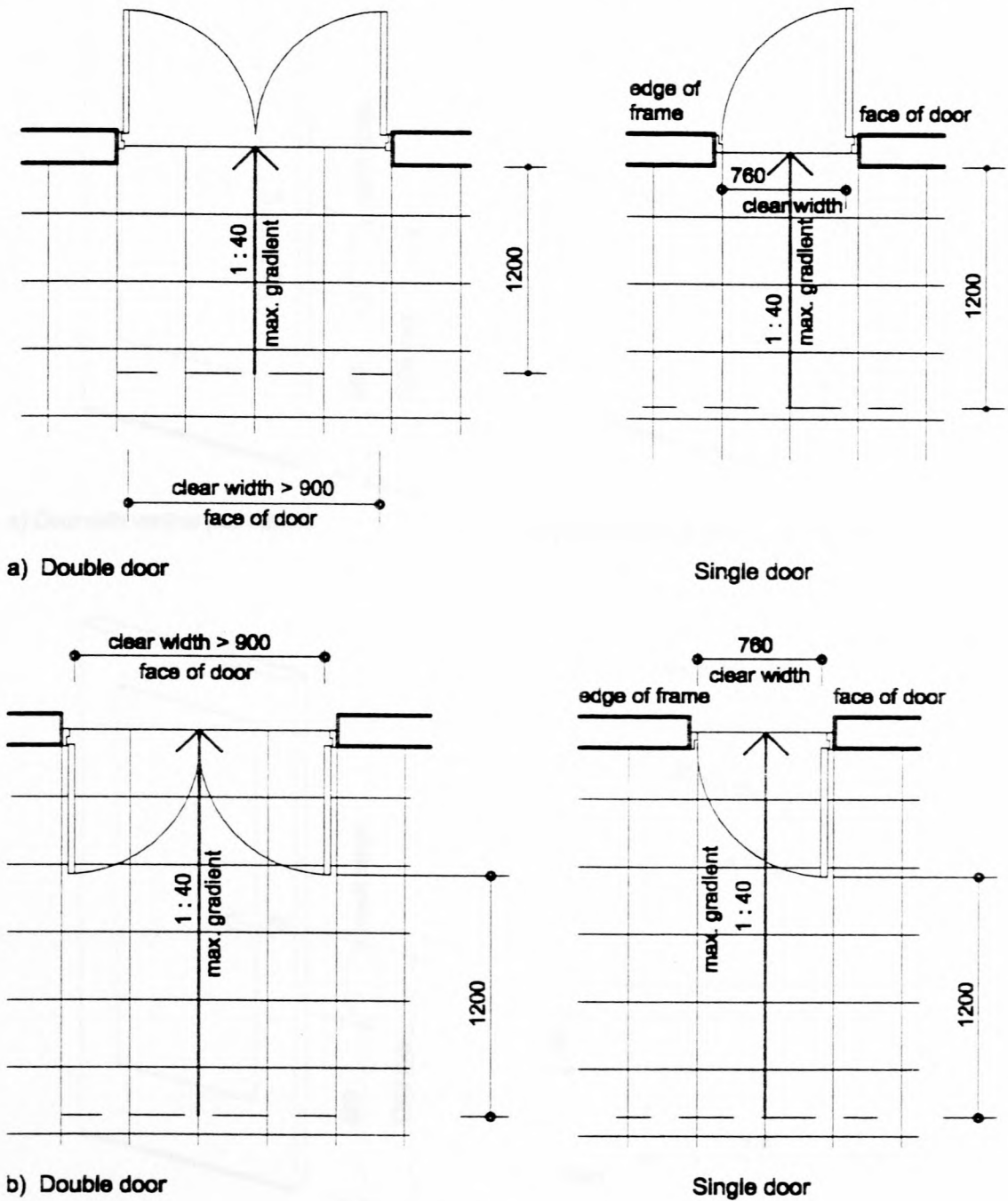


FIGURE 3.3.4 GRADIENT APPROACHES TO DOORWAYS

Any handle fitted to a door leaf of any door in an emergency route or in a feeder route or in any compartment containing toilet facilities for use by disabled persons shall be of the lever type at least 150mm long, preferably in a "D" shape. All handles shall be installed at a height of between 800mm and 1200mm above floor level. Where horizontal or vertical pull-bars are used, the bar (or a portion thereof) must be at a height between 800mm and 1200mm. See Item 1.7 and Figure 3.3.5.

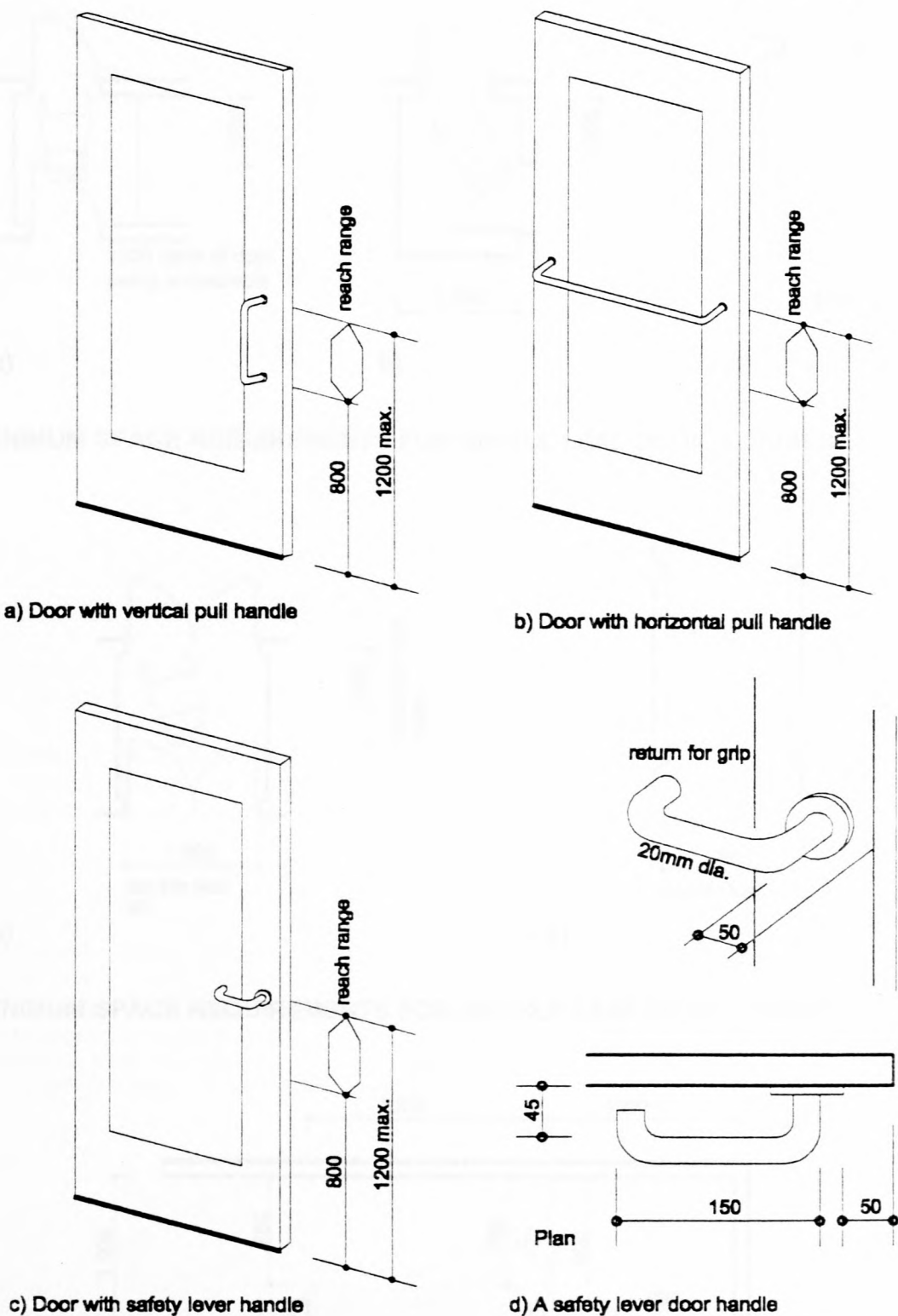
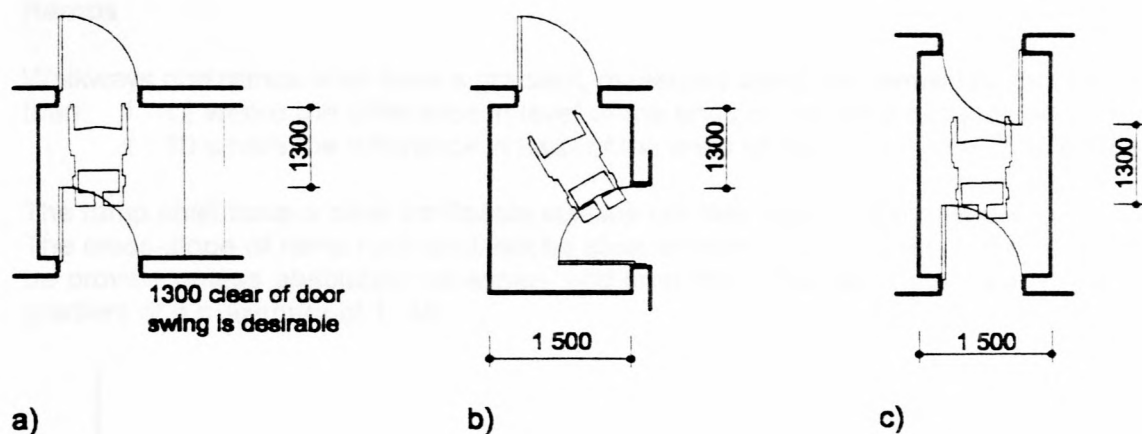
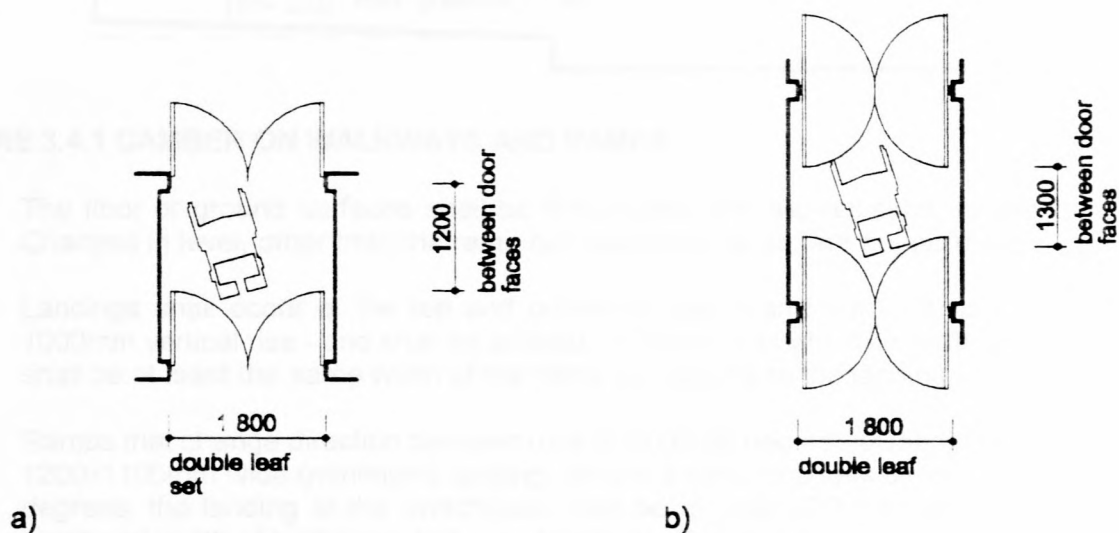


FIGURE 3.3.5 TYPES OF ACCESSIBLE DOOR HANDLES AND POSITIONS

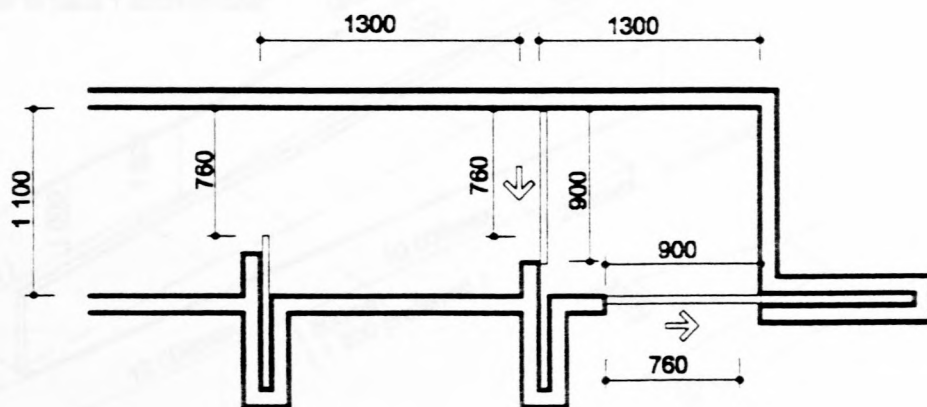
All manoeuvring clearances through doorways, lobbies and adjacent routes shall comply with the requirements as laid out in Figure 3.3.6. A clear space of 1300mm from the full extent of the door swing or combination of door swings should be allowed with single doors and 1200mm clear space should be allowed with double doors.



3.3.6 MINIMUM SPACE REQUIREMENTS FOR SINGLE LEAF DOOR LOBBIES



3.3.7 MINIMUM SPACE REQUIREMENTS FOR DOUBLE LEAF DOOR LOBBIES



3.4 Ramps

Walkways and ramps shall have a gradient, measured along the centre-line, not steeper than: 1 : 12 where the difference in level of the ends of the ramp exceeds 400mm; or 1 : 10 where the difference in level of the ends of the ramp is less than 400mm.

The ramp shall have a clear trafficable surface not less than 1100mm wide. The cross-slope of ramp runs shall not be steeper than 1:40. A cross-slope should not be provide unless absolutely necessary and then the cross-fall should always have a gradient of a maximum of 1: 40.

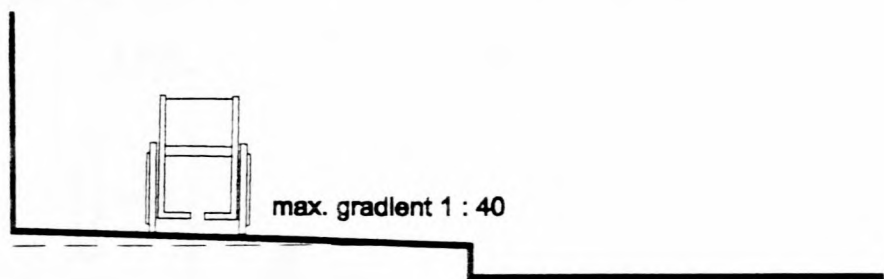


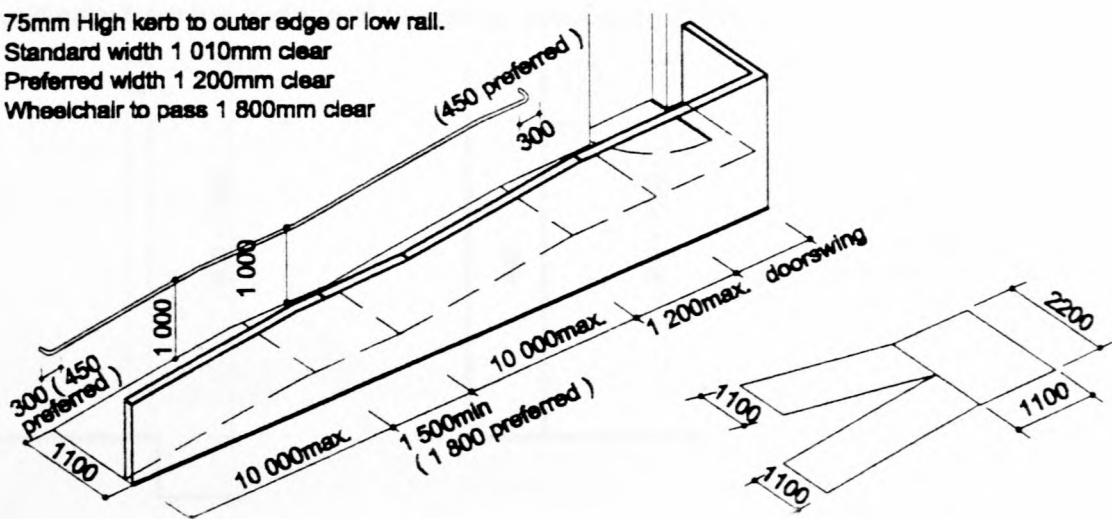
FIGURE 3.4.1 CAMBER ON WALKWAYS AND RAMPS

The floor or ground surfaces shall be firm, stable and slip-resistant as per item 1.1. Changes in level, other than the ramp run and cross-slope, are not permitted.

Landings shall occur at the top and bottom of each ramp run - at no more than a 1000mm vertical rise - and shall be at least 1200mm in length. The width of the landing shall be at least the same width of the ramp run leading to the landing.

Ramps that change direction between runs through 90 degrees at landings shall have a 1200x1100mm wide (minimum) landing. Where a ramp changes direction through 180 degrees, the landing at the switchback shall be at least 2200mm wide, which is the combined width of both runs, between handrails. Figure 3.4.2.

75mm High kerb to outer edge or low rail.
Standard width 1 010mm clear
Preferred width 1 200mm clear
Wheelchair to pass 1 800mm clear



Where doorways are located adjacent to a ramp landing, manoeuvring clearances shall be observed, but may overlap with the required landing area, see Figure 3.4.3.

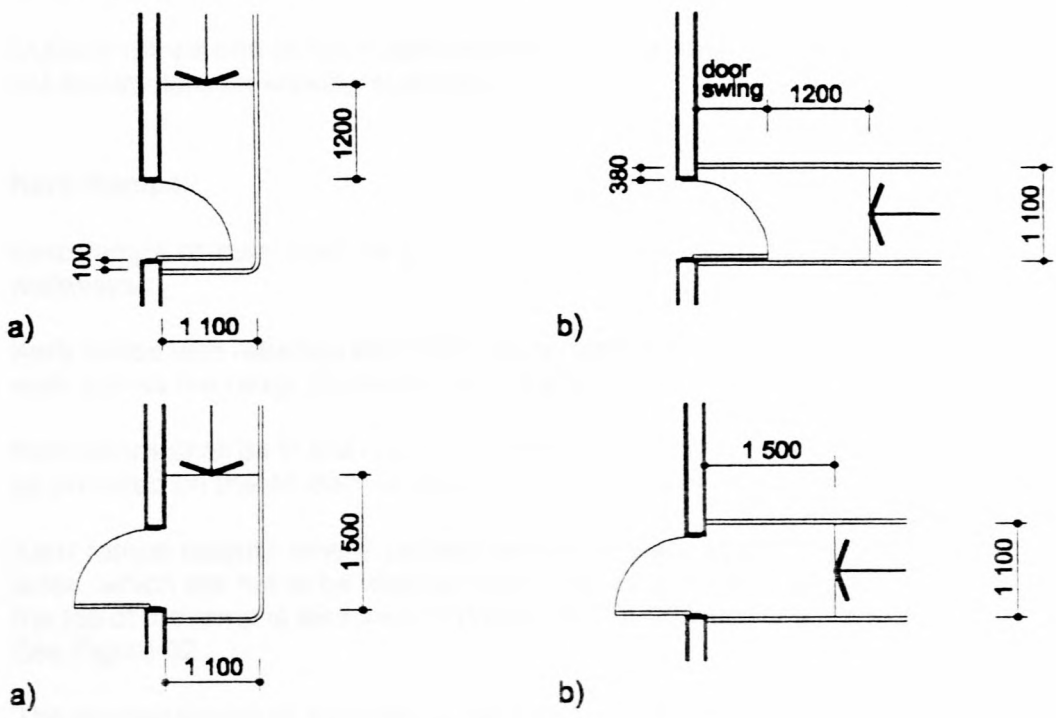


FIGURE 3.4.3 MANOEUVERING CLEARANCES AT LANDINGS

Where the gradient is steeper than 1:12, but not steeper than 1:10, a handrail shall be provided along both sides of the ramp. If the ramp is wider than 2000mm a central handrail can be substituted.

Where the difference in level between a ramp and any floor or ground level at the side of the ramp exceeds 400mm, balustrades shall be provided. Where the difference in level is less than 400mm a raised kerb of not less than 75mm high shall be provided, measured vertically from the surface of the ramp, see Figure 3.4.4.

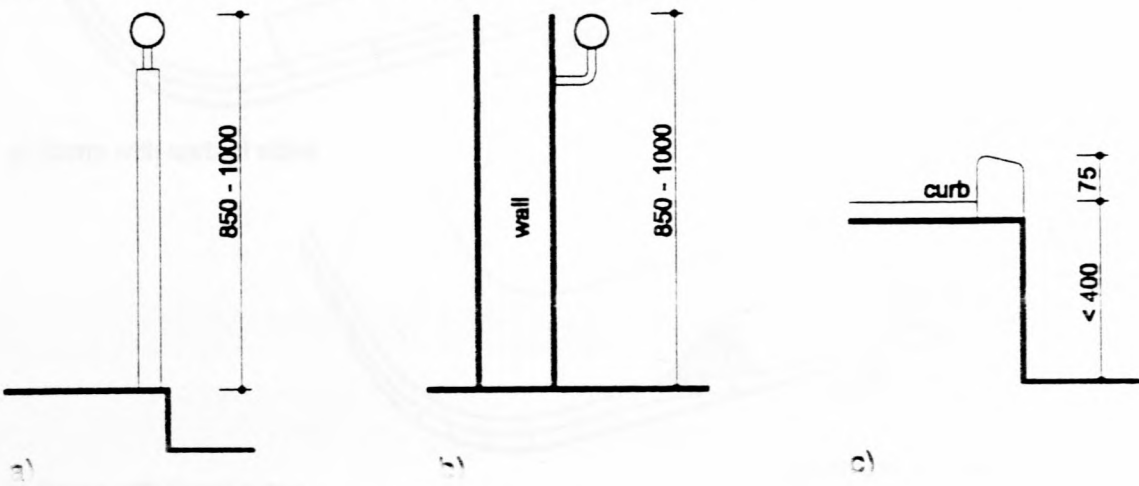


FIGURE 3.4.4 HANDRAIL AND KERBS TO THE SIDE OF RAMPS

Where only a handrail is used for edge protection and no raised kerb is provided, the handrail shall have a horizontal rail set at a height no greater than 300mm from the surface of the ramp.

Outdoor ramps and outdoor approaches to ramps shall be designed so that water does not accumulate on walking surfaces.

3.5 Kerb Ramps

Kerb ramps or cuts shall be provided at all steps in level at roadsides pavements or walkways.

Kerb ramps with returned kerb shall be permitted where pedestrians would not normally walk across the ramp, no handrails or kerbs are required at these returns.

Kerb ramps shall be in line with the intended direction of travel, but kerb ramps are not to be provided on the 45-degree diagonal of a roadway intersection, see Figure 3.5.1.

Kerb ramps located where pedestrians must walk across the ramp shall have flared sides, which are not to be steeper than 1:10. Where the width of the walking surface at the top of the ramp is less than 1200mm, the flared sides shall be not steeper than 1:12. See Figure 32

The counter slopes of adjoining gutters and road surfaces immediately adjacent to a kerb ramp shall not be steeper than 1:20. The adjacent surfaces at transitions of kerb ramps to walkways, gutters and streets shall be at the same level, see Item 1.1, 1.4, 3.2 and 3.

Visible and/or audible and/or tactile warnings shall be used in conjunction with kerb ramps where the enter the line of vehicular traffic or cycle ways, see Item 5.5

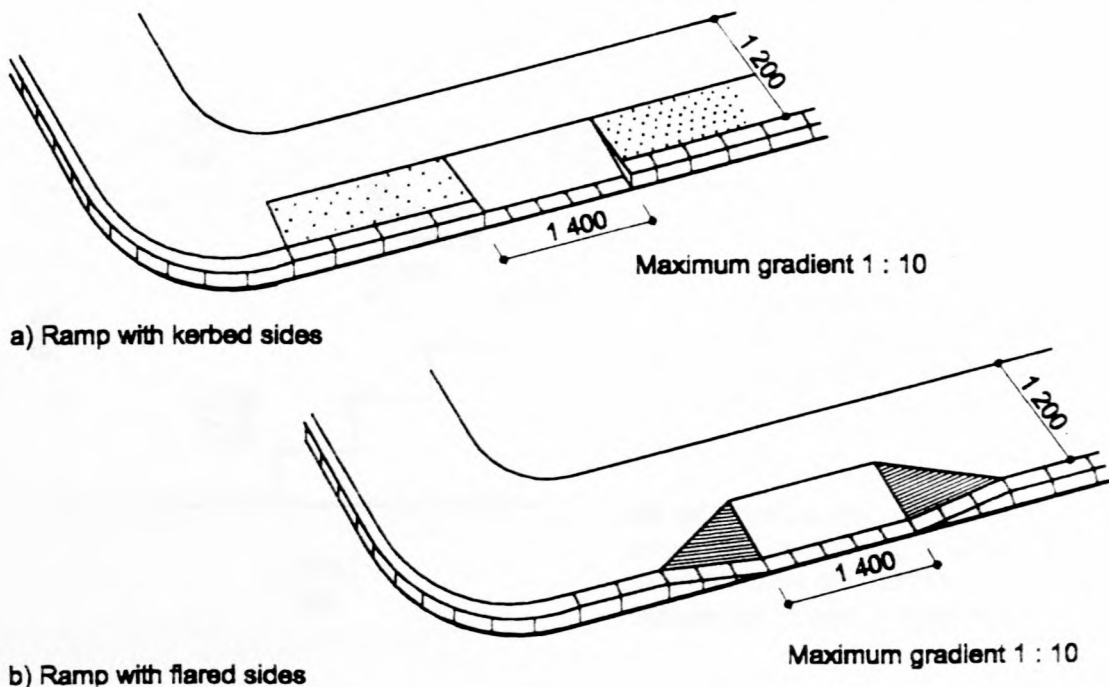


FIGURE 3.5.1 DIFFERENT CONFIGURATIONS OF KERB RAMPS

3.6 Stairways

Interior and exterior stairs that are part of a means of egress which will not be regarded as an accessible route but may be used by persons with limited mobility impairments or persons who have visual impairment shall comply with the following.

Risers and treads of uniform heights and depths respectively and risers shall be between 100mm and 175mm in height, while treads shall be 230mm minimum in depth, from riser to riser, see Figure 3.6.1. Open risers are not permitted. Treads are to be stable, firm and slip-resistant see Item 1.1. The radius at the leading edge of the tread shall be not greater than 10mm.

Outdoor stairs and outdoor approaches to stairs shall be so designed so that water will not accumulate on walking surfaces.

Refer to Item 3.7 for handrail specifications.

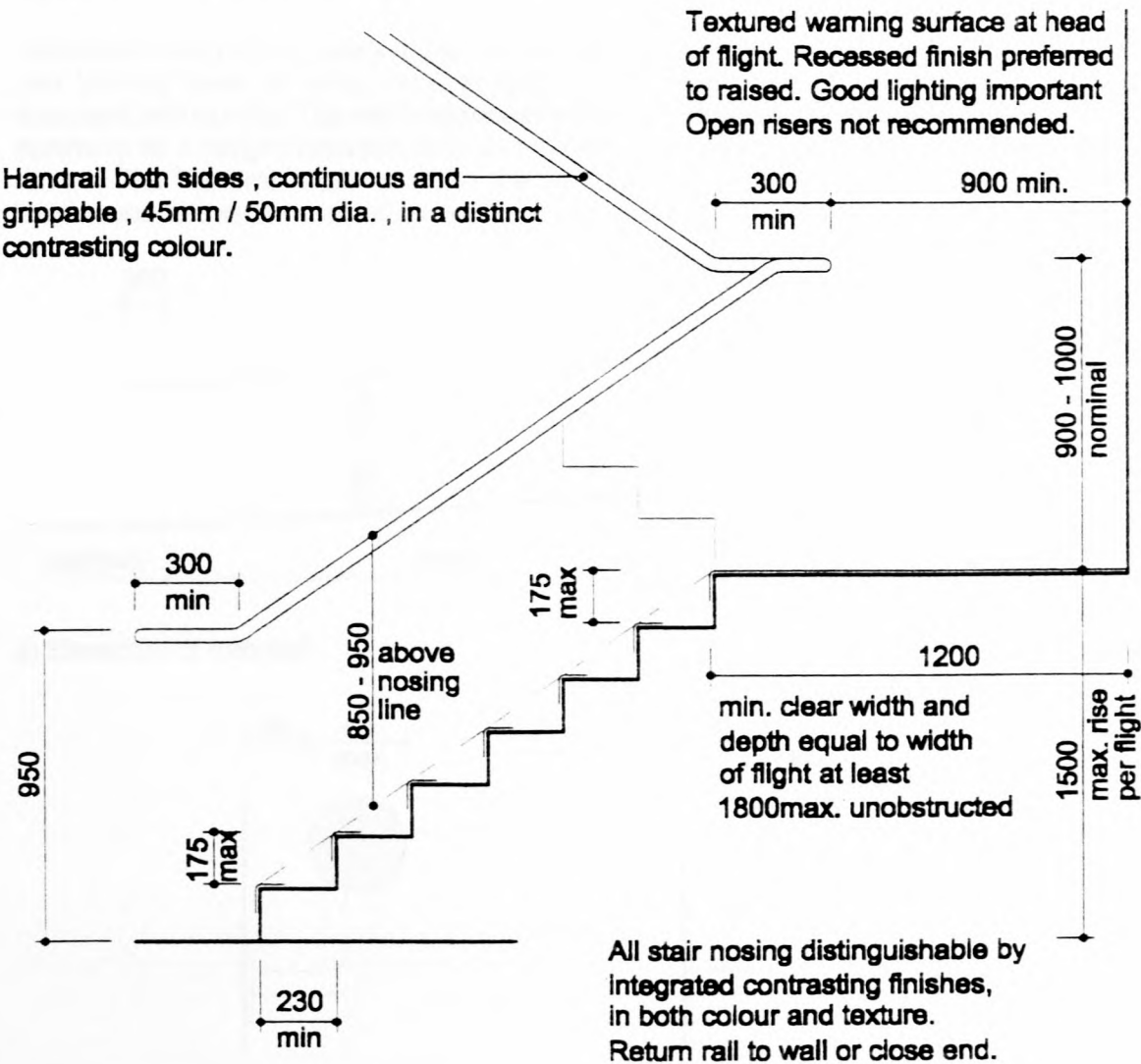


FIGURE 3.6.1 STAIRCASES

3.7 Handrails

Handrails are to be provided on both sides of stairs and ramps, and are to be continuous along the full length of each flight or ramp run. The top of the gripping surface shall be at a height between 850-950mm, vertically above stair nosings or 850 to 1000 above ramp surfaces and 900 to 1000 above stair landings. This height shall remain consistent along the length of the stair / ramp.

Handrails shall have circular cross-section with an outside diameter between 40 and 60mm. If the cross-section is not circular, it shall have a perimeter dimension between 100 and 150mm and a horizontal cross-section dimension of 40 to 60mm in the top 40 % of the cross section of the rail.

The gripping surface of handrails shall be continuous, without interruption - the exception being handrail brackets or balusters attached to the bottom surface of the handrail. The surface of the handrail and wall or any other surface adjacent to them shall be free of any sharp or abrasive elements, and the handrail shall be fixed firmly and not rotate within its supports or brackets, see Figure 3.7.1.

Handrails shall extend beyond the first and last stair risers on each flight and start end and landing lines of ramp runs, except on the inside turn of switchback or dogleg staircase and ramps. Top and bottom extensions of a ramp or staircase are to be 300mm minimum at a height between 900 and 1000mm on staircases and 850 to 1000mm on ramps. The handrail shall return to the wall, guard or the walking surface or shall be continuous to the handrail of an adjacent ramp run.

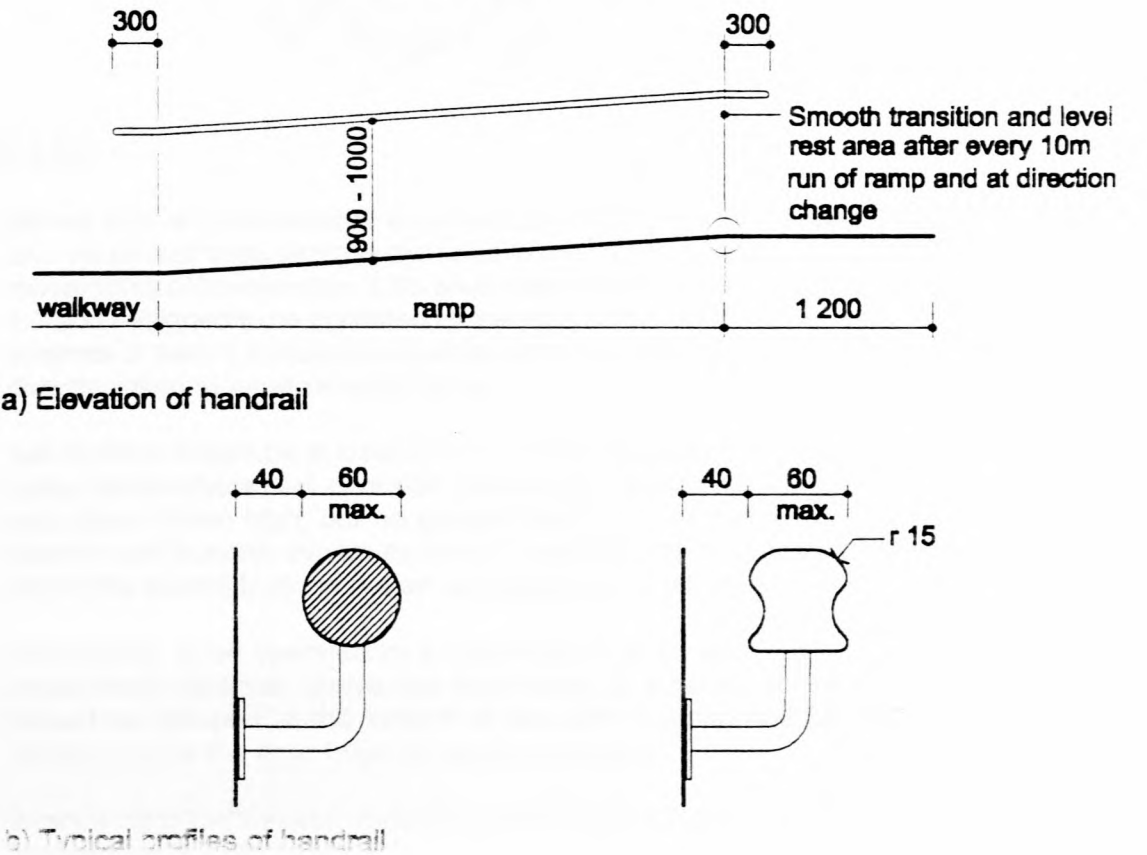


FIGURE 3.7.1 DIMENSIONS AND PROFILES OF TYPICAL HANDRAILS

3.8 Elevators

Where a passenger lift installation has been provided there shall be not less than one lift which shall have a minimum internal dimension of 1100mm in width and 1400mm in depth. The lift shall have a doorway with an unobstructed width of not less than 800mm and it shall be fitted with handrails on two sides at a height of between 850mm to 1000mm above the finished floor of the lift, see Figure 3.8.1.

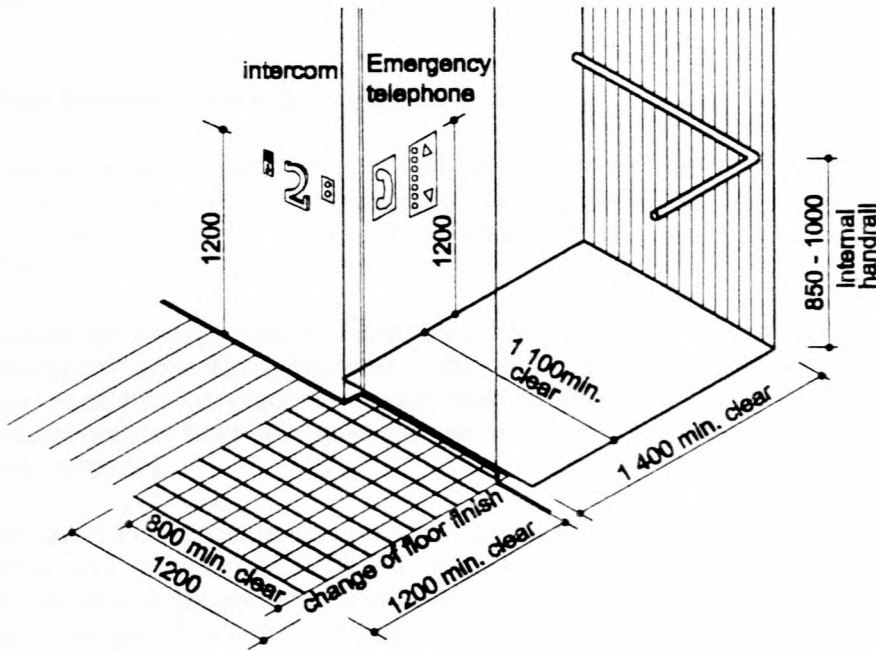


FIGURE 3.8.1

Where such a lift is operated automatically and it is recommended that it is such, audible and visual warnings shall be provided in the lift lobby and in the car itself to indicate the movements of the elevator. Lifts shall meet all the requirements of Item 1.1, 1.4, 1.5 and 1.7 and designed to be operated by the wheelchair user without assistance. Clear space in terms of Item 1.4 must be provided at the entrance and egress to the lift and must be directly linked to an accessible route.

Call buttons should be at least 20mm in their smallest dimension. All controls shall have raised tactile characters or braille numbering. Tactile character should be raised by 5mm and stand 15mm high, but no greater than 50mm in height, grade two braille shall be used for call buttons. Where existing lift installations exist applied plates to the immediate left of the control buttons are an acceptable alternative.

Any control to be operated by a passenger in such an elevator shall be positioned not higher than 1200mm above the floor finish of such an elevator. Emergency buttons should be grouped at the bottom of the control panel and be located no higher than 900mm above the floor finish of such an elevator.

Every accessible elevator installation shall be fitted with an emergency intercom system located below 1200mm above the floor finish with tactile or braille control.

3.9 Wheelchair or Platform Lifts

Wheelchair or platform lifts shall be permitted to provide an accessible route to any low occupancy areas including places of assembly, where the estimated occupancy is less than 50.

Wheelchair lifts shall meet all the requirements of Item 1.1, 1.4, 1.5 and 1.7 and designed to be operated by the wheelchair user without assistance. Clear space in terms of Item 1.4 must be provided at the entrance and egress to the lift and must be directly linked to an accessible route.

3.10 Accessible Means of Emergency Egress

All accessible spaces shall be provided with not less than one additional means of egress, besides the accessible route used to originally access the space. By implication each accessible portion of a building or complex shall be served by not less than two accessible means of egress.

Each accessible means of egress shall be continuous and shall consist of one or more of the following components: accessible routes and or smoke free exit stairways with areas of refuge. In addition a place of refuge shall be provided on all accessible means of egress at not greater than 50 metre intervals measured horizontally and 5 metre intervals measured vertically.

Exit stairways to be considered part of an accessible means of egress shall be smoke free zones and conform to Item 3.6. Furthermore they shall have a clear width of 1100mm minimum between handrails, and shall either incorporate an area of refuge within an enlarged floor-level landing, or be directly accessed from an area of refuge complying with 3.11.

3.11 Areas of Refuge

Areas of refuge are not required in buildings or facilities that are protected throughout by a supervised automatic sprinkler system.

Each area of refuge shall be accessed from the space it serves by an accessible route which serves as an accessible means of egress. The maximum travel distance to an area of refuge shall not exceed the travel distance permitted to a fire escape route for the specific occupancy as required by the National Building Regulations.

Every area of refuge shall have direct access to horizontal accessible means of egress or smoke free exit stairway complying with 3.10.

Each area of refuge shall be sized to accommodate one wheelchair space for every 50 occupants or portion thereof, based on the occupant load of the area to be served by this means of egress. Such wheelchair spaces shall not overlap the required means of egress width.

Access to any required wheelchair space shall not be through more than one adjoining wheelchair space.

An area of refuge shall have a smoke and fire resistance of one hour, and shall comply with the National Building Regulations in terms of the requirements for emergency routes and feeder routes. Where an elevator lobby is used as an area of refuge, it shall also meet these requirements.

Areas of refuge shall be equipped with an accessible two-way communication system between the area of refuge and a central control point, the communication system shall have both audible and visible signals located below 1000mm in height from the floor surface, with tactile or braille control buttons. In each area of refuge, instructions on the use of the area under emergency conditions shall be posted adjacent to the communications system, and shall include:

- 3.11.1 Directions to other means of egress.
- 3.11.2 Advice that persons able to use the exit stairs do so as soon as possible unless they are assisting others.
- 3.11.3 Information on planned availability of assistance in the use of the stairs for those persons who require assistance or the supervised operation of elevators and how to summon such assistance.
- 3.11.4. Directions for use of emergency communications system.

Each area of refuge shall be identified by a tactile sign stating "Area of Refuge" and including the International Symbol of Accessibility see Item 5.2. A sign shall be located at each door providing access to the area of refuge, the sign shall be illuminated as required for exit signs where exit sign illumination is required.

4.0 PLUMBING ELEMENTS AND FACILITIES

4.1 Water Closets and Toilet Compartments

Where toilet facilities are accessible to wheelchair users, at least one toilet compartment in each bank of same-sex toilets shall be accessible.

The preferred facility is a separate unisex WC facility, incorporating a water closet and a wash-hand basin. The dimensions of this WC compartment are critical. The size of a cubicle shall be at least 1700mm x 1600mm, with a door that shall open outwards or slide. An inward-opening door can be provided where there is a 1200mm internal diameter clear of all fittings, fixtures, and the line of the door swing. The door shall be openable from the outside in case of an emergency.

Refer to Figures 4.1.1 to 4.1.3 illustrating the variations between external cisterns, under-wall cisterns and flush-valve types of WC's.

For manoeuvring clearances through lobbies and doors into a WC compartment refer to Item 3.3.

There shall be free width to one side of the WC of at least 800mm to facilitate lateral transfer from a wheelchair to the WC. The rim of the WC bowl shall be a minimum of 480mm above the floor level, with the seat approximately 500mm to facilitate the transfer from a wheelchair.

A hand-rinse basin shall be provided in a position where it can be used by a person seated on the WC. See Item 4.3.

The toilet paper holder shall be located as indicated on the side wall closest to WC seat, in an easily accessible position that does not interfere with the use of the grab rails.

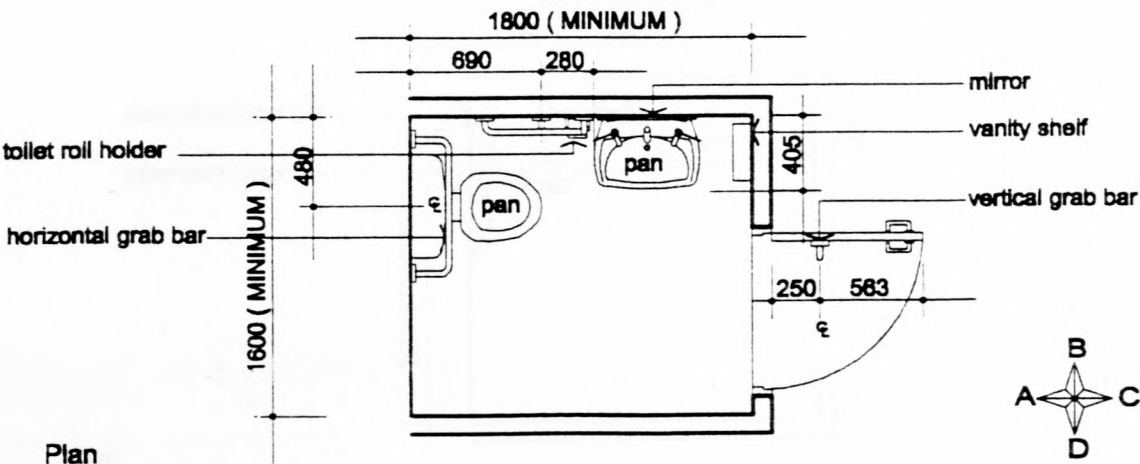
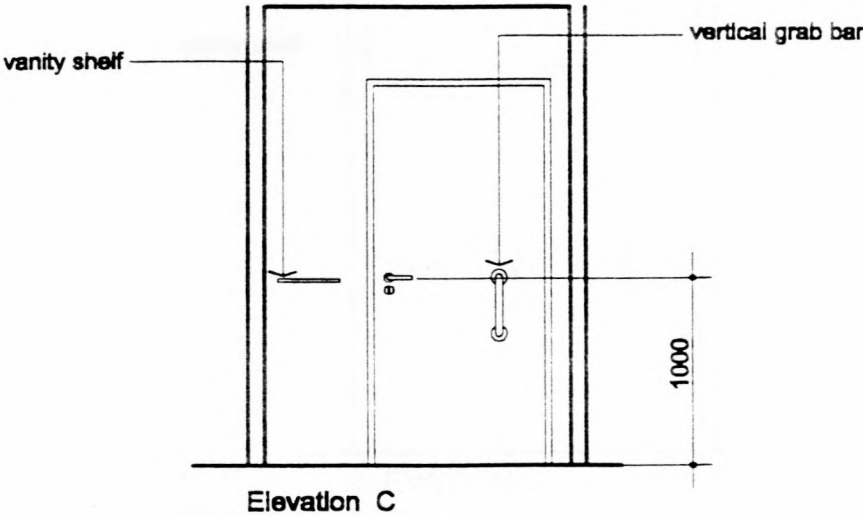
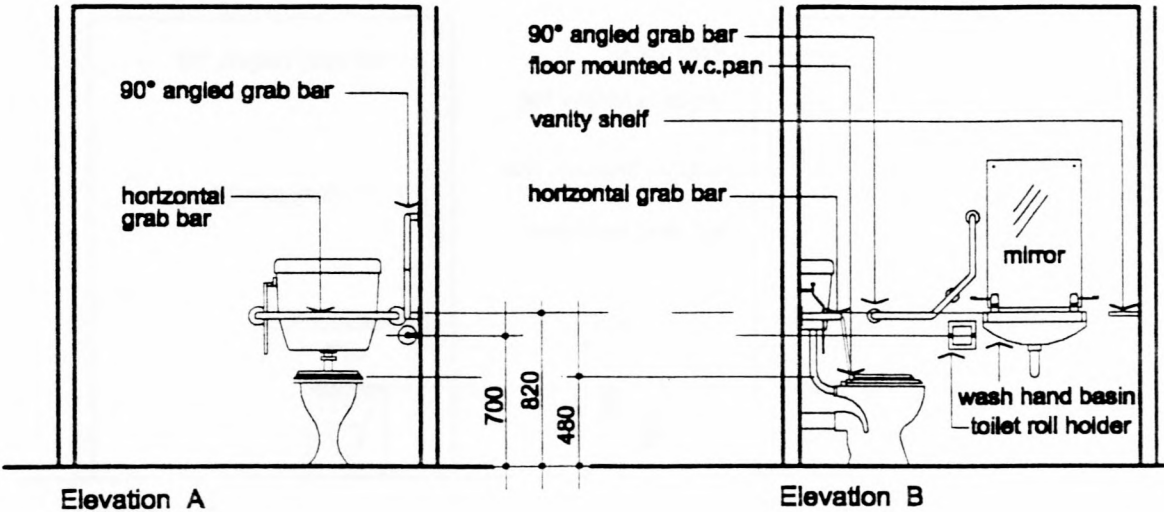
A fixed mirror shall be provided with its lower edge not higher than 900mm above floor level.

Hand-drying facilities, a disposal bin, incinerator and any other facilities provided shall be accessible to a wheelchair user.

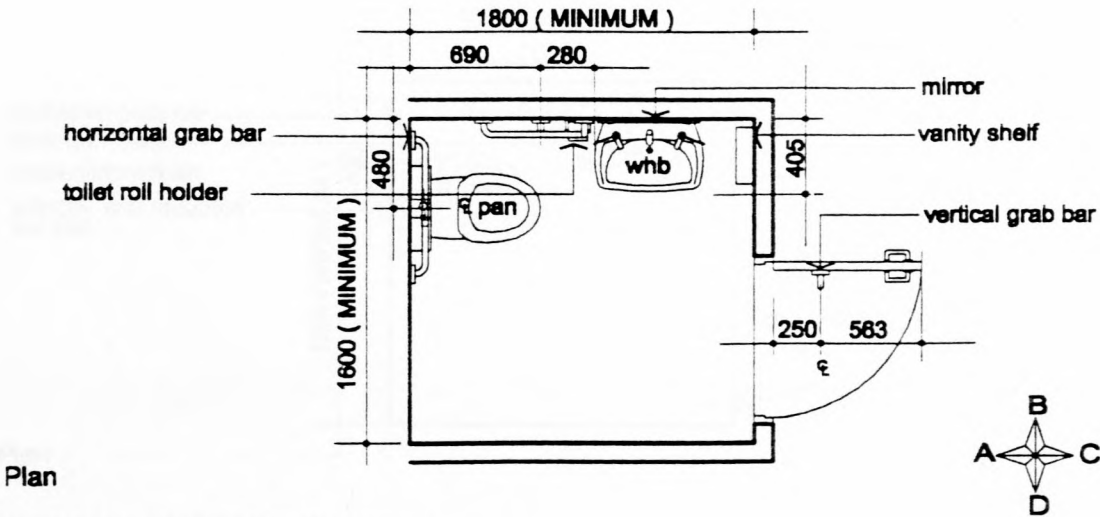
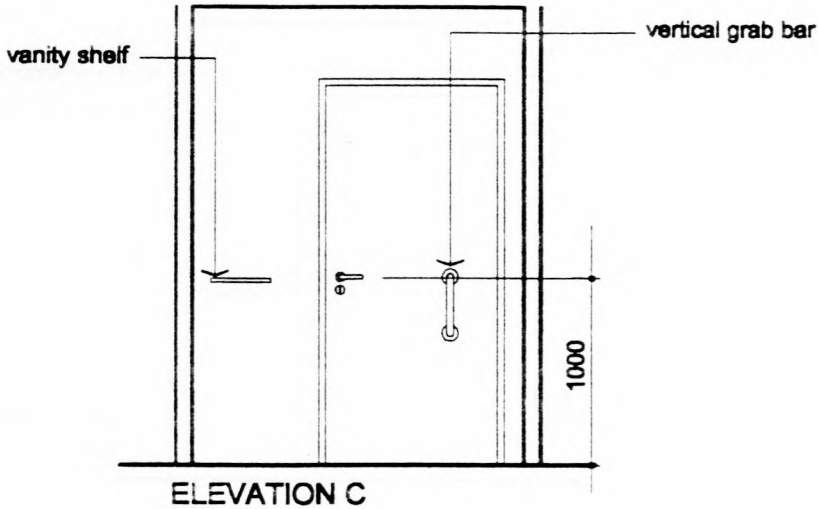
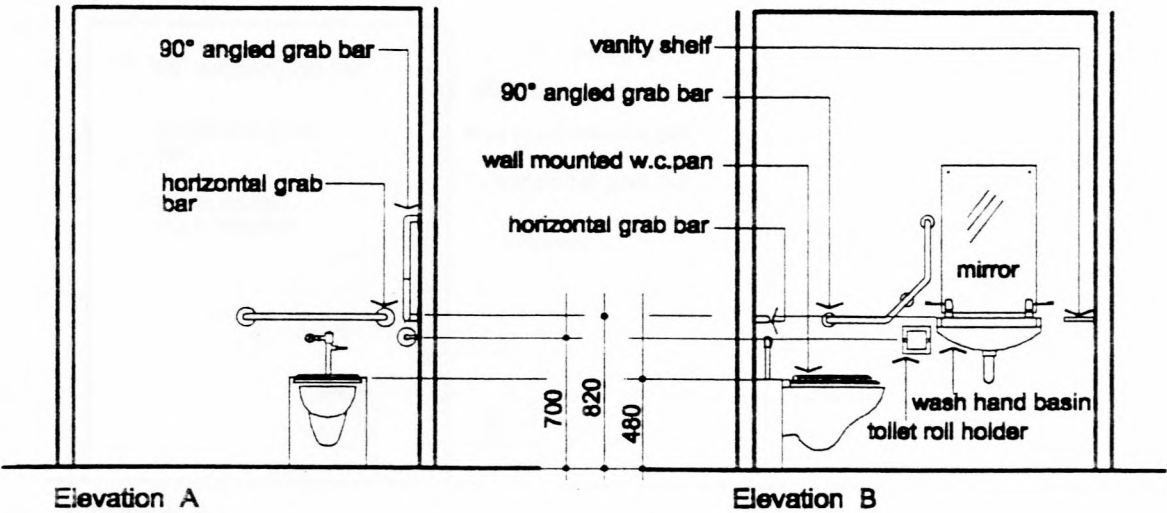
A 200mm lever extension to the flush handle is to be fitted to both under wall cistern, external cistern and flush-valve type WC's. Such extensions are to be located away from the side wall. The height from finished floor level to the top of the toilet seat is to be 500mm. The seat lid is to be removed. Where push-pad controls are used as an alternative to the lever flush handle, these are to be larger than a 100mm diameter.

Taps and water-mixing controls intended for use by disabled people shall be of the lever type, with a lever at least 100mm long. All hot water taps shall be located on the left-hand side of the basin and marked with a raised tactile dot.

Grab rails are to be provided as shown on Figures 4.1.1 to 4.1.3. and detailed in Figure 4.2.1. also see Item 4.2.

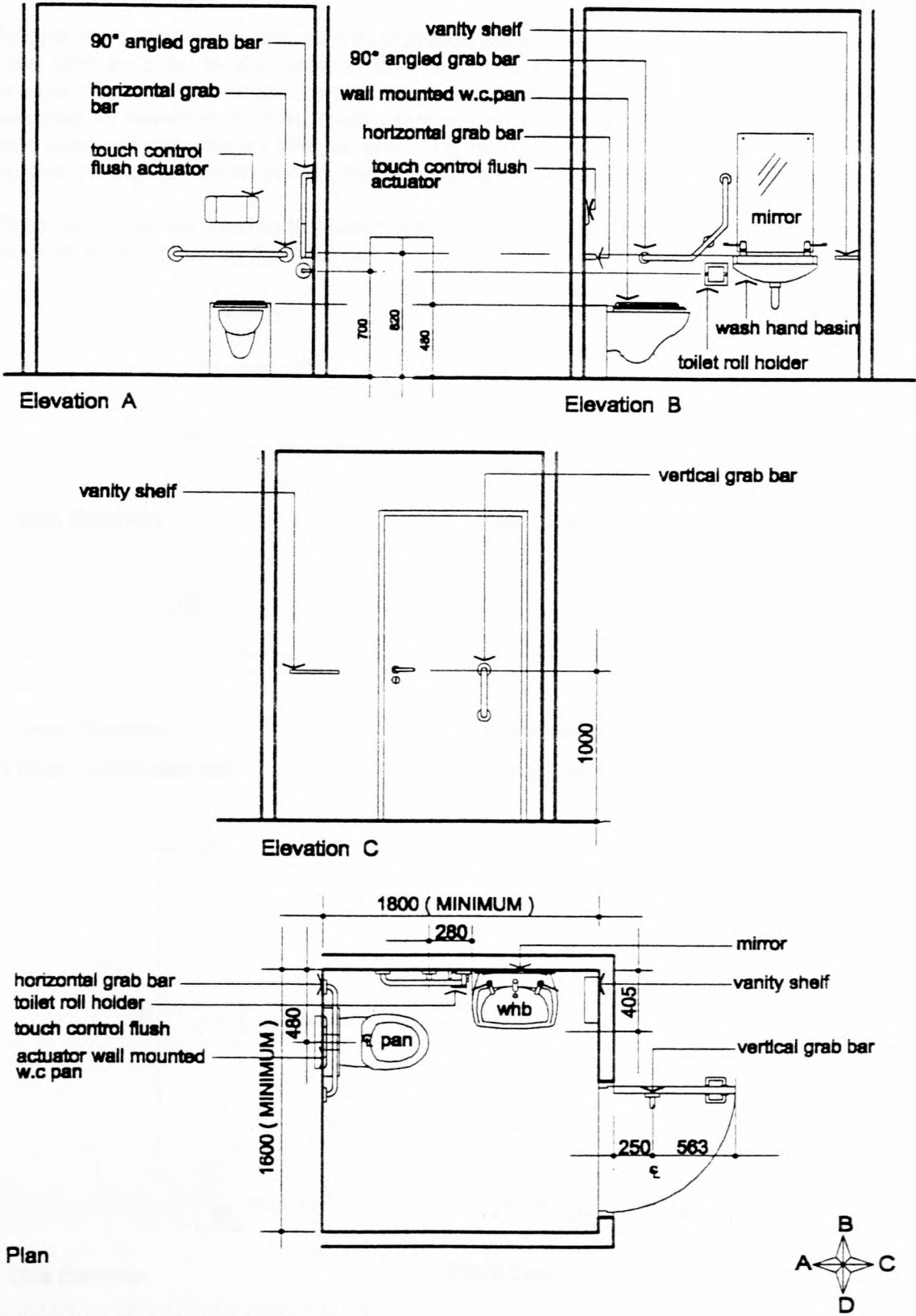


a) Floor mounted pan and cistern



b) Wall hung pan and flushmaster

FIGURE 4.1.2 ACCESSIBLE TOILET WITH WALL HUNG PAN AND FLUSHVALVE



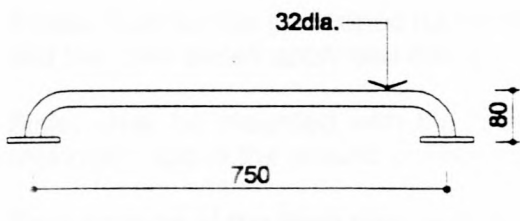
c) Wall hung pan and geberit cistern

FIGURE 4.1.3 ACCESSIBLE TOILET WITH WALL HUNG PAN AND UNDERWALL CISTERN

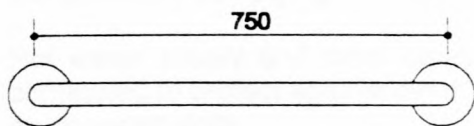
4.2 Grab Bars

All grab bars shall be constructed of stainless steel or other suitable non-corrosive metal tube with an outside diameter of 32mm, with a suitable brushed, polished or epoxy powder coated finish which can be easily cleaned. The correct back grab bar must be selected for external cisterns, flush-valve systems or under wall cisterns. The back and side grab-rail may be an integral unit. The cranked grab bar must be installed in the correct orientation as shown on the respective elevation.

Grab bars shall be fixed to the wall such that they can support a vertical force of 1 Kilo Newton at any point on the grab bar.

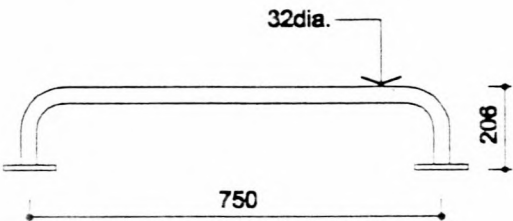


Side Elevation

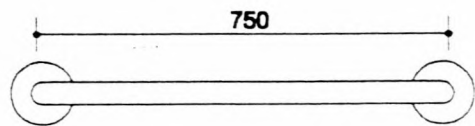


Front Elevation

a) Flush - valve back rail

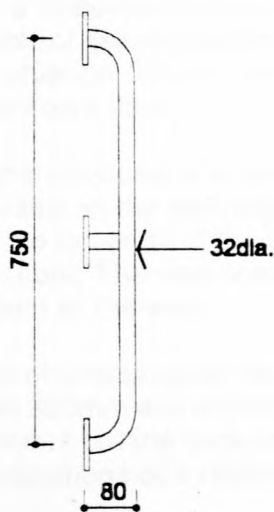


Side Elevation



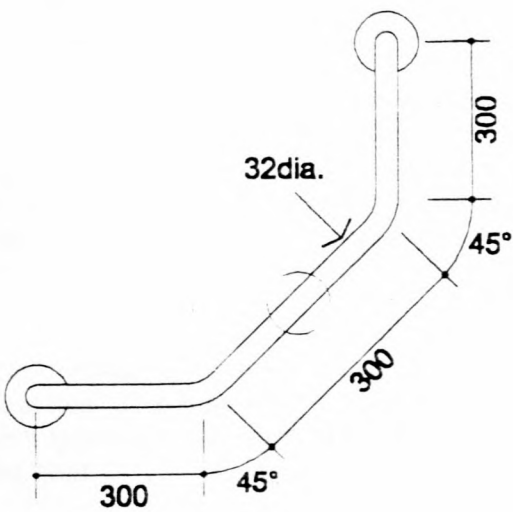
Front Elevation

b) Cistern back rail



Side Elevation

c) Dog - leg side rail



Front Elevation

4.3 Urinals

Urinals shall be stall-type or wall-hung type with the rim 400mm maximum above the floor. Clear floor or ground space shall be provided for forward approach, see Item 1.4. Flush controls shall be hand operated or automatic see Item 1.8.

4.4 Wash-hand Basins, Vanities and Sinks

Where sinks are to be provided, at least 5%, but not less than one, provided in accessible spaces, shall be accessible.

A clear floor space, positioned for forward approach shall be provided see Item 1.4. Knee and toe clearances apply see Item 1.5.

Sinks shall be mounted with the front of the higher rim or counter surface 850mm maximum above the ground or floor space.

Taps shall be of the lever type, with the lever arm at least 100mm in length and shall be operable with one hand and comply with Item 1.8.

The sink bowl shall be 165mm deep maximum. Multiple sinks shall have at least one compartment complying with this stipulation.

Hot water supply and drain pipes under sinks shall be insulated, clad or otherwise configured to protect against direct contact. There shall be no sharp or abrasive surfaces on or under sinks.

4.5 Seats

The depth of a removable in-tub seat shall be between 350mm and 400mm. The seat shall be capable of secure placement. The depth of a permanent seat at the head end of the bath tub shall be 350mm minimum. The top of bathtub seats shall be at 480mm above the bathroom floor.

Where a seat is provided in a roll-in shower compartment, it shall be a folding type and shall be mounted on the wall adjacent to the controls. Seats shall be rectangular or L-shaped, and the top edge of the seat shall be fixed at a height of 480mm to 500mm above the bathroom floor. The seat shall be located to facilitate the transfer from a wheelchair directly adjacent to the seat.

The rear edge of a rectangular seat shall be 50mm maximum from the wall, and the front edge between 350mm and 400mm from the seat wall. The side edge of the seat shall be 50mm maximum from the back and the adjacent side wall. L-shaped seats shall comply with the specifications of a rectangular shaped seat.

The structural strength of the seat shall be such that the allowable stresses shall not be exceeded for materials used when a vertical or horizontal force of 1 Kilo Newton is applied at any point on the seat, fastener mounting device or supporting structure.

4.6 Shower Compartments

Roll-in shower compartments are the preferred first option to provide a fully accessible ablution facility to address the needs of the broadest range of users. A shower compartment should always be provided before a bathroom in public facilities.

The door to the bathroom can slide or open outwards. Should the door open inwards, there should be a clear space of a 1200mm diameter within the compartment that is free of fixtures, fittings and clear of the door swing.

The configuration of the shower should include a wash-hand basin and WC, with a roll-in shower comprising of a fold down seat, allowing for lateral transfers, see Figure 4.6.1.

All taps and mixer controls shall be of a lever type located on the side wall adjacent to the seat. The shower shall be fitted with a hand shower attachment and not a fixed rose with a sliding or fixed peg points. Where fixed peg points are provided at least two pegs at a high and low point should be provided.

A straight grab bar should be located to the side of the seat and cranked grab bar to the adjacent side wall. For positions and dimensions see Figure 4.2.1 and 4.6.1.

Wash-hand basins and vanity basins should always be located within reach of the WC and comply with Item 4.4.

WC's should be located within the bathroom to permit side access with sufficient free side space, fitted with grab bars and other fittings to comply with Item 4.1

4.7 Bathrooms

Bathrooms should only be provided in addition to shower compartments or in combination with roll-in showers. Inside the bathroom the layout shall allow for a lateral transfer to the bath and the WC. The preferred configuration within a bathroom is a roll-in shower and bath, with wash-hand and WC, see Figure 4.7.1 to 4.7.2

The door to the bathroom can slide or open outwards. Should the door open inwards, there should be a clear space of a 1200mm diameter within the compartment that is free of fixtures, fittings and clear of the door swing.

Baths shall have the rim at 500mm above the floor level, with a 350mm wide seat at the one end, which allows a lateral transfer Item 4.5. Sufficient clear space should be allocated to permit this transfer to take place from a wheelchair located adjacent to the bath. All taps and mixer controls shall be of a lever type located midway on the side of the bath to facilitate access. Baths should be fitted with a hand shower attachment in addition. A "T" Grab bars shall be provided to the side of the bath, see Figure 4.2.1 and 4.7.1 to 4.7.2.

Wash-hand basins and vanity basins should always be located within reach of the WC and comply with Item 4.4.

WC's should be located within the bathroom to permit side access with sufficient free side space, fitted with grab bars and other fittings to comply with Item 4.1

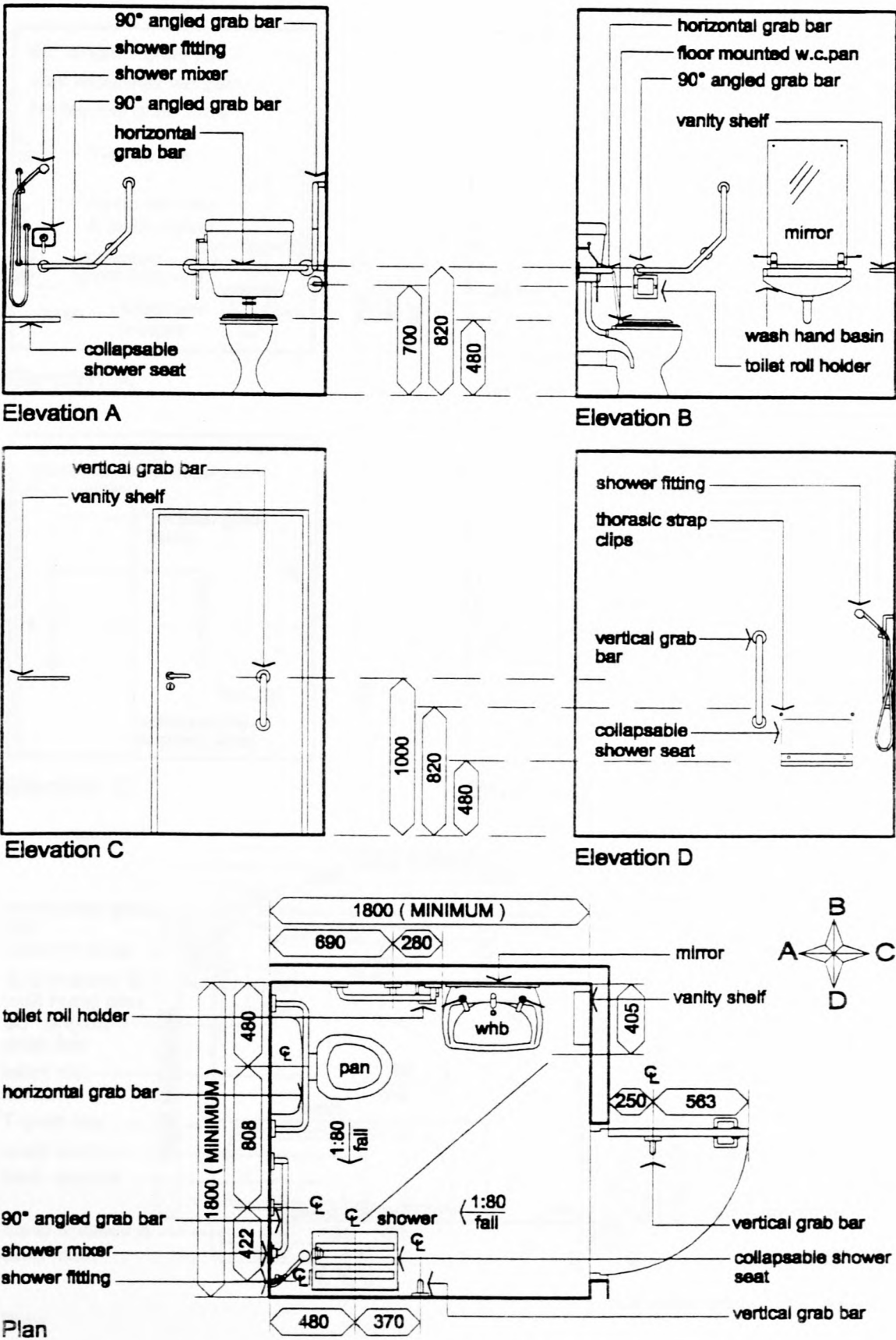


FIGURE 4.6.1 TYPICAL WC, SHOWER AND BATH LAYOUT

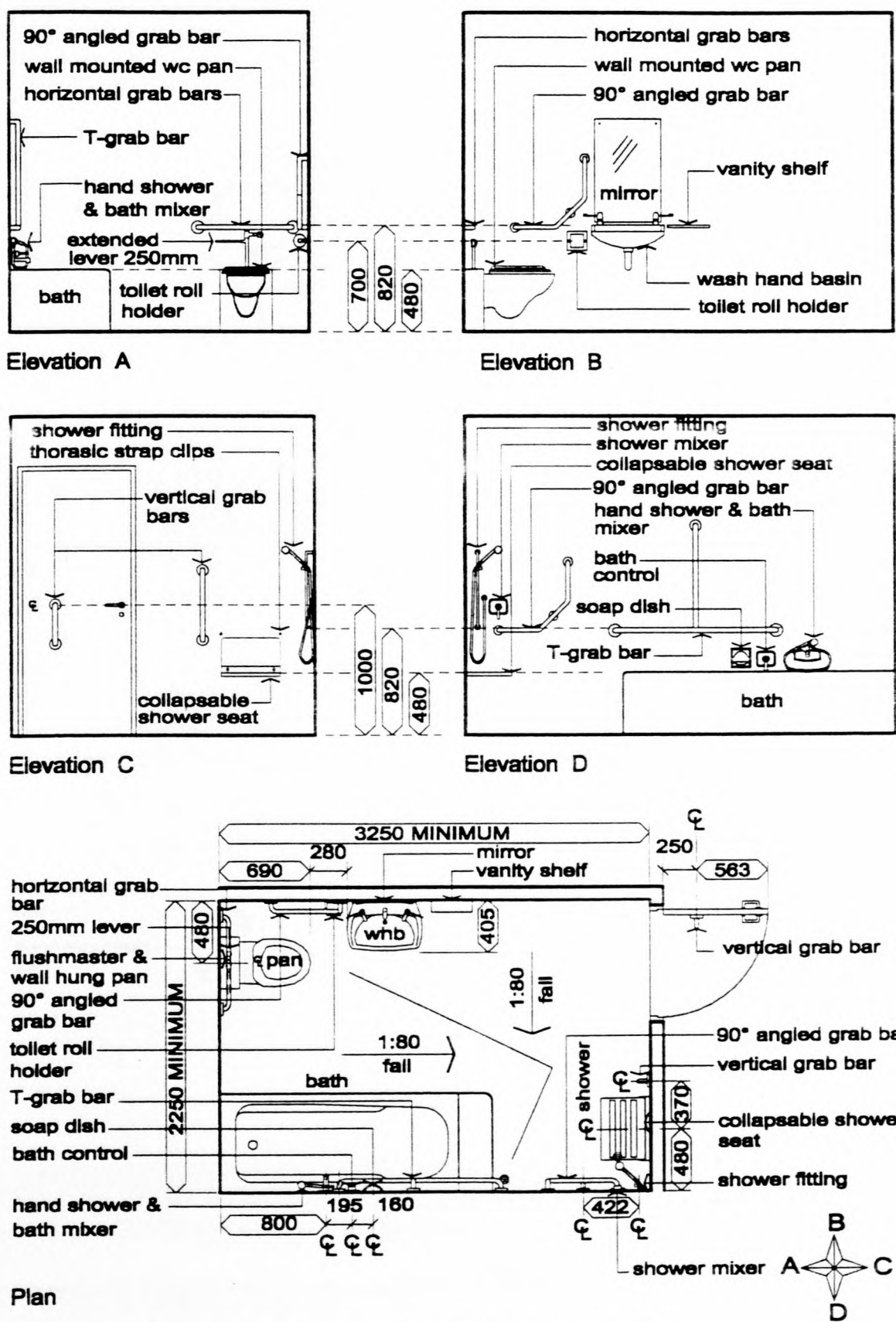
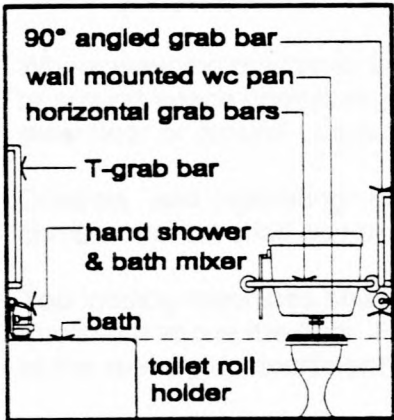
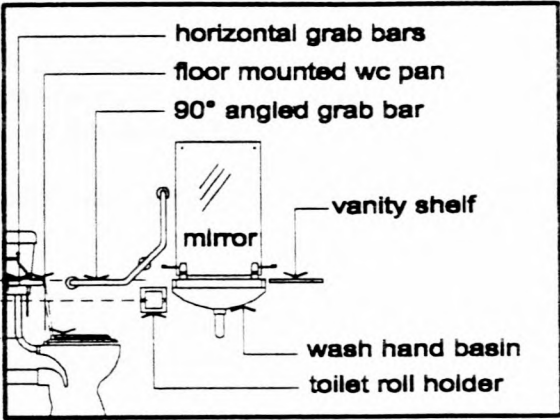


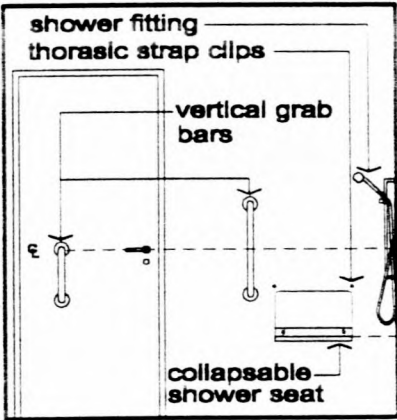
FIGURE 4.7.1 TYPICAL WC, WHB, BATH AND SHOWER LAYOUT



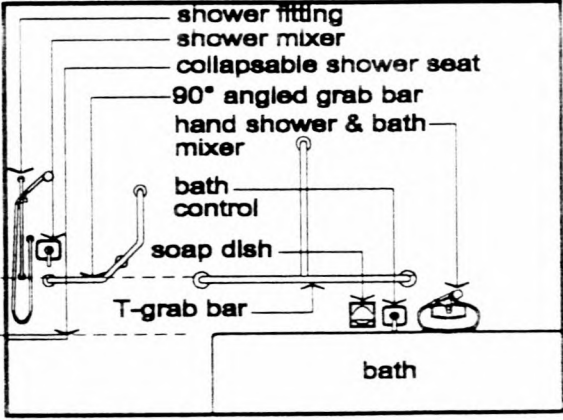
Elevation A



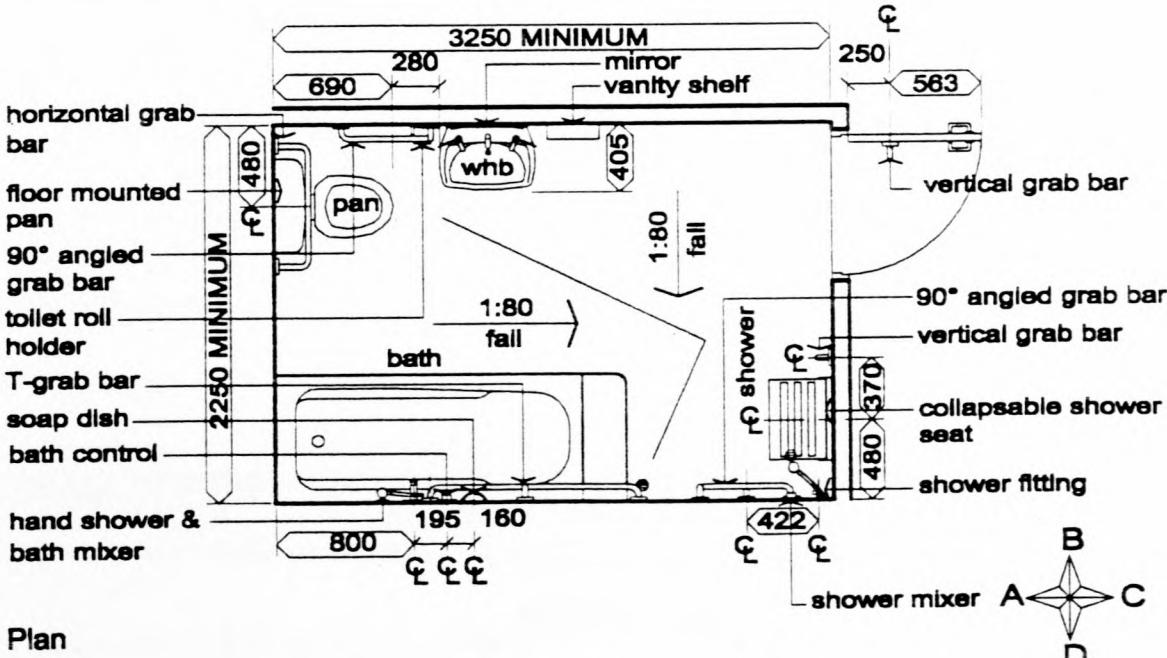
Elevation B



Elevation C



Elevation D



4.8 Laundry Equipment

Where washing machines and clothes dryers are required to be accessible, a clear floor or ground space complying with Item 1.4 shall be positioned for parallel approach. The clear floor or ground space shall be centred on the appliance.

Controls and operating mechanisms (doors, lint screens, detergent and bleach compartments) shall comply with Item 1.8.

Top loading machines shall have the door to the laundry compartment located 865mm maximum above the floor. Front loading machines shall have the bottom of the opening to the laundry compartment located between 400mm and 850mm above the floor.

5.0 COMMUNICATION ELEMENTS AND FEATURES

5.1 Signs

Letters shall have a width to height ratio between 3:5 and 1:1 and a stroke width to height ratio between 1:5 to 1:10. The minimum character height to viewing distance ratio for signage shall be 1:30 and the minimum height of character for signage suspended overhead shall be 75mm. All signs shall utilise a high contrast between the background and the lettering, see Figure 5.1.1.

Where exterior signs or interior signs and pictograms are provided as permanent routings directional information, designations, or descriptions of spaces and rooms, the signs shall be tactile or in the case of pictograms, shall have tactile text descriptors.



a) Contrast of colours of the sign



b) Typical access sign

FIGURE 5.1.1 TYPICAL ACCESS SIGNAGE

"Signs" also refer to signs providing direction to or information about permanent interior spaces of the site and facilities. Building directories, personnel names, company or occupant names and menus need not have tactile text descriptors if braille directories cards are provided on request.

All signs which are required to have tactile text descriptors, shall have raised tactile characters or braille lettering. Tactile character should be raised by 5mm and stand out from the background. Figure 5.1.2.

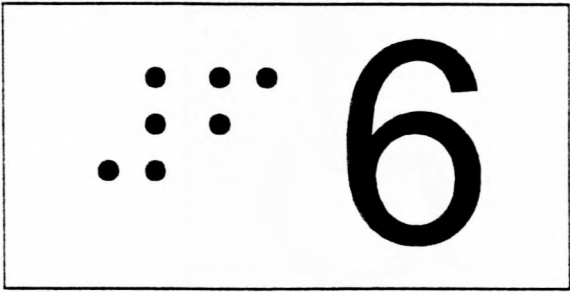


FIGURE 5.1.2 BRAILLE AS A SUPPLEMENT TO SIGNAGE

Where tactile signage is required it should be located on the wall adjacent to the latch or lock of the door the sign shall be mounted with the top edge at a heights of 1500 mm from the floor finish, see Figure 5.1.3.

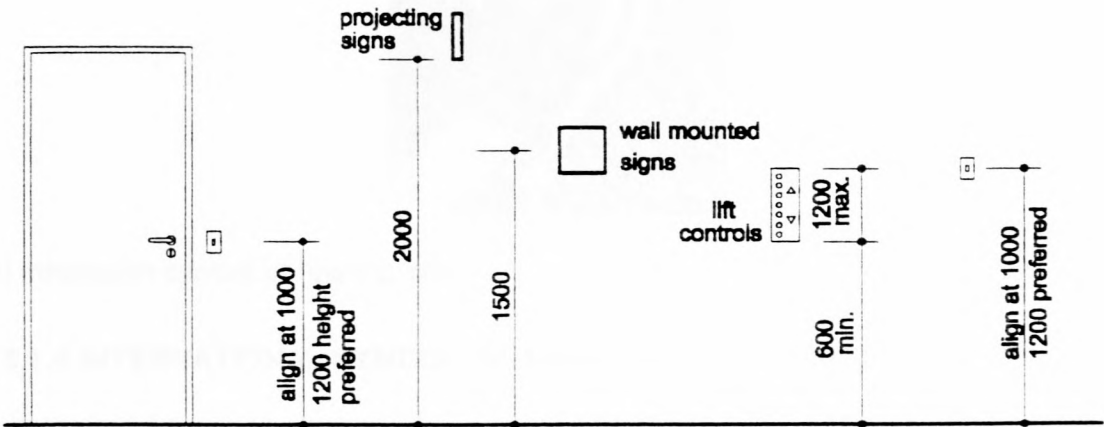


FIGURE 5.1.3 HEIGHTS FOR SIGNS AND SYMBOLS

The international symbol of accessibility and hearing loss shall be used in conjunction with all signage to indicate the availability and existence of facilities and accessibility, see Figure 5.1.4



a) International symbol of accessibility



b) International symbol of hearing loss

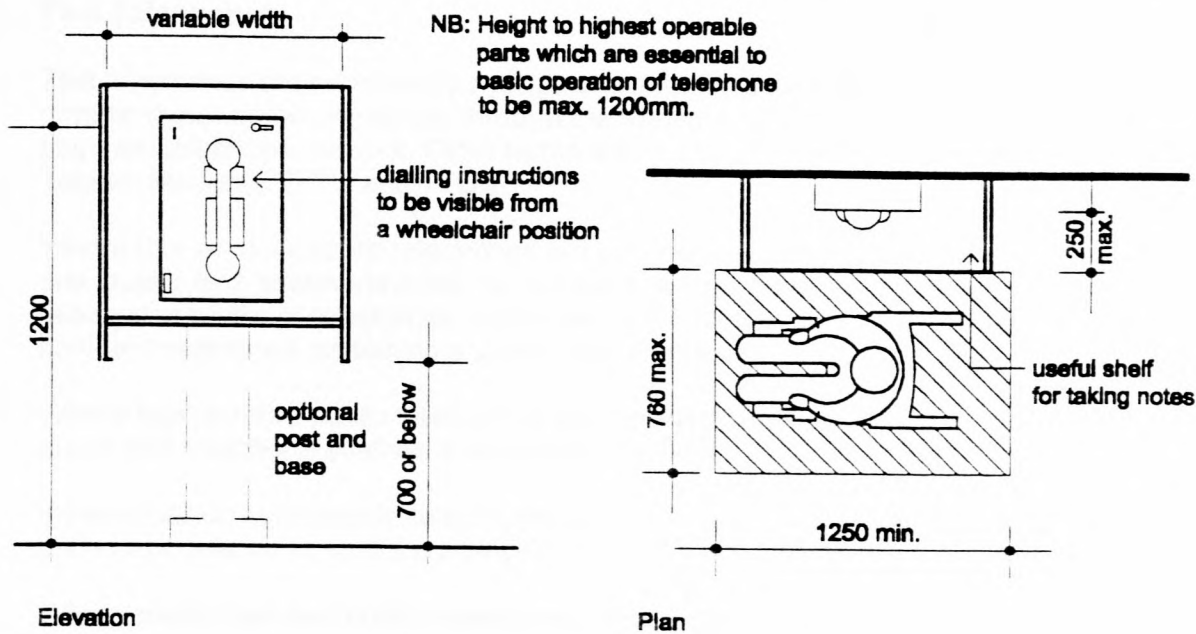
FIGURE 5.1.4 INTERNATIONAL SYMBOL OF ACCESSIBILITY AND HEARING LOSS

5.2 Telephones

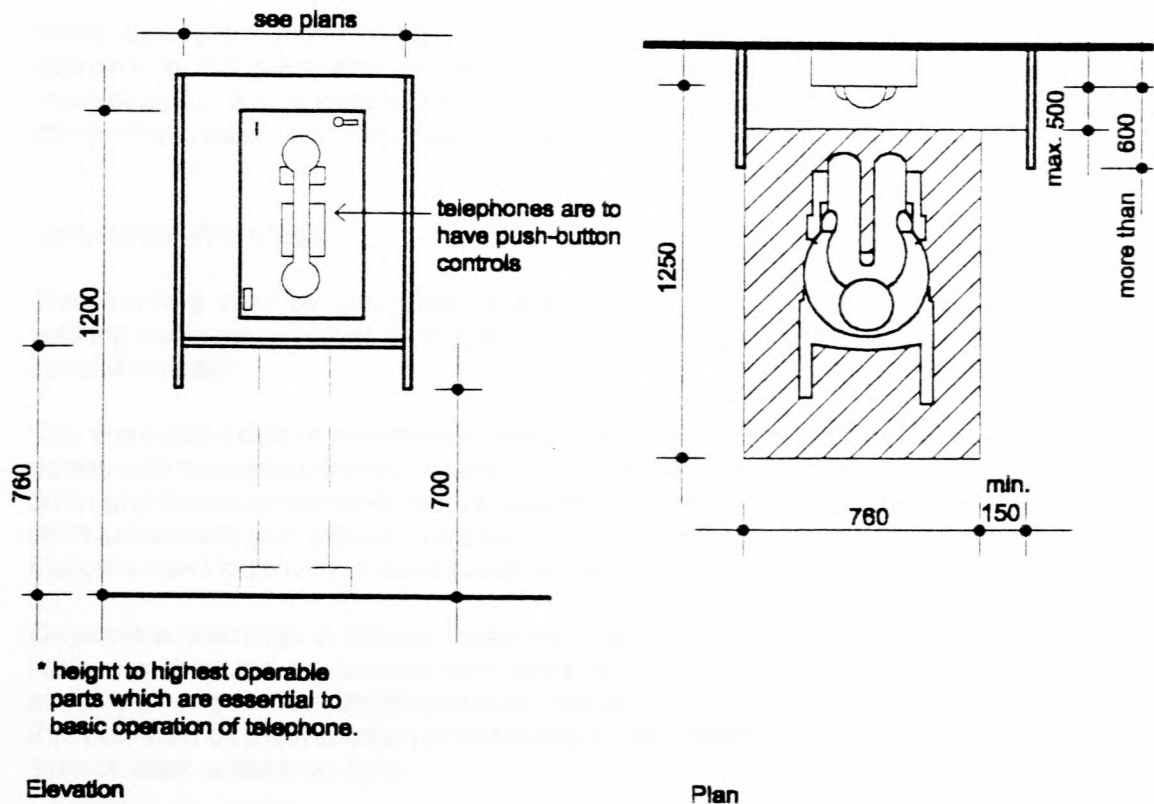
Where public pay telephones, public closed-circuit telephones, or other types of public telephones are provided accessible public telephones shall be provided. One wheelchair-accessible telephone shall be provided per floor of a building for every one or more telephone provided on the same floor, or for every bank of telephones provided per floor. Where two or more banks of telephones exist, one wheelchair accessible phone per bank shall be provided.

Accessible telephones shall be positioned such that the top of the handset is not higher than 1200mm above floor level. Dialling instructions shall be visible from a line of sight no higher than 1200mm measured vertically. Telephones shall have large push-button controls, with the number five marked with a raised tactile dot.

Access to the telephone: a clear floor space shall be provided in front of the telephone and shall not be restricted by bases, enclosures or fixed seats see Item 1.4. For a stand-alone telephone, on a pedestal or wall-mounted, where a parallel approach is provided, the distance from the edge of the telephone enclosure to the face of the telephone shall



(a) Side reach possible



(b) Forward reach required

FIGURE 5.2.1 MOUNTING HEIGHTS AND CLEARANCES FOR TELEPHONES

5.4 Text Telephones

Text telephones are provided by a range of electronic equipment that employs interactive graphic (type) communications through the transmission of coded signals across the standard telephone network. Other terms are used to refer to these devices which include Teldem Modems, TTY's and TTD's

Where four or more public telephones are provided at a bank of telephones, at least one one public text telephone shall be provided at that bank. A text telephone shall not required at banks of telephones located within 60 metres of, and on the same floor as, a bank of telephones containing a public text telephone.

Where four or more public telephones are provided on a floor of a building, at least one public text telephone shall be provided on that floor.

Where four or more public telephones are provided in a building or site, at least one public text telephone shall be provided in that building or site.

Where more than two public telephone are provided at a public rest stop, emergency road stop or service plaza, at least one public text telephone shall be provided.

Where a public telephone is provided in or adjacent to a hospital emergency room, hospital recovery room, or hospital waiting room, at least one public text telephone shall be provided at each such location.

Public text telephones shall be identified by the International Symbol of Hearing Loss adjacent to the telephone symbol and directional signs indicating the location of the nearest public text telephone shall be provided at all banks of public pay telephones not containing a public text telephone. These signs shall comply with Item 5.2.

5.4 Detectable Warnings

This warning shall be comprised a standardised surface feature built in or applied to walking surfaces or other elements to warn visually impaired people of hazards on a circulation path.

The standard external detectable warning shall be a strip 600 mm wide, with a surface dotted with truncated domes, where the dome shall have a diameter of 25mm, a height of 5mm and be set at centre-to centre spacing of 60mm. The truncated dome surface shall contrast visually with adjoining walking surfaces, either light on dark or dark on light. The material used to provide contrast shall be an integral part of the truncated dome surface.

Detectable warnings in interior locations shall differ from adjoining walking surfaces in resiliency or sound-on-cane contact which is 600mm wide and be provided on the walking surface at edges. The tactile surface shall provide equivalent delectability underfoot to that provided by the truncated dome surface, and shall provide a colour contrast of either light on dark or dark on light.

Equivalent delectability of edges by other construction, technology or means that will ensure equivalent or superior and reliable communication of the impending change to include 610mm of advanced warning of the edge and the precise orientation of the edge in relation to the pedestrian.

5.5 Assistive Listening Devices

Assembly areas having fixed seating shall have an assistive listening system where the area is equipped with an audio amplification system or the area has a capacity of 50 or more persons.

Other assembly areas shall have an assistive listening system, or an adequate number of electrical outlets or other supplementary wiring necessary to support a portable assistive listening system.

Receivers for assistive listening systems shall be provided in accordance with the table below:

Capacity of Fixed Seating in assembly Areas	Minimum Required Number of Receivers
50 or less	2
51 to 500	2, plus 4 for each total seating capacity increase of 100 above 51
501 to 1000	20, plus 3 for each total seating capacity increase of 100 above 501
1001 to 2000	35, plus 2 for each total seating capacity increase of 100 above 1001
over 2000	55, plus 1 for each total seating capacity increase of 100 above 2000

Where assistive listening systems are provided, signs shall be provided to inform patrons of the availability of the system. The signs shall be located at ticket offices or windows, where these are provided. The signs shall comply with 5.2 below, and shall include the International Symbol for Hearing Loss.

Individual fixed seats served by an assistive listening system shall have a complete view of the stage, playing area or cinema screen.

Induction loops, infrared systems, FM and AM radio frequency systems, hardwired earphones and other equivalent devices shall be permitted as acceptable assistive listening systems.

Receivers required to be hearing aid compatible shall interface with T-coils in hearing aids either through the provision of neck loops or a hearing-aid compatible headset.

5.6 Automatic Teller Machines and Fare Machines

Where automatic teller machines or self-service fare vending, collection, or adjustment machines are provided, at least one machine of each type at each location where such machines are provided shall be accessible. Where bins are provided for envelopes, waste paper, or other purposes, at least one of each type shall comply with Item 7.4.

Control and operating mechanisms shall comply according to Item 1.8 above. Each control and operating mechanism shall be able to be differentiated by sound or touch. Detailed specifications for the Input and Output processes of automatic teller machines.

5.1 Fire Alarm Systems

Where fire alarm systems are provided in public-use or common-use areas to alert occupants, the alarm shall provide both audible and visual signals. Where accessible guest rooms are required, fire alarm systems for those rooms shall be specifically designed to draw the attention visually impaired or deaf guests. All alarm systems and evacuation procedures are to be available in print and braille on request.

For a detailed elaboration of fire alarm systems (audible alarms and visual alarms: light pulse characteristics; dispersion; mounting height; spacing allocation and minimum intensity; corridor spacing allocation and minimum intensity; refer to the National Building Regulations.

6.0 SPECIAL ROOMS AND SPACES

6.1 Wheelchair Spaces in Assembly Areas including Auditoria, Halls, Cinemas, Places of Education and Sports Facilities

The ground or floor surface of wheelchair spaces shall have a slope not steeper than 1:50, and changes in level are not permitted.

A single wheelchair space shall be 900mm minimum in width. Where multiple adjacent wheelchair spaces are provided, each space shall be 850mm minimum in width. Where a wheelchair space can be entered from the front or rear, that space shall be 1250mm minimum in depth, but where it can only be entered from the side, the wheelchair space shall be 1500mm in depth.

One side of the wheelchair space shall adjoin an accessible route or adjoin another wheelchair space. However, access to any wheelchair space may not be through more than one wheelchair space see Figure 6.1.1.

At least one seat for a companion shall be provided beside each wheelchair space.

Wheelchair spaces shall provide lines of sight comparable to those of all viewing areas.

The number of accessible wheelchair spaces to be provided shall be in accordance with the table below:

Capacity of Seating in Assembly Areas	Minimum Required Number Of Wheelchair Spaces
50 or less	2
51 to 100	4
101 to 300	5
301 to 500	6
Over 500	6 plus 1 additional space for each total seating capacity increase of 200

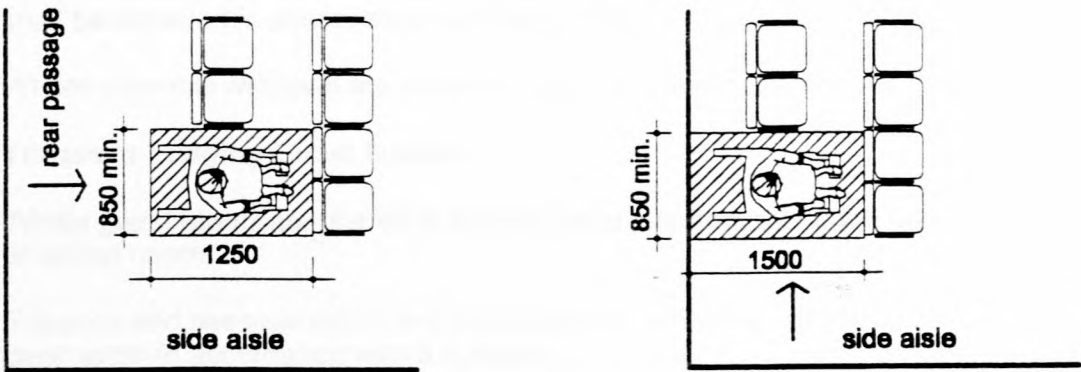


FIGURE 6.1.1 WHEEL CHAIR SP

6.2 Dressing, Fitting and Locker Rooms

Where dressing rooms or locker rooms are provided, at least 5%, but not less than one, of each type of use in each cluster shall be provided, and where only unisex rooms are provided, an accessible unisex room shall be permitted.

Dressing and fitting rooms shall have wheelchair turning space complying with Item 1.3. No doors shall swing into a wheelchair turning space.

Any fixed furniture shall comply with Item 7.1 and Item 7.2.

Accessible coat hooks and shelves within the room shall be located within one of the reach ranges specified in Item 1.7 above. Where provided, a dressing shelf shall be situated between 900mm & 1100mm above the floor.

6.3 Medical Care Facilities, Treatment or Consulting Rooms

In licensed medical care facilities where consulting, diagnosis, medical treatment or care takes place the facilities shall be accessible and comply with the design criteria in Section 1.0 and where accommodation is provided, accessible patient or resident sleeping rooms shall be provided.

In general purpose hospitals, psychiatric facilities and detoxification facilities, at least 20%, but not less than one, of the patient sleeping rooms shall be accessible.

In hospitals and rehabilitation facilities that specialise in treating conditions that effect mobility, and in units within hospitals and rehabilitation facilities which specialise in treating conditions that effect mobility, 100% of the patient sleeping rooms shall be accessible.

In long term facilities, at least 50%, but not less than one, of the resident sleeping rooms shall be accessible.

A wheelchair turning space shall be provided in accordance with Item 1.3, but shall not overlap with or extend beneath the bed. A clear floor or ground space shall be provided on either side of the bed, and shall be positioned for parallel approach to the side of the bed.

Toilet and bathing facilities that are provided as part of patient or resident sleeping rooms shall be provided in accordance with Section 4.0.

Where operable windows are provided, at least one window shall comply with Item 1.8.

6.4 Transient Lodging Guest Rooms

Where guest rooms are altered or added, these requirements apply only to these altered or added rooms.

Entrance and passage doors and doorways into and within all guest rooms shall provide clear width in accordance with 3.3 above.

Exterior spaces, including patios, terraces and balconies, that are part of the guest room shall be accessible.

Not less than one sleeping area shall a clear floor space (see 1.4 above) on both sides of the bed, and shall be positioned for parallel approach to the side of the bed (except where a single clear floor space, positioned for parallel approach, is provided between two beds).

Not less than two toilets (either in a toilet stall or in a W.C compartment) and one bathtub or shower shall comply with Part 4.

Kitchens, kitchenettes and wet bars shall provide a clear floor space (complying with 1.4 above) at sinks, appliances, cabinets and counters. At least 50% of shelf space in cabinets shall comply with 7.4 below. Any control and operating mechanisms for the use of appliances shall comply with 1.8, and 50% of shelf space in refrigerators and freezers shall be within at least one of the reach ranges in 1.7

Where operable windows are provided, at least one window shall comply with 1.8 above.

Where guest rooms are required to have accessible communication features, visual alarms shall be provided. Furthermore, visual notification devices shall be provided to alert occupants of incoming phone calls and a door knock or bell. Notification devices shall not be connected to visual alarm signal appliances. Permanently installed telephones shall have volume controls and shall have the facilities to facilitate the use of a TTY.

The required number of accessible guest rooms is outlined in the table overleaf.

Accessible Guest Rooms:

Total Number of Guest Rooms Provided	Minimum Number of Accessible Rooms without Roll-in Showers	Minimum Required Number of Accessible Rooms with Roll-in Shower	Total Number of Required Accessible Rooms
1 to 25	1	0	1
26 to 50	2	0	2
51 to 75	3	1	4
76 to 100	4	1	5
101 to 150	5	2	7
151 to 200	6	2	8
201 to 300	7	3	10
301 to 400	8	4	12
401 to 500	9	4	13
501 to 1000	2% of total	1% of total	3% of total

Accessible Beds :

Total Number of Beds in a Guest Room	Minimum Req'd. Number of Accessible Beds
4 to 25	1
26 to 50	2
51 to 75	4
76 to 100	5
101 to 150	7
151 to 200	8
201 to 300	10
301 to 400	12
401 to 500	13
501 to 1000	3% of total
1001 and over	30 plus 2 for each 100 over 1000

Guest Room with Accessible Communication Features:

Total Number of Guest Rooms Provided	Minimum Req'd. Number of Guest Rooms with Accessible Communication Features
1 to 25	2
26 to 50	4
51 to 75	7
76 to 100	9
101 to 150	12
151 to 200	14
201 to 300	17
301 to 400	20
401 to 500	22
501 to 1000	5% of total
1001 and over	50 plus 3 for each 100 over 1000

7.0 BUILT-IN FURNISHING AND EQUIPMENT

7.1 Seating at Tables, Counters and Work Surfaces

Where seating at fixed or built-in tables, counters or work surfaces is provided in accessible spaces, at least 5%, but no less than one, of the seating shall comply.

Where food or drink is served for consumption at counters exceeding 865mm in height, a 1525mm minimum length portion of counter shall comply, or service shall be provided at accessible tables in the same area.

In new construction, and where practicable in alteration, accessible fixed or built-in seating at tables, counters or work surfaces shall be distributed throughout the space or facility containing such elements.

A clear floor or ground space complying with 1.4 above shall be positioned for forward approach. Knee and toe clearances shall apply.

The tops of tables and counters shall be between 710mm and 865mm above the ground.

7.2 Benches

Where benches are required to be accessible (according to 7.1 above), a clear floor space complying with 1.4 shall be provided and positioned for parallel approach to an end of the bench seat.

Benches shall have seats that are between 510mm and 610mm in depth, and 1065mm minimum in length. Bench shall be fixed to the wall along the longer dimension.

The bench shall be between 430mm and 485mm above ground or floor level.

Where installed in wet locations, the surface of the bench shall be slip-resistant and shall not accumulate water.

7.3 Sales and Services Counters

Where check out aisles are provided, accessible check out aisles shall be provided in accordance with the table below.

Total Check-out Aisles of Each Function	Minimum Number of Accessible Check-out Aisles of Each Function
1 - 4	1
5 - 8	2
9 -15	3
over 15	3, plus 20% of additional aisles

Where check out aisles serve different functions, at least one accessible aisle shall be provided for each function. And where check-out aisles are dispersed throughout the building or facility, accessible checkout aisles shall also be dispersed.

Accessible checkout aisles shall be identified by the International Symbol of Accessibility, unless all such aisles are accessible.

The checkout aisle shall comply with 3.2, while the counter surface height shall be 965mm maximum above the finished floor or ground. The top of the counter edge protection shall be 51mm maximum above the top of the counter surface.

Where counters are provided for sales or distribution of goods or services (point of sale and service counters), at least one of each type shall have a portion of the counter 915mm minimum in length and 915mm maximum in height above the finished floor level. In alterations where it is technically infeasible for existing counters to comply, an auxiliary counter complying with the above shall be provided.

Where self-service lines are provided, at least 50%, but not less than one, of each type (self-service shelves, and dispensing devices for tableware, dishware, condiments, food and beverages) shall be provided, such that they comply with the specifications for reach ranges in 1.7, and so that tray slides are situated between 710mm and 865mm above the floor or ground.

Queueing and waiting lines servicing accessible counters or check-out aisles shall comply with the specifications for walking surfaces detailed in 3.2 above.

7.4 Storage

Where fixed or built-in storage elements such as cabinets, shelves, medicine cabinets, closets, and drawers are provided in accessible spaces, at least one of each type shall comply with the specifications set out below.

Where lockers are provided in accessible spaces, at least 5%, but not less than one, of each type shall comply.

Self-service shelves and display units in mercantile occupancies or shelving in stack areas of libraries shall be located on an accessible route (see 3.1), but shall not be required to comply with the stipulations for reach ranges (1.7).

Where coat hooks or folding shelves are provided in inaccessible toilets, WC compartments or in dressing or fitting rooms, at least one of each type shall be provided in accessible spaces of the same nature.

Where such accessible storage elements are required, a clear ground or floor space shall be provided (see 1.4). The storage facilities shall comply with at least one of the reach ranges outlined in 1.7, while clothes rods shall be 1370mm maximum above the ground or floor.

Hardware for storage facilities shall comply with the stipulations for control and operating mechanism as outlined in 3 above.

8.0 TRANSPORTATION FACILITIES

8.1 Bus Stops And Terminals
RESERVED

8.2 Fixed Facilities and Stations
RESERVED

8.3 Airports
RESERVED