

# Guidelines for Interviewing Disabled Job Applicants

	Physical Accessibility	Communication
Visually Impaired	<p>Guide person by letting them take your arm and walk about ½ step ahead. If passage is too narrow, let him follow and place his hand on your shoulder.</p> <p>Identify stairs or any obstacles.</p> <p>Guide dogs are responsible for safety and mobility.</p>	<p>Identify yourself.</p> <p>Speak directly to the person, but do not shout.</p> <p>When you leave, tell them.</p> <p>You don't have to avoid words like "look" or "see".</p> <p>If using visual aids, identify what they vocally.</p>
Speech Impaired	<p>Have good lighting so that visual cues can be seen.</p>	<p>Maintain eye contact.</p> <p>Feel free to point and to use pencil and paper.</p> <p>Don't be afraid to ask them to repeat. Be patient.</p> <p>Do not omit necessary questions.</p>
Hearing Impaired	<p>Have good lighting so your face will be easy to see.</p> <p>Reduce unwanted sounds; find a quiet place.</p> <p>If there is an interpreter present, place individuals so they can easily see each other.</p>	<p>Face the person and get the person's attention before you start.</p> <p>Speak clearly and distinctly, but don't exaggerate words.</p> <p>Use facial expressions and gestures, and maintain eye contact.</p> <p>If you know how to use sign language, do so. (Ask first if it is helpful for this person.)</p> <p>If interpreter is present, speak directly to the applicant.</p>
Chronically Ill	<p>Have a relaxed atmosphere.</p>	<p>Make the person comfortable and aware of your trust.</p>
Mobility & Physically Impaired	<p>Check if office is accessible.</p> <p>Remove any unnecessary furniture - e.g., extra chair.</p> <p>Offer assistance if you wish, but don't insist.</p> <p>Be on eye-level if individual is in a wheelchair.</p>	<p>Talk directly to the other person.</p> <p>Don't avoid words like "walk" or "run".</p>
Mentally Retarded	<p>Have a relaxed atmosphere.</p>	<p>Talk as you would to anyone else, but be more specific.</p> <p>Show and tell, but don't talk down.</p> <p>Take extra time to explain the job, hours, rules, etc.</p> <p>Introduce them to key personnel they will report to.</p> <p>Check to see if you are being understood.</p>

### **Do's**

- Do say "I see from your application that one of your skills is writing, can you show me samples?"
- Do say "Our business hours are 8:00 a.m. to 5:00 p.m. Will you be able to work those hours?"
- Do say "These are the tasks of the job. How would you complete each task?"
- Do offer your assistance if you think he/she appears to have some difficulty getting to your office.
- Do ask the qualified applicant what kind of accommodation he/she needs to perform the job.
- Do investigate if your business can make an accommodation.

### **DON'TS**

- Don't say "We have another blind person who works in this department and he/she is very good at writing, are you?"
- Don't ask "How can you possibly get to and from work?"
- Don't assume a disabled applicant needs you to help him/her into your office.
- Don't assume that you and your department cannot make a job accommodation for a qualified applicant.
- Don't ask "What happened to you?"