

Transcript for The Forum on Workplace Inclusion Podcast:

Weirdness in the Workplace: Disability Inclusion is More than an Email

Hosted by Stop Making It Weird, LLC

Cassy Beckman (CB): Thanks Ben, and thanks to everyone at the Forum on Workplace Inclusion for including us in this year's podcast series. My name is Cassy Beckman. I am the co-founder and COO of Stop Making It Weird, and I am thrilled to be here today among some of my favorite disability inclusion colleagues in the country! I am a white woman in my late thirties. I have long, dark, curly hair, and my pronouns are she/her.

Jolene Thibedeau Boyd (JTB): Hi! My name is Jolene Thibedeau Boyd and I'm the co-founder and CEO of Stop Making It Weird, and also the Lead Curriculum Developer at the Institute on Community Integration at the University of Minnesota. I'm also excited to be with our colleagues today, and I'm a white woman in my early fifties, with long, wavy, red hair. My pronouns are she/her.

Richard Davis (RD): Hello, my name's Richard Davis. I'm a senior policy advisor at the US Department of Labor's Office of Disability Employment Policy or ODEP, where I lead the NEON and Aspire initiatives. I am a white male in my late thirties, with short, dark hair, and a beard, and my pronouns are he/him.

Kelie Hess (KH): Hello, I'm Kelie Hess. I work at the Institute of Disability Research, Policy, and Practice at Utah State University. I work as a project coordinator for transition youth-focused initiatives. I am a white woman in her late thirties. I have long, brown, straight hair and my pronouns are she and her.

JTB: Thank you all for joining our podcast: *Weirdness in the Workplace: Disability Inclusion is More than an Email*.

Disability is often underrepresented or not represented at all in diversity, equity and inclusion discussions and strategies. Yet, 61 million adults in the US live with some type of disability. That's 26% of all adults in the US. In fact, reports suggest that this doesn't even reflect the full scope, since there are also people who manage day to day without formal diagnosis or treatment or disclosure of their disabilities. Studies have shown that there are many workplace factors that lead people to avoid disclosing their disabilities, due to fears of negative consequences. And, in fact, those concerns are often well-founded.

There are also subtle, and not so subtle, ways that people make things weird for employees with disabilities in the workplace. A couple of quick examples we know about include a department director who sent a company-wide email telling employees that a new employee with a disability was starting, where they would be working, and what their disability was. And a manager who made assumptions about a usually high-performing employee who suddenly began to struggle at work. And so, so many presenters at large meetings or conferences, who have said they'll just project their voice rather than using a microphone, assuming that everyone in the room could easily hear them. Actions like this single out people who live with all kinds of disabilities, both visible and invisible, and make things weird when they don't need to be.

Today we'll be talking with a couple of our esteemed colleagues, professionals who will share their lived experiences of disability related weirdness in the workplace. We hope this podcast will challenge you to explore your own attitudes and beliefs, and encourage you to develop strategies and resources to better support, not just employees with disabilities, but all employees, in more accessible and inclusive ways.

Now that you have a little context for a conversation today, let's hear from our panelists, Richard and Kelie.

CB: So, let's get started. Richard, I'll start with you.

What actions have you experienced or observed in your workplace, that perpetuated inaccurate stereotypes about people with disabilities or, in other words, have made it weird.

RD: Thanks, Cassy. Well, you know, working where I do at the Office of Disability, Employment, and Policy, I'd say that comparatively, we are very, like, more familiar with some of the common things that can happen and make work environments feel weird. But I will say, you know, across, like, other employment situations I've had in the past, anything that sort of drawing attention to disability, or, like, kind of, like, making it difficult to ask for accommodations tend to be problematic things that have happened in workplaces that I've worked in in the past and things of that nature.

So, I personally have bipolar one disorder, and so fortunately at my most recent workplace, ODEP, I'll talk a bit more about some of the things they've gotten really right about workplace accommodations for mental health disabilities, and a lot of the other organizations I've worked for, but prior to the work I've done in the disability field, I would say that, like, I've worked in places in the private sector, and that kind of thing, that make it kind of stigmatized to ask for accommodations, you know, like, if I, let's say, I'm having a mental health episode due to my bipolar disorder, where I'm either manic or having, like, very serious depression symptoms and that saying there would sometimes feel in other workplaces like, you know, this pressure to not ask for time off, not ask for leave, you know, oh, like the assumption that you're really sick or, you know, these attitudes and things like that made it difficult to ask for accommodations.

Where, what I would say, comparatively, that say places like ODEP that I've worked in other organizations that have good, more inclusive mental health workplace policies, is they don't make it weird, because they make it okay for anyone to ask for these same basic accommodations. So, for example, we have the ability to telework, and telework is actually something that many employees do at the Department of Labor and kind of have, like, a work-life balance as a result of it. You know, whether it's, like, you know, working from home allows them to be closer to do things in their community, like, you know, after work hours, like with their family or things, like if they play a sport or something like that you know they come to the office some days, but work from home others They have this work-life balance.

The good news about that for someone with a mental health disability, like myself, is if I'm having a mental health episode, and I don't know when it's going to end, it could be 2 days, it could be 2 weeks, but I don't really feel like totally checking out of work altogether would be the solution. I would, honestly, that stresses me out more. I feel like I'm going to fall behind. I love that I'm not stressed asking for a workplace accommodation, to say, "Hey, can I telework?" Because number one, if I feel safe, disclosing that I have bipolar one disorder to my supervisor, which presently I do, you know I can share that information. It doesn't make it weird to ask for that accommodation, because all of my coworkers, who do or don't have a mental health disability, are already used to folks at the office like having that work-life balance. So, if they're just saying, "Oh, well, Richard needed to telework for 2 weeks," I don't have to go into details about what that reason is. I don't have to explain myself. I'm still checking in on email every day, just like everyone else. I'm not falling behind on work which is stressing me out, and it's

just like it just really made my job a lot easier and not awkward, compared to jobs I've had in the past where, you know, if I did not have that flexibility. If it was seen as, you know, stigmatized or lazy to ask to be able to work from home, or to just assume if you can't come into the office, you can't work period, those things have been really helpful, and I think, are especially helpful for people with, like, the mental health type disabilities.

CB: Yeah, absolutely. Those are really good points and I'm so happy that you, that's your current workplace experience, too. So, Kelie, what actions have you experienced or observed in your workplace that have made it weird or perpetuated inaccurate stereotypes?

KH: So, I've always chosen, and been lucky enough to work in, settings that are somehow connected to the disability community and the disability service field. But, one thing that kind of surprised me, even working in organizations and agencies whose primary purpose is to support and improve the lives of people with disabilities this doesn't mean that all people who work in these settings have experience or know people with disabilities. And there are a few things that have been just interesting or a little bit weird.

I have found myself in workplaces where I felt that some of that education about disabilities, and how to interact with somebody with a disability, have kind of fallen to me. And, you know, I needed to address inaccurate assumptions that people might have, or even alleviate some fears about disability. And, you know, I'm ok to do that. I feel like that's part of who I am, as an advocate for people with disability. But it has surprised me, so I experience disability myself, and so to encounter people in the disability field, but don't necessarily have personal relationships with people who experience disabilities, that was kind of eye-opening to me. And so, it kind of makes me think about, you know, even the organizations and agencies that are focused on disability, are we providing training and education to all of the staff there.

CB: Yeah, absolutely.

JTB: Right. Yeah, thanks, those are both great examples.

So, Kelie, what attitudes, actions, or practices, or policies have you personally experienced in your workplace, that haven't felt inclusive, and in what ways have they affected you?

KH: Okay, so, like I said, I have always chosen to work in places that do a pretty great job to have inclusive practices. But I have had several experiences when I've attended, or even presented, at national conferences, and the conferences, although maybe not specifically targeted to participants who have disabilities, there were intended for professionals that support individuals with disabilities. And, unfortunately, although the content of the conferences have been really wonderful, the logistics to the conference, including location, transportation options, and accessibility were not taken into consideration when the event was planned. So, I use a wheelchair for my daily mobility. So, wheelchair access is definitely a must for me, and traveling is just tricky in general, but it can be really frustrating and feel very excluding to attend a work group related event that you're expecting to be able to access with and participate with ease only to find that there's multiple barriers you're encountering and some of those barriers end up being quite significant. So, one recommendation is to just make a practice of always including individuals with lived experiences in event planning, whether the event is intended for people with disabilities or not, we never know who's going to be attending and what their needs might be. So, and event planners, you know, they can't possibly think of every need of all the participants, but

by involving people who use accommodations themselves, many barriers can easily be removed during the planning phase.

JTB: Right. Yeah, that's such a good example too, where you wouldn't necessarily expect it, and yet there it is. So, great idea on how to address it, too.

So how about you, Richard? What attitudes, actions, or practices and policies have you personally experienced in your workplace that haven't felt inclusive, and what ways have they affected you?

RD: Yeah, I was going to say, you know, not necessarily, like, in my workplaces, like, where it happens, but, like, in the nature of the work that I do for employment policy, you know, we encounter a lot of policies and practices that in my experience are, kind of come from, you know, a lot of times we make policies at a point in time where we have assumptions and low expectations and things like that. So, a lot of the work that I do is work in terms of, like, helping states modify their policies to raise expectations and not have, like, you know, it's kind of stereotypical assumptions about disability, what people can do, what they're capable of in terms of work.

So, I would say that some other things, though where things have not felt inclusive, is when organizers say, for an event or things like that, we'll say, "Oh, well, we didn't think to have an ASL interpreter, because you know we don't know of anyone who ever shows up that needs that." But then on the flip side, well, could it be that the people who need that don't show up because they know you don't have the interpreter?

That kind of thing, thinking about accessibility, that I remember: there was a social work conference I went to. It was like an international social work conference, and they were talking about the UN Convention on the Rights of Persons with Disabilities, and they, like, had, like, the, you know, speaker for this presentation coming in and the podium was set up on a stage that had no ramp and they didn't realize that the speaker was a wheelchair user. So, it was very awkward that this is on the UN Convention on the Rights of Persons with Disabilities. And you know, and so it was funny, because, like she then kind of had to draw attention to, you know, no shame, but this is kind of the point. You know what I mean? Like, there was a thought, you know, assumptions about me being the speaker. Who knew that I was going to need a ramp to get to the stage to get to the microphone to give my presentation on universal design for accessibility? You know, things like that.

I think that it's just, we could do a better job of, I think, as was mentioned earlier, about, like, kind of consulting with folks, and about those accommodations, being more mindful of them. And also, the thing I was going to say too, let me see we're on, you know, I'll talk about this a little bit into the next question in terms of feeling positively supported. But I would say when you get the vibe when you're starting a new job at a workplace, that asking for an accommodation is an inconvenience or, like, "Ooh, are you going to ask me for something?" That really sets a tone and like, so the next thing I'll talk about a little more is the positive side of not having that attitude, and being aware that that attitude exists, and trying to, you know, move away from it, if that's the vibe that people get. If they feel that, like, asking for an accommodation is not a good thing. It shouldn't, you know, ideally, it shouldn't be something that comes across as a negative.

JTB: Yeah, thank you both.

CB: Yeah. And Richard, yeah, go ahead with that, excuse me, for positive support experiences that you've personally experienced

RD: Yeah. So, what I was going to say is, I remember, you know, I'm going to, I've kind of, like, will say a lot of praises about ODEP. They just do a really good job. We have a lot of folks that work at the Office of Disability Employment Policy with a lot of different disabilities, as you might imagine. And so, one of the things I really loved about is, like, for me, my disability, having bipolar one disorder, is invisible. Like, if I don't share it, they don't know about it until I'm having an episode, and then it might be very apparent that I'm either manic or depressed or things like that. But, you know, usually it's not, it's something that has to feel safe to disclose and, like, be willing to.

But for other folks though, like, what I noticed with the onboarding, you know, it was really cool. One of my coworkers is on the autism spectrum, was hired the same day as me, and immediately, like what I saw was they, like, asked us, like, we came in together, "What do you need?" They didn't know what our disabilities are, we hadn't disclosed them yet. But they said, "If you need anything, though, like assuming you may have a disability, or not, like, tell us what you need." And, like, it wasn't even about, like, having to prove our need or anything like that, it was just, like, oh, you have a sensory-related, like, disability, then you need, like, lower lighting, for, like, your workspace? Boom! Done. It was like, "Oh, you need a desk that comes down?" Boom! Done. The other thing is, you walk in the office and all of the office spaces are like built to like wheelchair accessible standards. It's just very clear that, like, this this workspace was built with disability accessibility in mind.

Same thing, when I started to meet some of my coworkers who had visual disabilities. If they needed screen readers. Not a question. Boom! They just have them. You know what I mean, like, you know, like, everything about the office just, it just shows that, like, when people just have the accommodations they need, they're able to thrive. They're able to be their best. And what I love about the vibe that our office has about it is that it's never awkward to ask even if, like, 6 months in I realized, "You know, I hadn't thought about it, but this is related to my disability. Could I, like, see about getting this accommodation?" I wouldn't feel strange or like, "Oh, no, I've missed my window of opportunity. It's too late to ask. I should have done this sooner." It's just like, "Hey, if that's going to help you do your job." Boom! You know, like the tone is that, like, we will, you know, work with you to make sure that we're supporting you. And it just makes you feel supported as an employee.

So, I would say that, in terms of that, like and ODEP's not the only place that does that, like, you know, like, having worked in the disability field for a while, you see that it's, like, a lot of the organizations who work in disability, very obviously, like, are attentive to that. What we need to see more of is the outside world making that, too, because not everybody has to work in the disability field. It would be so great, if more of just the standard workforce had that same standard instead of the stigma and awkwardness that typically comes with feeling like, "Oh, man," like, so many of my friends who have disabilities that don't work in this field ask me for help sometimes, and say, like, you know, "Hey, here's the problem. But like what's happening at my job, but, like, I'm afraid to ask my employer for accommodation, and, like, I need that." But I know that's the reality is, like, there's, like, a fear of asking for accommodation outside of the bubble that some of us are used to, working in organizations that are, you know, aligned with disability inclusion. So, anyway, that's I just wanted to, these are the things that I think make a positive impact and a positive difference, that I would love to see brought the scale in other parts of our workforce.

CB: Yeah, absolutely. That sounds fantastic. So, what impact does that level of inclusion have on your workplace culture?

RD: I think that, like, ODEP is such a, like, really productive office just in terms of, like, people feel supported. They feel just, like, I've never, like, had a coworker I can think of that just felt, like, "Oh, you know, like, working here is a bad fit for me." Everyone that I know that I've worked with at ODEP, which is surreal, honestly, because I've had people, you know, at other jobs that have not been too happy and just need to find somewhere else. But everyone who has worked at ODEP has, like, really felt that, like, it's a positive workplace, even if they move on to other things. It's, like, they're proud of, like, ODEP as a stepping stone that got them to that next job, that kind of thing. So, I think that that's it too, is that it, like, kind of just, like, creates this atmosphere of inclusion can work. And, like, it could be like this. And since all of us are working, I think it's also motivating to us to be, like, if we can do it here, why, can't we do it everywhere? You know, so I think that that's another, it's just very empowering. Because if you need an accommodation and you're afraid to ask for it, you don't feel empowered. You also feel kind of stuck with an employer who doubts you and doesn't even care if you can do your best, when really all you're asking for is, if I had the support, I could be doing a better job, you know. Whereas, when you can get that, it's empowering. And it's motivating, I think, so.

CB: Yeah, absolutely. That's great.

JTB: So, Kelie, what recommendations do you have to build a workplace culture that treats all people with dignity and respect?

KH: Well, so, my thoughts on this are fairly similar to Richard's, which he so beautifully talked about the benefits of an inclusive environment. And I've always greatly appreciated being able to work in an environment that cultivates atmospheres of openness where I can feel safe to ask for accommodations or support that I need to be at my best. Even though I've had a lifetime of experience asking for accommodations, there are still times when it is not easy to ask for what you need. Especially when you might be in a newer place of employment where you don't yet feel comfortable. It's just, it's never fun to ask for something. You don't want to make waves. You don't want to, you know, ask for something that will single you out or set you apart from your peers and colleagues.

Creating a work culture where people feel welcome and safe to say what they need I think that this could be done by, you know, just making it a practice that it's talked about regularly. And if people don't, you know, feel like that's appropriate, I think even working it into annual reviews, for employers to ask employees, "Are there things, are there tools, supports, or accommodations needed that could help a person be at their best and work at their best? I think, and again, not just working that in to the employees, you know, that have an obvious disability, but asking that of every employee, I think, is really good and just, you now, kind of keeping, making, not just saying you have an open-door policy, but really taking steps to show that it is safe to ask for what will help you be at your best. And, I, like, just reiterate what Richard spoke to, I think that when people have what they need, then they are so willing to give their very best in that workplace. I know that's true for myself. When I feel like, you know, my supervisor or employer is willing to help me get what I need, then I want to show up, and do my best work, every single day. And I think that really does change the whole environment and your work experience.

JTB: Yeah, I think you both made some really good points there. It's like there are simple ways to just kind of work it in, and make it natural and comfortable for all employees. But then also, the benefit that employers get from doing that is really, you know, it has a big impact on the workforce as well.

RD: Yeah, I wanted to add too, I think another thing in terms of like recommendations to build a workplace culture that treats all people with dignity, respect, and, like, just across the board, I think some of that starts with leadership. Like, whether it's the organization's head, but also, like, the people in supervisory roles, managerial roles, like, that are leading teams, is they kind of have to set the standard. And so, the other thing is, though, if you're messaging from leadership is, "Oh, well, if, you know, we're uncomfortable, like, having talks about accommodations." Or, you know, if somebody has, you know, in my case, like, a mental health symptom, and they can't come to work. Well, you know that's going to ping them, you know what I mean? Like that's going to be, you know, a count against, like, their review, because they're unreliable, they didn't show up. I think that, like, if that's the tone you have coming down from leadership, that's going to be the tone that the rest of the organization has. Whereas, if you have a tone that's like, "Hey, you know what? We know that, like, you know, disability is just a part of reality, and, like, you know, we want to attract and retain employees with disabilities and be accommodating to what they need to thrive." Like, "Our goal is the employee being able to be their most productive and happy self in the workplace."

You know it just really sets the tone for that. And I think that it starts with leadership because that's where typically your managers, your supervisors, and vice presidents, those kinds of things, are going to be people who are, like, with the organization, with the company for the long haul, so you can invest in them. And you can, like, work in terms of, like, training and awareness. Make them aware of these issues, and, like, how all your organization intends to address them. Then when new people come on as employees, working on their teams and things, they will pick up on that. Like, they will get the vibe, like, if you make it, like, the way ODEP did, where on day one, right after my DOL orientation, they met us, and immediately just wanted to check, as they were showing us our cubicles, "Here's what we've got for you so far. Anything else that you think you might need?" You know what I mean? They didn't even make it weird. But obviously, if you know you need a screen reader, then go, "Oh, could I possibly request a screen reader?" And they're not going to be like, "Oh, God, what is that? What is this? Do you... How do I get a screen reader?" Like, no.

In other words, they're anticipating: "We don't know what you need, but you might need it." Same thing: "Oh, the lighting in this space is, like, fluorescent lighting that's distracting for a sensory disability you have. Could we show you this office space over here that's in a different lit, like, type room?" Like, you know what I mean? They didn't make anything awkward. It was like they were checking in, but it was, like, you obviously knew it was, like, a safe space to ask for an accommodation, if you noticed, "Oh, in order to do my job, I'm going to need X-Y-Z," you can ask for it. And if you don't, you're like, "Oh, no, this is good."

You also just got the sense that, like, if I maybe need to ask for something later, like in my case, I don't know when I'm going to have a depressive episode. But if I'm working here for a long time, it's probably going to happen, you know, at some point. I can feel more comfortable, I can tell my supervisor, "Hey, I've got, you know, bipolar one disorder. If I have a depressive episode or a manic episode, it's probably not a good idea for me to leave the house until, like, I'm feeling a little more stable. But I also don't mind being able to log in, keep up with work and communications and meetings. I just don't want to, like, necessarily get on a metro train that's overstimulating, around hundreds of people for an hour, feeling like an emotional wreck, you know, just to get to my desk for the day. I like being at my desk, but not in

that state.” You know? So, things like that, I think make a big difference. But I think leadership of an organization or a business, or whatever...an employer period, even if it's a small employer, their leadership sets the tone for how employees are going to feel in terms of that workspace.

JTB: That's a, those are great recommendations. Thank you so much.

KH: Can I add one more thing to that?

JTB: Yeah, of course, yeah.

KH: I think, even just, you know, change happens through education and training. So, I would encourage employers to provide training. Ideally, given by individuals with lived experiences. But, provide training on disability, including appropriate terminology and language that is empowering to people with disabilities.

And right now, you know, diversity, equity, and inclusion is, we're all focusing on that right now, right? It's such a relevant topic, and, but disability is not always included in that. So, making sure that disability is part of the diversity, equity, and inclusion conversation, I think would be a really excellent step. And, just continuing conversations about disability. And encourage questions, and open dialogue.

JTB: Great! Thanks, Kelly.

CB: So, Richard, what tools best practices, or resources have you found helpful to support initiatives to stop making it weird in the workplace?

RD: Yeah, so, I will say, ODEP puts out like a lot of different resources on, you know, accessibility, universal design, that kind of thing. One of the ones specific to mental health is, like, a mental health toolkit that was released through the EARN initiative. So, it's available on the AskEARN.org website, as well as the ODEP website will link to it on the mental health related resources pages.

But, you know, like, in general, there are some other, like, resources ODEP has put out. But one that comes to mind was on neurodiversity and accessibility for AJCs, the American Job Centers, but it talks about, like, best practices to make the AJC One Stops accessible for people with neurodiverse disabilities, and particularly, like, sensory disabilities, that kind of thing. But some of the, like, recommendations in that guide are really just best practices, for, like, any kind of, you know, workspace and things of that nature. So, I think that those are a few that come to mind.

And I think also I had mentioned the Ask JAN, the Jobs Accommodation Network, is a resource that if you, there's a web page with an entire, like, kind of, like, multiple pages of links for, like, different disability types, with examples of accommodations that people with those disabilities may ask for. And it helps bridge the communication between an employee with a disability and the employer to better understand, like, number 1: What are your rights to ask for accommodations, but also number 2: Like, as an employer, you know, hopefully, like, you want to help accommodate, you know, your employees. So, the website helps you all find information that you can begin this conversation around. There's also, like, live support with Ask JAN representatives, you know, to just kind of help you depending, assuming you're an employee contacting the site, just to, like, you can talk about, like, what your work environment is like, and, like, what your accommodation needs are, and they can give you some examples of things that you could ask for. If you're an employer and you have an employee, but you

want to support them and just maybe don't know what accommodations might help, they can give you ideas on, you know, solutions and things like that, so it's really just kind of help, like, facilitate that conversation to ideally get good fits for accommodation. So those are the ones that come to mind off the top of my head. And on the ODEP site, in addition to the mental health toolkit, there are some other ones for other disability types as well.

CB: Ok, that's great! Thanks for sharing those. Another resource that I really like related to mental health is MakeltOK.org, and that's all about reducing stigma, starting conversations. So that's a great place to look too, if you're kind of looking into, kind of like you're saying, Richard, but, like, starting out, having those conversations, being really open and making an inclusive environment from day one.

JTB: And we've talked a little bit, I mean there's been a little reference to universal design. And one resource that I really like and really enjoy, is a book by Kat Holmes, called *Mismatch: How Inclusion Shapes Design*. And she really talks about this idea of, you know, planning, like, you have to include accessibility in the planning phases, you know, in the design phases, as opposed to an afterthought. And it's, I mean it's an easy and interesting read, but has some very useful ideas and practices that would be easy for people to incorporate into their workplaces, especially future planning kinds of things.

And then another, or a couple more that are tied to digital or website accessibility. Digital.gov is, as it sounds, is a government sponsored site, but it really gives information about, you know, the things that you should be paying attention to, as well as ideas of how to make websites or digital content much more accessible and inclusive. And then also W3.org talks a lot about website accessibility and inclusiveness, as well.

CB: And then on web accessibility as well, I have some. These are Minnesota based companies that, or accessibility resources. They operate national, obviously. But one for web accessibility is called Site Improve. That's SiteImprove.com. They have a toolkit that has a lot of great information. But also, they have a free resource on their website where you can type in your web address, and it will provide feedback on the level of, you know, how accessible your website is. So that's a really good place if you're not kind of sure where to start on, you know, checking your own website's accessibility, that's a great option. It's, like I said, that's a free resource.

For closed captioning, of course, and we haven't really touched on this, you know. Zoom...there's lots of different platforms that offer automated closed captioning, but those are only so successful. They're not always, you know, completely accurate. If you're not familiar, there's also an option to do live closed captioning. And one company, again, it's a Minnesota based company that operates nationally, is called Caption Max [editor's note: CaptionMax.com]. But you can find other ones, I'm sure, as well, that'll provide live closed captioning for your meetings where there's an actual person who is captioning the meeting or, you know, whatever you're doing, virtually, so in the moment, and, I can say, it's much more accurate than, you know, anything you're going to find that's provided by Zoom or WebEx, or whatever it is that you're using.

And then finally, ASL [editor's note: American Sign Language] interpretation: ASLIS.com/businesses has resources for businesses, and they can provide ASL interpretation, either live, in-person, or via video, if you're having a web-based meeting.

JTB: Great! Thank you so much, all of you. Any other last thoughts before we wrap up, Kelie and Richard, or Cassy? [pause]

JTB: All right. So, to wrap up today, we really hope that you now recognize how attitudes, your attitudes, as well as practices and policies, create barriers for people to be included in the workplace. Yet work is such a big part of who we are in this society. And everyone deserves the opportunity to contribute and be their best in an inclusive environment.

So, we hope you're inspired to build a workplace culture that treats all people with dignity and respect.

Thank you so much, Kelie and Richard, for sharing your experiences, insights, and expertise with us today. We really appreciate it! And we also want to thank the Forum on Workplace Inclusion for the opportunity to share these important considerations in the realm of diversity, equity, inclusion, and accessibility.

If you have any questions or would like more information on how to stop making it weird in your workplace, you can find us at StopMakingItWeird.com.