



Inclusive Interviewing Practices

Best Practices

When you are inviting an applicant to take part in an interview:

- Let them know that they can request an accommodation relating to their assessment.
- Provide them with instructions on how to make an accommodation request.
- Consult with them on how you can best meet their needs.
- Provide them with contact information in case they have any questions prior to the interview.
- Direct them to the appropriate website to get more information about the interview location's accessible entrances, parking, washrooms, and meeting room.

Preparing for the Interview Day

Ensure that the candidates know how to get to the interview room and, if appropriate, suggest that someone can meet them at a specified location, such as the front lobby. Also consider the following elements of the interview:

Location of the interview: Can an applicant with a disability access your facilities?

Example: Is your building and office accessible to an individual who uses a mobility aid (e.g., a walker or wheelchair)? If not, consider having the interview at an alternative location.

Format of the skills assessment tests: Are your assessment tests accessible to an applicant with a disability? Do the tests allow candidates to demonstrate their knowledge and skills?

Example: Are your computerized tests accessible to an individual with vision loss who uses a screen reader? If not, consider switching to accessible testing software. Does the candidate have reading challenges? Consider conducting an oral test or using text-to-speech software.

Room set-up for in-person interviews: Is your interview room set up in an accessible manner?

Example: An individual with hearing loss may require a brightly lit room (in order to lip-read, if necessary) or one that is quiet (to minimize distractions) so they can perform at their best.

Interviewing timelines: Can an individual with a disability respond to the interview questions and assessments within the timelines expected?

Example: A health issue can sometimes make it difficult for a person with a disability to perform successfully during short, timed interviews, which can involve a considerable amount of stress. Consider stretching out your timelines for individual interviews, extending the time between interview rounds, or providing additional time on skills tests. Also consider the job the individual is applying for. If it is a part-time position, does the interviewing process last longer than a regular shift the individual would work?

Support: Can an individual with a disability bring a support person to an interview?

Example: A person with a developmental disability may have support workers or family members who assist them. Consider allowing a support worker/family member to attend the interview, as they may have additional or more detailed information about the candidate's abilities and may ask questions that the applicant has not had a chance to consider.

Paperwork: Can the individual fill out any paperwork that is required?

Example: An individual with vision loss or a learning disability may have trouble filling out a written form. Consider having a staff member available to assist the applicant in filling out any required forms.

Concluding the Interview

Once the interview has been completed, thank the candidates and ask them if they have any remaining questions. Provide contact information in case they have any additional information they would like to share with you following the interview.

Final Tips

- Remember that candidates with disabilities usually know what accommodations they need.
- Educate and train managers/recruiters on bias-free interviewing processes.
- Minimize bias in the interview process by, for example, using standard interview scripts, questions and scoring for all candidates.
- Consider any transferable skills that the applicant may bring to the position besides the traditional minimum experience or educational requirements.
- Connect with pre-employment training programs to help prepare applicants with disabilities to apply to your job openings and to assist in assessing their job skills.