

## SEAN'S STORY

Sean Callahan is the General Manager at Sodexo Canada serving thousands of workers during their lunch rush at the company cafeteria. Employees at Sean's restaurant cook meals, dish them out and cleanup for thirty-eight hundred people on a daily basis. Outstandingly, twenty percent of Sean's staff have some type of disability including hearing impaired, learning disabilities and autism.

*"Range of abilities is far broader here compared to most other workplaces. Their performance metrics speak volumes", says Sean.*

Sean observed employees with disabilities did not miss a single shift last year. Adversely, workers with disabilities missed seventeen percent of their shifts. Previously, Sean believed employees with disabilities increase risk to health and safety in the workplace and would not be able to accommodate those needs. However, only the opposite occurred. Workers with disabilities logged sixteen injuries and accidents while workers with disabilities logged only one injury last year which was a minor head bump. Sean stated the cost of accommodation was not even a penny!

Communication is key to top performance, including sign and body language. It is crucial to have an understanding of expectations from both parties.

*"If I was not working here, what would I be doing? I don't know. Most of the time, I'd be staying at home, playing computer games. For me to work here, I am lucky. Thank you for the opportunity." – Says an employee from Sodexo.*

The team at Sodexo is a model for employee retention, engagement, and attendance. Fostering an inclusive workplace includes another benefit which is morale. Having a positive morale in the workplace equals top notch customer service and efficiency at the front-line.

To read more success stories and to download the Access to Ability video series visit the EARN website: <http://earn-paire.ca/media-centre/news-articles/>