



30 Real-life cases

Table: Case ID Type of barrier faced: physical (P), technology (T), communication (C), organizational (O), legislative or policy (L), negative attitudes (A)

Description of the case (few sentences). Additional information e.g. case provided by employee or employer, source of information, stage of employment, etc.

Case ID	Type of barrier	Description of the case (problem, attitude, situation etc)	Diagnosis	Additional information
E1	O	Lower salary is offered to a disabled person	binocular blindness	Case provided by employee
E2	A	When someone has a disability or limited working capacity, they are often mistakenly assumed to have intellectual disabilities, leading to condescending or simplistic communication, regardless of the nature of their actual disability.	spinal muscular atrophy	Case provided by employee
E3	C	I feel that it is advisable not to disclose a disability initially if it isn't visible. As you demonstrate your capabilities over time, you can then choose to discuss your disability, at which point it may be more positively received and respected.	rheumatoid arthritis	Case provided by employee
E4	C	Employer: It has been observed that employees sometimes struggle with how to interact appropriately with colleagues who have disabilities. Some may express discomfort or inability to adapt, possibly due to fear or other unexpected reactions. We must recognize these challenges and address them periodically to improve workplace inclusivity.		Case provided by employer
E5	L	In our country, the vacation entitlement for people with disabilities is seven days longer than the standard leave. I believe that people with special needs should indeed have different leave entitlements due to various social factors. However, when this responsibility falls on employers, not all are empathetic enough to manage it effectively. Contrarily, some employers might even consider paying for this additional leave out of their own pocket, acknowledging it as a direct business	severe mobility disability	Case provided by employer



		<p>expense. Additionally, finding replacements during such extended leaves can be challenging, often requiring the hiring of temporary staff. While it's crucial not to reduce the additional leave for those with disabilities, it's important to recognize that this creates extra financial and operational burdens for employers. Ensuring that employees can attend frequent medical appointments also introduces complexities that predominantly fall on the employer's shoulders, even if the intention to support is there.</p>		
E6	P	<p>Initially, the lack of accessible public transport to my workplace posed a significant barrier, as my employer required daily physical attendance. The specialized transport necessary for people with disabilities was prohibitively expensive, even with city subsidies, which were inadequate. Now, I can work from home, which is crucial, especially during winter when snow conditions often make travel by public transport impractical.</p>	<p>Spinal Cord Injury after accident</p>	<p>Case provided by employee</p>
E7	C	<p>Securing employment often requires a clear understanding and communication of one's abilities, challenges, and the adjustments needed, along with the ability to independently find solutions. In my country, individuals frequently have to tackle challenges without external guidance, necessitating self-reliance in problem-solving. Educating your employer about your needs is crucial, especially when you are the most knowledgeable about your condition. Adopting a proactive and open attitude, where you explain and teach others about your needs in a friendly manner, can lead to effective resolution of many workplace issues.</p>	<p>skeletal dysplasia</p>	<p>Case provided by employee</p>
E8	T	<p>Flooring materials are extremely important for individuals with mobility disabilities. Particularly during floor maintenance, there is a high risk of falling; I have fallen several times because my assistive device, which has rubber parts, tends to slip. I must be very cautious.</p>	<p>hearing impairment</p>	<p>Case provided by employee</p>



E9	P	For my needs, modifications were made throughout this facility. All desks were adjusted, and a bathroom was converted into an accessible restroom. The building was also equipped with an accessible entrance and doors that open with a push button. Previously, none of these features were available. My employer invested significantly in these changes. However, there are still minor issues—sometimes, security doors are locked, and I am unable to pass through.	hearing loss in one ear, balance problems	Case provided by employee
E10	O	We operate a manufacturing plant that experiences intense work periods at the end of quarters and months. The challenge is maintaining a consistent work pace. Employees with partial working capacity often require significant sick leave, making it impractical to insist on their regular attendance. However, for those who do wish to work, it's expected that they be present every day.	cerebral palsy	Case provided by employer
P1	F	Adapting the workplace to meet the needs of employees with disabilities can be expensive. Installing wheelchair ramps and accessible doorways can be a significant financial burden for small businesses.	blindness	Case provided by employee
P2	F	Emergency protocols often do not account for the specific needs of employees with disabilities. Evacuation plans may not include provisions for assisting individuals with mobility impairments, putting them at greater risk during emergencies.	blindness	Case provided by employee
P3	L	Existing laws may not provide sufficient protection and support for employees with disabilities. Legal frameworks may lack specific guidelines for accommodating employees with less common disabilities, leaving them without necessary support.	unformed left hand	Case provided by employee
P4	C	Information is often not provided in accessible formats for employees with disabilities. Important documents and training materials may not be available in Braille or other accessible formats, excluding visually impaired employees.	diabetes	Case provided by employee



P5	S	Lack of acceptance and support from colleagues leads to isolation and reduced self-esteem among employees with disabilities. Employees with disabilities are often overlooked during team meetings, and their suggestions are ignored.	significant vision loss	Case provided by employee
P6	C	Lack of appropriate communication tools, such as text-to-speech software, hinders integration in the workplace. Employees with hearing impairments often lack access to communication aids, making it difficult to participate in meetings.	blindness	Case provided by employee
P7	F	Managers often lack knowledge about the specific needs of people with disabilities and the potential risks they face at work. Employers frequently do not understand the available workplace accommodations, leading to a lack of appropriate actions.	bilateral hearing loss	Case provided by employee
P8	A	Many buildings and workplaces are not adapted to the needs of people with disabilities, making it difficult for them to perform their job duties. Buildings without elevators or ramps pose significant challenges for employees using wheelchairs.	left-side hemiparesis	Case provided by employee
P9	S	Negative stereotypes about people with disabilities can result in discriminatory behavior. Employers may wrongly assume that individuals with physical disabilities also have intellectual disabilities, leading to condescending communication.	Degeneration of the spine and knees	Case provided by employee
P10	F	The cost of eliminating barriers, such as purchasing specialized equipment, can be significant and pose a hurdle to employing people with disabilities. Employers often lack the budget for specialized orthopedic chairs, forcing employees to work in uncomfortable conditions.	lack of left hand	Case provided by employee
P11	L	Unclear, incomplete, or complex legal regulations can hinder the implementation of appropriate procedures and policies. Employers wanting to utilize funding for workplace adaptations often encounter complicated regulations that are difficult to understand and apply.	lack of right leg	Case provided by employee



P12	A	Workplaces often lack accessible restrooms and other essential facilities. Employees with mobility impairments may struggle with restrooms that are not designed to accommodate their needs.	mobility impairment	Case provided by employee
S1	P	Inclusive and supportive working environment is half of the success. I worked as a security guard, driver, worked for private individuals, at the manufacturing company, other various companies, but I was never satisfied anywhere. Relationships and impersonal work routines have always been an issue.	physical limitations, disability due to shoulder pain	Case provided by employee
S2	T	The biggest issue is with my knees, and pain is always present. I can walk, occasionally ride a bike, and my right arm has some limitations. Good teamwork, with consideration of personal limitations—assistance with lifting heavy objects is important.	knee pain	Case provided by employee
S3	A + C	Good understanding of the work environment regarding the worker's difficulties. I had difficulties in establishing connections with colleagues, particularly in terms of various social skills I also experienced sensory issues, such as intense light, noise, and discomfort with touch. I find it bothersome if too many people are around. Minimizing social contacts, wearing headphones, at work due to noise, and using sunglasses if there is too much light.	Minimizing social contacts, wears headphones while working - noise disturbs, too much light.	Case provided by employee
S4	P	Ignorance and disregard of employees' issues. The most challenging was when I experienced pain or numbness, and I told the employer that I couldn't work as much anymore, and he didn't understand my problem. The issue is not visible; for example, I didn't have strength in my hands (carpal tunnel), and they demanded the work to be done. I had to chase my hands. At that time, my health collapsed, with high blood pressure and	spine problems, lifting limitations, carpal tunnel	Case provided by employee



		mental distress because I couldn't handle the workload.		
S5	P+T+C	Communication barrier. Hearing loss, the employer made adjustments to the workplace by purchasing a better hearing aid.	deaf since the age of 7 months	Case provided by employee
S6	P + A	Supportive working environment I had physical limitations, problems with my spine. The employer did not introduce changes in the work place. I need the help of colleagues in lifting heavier loads.	physical limitations, spinal issues	Case provided by employee
S7	P + A	An adapted work environment enables smooth operation. I have 3% vision, which means I don't drive, can't read without magnification, have difficulty recognizing people, navigate unfamiliar spaces, and need assistance with precise tasks like personal hygiene, such as eyebrows, nails, trimming, and painting. In my familiar environment, I manage well, knowing where things are stored, and household tasks are almost routine. The workplace is adapted. I have a computer with a larger monitor, speech synthesis, technical aids for the blind and visually impaired, magnifier, and screen reader. Since 2019, under the Personal Assistance Act, I have used personal assistance for 40 hours a week. This means my assistant helps with work obligations, transportation, personal needs, accompanying me in fieldwork, and household tasks.	blindness, 3% vision, sensory impairment, Stargardt's disease	Case provided by employee
S8	A	Within a team where the majority of people have limitations, some employees perform their tasks while others avoid work. Therefore, similar issues arise as in other teams. Considering that we are a company employing people with disabilities and that three-quarters of the employees in my department are disabled, 95% of the workstations are adapted accordingly. However, it still depends on the individual. We come here with a purpose (i.e., to work), to accomplish something, but there are individuals who	right eye 98% vision loss	Case provided by employer



		<p>spend eight hours here just to pass the time. 'I can't do this, I'm disabled...'—this is something I would like to eliminate. You step back and do the work yourself, even if it's not your job, just to ensure the goal is achieved by 2 PM. This happens everywhere: as a supervisor, you either protect them, push them, or end up doing it yourself.</p>		
S9	C+A	<p>A well-organized work environment without constant disruptions and changes from the surroundings. When I was being transferred, I just wanted to be moved from a very hectic environment—namely, the kitchen—to a calm one, so now I am satisfied.</p>	<p>after a heart attack</p>	<p>Case provided by employee</p>
S10	P+ C	<p>Communication barrier, need for supportive employer and provision of a hearing aid.</p> <p>There are no issues with colleagues I have been working with for a long time. The problem is with new colleagues, until they accept my communication difficulties. However, when a new employee joins, it's a bit difficult for me again because of communication.</p>	<p>deaf, without physical limitations.</p>	<p>Case provided by employee</p>