SUMMARY

Employment significantly contributes to the quality of life, social interactions, economic security and independence of people with cerebral palsy (CP). The main objective of this paper is to determine the barriers that people with CP are faced with during a job search, as well how the workplace accommodation may provide them with employment retention and promotion at work.

Six obstacles they are faced with were identified while analyzing the studies of the employment of people with CP. Two aspects have been identified within the education system. First aspect is the low expectations of society, primarily by teachers, during the education of people with CP, which leads to limited or inappropriate educational experience. Teachers do not expect that people with CP will ever be able to work, and therefore they are not engaged enough in their education. In the course of seeking and maintaining employment, that people with CP are faced with, great challenges are reflected in the financing, personal care, access to services and transport. Subsequently, in a series of barriers, there are negative attitudes of employers and employees. Finally, when they eventually get an employment there may be a problem with the job accommodation and with applying appropriate assistive technology. Workplace accommodation is an important strategy for reducing and / or easier job performance of employed persons with CP. The adaptive strategies that involve flexible planning and working hours, modification of work tasks, frequent breaks, assistive technology,
supervisors support and additional training, which will be reviewed separately in this paper were used on this occasion.

KEY WORDS: employment, barriers, workplace accommodation

INTRODUCTION

Cerebral palsy (CP) is the term used to describe a group of disorders of body posture and movement, caused by brain injury prior to completion of its development (Bax et al., 2005; Krigger, 2006). It is considered a non-progressive condition in which the primary lesion remains static, but the clinical picture may be changed in the course of the central nervous system development (Blair & Stanley, 2001).

CP is traditionally classified according to the motor symptoms type and disorder localization. According to the symptom type it is divided into spastic, dyskinetic and atastic, and according to the localization into hemiplegia, diplegia and tetraplegia (quadriplegia).

CP is primarily associated with a wide range of motor disorders, which in some cases significantly disrupt everyday life activities, and frequently amalgamated difficulties occur, such as cognitive disorders, epilepsy, growth disorders, senses disorders (sensibility, hearing, vision), as well as nutritional problems, gastrointestinal problems and incontinence (Krägeloh-Mann & Krigger, 2006). According to some study results, behavior problems are five times more prone to occur in children with CP (Odding et al., 2006). Difficulties in the domain of speech-language development, associated with poor muscle control and/or cognitive disorders appear as well (Sankar and Mundkur, 2005). Intellectual disability, which additionally aggravates adaptive functioning, can be found in one to two thirds of children with CP (Wichers et al., 2005).

Social participation of people with CP depends on the severity of motor disorders and intellectual abilities, as well as on psychosocial capacity of the environment – family and school, public services, socioeconomic potentials and similar (Imms et al., 2008; Mihaylov et al., 2004). Children with spastic CP manifest two to three times as many problems in relations with their peers than children with typical development and are more often at risk of bullying as regards to children with discreet disorders (Dawkins, 1996; Nadeau & Tessier, 2006). Problems in speech and language have additional negative impact on the social participation level in various school situations, in classes and on breaks as well (Schenker, Coster, & Parush, 2005). Difficulties in the sphere of executive functions, additional perceptive deficits, visuperceptive difficulties and so on, could also affect social participation and everyday
lives of children with CP. Children with CP and general or specific cognitive disorders are more exposed to rejection by their peers and victimization (Beckung & Hagberg, 2002).

Many young people with CP have difficulties in achieving full independence in various spheres of life (Bax, Goldstein, Rosenbaum, Leviton, Paneth, et al., 2005; Kokkonen, Saukkonen, Timonen, Serlo & Kinnunen, 1991). Although people with CP have the right to education, work, economic independence and social integration, discrimination and employment availability represent fundamental restrictive factors in the labor market (Lindqvist, 2002).

Several studies dealing with education and employment of young people with CP (19-26 years of age) in developed countries (U.S.A., Finland, Sweden) indicate that between 24 and 50% of people with CP are full-time employees, while a certain number of them have a flexible employment or are employed in a protective workshop (Kokkonen et al. 1991; O’Grady, Crain & Kohn, 1995, Murphy, Molnar & Lankasky, 2000; Andersson & Mattsson, 2001). People with hemiplegia are the most represented among the employees. On the other side, people with diplegia and other CP subtypes are faced with significantly higher barriers and have more difficulties in achieving employment compared with those with hemiplegia.

Apart from intellectual and sensory disorders, the reasons for the low employment rate are the problems in the domain of social interaction. Researches indicate that young people with CP are less socially active than their peers of typical population (Stevenson, Pharoah & Stevenson, 1997). The problem in social functioning is a very significant factor, associated with obtaining employment and integration in the working environment (Wadsworth & Harper 1993). People with milder degree of motor and intellectual difficulties have more chances to be employed and perform tasks which are the least paid ones. The reason for that may be the fact that people with the mildest degree of CP are expected to compete in the labor market under the equal conditions as members of the typical population, without an insight into their specific potentials and limitations, which is usually not possible.

**Employment barriers**

In the contemporary society, employment is closely associated with financial independence and self-esteem (Blackorby & Wagner, 1996; Odom & Upthegrove, 1997). Permanent employment is frequently the most difficultly attainable goal for people with CP.

The significant source of information on obstacles in employment and strategies to overcome them is the experience of people with CP, which have identified a wide spectrum of barriers for obtaining and retaining employment. Some of them are limited abilities with regards to
workplace requirements, lack of education and preparedness for the job, architectural barriers, negative attitudes, transportation problems, technological and communication restrictions (Odom & Upthegrove, 1997).

One of the first barriers people with CP are faced with is the negative attitudes of their employers and their co-workers, who do not recognize their skills and talents. Many people with CP who have uncoordinated leg movements (throwing their legs sideways) or do not speak intelligibly are labeled as persons with intellectual disability. A person who is faced with such prejudices has a difficult time proving his/hers professional competence and abilities. Two aspects are recognized within the scope of educational barriers for employment. The first one is related to the low society expectations of people with disability during schooling. Teachers have very low expectations for students with CP, which leads to their restricted and inappropriate educational experience. Also, teachers do not expect that person with CP could be employed, and therefore the preparations for work are inadequate as well.

The following employment barrier for people with CP is creation of adequate assistive technology. One of the flaws of the assistive technology is the lack of spontaneity in its usage. For example, a person with CP that has speech problems and is using a TTY-phone in communication with clients may have a problem to answer in timely manner the question which he/she was not prepared for. He/she requires more time to type the response, so that the collocutor is in a position to wait for it for a long time. If a person with CP has milder speech problems, collocutors are inclined to hang up the phone, because they don’t understand him/her or do not have enough patience to listen him/her till the end. Such situations are very frustrating. Another problem which is related to the use of technological devices is an insufficient training for the usage of contemporary technology.

Besides that, there are the problems regarding the wear and tear of technological aids devices and inadequate support system in that domain. It often happens that acquired aids prove to be inadequate for the particular user, a person with CP.

Despite these shortcomings, the assistive technology significantly alleviates the performance and employment retention. The voice output software helps them to make phone calls. World Wide Web is a useful means to obtain employment, because a web-page communication may be an aid to establish communication before going to job interview, when the employer has an opportunity to acquaint with the potential employee directly.

Employed persons with CP appreciate their jobs and make additional efforts to perform them well. It is very hard for them to obtain an
employment so they work hard to retain them. They often use their
vacation days when they are ill, in order to be less absent from their
work. They are doing everything to prove that they are good workers.
They have a feeling that they can’t be absent from work as other
employees, because they have to prove that they deserve their jobs.
They are trying to prove a number of things: 1) that they perform their
job well and that they put it in front of all other obligations; 2) that they
are maximally committed; 3) that they want to advance in their job; 4)
that they take into account of what and how they work. Besides that,
people with CP consider that persistence and determination are
significant for employment success and job retention. Also they
recognize the value of unpaid work in the form of internship and
volunteering that helps them to achieve practical skills, experience and
realize contact with potential employees. In those circumstances the
employer will more easily recognize the abilities and values of a person
with CP (McNaughton, Light & Arnold, 2002).

Some persons with CP accentuate the significance of co-workers’ and
employers’ support, particularly by co-workers that can be their
mentors at work. Integration with co-workers and supervisors is an
important strategy for obtaining employment and job retention. Creation
of a network of friends within working environment increases
possibilities for opening new work positions and career advancement.

Family and friends, who provide significant assistance concerning
transport and personal care, represent an important support for people
with CP.

**Workplace accommodation**

The studies show that employed persons with disability have equally
well job performance as well as persons of typical population, especially
if provided with adequate workplace accommodation and income
(Baldridge & Veiga, 2001; Hechter, 2003). Workplace accommodation is
an important strategy for reduction and/or easier employment tasks
performance of persons with CP (Hendricks, Batiste, Hirsh, Schartz, &
Blanck, 2005). A series of researches indicate that various types of
workplace accommodation are necessary for persons with diverse
functional restrictions (Butterfield & Ramseur, 2004).

Workplace accommodation can include physical changes of working
environment, individual workplace changes or adaptive strategies.
Physical adaptation of working environment is often related to spatial
adaptation (ramp or elevator) which facilitates movement within, outside
and around the object where person with CP is working in

Individual workplace changes are dealing with modification or
rearrangement of furniture, assistive technology usage (e.g. special
computer mouse/keyboard, speakerphone, alternative communication devices) and adapted tools and equipment (adequate chair, table, tools and devices for transportation of materials)

**Barriers in application of workplace accommodation**

Based on the research three fundamental barriers for employment of people with disability have been established: 1) restricted expertise; 2) concern with solving workplace problems and 3) lack of access resources for support in the workplace (Butterworth & Pitt-Catsouphes, 1995) and workplace accommodation expenses. Wilton (2004) states that employees asking for accommodation are often faced with a difficult choice between the label **worker as a problem** or **bad worker (bungler)** who does not meet the norm. On the other hand, lack of accommodation has an adverse impact on workers with disability which are included in the work process according to the norms that are applied to a typical population. Insisting on the workplace accommodation could lead to the work process adaptation, but at the same time there is a risk that a worker with disability is perceived as the recipient of ‘special treatment’ and that may create undesirable reactions by supervisors and co-workers (Wilton, 2004).

European Disability Forum’s (EDF, 2000, p.14) states that the employment policy for people with disability in EU forgot the workforce that is submitted to discrimination and that many persons may require a reasonable accommodation as a form of workplace adaptation, adequate working rhythm and adapted equipment or personal support. The failure of employers to conduct reasonable accommodation represents the third form of discrimination, besides the direct and indirect one.

According to the employers’ survey on reducing working barriers for people with CP, it is established that six out of ten employers agrees that the state should provide tax reliefs for employers who hire such people, so that they could be able to provide them with accommodation as needed (Dixon, Kruse, Doug Van Horn & Carl, 2003). There is a notion that investing in the workplace accommodation of person with CP is unpurposeful and expensive (Žigić & Radić Šestic, 2006).

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<th>Table 1. Workplace accommodation expenses</th>
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2.2. Workplace accommodation characteristics

The research results indicate that the highest number of implemented workplace accommodations do not require excessive investments (Healy, 2002), i.e. that the accommodation of 50% of workplaces of people with disability is free of charge, or at the most amounts to 50$ (Table 1). Mueller states that 71% of accommodation costs up to 500$, and that for each dollar spent on the workplace accommodation the employer receives 26$ in return (Job Accommodation Network, 1999; cited in Mueller, 2001).

The employers are prepared to implement workplace accommodation that will improve work, shorten the time for the certain tasks performance, which is not expensive and does not require significant changes in fundamental work functions (Unger, 2001). Workplace accommodation for people with disability should be transparent and should not negatively affect co-workers and clients. Factors that influence the workplace creation, and can be barriers for workers with or without disability are: 1) workplace accessibility (passages, roads, passage doors, floors, transport, emergency evacuation); 2) visual and auditory information (light positioning, font selection and size, ambiance noise and audio signals, noise absorption); 3) lighting (without reflection, eyestrain reduction, positioning of materials); 4) storage (easy workplace accessibility, identification and transport of materials); 5) sitting (stability and flexibility); 6) workspace (customized working surface, air quality); 7) computer displays/screens-monitors (their position and document location); 8) computer input (keyboard and mouse position, wrist support and software options); 9) phones and other devices (location and control); 10) practical work (maintenance of adequate body posture, minimizing repetitive and cumulative stressors, health and productivity preservation) (Mueller, 2001, p.45.6).

The basic projection philosophy for the employed people with disabilities would be a reasonable accommodation without “unnecessary efforts and expenses”. Every employer should have numerous alternative accommodations and implement the best solutions suitable for the needs of each individual. Significant characteristics of a successful accommodation are:

Effectiveness – solutions that enable workers with disability to perform their jobs safely and efficiently.

Transparency – accommodation shouldn’t have an impact on co-workers, clients and other aspects of business activity, but should influence the productivity and safety of all workers.

Timeliness – accommodation should be realized in a reasonable time interval.
Endurance – accommodation should be useful, flexible and used for a longer period of time (Mueller, 2001).

Depending on the degree of disability of a person with CP, accommodation may encompass a series of changes, including changes of office furniture, additional training time, adjustment of telephone equipment and flexible work schedule (Wilton, 2004, p.423). Workplace accommodation should include accessible parking or transportation (4.2%), elevator (3.1%), workplace especially projected for individual usage (3.1%), handrails and ramps (2.2%) and reduction of part-time work (2.1%) (Zwerling, Whitten, Sprince, Davis, Wallace et al., 2003). Examples of a workplace accommodation include handrails and ramps, accessible parking, transportation, elevator, adjusted workplace and toilette, automatic door, voice synthesizer, telecommunication devices or some other assistive equipment, Braille alphabet, enlarged print, special lighting or audio signals, software-reader, interpreter, working instructor to assist in training or control the work, personal assistant to help with the activities related to work, special pencils, ergonomic tools, devices, equipment (chairs, table) and office material, work restructuring, modification of heavy work commitments or slower working pace, shortened business hours with more breaks for rest, reducing additional work and usage of other equipment that alleviates performance of their work tasks.

Customizing working environment could be explained as any other change that is related to physical structure and jobs arrangement (Butterfield, 2004) that aims to:

- Eliminate segregation, prejudice and exclusion,
- Fostering the integration rather than special adaptation,
- Provision of independence and equal opportunities to workers with disability,
- Creation of environment that is natural for all people,
- Raising awareness of support, openness and responsibility in companies,
- Enabling accessibility to building, parking space, workplace,
- Providing adequate distribution of rooms for easier movement through them,
- Adaptation of requirements for production processes,
- Providing adequate conditions for working and living environment that should be respected (thermal, acoustic, lighting, dust and colors),
- Recycling of materials,
- Flexibility of human, material resources, space and organization which allows future changes as needed,
- Necessary space for toilettes, washing and protective clothing change,
- Providing space for eating, rest, recreation and sport,
- Providing means for horizontal and vertical mobility,
Organizing systems for fire safety, for emergency cases, and for security maintenance.

Nitanai, Kanya & Yoko (2003, p.3) accentuate the necessity of universality and universal design as a concept that is related to public places and workplace for specific users/workers. They indicate that many physical workplace aspects, such as chair height, lighting, air conditioning and elements layout may be planned in a universal manner that is flexible and adaptable to the needs and abilities of individual workers. These characteristics of universal design are not only the collective needs of group of workers, but they are related to their specific individual needs as well.

2.3. Planning

Strategic planning is the phase related to the improvement of property values, reduction of living expenses, productivity increase, accommodation of different employees, etc. Company location encompasses two critical factors – access to the location and environmental conditions. The access to the location is especially significant for people with mobility difficulties concerning the mileage, safety and distance between workplace and public transportation, as well as facilitated access of vehicles used by people with CP. Working conditions such as pollution with toxic substances, air pollution, noise and vibrations, as well as favorable environmental conditions, should also be taken into consideration (Nitanai et al, 2003, pp.4-5).

An essential component is the determination phase of the foundation of the planned building, because it is difficult to alter configuration, structure and core of the edifice later. At this stage, the application of the universal design approach is substantial for the building due to the financial benefits. Standards, maximal flexibility and adaptability of the edifice are important for the potential changes on the building and its accessibility. Building foundation planning includes:

Entrance accessibility: parking spaces, walkways and transportation roads within the construction area that should be safe, accessible and easy to understand and smooth for circulation of the staff and guests as well.

Floor accessibility: accessible passability of the interior, including stairways, elevators and corridors on every floor. Methodical planning of signs, zoning and adequate manners that would facilitate access to all parts of the floors. Careful planning of emergency evacuation routes in cases of danger, especially for workers with mobility problems and hearing impairments are of the utmost importance.
Spatial standards: it is difficult to alter the size and form of spaces that are connected with the building core. Bathrooms need to be customized to elderly people and persons with physical disability.

Flexibility and adaptability of the edifice should be maximal, in order to be able to implement future changes in compliance with legal requirements (Nitanai et al, 2003).

The interior planning phase should be easily changeable and should meet the needs of all workers. The quality of this aspect of working environment has a great influence on workers. Internal phase planning involves:

Signs planning: signs should be comprehensible for the employees as well as for guests. Simple, moderate and visible signs are necessary for persons with visual and auditory impairments.

Business premises access: should increase accessibility and passability from the core of the edifice to office spaces (attention should be devoted to the circulation, entrances and signs).

Workplace planning: overall workplace configuration should be focused on accessibility and usability by workers. The most efficient is the vertical and horizontal distribution of departments, workshop plants, offices by floors of appropriate sizes.

Spatial standards: workplace adaptation should be in the function of the work process and comfort of every worker. It is important to organize common premises (conference rooms and reception rooms), facilities for information management (libraries, electronic information storage rooms) and recreational areas (cafeterias, recreation and exercise rooms) in appropriate manner.

Environmental planning: since each person differently experiences the degree of lighting or temperature, it is important to provide appropriate lighting and air conditioning that enable flexible implementation and easy maintenance. The space could be enriched by adequate colors of walls, floors and ceilings, lighting and combination of signs. This is particularly significant for people with weaker eyesight.

Materials: allergies and so called “sick building” syndrome and other health problems may occur due to the contamination with toxic substances, such as formaldehyde or mold. Therefore, it is important to ensure quality air by adequate ventilation system and use materials that will prevent condensation and appearance of mold.

Daily maintenance, physical and personal working aspects include:
Physical maintenance: after previous phases it is necessary to conduct evaluation and determine whether there is a problem that needs to be overcome;

Personal assistance and services: in many workplaces there are rules that indicate the importance of mutual support and offering assistance to workers. It is of the utmost importance to define the explicit rules for emergency situations and regularly practice the evacuation in case of danger, so that workers with mobility difficulties and/or sensory impairments, as well as speech difficulties could learn how to react to extraordinary situations properly. Daily services and assistance should be provided in number of ways. Besides the conventional personal assistance, the Internet usage is an efficient manner to ensure inclusive communication among workers of diverse abilities.

3. WORKPLACE ACCOMMODATION EXAMPLES

Place of residence far away from the workplace may be everyday problem and bigger barrier than workplace accessibility itself (EF, 1999). This problem could be resolved in several ways: a) a company could provide organized transportation of their employees, b) to adapt access to the bus stop or from the parking lot to the building entrance.

3.1. Environment and building

Starting from exiting the public transportation or parking lot the attention should be devoted to the building entrance/exit and direct access to the building and ancillary facilities (MOPD, 2001, p.29; Levine, 2003, p.23). Simple and direct access to the building and ancillary facilities includes accessible and wide enough roads or routes free of barriers, levels and with tactile surface changes (EF, 1999; MOPD, 2001), (Figure 1). The road width should be determined based on the expected volume and direction with the 2% slope. The main access lines should not exceed the 5% slope.

Potentially hazardous stairways, ramps and crossings should be marked in contrasting colors, texture and materials in order to warn a person with disability (Figure 2). Occasionally, it is necessary to set seating or resting places which are off the road.
Communication equipment and video surveillance should be placed at strategic locations where there is a potential danger. The lighting along roads should be directed downwards without reflection (Levine, 2003).

The parking lot should be located in the immediate vicinity of the building entrance so that the path is as short as possible. The place
itself should be specially marked and thus reserved for people with
disability. Parking should be wide enough for transportation, loading
and unloading of wheelchairs (Figure 3). The indicators of pedestrian
zone (including signs and stopper poles as well) which point to the
direction towards building entrance are necessary on the way to the
workplace from the parking lot (Levine, 2003).

Each accessible entrance should be connected with the accessible roads
on the available indoor or outdoor parking lot and local public transit
stops (Figure 4).

*Figure 4. Accessible building entrance from the parking lot*


The building entrance should be recognizable to all users regardless of
their abilities and should be using visible multisensory signals (visual,
informative and tactile). The color, form and type of the material the
entrance is made of should differ from the rest of the building in order
to be easily spotted from a distance as well. The elevators should be
positioned far from the stairways with a space in front of it, which is
wide enough for workers to gather and circulate while waiting. The
elevator space should enable easy maneuvering of workers in
wheelchairs with handrails and control panel at the accessible level
(Figure 5).
A well-designed workplace should enable flexible response to changes in production requirements, workers’ mobility, communication and formation of work groups. Workplace of a person with CP should be situated in the vicinity of an accessible recreation area, toilets and elevators.

Appropriate installations and signs can be used as spatial indicators and sources of information that are customized to workers with diverse abilities. Changes in floor coverings texture may guide and alleviate the workers’ movement through the building, facility or department. Differences in the floor level should be avoided because they represent a barrier for visually impaired people, persons who have motor difficulties and people in wheelchairs.

Windows should be positioned at such a level that they allow persons who are standing or sitting to see outside the workplace. The system for
opening/closing doors, windows and blinds (manual or automatic) should be easy to control, i.e. people with CP should operate them without any special strain. Usage of blinds should provide light reflection control that could directly or indirectly interfere with the work.

Adjustable work surface height (between 715mm and 815mm), angle, increased depth, space below the work surface and bigger workspace should allow free mobility and access to the workplace to a person in a wheelchair. Objects that are handled on the work surface while working should be within hands’ reach in order to minimize bent position of the back and neck. Also, working material on the desk, in cabinets and shelves need to be within hands’ reach to a person in wheelchair or the one with mobility problems.

The design of spaces for storing materials should support performances of workers with diverse anthropometric characteristics and abilities. Where possible, the automated system of work material unloading should be as close as possible to the worker. Work should be organized to reduce lifting and carrying, i.e. to minimize the distance between workplace and space for storing materials (CAP, 1998, p.13; Levine, 2003, p.184). If that is not possible, provide mobile carts for distribution and relocation of mostly used material.

In order to reduce or eliminate the additional physical exertion and stress in the workplace, a person with CP should have a special schedule, with more frequent breaks for rest and flexible working hours. If needed, a scooter or walking aid should be provided, so that walking may be reduced to a minimum.

In persons with CP which have problems in handling and catching objects, which could occur due to spasms, hypotonia or pain in the joints, the use of ergonomic tools, orthopedic devices for holding and writing should be provided. If a person with CP has problems to read the information in the workplace, possible solutions are usage of images, symbols or diagrams instead of words; written information can be presented in the form of audio record or one can use computer programs which transfer the written text into a vocal form. Problems with written manner of expression in persons with CP, when he/she cannot sign documents or communicates in some other way via written word, can be overcome by means of templates or delimiters which alleviate orientation on the writing surface, by allowing oral answer instead of the written one when possible, by using vocal input on the computer or with help of a supervisor who can write a response instead person with CP.

If people with CP have problems with memorizing the information due to problems of auditory data processing, inability to retain information or
congenital hearing impairment, only then a voice activated recorder for recording verbal instructions, written information or illustrated (pictorial) instruction can be used.

With problems in performing mathematical operations and usage of basic units of measurement (length, weight, quantity and so on), it is necessary to allow a person with CP to use calculators with large display or with voice output, enable the use of counters, measuring tape with voice output or a cup for measuring liquids that has an indicator “fill up to”.

People with CP can be disorganized because of the inability to memorize and/or pass the information, and/or realize the instruction in the workplace. In that case it is important to provide them with the ABC-cards for labeling, divide large tasks into a number of smaller ones, avoid reorganization of the workplace, put labels on supplies, equipment, tools, use symbols instead of words, or use printed text instead of a handwritten label.

To organize the time during the execution of work tasks a person with CP can use verbal reminder, written or symbolic reminders, alarm or beeper reminding him/her on commitments at a certain time, distribution of materials according to the order of use, list of work tasks in order they should be carried out, reminder that will encourage workers to greater productivity, supervisor’s support and additional training or entirely new training.

People with CP may have difficulties in using computer technology. This could be a consequence of inability to follow requirements of computer screen, problems with fine motor skills, hand and/or hand fingers. In that case, a worker should use the smallest possible number of keys on the keyboard for organization of information, voice output, joystick or the touch screen.

While using a phone, a person with CP that has sensory limitations (impaired vision or hearing) and/or problems with fine motor skills, it is necessary to provide a phone with large keys and universal symbols (fire, police, doctor), speed-dialing phone, phone with earphones or TTY phone which transfers a written text into verbal message or vice versa (Radić Šestić & Milanović Dobrota, 2012).

CONCLUSION

The role of work, as a fundamental human right, is of the utmost importance in the domains of self-esteem, self-determination and self-realization for all people. Although the right to education, work,
economic independence and social integration of people with CP are guaranteed on the declarative level, in practice there are a number of barriers detrimental for their successful employment, optimal participation in the work process and social participation. The majority of people with CP are capable for competent performance of different jobs with the appropriate workplace and working environment accommodation. The accommodation involves physical changes in the working environment, individual workplace changes and adaptive strategies. In order to achieve optimal effects, it is necessary for the accommodation to be conducted in a planned and timely manner, in accordance with universal requirements and individual needs of every participant in the work process. Apart from the workplace adaptation, it is essential to ensure accessibility of the location and appropriate requirements of the working environment, which will create possibilities for workers with CP to realize their professional and social potential to the full extent.

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