



**ACCESSIBILITY**  
CONFIDENT EMPLOYERS  
(ACE)

# Questions to Ask an Employer About Accessibility

## A Tip Sheet for Job Seekers with Disabilities

### Why accessibility questions matter

An interview is not only about whether an employer chooses you. It is also a chance for you to learn whether the workplace may be a good fit for your skills, needs, values, and goals.

For job seekers who are Deaf, Neurodivergent, and/or have a disability, asking questions about accessibility can help you understand how an employer supports employees, communicates expectations, responds to accommodation requests, and creates an inclusive workplace.

You do not need to disclose your disability to ask accessibility-related questions. You can ask general questions about workplace culture, onboarding, communication, flexibility, and accommodations without sharing personal information.

### What accessibility questions can help you learn

Accessibility questions can help you learn more about:

- How the employer supports new employees
- How expectations and priorities are communicated
- Whether accommodations are treated as a normal part of work
- How flexible the workplace is, where possible
- How managers provide feedback and supervision

## Questions to ask yourself first

Before talking with the employer, ask yourself:

- What do I need to know to decide whether this role is a good fit?
- What barriers might come up in this role or workplace?
- What information would help me understand the employer's approach to accessibility?
- Am I asking a general workplace question, or do I need to ask about a specific accommodation?
- What am I comfortable sharing at this stage?

It can help to prepare two or three questions before the interview, job fair, or employer conversation.

## Questions about onboarding and training

Onboarding is the process of starting a new job and learning about the role, team, systems, and expectations. Accessible onboarding can make a big difference.

You may want to ask:

- “What does onboarding usually look like for this role?”
- “Are training materials available in different formats?”
- “Are instructions and expectations provided in writing?”
- “Who would I go to if I had questions during the first few weeks?”
- “What support is available while someone is learning the role?”
- “What does success look like in the first 30, 60, or 90 days?”

These questions can help you understand whether the employer has clear systems and supports for new employees.

## Questions about communication and expectations

Clear communication is an important part of accessibility. Many workplace barriers happen when expectations, deadlines, priorities, or feedback are unclear.

You may want to ask:

- “How are tasks and priorities usually communicated?”
- “Are deadlines and instructions usually shared verbally, in writing, or both?”
- “How does the team communicate day to day?”
- “What tools does the team use to track tasks or projects?”

- “How often would I meet with my supervisor?”
- “How is feedback usually provided?”
- “How are changes to schedules, duties, or priorities communicated?”
- “What should an employee do if they are unclear about an expectation?”

These questions can help you understand how information moves through the workplace.

## Questions about accommodations

You can ask about accommodations in a general way, without disclosing a disability or sharing personal medical information.

You may want to ask:

- “How does your organization support employees who need workplace accommodations?”
- “Who would an employee speak with if they needed an accommodation?”
- “What does the accommodation process usually look like?”
- “Are accommodation requests handled by the supervisor, human resources, or another contact person?”
- “How does the organization make sure accommodation requests are handled respectfully and confidentially?”
- “How are accommodations reviewed if someone’s needs change?”
- “How does the organization support employees during onboarding if they need adjustments?”

If you already know you will need a specific accommodation, you may choose to ask a more direct question later in the process.

## Questions about flexibility

Flexibility can be an important part of accessibility, depending on the role. Not every job can be flexible in the same way, but it is reasonable to ask what options exist.

You may want to ask:

- “Is there flexibility in how work is completed, where possible?”
- “Are there remote or hybrid work options for this role?”
- “Is there flexibility in start times, breaks, or scheduling?”
- “How are schedule changes communicated?”
- “Are employees able to use quiet spaces for focused work, if needed?”
- “How does the team handle unexpected changes or urgent priorities?”

These questions can help you understand whether the workplace has room for different ways of working.

## Questions about physical and digital accessibility

Depending on the role, you may want to ask about the physical workplace, technology, equipment, or digital tools.

You may want to ask:

- “Is the workplace step-free and accessible?”
- “Are there accessible washrooms and accessible parking?”
- “What equipment or technology is used in this role?”
- “Are workplace documents and systems accessible?”
- “Are virtual meetings captioned or able to be captioned?”
- “Are employees able to use assistive technology?”
- “Are safety procedures accessible to employees with different disabilities?”
- “Who should employees contact if they experience a physical, digital, or communication barrier?”

These questions can be especially important if the workplace, technology, or communication systems could affect your ability to participate fully.

## Questions about workplace culture

Accessibility is not only about policies and tools. It is also about how people communicate, respond to needs, and create a respectful workplace.

You may want to ask:

- “How would you describe the team culture?”
- “How does the organization support inclusion and belonging?”
- “How are managers trained to support diverse teams?”
- “How does the organization respond when employees raise concerns?”
- “How does the team support psychological safety?”
- “How are employees encouraged to ask questions or request support?”
- “What does respectful communication look like in this workplace?”
- “How does the organization act on employee feedback?”

These questions can help you understand whether accessibility is part of the workplace culture, not just a statement on a website.

## How to ask without disclosing

You can ask accessibility questions in a general way. This may help you gather information while keeping your personal information private.

Examples:

- “I like to understand how workplaces support accessibility. Can you tell me about your accommodation process?”
- “I’m interested in how new employees are set up for success. What does onboarding usually include?”
- “Clear communication is important to me. How are priorities and expectations usually shared?”
- “I noticed accessibility is mentioned on your website. How does that show up in everyday workplace practices?”
- “What supports are available if an employee experiences a barrier at work?”

These questions focus on the employer’s practices, not your personal details.

## The Employer's Response: Green flags and red flags

An employer’s answers can tell you a lot.

Green flags may include:

- They answer clearly and respectfully
- They describe a process for accommodations
- They treat accessibility as normal and expected
- They focus on removing barriers
- They explain how employees get support
- They are honest about what they are still learning
- They provide information in writing
- They focus on your skills and success

Red flags may include:

- They avoid answering accessibility questions
- They say accommodations are too difficult or unfair
- They ask unnecessary personal questions
- They make assumptions about disability
- They cannot explain who handles accommodation requests
- They treat accessibility as a burden
- They dismiss the need for flexibility or support

- They focus more on limits than possibilities

A red flag does not always mean you should leave the process, but it can help you decide what follow-up questions to ask and whether the workplace feels safe and supportive.

## Quick accessibility questions checklist

Before an interview or employer conversation:

- I reviewed the job posting and identified possible barriers.
- I chose two or three accessibility questions that matter most to me.
- I decided whether I want to ask general questions or disclose a specific need.
- I thought about what answers would feel supportive.
- I thought about what answers would concern me.
- I prepared questions about onboarding, communication, accommodations, flexibility, and workplace culture.
- I know I do not need to share personal medical information to ask about accessibility.
- I am ready to listen for green flags and red flags.

## Learn more

- [The ACE Project](#)  
Free accessibility training, tools, and resources to support more accessible, inclusive employment practices.
- [Nova Scotia Human Rights Commission: Duty to Accommodate](#)  
Explains accommodation under Nova Scotia's Human Rights Act, including how rules, practices, conditions, or requirements may need to be adjusted to meet individual needs.
- [New Brunswick Human Rights Commission: Requesting Accommodations in the Workplace](#)  
A plain language guide for employees and employers about accommodation conversations and the duty to accommodate under human rights law.
- [Newfoundland and Labrador Human Rights Commission: Understanding the Duty to Accommodate](#)  
Explains the duty to accommodate human rights-related needs in Newfoundland and Labrador up to the point of undue hardship.
- [Canadian Human Rights Commission: Duty to Accommodate](#)  
Explains the duty of employers and service providers to adjust rules, policies, or practices so people can participate fully.