

# Employees with Disabilities

An employer's guide to implementing inclusive health and safety practices for employees with disabilities





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# 01/

## Introduction

This guide has been produced by the Health and Safety Authority (HSA) using guidance and expertise from the National Disability Authority (NDA). It aims to assist employers to provide a healthy and safe workplace for employees with disabilities.

The guide addresses aspects of work-related safety, occupational health and facilities management and welfare as they pertain to workplace health and safety for employees with disabilities. Workplace health and safety covers all stages of employment including the initial selection and induction processes. The guide also

highlights some current health and safety and employment legislation.

This publication is intended to be a useful resource for owners, managers and employees working in Ireland today.



## Legislation

The Safety, Health and Welfare at Work Act 2005 states that employers must 'ensure, as far as is reasonably practicable, the safety, health and welfare at work of **all** employees'.

Regulation 25 of the General Application Regulations – Employees with disabilities – states that 'An employer shall ensure that places of work, where necessary, are organised to take account of persons at work with disabilities, in particular as regards doors, passageways, staircases, showers, washbasins, lavatories and workstations used or occupied directly by those persons'.

## Disability

About one in ten Irish people has some form of disability – that could be a physical disability, vision impairment, hearing impairment, intellectual disability or mental health condition. You may already have employees with disabilities, whether or not those disabilities are readily apparent or known to you.

Other employees may acquire a disability in the future. About four out of five people with disabilities acquired their disability as an adult.

It makes sense, therefore, to plan and manage for health and safety on an inclusive basis.

## Hidden disability

Some forms of disability are not immediately visible (for example, epilepsy, mild hearing impairment, asthma, or mental health conditions such as depression or anxiety). Often employees with a 'hidden disability' choose not to disclose their status because they are concerned that their employer will focus on their disability rather than their ability.

If employees are not comfortable about disclosing a disability, their health and safety needs may not be identified and met. It is good health and safety practice, therefore, to create a

supportive, non-judgemental environment, and to communicate that to all employees.

Considerable research has been conducted on the relationship between employees' wellbeing at work and their work environment. Studies have shown that employees who feel respected in their work environment are more productive and have lower rates of absenteeism (one of the biggest cost items for employers). An inclusive work environment where all employees, including those with disabilities, feel comfortable, included and respected makes good business sense.

Advances in technology, including assistive technologies, have helped switch the focus from incapacity to capacity for people with disabilities. People with disabilities can work safely and effectively at many jobs provided their specific issues are accommodated and their needs are built into health and safety planning.

## Accommodating disability at work

Under the Employment Equality Acts 1998 and 2004, employers are obliged to take appropriate measures – 'reasonable accommodation' – (unless the costs of doing so are disproportionate) to enable people with disabilities to have access to employment, to participate or advance in employment and to undergo training. Such measures may include training resources or adaptations to:

- ▶ Workplace premises to make them more accessible for employees with disabilities
- ▶ Work equipment
- ▶ Patterns of working time
- ▶ Distribution of tasks.

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Practical examples might include:

- ▶ A talking lift with tactile floor buttons
- ▶ Adjustable-height desks
- ▶ Hands-free telephone sets
- ▶ Later start and finish times
- ▶ Organising the distribution of work tasks in a team so that staff members who are hard of hearing are not expected to take minutes.

Some further practical examples of reasonable accommodations in the workplace can be found at [www.workway.ie](http://www.workway.ie).

An employer is not obliged to provide any facility or treatment that employees can reasonably be expected to provide for themselves.

Private sector employers may qualify for a workplace equipment adaptation grant from FÁS ([www.fas.ie](http://www.fas.ie)). Information on other relevant FÁS grants or allowances can also be found on [www.fas.ie](http://www.fas.ie).





Employees with disabilities are not a homogeneous group, they are individuals with different abilities and requirements. In order to develop inclusive health and safety processes, it is good practice to consult those employees who have told you that they have a disability. These staff members understand their own condition and needs, and will have good suggestions to make on the changes or accommodations required to make their workplace inclusive, healthy and safe.

You may also find it useful to consult with relevant disability organisations. Many of these organisations have developed considerable expertise around particular conditions and their related health and safety issues and workplace requirements. Some useful contact details are provided at the end of this guide.

## Planning and management

Good planning and effective management are the key elements in developing and maintaining a health and safety management system for a safe and healthy work environment. It is important to consider the different needs of all your employees so that health and safety planning and management are fully inclusive of their diverse needs.

It is good practice to ask all employees, during their induction period into a new job and at regular job review meetings, if they have any particular health or safety requirements – whether or not you are aware of any disability.

## Develop an inclusive policy

Employers should prepare and produce an inclusive health and safety statement and an inclusive safety policy. A policy on safety, on health, or on bullying for instance, forms part of an overall legally required Safety Statement.

Developing this policy involves:

- ▶ Risk assessment

- ▶ Control measures to address identified risks
- ▶ Consultation with employees with disabilities, and with sources of relevant expert advice.

Your risk assessment should take account of any particular risks for employees with disabilities. Identify if there are any particular hazards or risks for staff members with conditions such as:

- ▶ Restricted mobility
- ▶ Limited dexterity
- ▶ Impaired vision
- ▶ Impaired hearing
- ▶ Limited understanding
- ▶ Health conditions such as heart problems, epilepsy or asthma.

Bearing in mind that some staff members may have hidden or undisclosed disabilities, you must assume that disability is a factor in your health and safety planning.

You should keep written records of risk assessments. These records should be the result of consultation, include inputs from competent personnel and be updated regularly for health and safety inspection purposes. Risk assessments provide a foundation for the ongoing development of health and safety processes.

Consider what practical steps you can take to minimise the risks you have identified. Control measures are preventive procedures that employers put in place to protect their employees against injury. They are, generally, simple procedures that incur no additional costs. Your control measures should include any particular steps that need to be taken to ensure that employees with disabilities remain safe and well at work.

Consult with employees (including those with disabilities) and with organisations that provide services for people with disabilities to help develop and implement the policy and its control measures.

Ensure you have good systems to communicate the policy clearly to all your employees, including new staff members.

### Implement safe and healthy practices

Ensure that the safety policies and procedures you have adopted are actually being implemented. For example, that there are no trailing wires or inappropriately stored boxes, which are a trip hazard for any staff member, but particularly for those with restricted vision or limited mobility. Carry out regular checks, thoroughly investigate any safety lapses and address the causes. Make health and safety everyone's business, and build that into your systems to recognise good performance.

### Keep the safety policy updated

Keep your health and safety policy updated through regular reviews. It is good practice to have employees with disabilities represented on your health and safety committee so their concerns are always considered as you update your policy and undertake regular safety checks and drills.

### Examples of risk assessment and control measures

#### Example 1

In a landscaping company, employees are responsible for planting, trimming lawns and hedges, spraying plant fertiliser and operating leaf shredders and other machinery. Some staff members have an intellectual disability. A risk assessment of this work environment would ask the following questions:

- ▶ Are all employees trained in the safe use and storage of chemicals and fertilisers?
  - ▶ Are all employees provided with gloves, masks and other safety equipment that protects them from hazardous materials and machinery?
  - ▶ Are all employees with access to machinery fully trained in and aware of the safety hazards of each machine? Do they know and understand how to operate it safely?
  - ▶ Do all employees understand the importance of washing their hands after working and before eating?
  - ▶ Are all employees adequately supported and supervised to ensure that they know the step-by-step procedures required to complete their tasks, including any safety routines?
  - ▶ Are instructions provided to employees in an easy-to-read format using simple language and visual aids? Is there a staff member delegated to talk people through what is involved?
  - ▶ Are employees, especially those who may find it hard to remember details and instructions, given a daily run-through on procedures, including safety precautions?
  - ▶ Is there a buddy system in operation to supervise more hazardous tasks such as loading the shredding machine?
  - ▶ Is there someone on the staff with responsibility for planning and overseeing health and safety procedures for this work unit?
- If any of these criteria are not met, then additional control measures need to be implemented. Control measures for a landscaping company would address the following:
- ▶ All employees, including those with disabilities, should receive thorough training in the safe way to operate machinery such as leaf shredders and to use equipment such as shears, rakes or lawnmowers.
  - ▶ Employees with disabilities should be talked through the safety procedures daily if so required.
  - ▶ Safety instructions should be in an easy-to-read format (simple text with pictures) with easy-to-follow visual guidance.



- ▶ Standard safe work practices should be set out (for example, always unplug or switch off mowers before clearing surplus grass). Check regularly to see that all staff are following agreed safety procedures.
- ▶ No staff member who is taking heavy medication should be permitted to operate hazardous machinery.
- ▶ Employees with intellectual disabilities must receive daily and supportive supervision when they begin working in a particular environment so that they become confident in completing their tasks.
- ▶ All employees, including those with intellectual disabilities, should be supervised and assisted by a colleague when initially operating machinery. It is recommended that, where it will not impair safety, and where space allows, employees work in pairs or groups of three so that someone is on hand to raise the alarm and offer immediate assistance in the event of an accident or an emergency.
- ▶ Some employees should be fully trained in first aid techniques so that they can assist an injured colleague if required.

### Example 2

Any organisation that employs people with impaired hearing must introduce appropriate control measures with regard to fire alarms. For example:

- ▶ Make sure fire alarms are regularly maintained and in full working order.
- ▶ Provide visual as well as audio fire alarms to alert employees with impaired hearing when the alarm is activated. Ensure these alarms are in a prominent and easily seen position and that all staff members know where the visual alarms are in each room and circulation space.
- ▶ Check with employees with hearing impairments whether a vibrating pager

system would be of benefit in alerting them that a fire alarm has gone off.

- ▶ Ensure workplace fire wardens are alert to the need to warn any employees with impaired hearing or impaired understanding.
- ▶ Ensure that all employees are familiar with safe evacuation procedures and the location of all fire exits and routes to those exits.
- ▶ Conduct regular fire drills and review and act on the results.

### Example 3

Control measures in respect of work in kitchens might include:

- ▶ Ensure all employees are trained to work safely with sharp knives and other chopping equipment; machinery such as food processors and hot ovens; gas; and hot foods and liquids.
- ▶ Set out standard safe work practices (for example, always wear oven gloves when opening the oven) and check regularly to see that all staff are following agreed safety procedures.
- ▶ Give all employees a detailed tour of the kitchen to ensure that they know where everything is and to enable employees with vision impairments to orient themselves.
- ▶ Provide training and safety materials in formats appropriate to the needs of all staff – for example in large print, in easy-to-read format (simple text with pictures), electronically, on tape or in Braille if required.
- ▶ Place large-print health and safety signs in well lit, accessible locations around the kitchen. Provide tactile signage if so required.
- ▶ If there are employees with hearing difficulties, provide visual hazard warning systems, for example automated lights to signal when water is boiling or when the oven is hot.

There may be particular challenges to address to ensure that employees with disabilities can exit their place of work safely in the event of an emergency. Different disabilities present different challenges. For example:

- ▶ *Mobility impairment* affects the range or speed of movement to varying degrees.
- ▶ *Sensory impairment* affects the ability to gather information through the senses such as sight or hearing.
- ▶ *Cognitive or mental health impairment* affects the capacity to process information and react appropriately.
- ▶ With *hidden disabilities*, the stress of an emergency situation may trigger a condition such as asthma or heart problems.

Consultation and engagement with employees with disabilities are essential elements of identifying risk and planning to address it. Consult your staff members individually and develop and document personal emergency egress plans (PEEPs) for individuals who require them.

PEEPs should be developed or modified in response to any issues that emerge during routine fire drills. Regular review of these plans is essential to ensure they are up to date and taking account of any changing needs.

The NDA's *Safe Evaluation and Egress for People with Disabilities* provides a step-by-step approach to preparing an inclusive evacuation plan. Copies of this publication are available from the NDA and can be downloaded from [www.nda.ie](http://www.nda.ie).

### Planning for safe emergency egress

The key steps in preparing for safe evacuation are:

- ▶ *Initial review* of user needs, organisational practice and policies
- ▶ *Develop an egress policy* for your organisation
- ▶ *Plan* for egress
- ▶ *Implement* your egress plan
- ▶ *Measure* the performance of your egress plan
- ▶ *Review* the performance of your egress plan.

## Do:

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- ▶ Recognise that your remit in terms of health and safety 'duty of care' is to all employees.
- ▶ Carry out risk assessments and develop control measures to minimise identified risk.
- ▶ Review and update your risk assessments and health and safety plan at regular intervals, and factor in safety planning around disability.
- ▶ Check how the plan is being implemented in practice.
- ▶ Consult with individual staff members on their health and safety requirements. If you want to talk to an employee's doctor about his or her needs, you will need the worker's consent.
- ▶ Check with relevant specialist disability organisations on safety requirements, adaptations and supports for employees with disabilities.
- ▶ Ensure an inclusive workplace where all employees' needs are respected.
- ▶ Be alert to and protect all staff from bullying and harassment.

## Don't:

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- ▶ Presume there is no one on your staff with a disability. Many disabilities are not readily apparent.



The following sample case studies are included to demonstrate how easy and effective it is to implement inclusive health and safety processes that contribute to an optimum work environment. They cover a range of different conditions and set out some practical solutions to the issues presented.

## Laura, an employee with epilepsy

Laura has worked in a factory for the past eight years. As a result of a road traffic accident, she recently developed epilepsy and has occasional seizures. She has informed her employer and her colleagues that she has epilepsy, and informed them of the frequency of the seizures, what induces them and how they should be managed. Laura has also explained how she manages her life – sleeping, eating etc. – to reduce the likelihood of having seizures.

With assistance from Brainwave (Irish Epilepsy Association) and Laura's GP, a risk assessment was carried out. This assessment highlighted that certain external factors such as lighting, noise levels and breathing problems as well as stress can trigger epileptic seizures. Laura's responsible attitude towards her health means that she is aware that factors such as being tired, run-down, anxious or skipping meals could also cause seizures to occur. These are factors that she can control.

### Control measures

Laura was given headphones to reduce exposure to factory noise levels and was moved into a well-ventilated office space. Laura has also brought in cushions and blankets to her office. The cushions could be used to provide support for her head should a seizure occur in the workplace.

Brainwave advised Laura and her employer that it would be beneficial to give a presentation to her colleagues about epilepsy. The objective of the presentation was to raise awareness and understanding throughout the company about epilepsy. It also provided Laura's colleagues with

information regarding the best ways to assist Laura if she has a seizure in the workplace.

The company's first aid person also trained the staff on the proper procedures to use when someone has a seizure and the aftercare options that such an individual requires.

## Robert, an employee with a vision impairment

Robert has a vision impairment that means he cannot see well close-up. He has been newly recruited to the sales team of a leading car rental company and works in a large office to the side of a busy forecourt. He is the senior support manager for the sales team and supervises the distribution of invoicing and account management for the team in addition to dealing with clients in person and on the telephone.

### Control measures

The risk assessment and control measures for Robert's job include many aspects that are also relevant to his peers, such as:

- ▶ Safe access and egress to the office from the forecourt
- ▶ Highly visible signs in large format for entrances and exits
- ▶ Highlighted walkways through the forecourt
- ▶ Maintenance of fire alarms.

Some minor additional accommodations needed to be implemented to ensure Robert's health and safety in the workplace. The steps to the canteen area were fitted with contrasting coloured nosings. The top and the bottom steps also have separate coloured nosings so that Robert can see

where the stairs begin and end. The glass door to the office and the glass walls of the forecourt were fitted with strips so that Robert will not walk into them by mistake. Badly lit areas throughout the building were provided with extra lighting. Bright paint on the walls of these areas and fitted handrails ensure that Robert has no difficulty getting around the workplace. Robert also requested a magnifying system that enables him to see printed text and text on the screen of his PC more clearly.

Robert and his employer were able to consult with expert agencies, including the NCBI (National Council for the Blind of Ireland), to make his work environment more accessible to him and to other employees with disabilities. These agencies also provided Robert's employer with information and assistance in getting funding to implement the necessary and cost-effective accommodations.

### Mark, an employee with a mental health issue

Mark is in his late twenties and has been working in a bank for ten years. He has recently had difficulties in his private life. He met with a representative from the EAP (Employee Assistance Programme) a few times and then with his GP, who diagnosed reactive depression, and he had to take some time off work. Mark knew his supervisor and employer were aware of his situation but he was unsure what his next steps should be. His supervisor was also unsure how he could support and retain this valued employee.

A meeting was arranged between Mark, his supervisor and a representative of the EAP to discuss how Mark could be adequately supported in the workplace. The outcome of this meeting was that Mark would continue his course of treatment (counselling and anti-depressants for three months) and the EAP representative and the supervisor agreed to be his support network.

A risk assessment for Mark's health and safety at work was carried out in conjunction with his support network. This assessment helped Mark and his supervisor to identify those aspects of his work he found difficult and to find effective ways in which they could address them.

Through the risk assessment, Mark identified four difficulties:

- ▶ Dealing with irate customers on the telephone.
- ▶ Dealing with large groups at the bank counter.
- ▶ Getting up for work on Mondays to face these pressures.
- ▶ Dealing with his low energy levels in the afternoons.

### Control measures

Mark and his support network together came up with the following practical solutions/control measures to deal with the above situations:

- ▶ Mark has confidential access to the EAP service throughout the working week.
- ▶ Work activities that Mark finds calming are timetabled every morning.
- ▶ Mark has only limited, designated time on the telephone each day.
- ▶ Mark has access to a colleague should a call become difficult.
- ▶ Mark engages in counter work only with individuals and for limited periods and defined times – not first thing in the morning nor late in the afternoon.
- ▶ Mark has confidential meetings with his employer to monitor and support his progress in the workplace.

While it was not possible to alter Mark's job significantly, the above amendments will be beneficial to both Mark and his employer. With the right supports, Mark is taking responsibility for his attendance and performance at work. He is also being responsible for his own health and

safety in the workplace. His employers have learned how to provide effective support for an employee who has developed a mental health condition. In the process they have also retained a valuable staff member.

Mark's employer and his work colleagues would also benefit from a comprehensive series of disability equality training from a qualified disability equality trainer. This training should cover the experiences of people with a range of different disabilities (including people with mental health conditions) in mainstream society. It should also focus on best practice procedures for including people with different disabilities in the workplace.

## Ciara, an employee with cerebral palsy

Ciara is a wheelchair user, with limited use of her arms. She also has a speech impairment. She communicates using a computerised voice that operates through her computer keyboard and is attached to the side of her powered wheelchair. Ciara is a qualified and experienced information technology worker. She has a personal assistant to support her in living and working independently.

### Control measures

Ciara's employer was anxious to support and facilitate Ciara when she joined the company. The company decided to arrange disability equality training for Ciara's co-workers, and opted to arrange this through Ciara's support organisation, Enable Ireland.

Ciara's employer asked her advice on the best way for other staff members to communicate with her. As a result of Ciara's expertise and the disability equality training, other employees know that they should ask her if she requires assistance in a situation and not just assume that she does.

On her first day at work, Ciara and her personal assistant were introduced to everyone that she would be working with. Like any new employee, Ciara was assigned a buddy in her first two weeks

to ensure that she and her personal assistant became familiar with the company. Ciara's supervisor also ensured that she was included in all group/team projects and that she was not isolated.

Ciara advised her employer of the control measures that needed to be implemented to ensure that she can evacuate the building safely. A personal emergency egress plan was prepared and is tested and refined in routine drills. Ciara's employer ensures that Ciara and her department are located in an accessible part of the building with an accessible fire exit. Evacuation chairs are provided in the upper storeys of the building in case Ciara goes upstairs for a meeting.

Door handles, light switches and other controls that Ciara needs to use are placed at appropriate heights. The venue for the usual Friday night drink was changed to an accessible bar where Ciara can join in the fun.

Ciara's employer has now decided to develop a written disability equality policy, and a group of employees from across all departments are working with the human resource manager to develop and implement the policy.

## Tim, an employee with an intellectual disability

Tim has an intellectual disability and works as a porter in a busy kitchen. Along with the other porters, he is responsible for cleaning and maintaining the kitchen. Tim often deals with cleaning chemicals, handles food supplies and lifts heavy boxes.

Tim is an exemplary employee but forgets easily and needs to be told on a daily basis that each task has to be completed. For example, when cleaning the ovens, he will need to be reminded to wash the inside and the outside of the ovens. Once Tim is given precise instructions, he is able to complete his tasks effectively.



Giving Tim daily reminders about completing his tasks does not take a lot of time – no more than ten minutes – and ensures that he does an excellent job. Tim is also provided with a set of step-by-step visual instructions that assist him in remembering his different tasks.

### Control measures

To ensure that Tim is working in an inclusive, healthy and safe environment, his supervisor will have to spend about ten minutes a day reminding Tim, using clear and simple language, of the safest way for him to complete individual tasks.

Tim is provided with his own health and safety booklet that he has access to at all times. This booklet uses pictures to explain health and safety practices, for example how to lift a heavy box without hurting your back.

Tim's supervisor checks frequently during the day that Tim understands the tasks he is to complete and the health and safety procedures around these tasks.

Other employees were given disability equality training that helped them understand Tim's particular needs at work. They understand that they need to give instructions on a step-by-step basis so that Tim can follow them, and that they often need to repeat instructions as Tim can easily forget.

Tim has a 'safety buddy', who has the task of ensuring that Tim leaves the building promptly whenever there is a fire drill. This buddy will also help Tim in any actual emergency.

### Janet, an employee with a hearing impairment

Janet has a hearing impairment and is the shipping manager for a busy educational publications company. She is responsible for ensuring that the shipping department runs efficiently and effectively; that it exceeds its targets; and that customers receive their products

such as books, DVDs and CDs on time and in good condition.

Janet's company has been very proactive in employing people with disabilities and has an excellent disability equality programme for its staff. Janet was involved in the development and implementation of this programme.

Janet's supervisors and colleagues know the most effective ways to communicate with her. For example, when speaking to Janet they:

- ▶ Use a clear, normal tone and do not over-enunciate or exaggerate their words
- ▶ Speak directly to Janet, not covering their mouth or turning their face away when talking to her
- ▶ Face into the light.

At company meetings one of Janet's colleagues takes notes for her to ensure that she can follow the conversation.

These simple steps mean that Janet really feels part of the team and on top of her job. She is also not isolated from other staff members or excluded from formal or informal conversations at work.

If Janet is in the company's busy loading dock she will sometimes take a pen and paper with her so that she can communicate quickly with her colleagues by writing notes.

Because Janet works in her office and in the busy loading area, it is important that she is alerted to any health or safety emergency. She carries a vibrating pager linked to the company's alarm system. In addition, two of her colleagues have been assigned responsibility to alert Janet in person and by text message in the event of any emergency.

### Control measures

Janet's advice and expertise helped her employer to provide the following effective health and safety control measures:

# 06 / Case studies

- ▶ Janet was given a written health and safety briefing as she was walked through the building and shown the fire exits at her induction.
- ▶ Janet's office has a flashing alarm, placed where she can easily see it from her desk. Other places in the building also have flashing alarms.
- ▶ All staff members are aware that Janet may not hear approaching vehicles or any shouted warnings. Safety and alert routines have been modified accordingly, following consultation with Janet about her needs, and are practised regularly.
- ▶ Flashing warning lights are in place on all vehicles and forklifts, and are regularly tested to ensure they are working properly.
- ▶ There are mirrors at all intersections within the company's loading dock and warehouse so that Janet can see if a vehicle is approaching. The drivers can also see her.

In addition to other established safety precautions, the following additional control measures are in place in the loading dock:



**For further information contact:**

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**Health and Safety Authority**

Workplace Contact Unit  
Metropolitan Building  
James Joyce Street  
Dublin 1

LoCall: 1890 289 389  
Email: [wcu@hsa.ie](mailto:wcu@hsa.ie)  
Fax: (01) 614 7125  
Website: [www.hsa.ie](http://www.hsa.ie)

**Advice may also be sought from:**

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**Assistive technology**

Citizens Information Board  
Georges Quay House  
43 Townsend Street  
Dublin 2

LoCall: 1890 277 478  
SMS: 086 383 7644  
Email: [support@assistireland.ie](mailto:support@assistireland.ie)  
Website: [www.assistireland.ie](http://www.assistireland.ie)

**Aware**

72 Lower Leeson Street  
Dublin 2

Tel: (01) 661 7211  
Helpline, LoCall: 1890 303 302  
Fax: (01) 661 7217  
Email: [info@aware.ie](mailto:info@aware.ie)  
Website: [www.aware.ie](http://www.aware.ie)

**Brainwave**

249 Crumlin Road  
Dublin 12

Tel: (01) 455 7500  
Fax: (01) 455 7013  
Email: [info@epilepsy.ie](mailto:info@epilepsy.ie)  
Website: [www.epilepsy.ie](http://www.epilepsy.ie)

**Central Remedial Clinic**

Vernon Avenue  
Clontarf  
Dublin 3

Tel: (01) 854 2200  
Fax: (01) 833 6633  
Email: [info@crc.ie](mailto:info@crc.ie)  
Website: [www.crc.ie](http://www.crc.ie)

**DeafHear**

35 North Frederick Street  
Dublin 1

Tel: (01) 817 5700  
Fax: (01) 878 3629  
Text Messages: (01) 878 3629  
Minicom: (01) 817 5777  
Email: [info@deafhear.ie](mailto:info@deafhear.ie)  
Website: [www.deafhear.ie](http://www.deafhear.ie)

**Disability Federation of Ireland**

Fumbally Court  
Fumbally Lane  
Dublin 8

Tel: (01) 454 7978  
Fax: (01) 454 7981  
Email: [info@disability-federation.ie](mailto:info@disability-federation.ie)  
Website: [www.disability-federation.ie](http://www.disability-federation.ie)

**Enable Ireland**

32F Rosemount Park Drive  
Rosemount Business Park  
Ballycoolin Road  
Dublin 11

Tel: (01) 872 7155  
Fax: (01) 866 5222  
Email: [communications@enableireland.ie](mailto:communications@enableireland.ie)  
Website: [www.enableireland.ie](http://www.enableireland.ie)

**FÁS (Foras Áiseanna Saothair)**

Training and Employment Authority  
27–33 Upper Baggot Street  
Dublin 4

Tel: (01) 607 0500  
Fax: (01) 607 0600  
Website: [www.fas.ie](http://www.fas.ie)

**Inclusion Ireland**

(National Association for People with an  
Intellectual Disability)  
Unit C2, The Steelworks  
Foley Street  
Dublin 1

Tel: (01) 855 9891  
Fax: (01) 855 9904  
Email: [info@inclusionireland.ie](mailto:info@inclusionireland.ie)  
Website: [www.inclusionireland.ie](http://www.inclusionireland.ie)

**Irish Wheelchair Association**

Áras Chúchulainn  
Blackheath Drive  
Clontarf  
Dublin 3

Tel: (01) 818 6400  
Fax: (01) 0 833 3873  
Email: [info@iwa.ie](mailto:info@iwa.ie)  
Website: [www.iwa.ie](http://www.iwa.ie)

**Mental Health Ireland**

Mensana House  
6 Adelaide Street  
Dún Laoghaire  
Co. Dublin

Tel: (01) 284 1166  
Fax: (01) 284 1736  
Email: [info@mentalhealthireland.ie](mailto:info@mentalhealthireland.ie)  
Website: [www.mentalhealthireland.ie](http://www.mentalhealthireland.ie)

**National Disability Authority**

25 Clyde Road  
Dublin 4

Tel: (01) 608 0400  
Fax: (01) 660 9935  
Email: [info@nda.ie](mailto:info@nda.ie)  
Website: [www.nda.ie](http://www.nda.ie)

**NCBI – National Council for the Blind of Ireland**

Whitworth Road  
Drumcondra  
Dublin 9

Callsave: 1850 334 353  
Fax: (01) 830 7787  
Email: [info@ncbi.ie](mailto:info@ncbi.ie)  
Website: [www.ncbi.ie](http://www.ncbi.ie)

**Schizophrenia Ireland**

38 Blessington Street  
Dublin 7

Tel: (01) 860 1620  
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