

BEST PRACTICES

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Our goal is to mirror the demographics of the community. Everybody deserves an opportunity. People with disabilities have skills that are valuable in our industry, explains Jim Fenton, Director of Human Resources.

We support hiring people with disabilities not only because we want to be a good corporate citizen, Jim continued, but because we get great employees.

It makes good business sense to hire people with disabilities. People with disabilities, or more accurately people with different abilities, make great employees because they are hardworking, dedicated, friendly, show up on time, do their jobs with pride, appreciate being treated as equals and become great long-term employees for QFC. People with disabilities are a growing, untapped employment resource. Typically with a little extra coaching and training, people with disabilities are able to both meet and often exceed our high standards and workplace expectations.

It's also rewarding for the individuals with disabilities to have a job. Many of our employees with disabilities have shared their joy and excitement in finding a career that is fulfilling and rewarding. The individuals coworkers often bond together as a second family in providing a safe and caring atmosphere to explore their many abilities.

This has certainly been the case with Tanyss Banks, who was hired to work at our Rainier Avenue store. Ken Banks, QFC's Communications Manager and Tanyss' father states, "Tanyss is really happy to be part of the team, it makes her feel good to know that she is contributing to the success of the team. She loves the opportunity to learn new things and eventually wants to move from being a Courtesy Clerk to working in the Deli or the Bakery."

I'm happy she had the courage to try this and that she is sticking with it, Ken said. She's become more responsible, grown as a person, and she has a lot more self esteem. She is happy doing what she is doing and appreciates being treated like everyone else.

I can't say enough about the management staff and the whole team at Rainier. They have all been so supportive and encouraging. They have expanded her responsibilities while making sure she has the training she needs to be successful, Ken said.

The most important skill any QFC associate can provide is exemplary customer service. We hire people who have the ability to demonstrate a genuine passion for helping their customers and coworkers. It is our privilege to be able to provide legendary service to our customers, which includes customer who have disabilities as well.

Angela Jenkins, QFC District Recruiter takes pride in helping place people with disabilities in positions with QFC. It feels good when you work with an individual with disabilities, the agency representing them and the stores to find the right fit for everyone. It is great to see employees grow and take on their new responsibilities, says Angela.

QFC is an active member of the Washington State Business Leadership Network (WSBLN). We initially joined the WSBLN to continue our own growth and progressive thinking to learn about best practices, reasonable accommodations and networking opportunities for people with disabilities. We have been honored to join the board of directors and I have accepted the position of Chairperson to strengthen our commitment. Our goal is to continue to develop our own practices as well as educate other businesses on the importance of hiring, promoting and improving customer service for people with disabilities.