



CANADIAN TOURISM
HUMAN RESOURCE
COUNCIL

DISABLED PERSONS EMPLOYED IN TOURISM

According to Statistics Canada, the number of men and women who report having a disability has increased over time. In 2006, the national disability rate reached 14.3% - up from 12.4% in 2001.¹ Moreover, Canada's aging population will contribute to a higher overall disability rate in the future.

Labour shortages in the tourism sector will continue to be a challenge in the medium- to long-term. By 2025, the potential labour shortage for the sector is projected to balloon to a quarter-million jobs.

Canada's Tourism Sector: a quick overview

Canada's tourism sector consists of five component industry groups: food and beverage services, transportation, accommodation, recreation and entertainment, and travel services. A large and dynamic contributor to the nation's economy, tourism spending in Canada reached \$75 billion in 2008 and the sector's contribution to Canada's GDP was 2.2%.

According to the 2008 Labour Force Survey, 1.75 million people were employed in Canada's tourism sector, which represents 10.2% of all employment in the country. Among the five tourism industry groups, food and beverage services was the largest employer, employing 827,900 people (47% of the tourism labour force).

While there are over 400 occupations in the tourism sector, over three-quarters of all employees work in one of 38 occupations. One-third of all tourism workers are employed as food counter attendants and kitchen helpers, food and beverage servers, and cooks.

About one in ten tourism workers reported having a disability

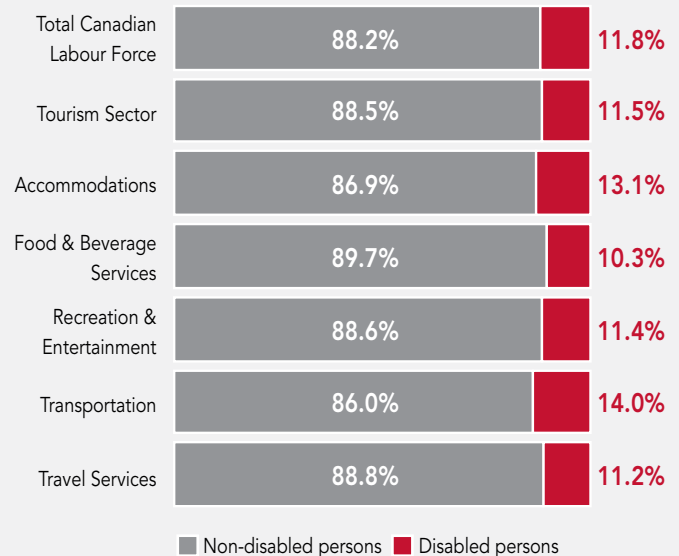
According to the 2006 Census, 11% of people working in Canada's tourism sector reported having a disability.² This was slightly less than the share of workers with a disability in the Canadian workforce overall (12%).

The transportation industry group had the largest proportion of workers with a disability

The labour force within the transportation industry group had the highest share (14%) of workers with a disability. This was

followed by the accommodations industry group (13%). The food and beverage services industry group employed the smallest proportion of disabled persons.

Disabled Persons within the Tourism Sector's Employed Labour Force, 2006



SOURCE: Canadian Census 2006, Customized tabulation.

The top five tourism occupations that employed the largest share of disabled persons were: taxi and limousine drivers and chauffeurs (18%); janitors and caretakers (17%); bus drivers and transit operators (17%); light-duty cleaners (17%); and, ticket agents (16%).

Women with a disability were more likely than disabled men to work in tourism

Even though a higher share of men with a disability were employed in the Canadian labour force than women, a higher percentage of disabled women (51%) were employed in the tourism sector than men (49%).

Within the industry groups, travel services had the highest share of disabled women (65%), while transportation industries employed the highest share of men with a disability (72%).

¹ Statistics Canada, *Participation and Activity Limitation Survey 2006: Analytical report*.

² Refers to persons identifying difficulties with daily activities and the reduction in the amount or kind of activities due conditions or health problems that have lasted or are expected to last 6 months or more.

| | Disabled Persons | |
|----------------------------|------------------|--------|
| | MALE | FEMALE |
| CANADA | 53% | 47% |
| TOURISM | 49% | 51% |
| Accommodations | 38% | 62% |
| Food & Beverage Services | 40% | 60% |
| Transportation | 72% | 28% |
| Recreation & Entertainment | 53% | 47% |
| Travel Services | 35% | 65% |

SOURCE: Canadian Census 2006. Customized tabulation.

One-half of tourism workers with a disability were 45 years and older

Almost half (49%) of disabled persons working in the tourism sector were 45 years of age or older. This age distribution was less than the proportion seen in the Canadian workforce. Compared to Canada overall (9%), the tourism sector employed twice the share of young people with a disability (20%).

| | Disabled Persons | |
|--------------------|------------------|----------------|
| | Canada | Tourism Sector |
| 15-24 years | 9% | 20% |
| 25-34 years | 12% | 13% |
| 35-44 years | 20% | 17% |
| 45 years and older | 59% | 49% |

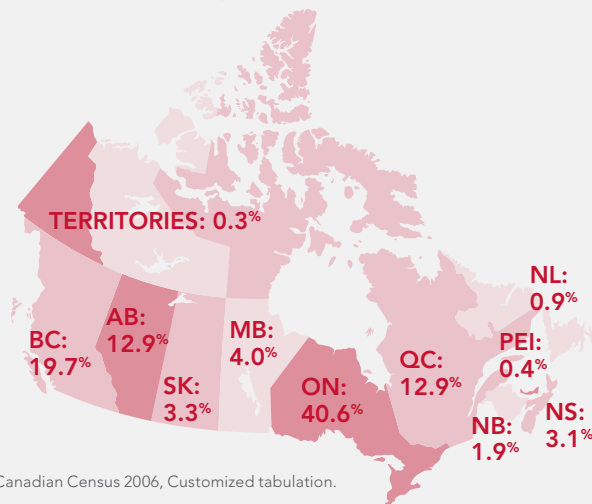
SOURCE: Canadian Census 2006. Customized tabulation.

Four in ten people with disabilities employed in tourism work in Ontario

Tourism workers with a disability were most likely to be found in Ontario (41%) and British Columbia (20%). This is not surprising given the overall size of the labour force in these two provinces.

When the number of disabled persons employed in the sector is compared with each province's overall share of disabled workers, a different trend appears. The participation rate of tourism workers with a disability was the greatest in British Columbia. In this province, more than four out of ten workers with a disability were employed in food and beverage services.

Geographic Distribution of Disabled Persons Working in Canada's Tourism Sector, 2006



SOURCE: Canadian Census 2006, Customized tabulation.

Vancouver had the greatest participation rate for disabled persons employed in tourism

In terms of absolute size, more tourism workers with a disability were employed in Toronto (16%), Vancouver (10%), and Montreal (7%) than in other cities.

However, the story is somewhat different when the percentage of disabled persons working in tourism is compared to each city's overall disabled labour force. In this scenario, the share of workers with a disability was the largest in Vancouver's tourism sector than in other cities.

While Canada's largest metropolitan areas are already utilizing workers with disabilities to help meet demand for labour, other regions still need to make better use of this important pool of workers. Demographic projections indicate that this population will keep growing as Canadians continue to get older. As such, tourism businesses will need to enhance capacity to remove barriers for this pool of workers. According to the U.S. Job Accommodation Network, 20% of workplace adaptations or modifications cost nothing to employers, with an additional 51% costing less than \$500. This represents a small investment compared to the financial burden that labour shortages and high turnover can bring to an organization

ABOUT THIS STUDY

The "Demographic Profile of Tourism Sector Employees" report is produced every five years as new Census data is made available. This summary was developed using specialized tabulations from the 2006 Census and offers employment statistics for demographic groups within the tourism labour force.

The detailed "Demographic Profile of Tourism Sector Employees" report is available on the CTHRC website: www.cthrc.ca

For more information contact: research@cthrc.ca



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