



Work and MS
an employee's guide

We're the MS Society. Our community is here for you through the highs, lows and everything in between. We understand what life's like with MS.

Together, we are strong enough to stop MS.

We rely on the generosity of people like you to fund our vital work. If you would like to make a donation, you can do so by:

- Calling us on: **0300 500 8084**.
Lines are open Monday to Friday, 9am – 5pm
- Visiting us at: **mssociety.org.uk/donate**
- Posting your donation to: MS Society, National Centre, 372 Edgware Road, London NW2 6ND. Please make cheques payable to the 'MS Society.'

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A word from Tijana, who has MS

I was diagnosed with MS in 2016 after experiencing a life-changing relapse. The right side of my body was completely numb for weeks and I lost the function of my right hand. This was a frightening and challenging period for me and my family.

I knew my personal and work life were never going to be the same again. My colleagues at the children's charity I worked at were absolutely wonderful. It took me two months to recover and return to work full time.

During my recovery they offered unconditional support, friendship, various options for work, including working from home and a phased return to work. My house was filled with flowers and chocolates.

Once I was ready to go back to the office full time, they offered flexibility for my doctor's appointments and regular weekly treatments. They were also incredibly understanding when I

decided to leave and pursue my career goals.

I met recruiters and prospective employers and learned life with a disability isn't easy. I wasn't sure whether to be honest about my MS, especially during interviews. But I decided to speak boldly about my disability whenever it was relevant. I believe that openness brought me to my current job. My manager is aware of the challenges I'm facing on a daily basis and supports me unreservedly.

As you face the world of work and MS, I hope you find this booklet - with its information, tips and real life stories - a help to you.

A handwritten signature in black ink that reads "Tijana". The script is fluid and cursive, with a large, sweeping 'T' and a long, trailing 'a'.

Five things to know

- 1 Most people don't have to tell their employer about their MS
- 2 You're protected against discrimination at work by equality law. This means you can't be treated unfairly because you have MS
- 3 There is support to help you at work. You can ask for 'reasonable adjustments'. You may get help through an Access to Work grant.
- 4 Straight after you've been diagnosed or had a relapse may not be the right time to make decisions about work.
- 5 With things like telling your employer or giving up work, give yourself time to adapt to your situation and to think what would be best in the long term.



About this booklet

Most people are diagnosed with MS at an age when they're likely to be in work.

It's common to have questions such as: Do I have to tell my employer? Will I be able to carry on doing my job? What are my rights? Am I entitled to support at work? What if my employer discriminates against me?

This booklet answers questions like these and has information and support. You may not need extra support in your workplace.


If you do, you may only require small changes – known as 'reasonable adjustments'. Even if you don't feel you need support now, you may want to find out what you're entitled to in case things change later.

“My boss has been very supportive. I've had time off for appointments. I'm now based on the ground floor so don't have to use the stairs.”
Claire

Guidance for employers

We have a booklet called 'MS in the workplace: an employer's guide'. It includes what your employer can do to support you, as well as what the law says they must do.

Our online toolkit

On our website there are some sample forms that you and your employer can use, along with case studies. These forms are indicated by a .

You can find this toolkit at mssociety.org.uk/work-toolkit

Telling people: who and when?

For many people with MS, particularly those who have just been diagnosed, a big worry is whether they will have to tell their employer or colleagues about their MS.

Telling an employer about your condition is known as ‘disclosure’. Most people with MS don’t have to disclose their diagnosis. But some people have to by law.

Who has to tell their employer?

You must tell your employer about your MS if:

- you work in the armed forces
- your MS may affect health and safety in the workplace
- you drive for your job and any of the following apply:
 - you’ve had any restrictions placed on your licence as a result of your MS
 - you drive vehicles for which you need a special licence – such as an HGV or taxi

- you are covered by your employer’s insurance while driving
- if your MS may affect your ability to drive safely

Should I tell my employer?

If you don’t have to tell your employer by law, deciding whether it’s best for you to tell them or not may be a difficult choice to make.


If your MS is not affecting how you work, you may not need to tell your employer. However, if your symptoms are noticeable, or your MS is starting to affect your work – for example, if you’ve had to take time off, or you need adjustments in the workplace – you may feel it’s best to tell them.

Even if your MS isn’t affecting your work at the moment, you may still want to tell your employer so they’re aware in case things change in the future. This can help

avoid misunderstandings if your MS symptoms, particularly hidden symptoms such as fatigue or cognitive difficulties, do start to affect you at work.

You may be worried about how your employer will react when you tell them about your MS. But research has found that people with MS who tell their employer about their diagnosis are more likely to remain employed, and to stay in work for longer, than those who don't.

You may find it helps to talk it through with someone you trust before reaching a decision. This could be your MS nurse (if you have one), a family member, friend, or health care professional.

 The 'Telling your employer' decision sheet can help you think through whether you want to tell your employer.

When should I tell my employer?

The best time to tell your employer is when you have a clear mind and your symptoms are relatively stable – for example, once the effects of a relapse have levelled out. That way, you're in the best position to answer any questions your employer may have, such as how your MS may affect you at work and what support you may need.

“I'm self-employed and for a long time I kept my MS a secret because I was paranoid about losing work. Telling clients has sometimes been difficult. But one has seen me use a stick for a number of years and they're very good about it and do still hire me”
Dominic

How should I tell my employer?

There are various ways you could approach your employer, depending on the environment you work in.

You could choose to have an informal chat, if you feel comfortable doing that, or you could make it a formal meeting. You could also bring someone with you, such as a union representative or a colleague.

“The team knew I was going for lots of hospital appointments, but they didn’t know why. A week after I’d been diagnosed, I called a team meeting and told them. It’s funny, because the only time I cried telling anybody about my diagnosis was at work. I think I probably cried more because my team was so supportive. I was just overwhelmed”
Trishna

However you choose to tell your employer, it’s worth taking some time to prepare what you’re going to say.

They may not know anything about MS – and even if they do, they won’t know how it affects you, so you will probably need to explain this to them.

We have produced a guide for employers, ‘MS in the workplace: an employer’s guide’, that you may want to pass to them before you speak to them about your MS.

You may also find it helpful to give them our ‘What is MS?’ booklet, or signpost them to our website.

What should I tell my employer?

What you say will be entirely up to you and depend on how much you want them to know.

Some people have found arming themselves with facts about MS was a good way of feeling prepared and confident to answer any questions.

You may want to mention:

- having MS doesn’t change

- your skills and experience
- any treatment you're getting for your MS that manages it
- the support you're receiving from your medical team
- there's evidence to show that work is good for your health

Your employer is likely to ask how your MS might affect you at work. If you need to ask for any adjustments or support, it's worth thinking these through before your meeting. There's more on adjustments on page 14.

It may help you to write down and practise what you're going to say beforehand, so you feel comfortable talking about your MS and how it affects you.

When you tell your employer, you may want to write down what you discussed and send it to them afterwards. That way you have a record of when you first told them about your MS, and what you told them.

“I had to explain the finer details of MS to some of my Territorial Army colleagues, who were talking behind my back about how I'd have a fit and kill them all. Once I'd explained that MS doesn't cause seizures, and that I'd never put them at risk, it was fine.”

Richard

Do I have to tell my colleagues?

You don't have to tell the other people you work with about your MS. However, you may want to tell some or all of your colleagues.

If you have reasonable adjustments in place – for example, if you start later in the day than everyone else – but your colleagues don't know why, they might think you're getting preferential treatment.

They may also misinterpret some symptoms; for example, if you have

problems with balance, they may think you're drunk. Equally, they may be aware that something is wrong, but feel unable to say anything to you about it.

Before deciding to tell your colleagues, you may want to talk to your manager about what - and how - to tell them.

Your employer isn't allowed to tell your colleagues about your MS unless you have said it's OK for them to do so. There's more on confidentiality on page 41.

“I've always been open with my colleagues about MS. I even gave them some MS Society literature so they could appreciate exactly what fatigue is and know I'm not lazy. And I'm sure my manager didn't really want to know about my bladder problems but it was important he understood!”

Dawn

Dealing with reactions

People can react in many different ways when you tell them you have MS – and not always in the way you expect them to.

Your colleagues may be supportive, curious, indifferent or negative. They may want to know how they can help, try to be over-protective or just leave you to get on with your job.

Some of them may know nothing about MS. Others may have their own ideas about how it is going to affect you, perhaps based on their personal experiences or what they've seen on TV.

However your colleagues react, you may find that you have to remind them to focus on you and what you can do, rather than your MS.

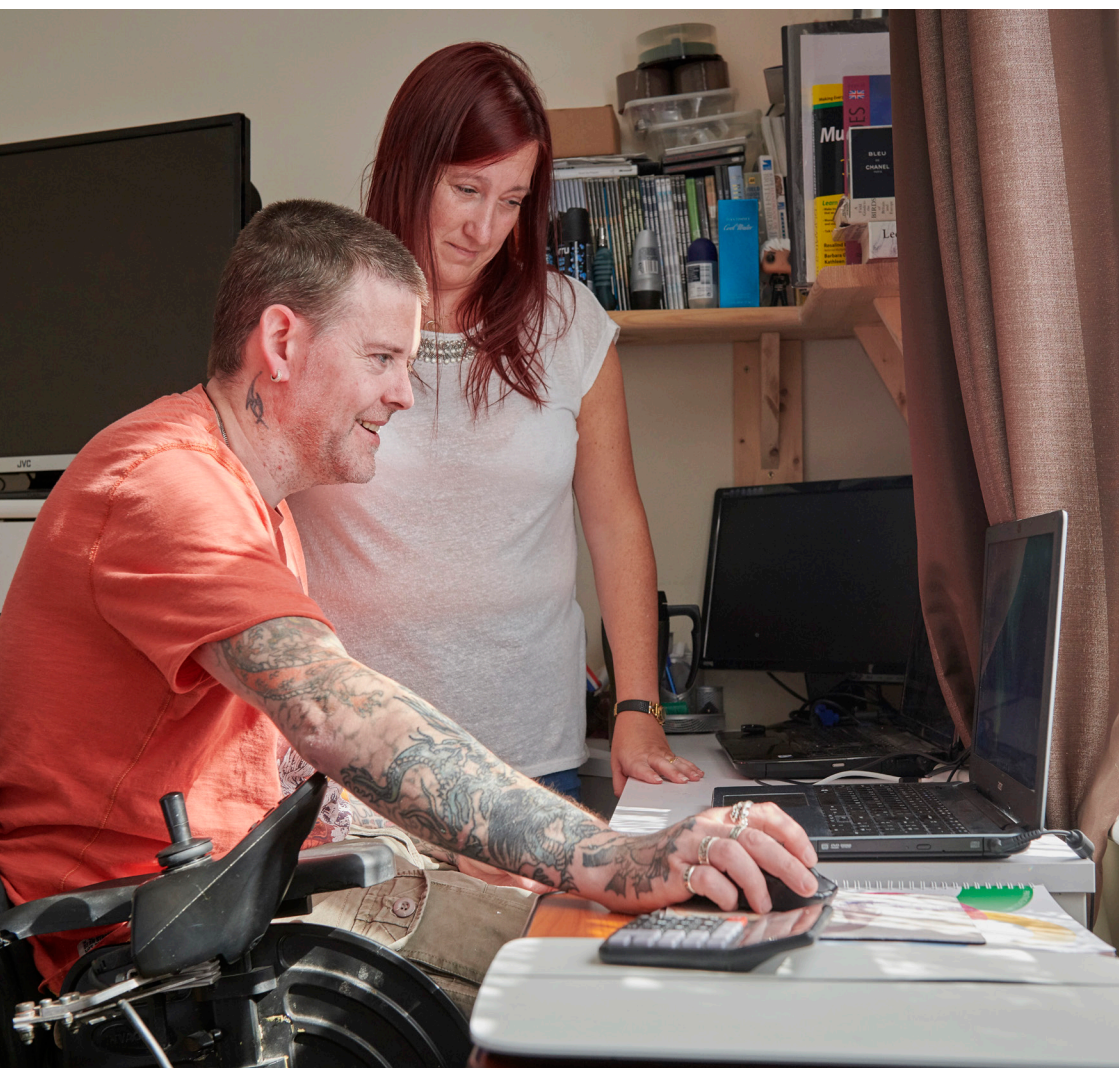
It can help if they know more about MS. You could, for example, bring in some copies of the MS Society's booklet 'What is MS?' for them to read. If you don't feel comfortable answering their questions, you could signpost them to the MS Society website or the MS Helpline.

If the company you work for has a disabled employees group or network, they may be able to support you in dealing with people's reactions.

If you feel a colleague or manager's reaction is particularly negative – for example, if they make jokes about you, or they

start to question your ability to do your job – you don't have to put up with it.

This kind of behaviour could be classed as harassment or discrimination, which is against the law. There's more on discrimination and harassment on pages 39–40.



Support to help you at work

There may be other support available from your employer, so it's worth talking to them about what they can offer you.

In order to access this support, you need to have told your employer about your MS. If you haven't, this will limit the amount of support you can get.

Reasonable adjustments

A reasonable adjustment is a change, perhaps to your job or your working environment, that your employer has to make to avoid you being put at a disadvantage compared to a non-disabled person.

Your right to ask for reasonable adjustments is part of the Equality Act and the Disability Discrimination Act. There's no limit to the number of reasonable adjustments you can ask for, nor to the number of times you can ask for them.

Your employer can't ask you to pay

for any reasonable adjustments.


What kinds of reasonable adjustment can I ask for?

This depends on what you do, and how your MS affects you. Some examples of reasonable adjustments that other people with MS have asked for include:

- more breaks
- a place to rest for short periods during the working day
- a chair or stool to sit on
- flexible or reduced working hours
- working from home
- moving their work station away from a source of heat, or closer to a toilet
- time off for medical appointments
- a car parking space near the entrance to work
- voice recognition software, or an adapted keyboard or mouse
- changes to the workplace layout to make it more

accessible

- changes to your job – for example, more admin and less travel

 The ‘Understanding your work situation’ form included in the employment toolkit can help you think about the different aspects of your job, and where you might need reasonable adjustments.

What’s ‘reasonable’?

This varies, depending on where you work and what you do. When deciding whether an adjustment you’ve asked for is reasonable, there are various things your employer can take into account.

These include:


- how effective it will be
- how much it costs
- how feasible it is
- what the business does
- the size of the business
- what resources (money, equipment and people) the business has
- how long you have worked or are likely to work there

“I’ve met some people who have had MS for years and never told their employer. I believe the only way they can understand your symptoms is if you tell them, otherwise they don’t now what’s going on.”

Trishna

If an adjustment you ask for costs more than is reasonable for your employer to pay, you may be able to get funding for it through Access to Work.

Once you’ve agreed any reasonable adjustments with your employer, it’s a good idea to keep a written record of them.

 The ‘Workplace Adjustment Agreement’ can help you record any adjustments.

The Equality and Human Rights Commission has detailed guidance on reasonable adjustments.

If you haven’t told your employer you have MS, they still have a

duty to put in place reasonable adjustments for you if they can see that you need them.

For example, if you use a stick for walking and your employer can see that you find it difficult to use stairs, they should arrange your working environment so that you don't need to use the stairs.

However, it may be harder to have reasonable adjustments put in place to help you manage more invisible symptoms, such as fatigue, in the workplace if your employer doesn't know that you have MS.

Access to Work

Access to Work is a government-funded service that offers financial support to help someone who is disabled or has a long-term health condition get into or to stay in work.

How does it work?

You can contact Access to Work through your local Jobcentre Plus, or directly through [gov.uk/access-to-work](https://www.gov.uk/access-to-work).

Once you've contacted Access to Work you will be allocated your own adviser. They will work with you and your employer to determine what help you need in the workplace, and how best to meet that need. This is often arranged by telephone, but in some cases they may come to your workplace to carry out an assessment.

“I heard about Access to Work through my occupational therapist and I was surprised to find I was eligible, even though I'm self-employed. They cover all my taxis, so I can go out to meetings or to see clients”
Dominic

As the employee, you must contact Access to Work. Your employer or a health care professional can't apply on your behalf.

Because your employer is involved in arranging support from Access to Work, they will need to know that you have MS.

What kinds of things will Access to Work pay for?

Access to Work can help pay for any extra equipment or support you need in order to be able to do your job. This can include:

- adaptations to the equipment you use
- special equipment
- fares to work if you can't use public transport or drive
- a support worker or job coach to help you in your workplace
- disability awareness training for your colleagues
- a communicator at a job interview
- the cost of moving your equipment if you change location or job

“Access to Work supplies me with taxis to and from work because I can't walk enough to use public transport.”

Dawn

Access to Work can't be used to pay for any equipment that someone would normally need in order to do your job, regardless of whether they were disabled or had a health condition. Nor can it be used to pay for reasonable adjustments, unless they cost more than would be reasonable for your employer to pay.

What you get will depend on your circumstances. It doesn't affect any other financial support you may get, and you won't have to pay it back.

Since October 2015, there has been a cap on the amount of Access to Work you can get. The maximum yearly amount you can get is up to 1.5 times the national average salary. As of March 2018 the maximum amount is £42,100. For the most up to date

information, visit our website or call our helpline.

There's more information about Access to Work on the gov.uk and NI Direct websites. Disability Rights UK also has a factsheet about Access to Work.

The Department for Work and Pensions produced a short video, with signing and subtitles, to help explain Access to Work. You can view it on their YouTube channel – go to **youtube.com** and search 'access to work DWP'.

Read about how Access to Work helped keep Richard in his farming job on page 21.

Occupational therapists

Occupational therapists (OTs) help people take part in everyday life as independently as possible.

Some OTs specialise in supporting people in work. They will be able to suggest ways to overcome any symptoms – both physical and emotional – affecting you in the workplace.

Many OTs have particular expertise in identifying any equipment or adaptations that can help you in your workplace.

To offer the right support and symptom management, they will work with you and your employer. Some of the ways OT can help include:

- **Fatigue management:** an OT can explain the effects of fatigue to your employer. Having seen your work processes, they can also advise your employer on different work patterns, hours of work and rest periods to reduce the impact of fatigue on your work
- **Workplace layout:** an OT can work with your employer to determine where it would be best for you to work, for example, to make the most of your physical energy or to get to toilet facilities quickly and easily
- **Equipment and adaptations:** an OT can suggest any physical adaptations that might help you in the workplace, such as handrails,

electric doors, or fitting a ramp for a scooter

OTs work in the NHS and in social care services. Some may be able to visit your workplace. Your doctors, MS nurse or other care professional can refer you to an OT. You can also find one privately through the College of Occupational Therapists.

Occupational health

Occupational health looks at health and work, and how one affects the other.

Some companies have an occupational health department or access to an occupational health service. You might find it helpful to see an occupational health doctor or nurse when you start a new job, or if you have had a relapse.

In order to get occupational health support, your employer would need to know about your MS. If your employer has an occupational health department, you may want to tell them about your MS first.

The occupational health adviser should not tell anyone else about your MS unless you say they can.

If your work doesn't have an occupational health department, you can contact Fit for Work in England, Scotland and Wales. In Northern Ireland there isn't a specialist occupational health service, but you can contact the Disability Employment Service for advice.

You may want to ask a health professional – such as your MS nurse – to attend your occupational health appointment with you. An occupational health adviser will often have general knowledge about MS, but a health professional will be able to give more specific advice on the symptoms that affect you.



“I use an FES device, which was paid for by Access to Work”

Richard explains how the scheme helped him continue his work.

I grew up on a farm and have worked in agriculture most of my life. When, after 20 years of unexplained symptoms, my MS was finally diagnosed five years ago, I was working for a company buying and selling cattle and driving 50,000 miles a year.

I blamed the driving for my problems, but it was the MS. Around the same time, I went back to work on a farm and my plan was to wind down gradually and retire, but the MS had other ideas. I have to continue working for a few more years because I need the money.

I have drop foot syndrome and I use an FES (functional electrical stimulation) device, which was paid for by the Access to Work scheme.

I had one before, paid for by my local health board, but they would only fund a wired system. I need a wireless system so I can walk around without tripping up so much.

My boss, who I've known for many years, has been very understanding. It's hard to change the routine on a farm – things need to be done at certain times – but wherever possible things are done flexibly to suit me.

He got me a quad bike, so I now chase the cows around and fetch them in on that! And, two years ago, another worker was taken on to take the pressure off me. I use his young legs to do the jobs I can't do.

Time off work

Having MS can mean you need to take more time off work than you did before due to appointments, relapses or the day-to-day effects of living with MS.

You may be worried about the impact this will have on your work, particularly if your company has a policy that places sanctions on people who take too much time off sick. If you're an employee and your employer knows about your MS, they may be discriminating against you if they treat you unfairly because you've had to take extra time off as a result of your MS.

If you're self-employed, you may have other questions, such as how you're going to keep the business going while you have time off. These are covered in the section on self-employment, on page 31.

Taking time off for appointments

You don't have an automatic right to time off for appointments, but you can ask for time off to attend medical appointments related to your MS as one of your reasonable adjustments (see page 14). If you work shifts, you could ask for your shifts to be arranged so you don't have to work when you have an appointment.

If your employer has a disability leave policy (see below), time off for appointments may be included in the policy.

It is worth checking your employer's policies to find out whether any time off for appointments is paid or unpaid.

Sick leave and disability leave

Some employers have disability leave policies, which outline how they treat time off related to a disability. But even if your

employer doesn't have a disability leave policy, they may be discriminating against you if they treat you unfairly because of any time off you've had relating to your MS: for example, if they use it to make decisions about promotions, bonuses or redundancy. There's more on your rights on page 39.

If you have to take time off sick because of your MS, you may want to talk to your employer about how they record this time off. For example, as a reasonable adjustment you could ask for any time off you've had relating to your MS to be discounted when adding up how much sick leave you've taken.

If your employer has a disability leave policy and your absence is planned – for example, to attend a scheduled appointment – this may be recorded as disability leave.

Fit notes and sick pay

If you're ill for more than seven days (including non-working days), then you have to give your

employer a note from your GP or a hospital doctor (if you're in hospital). This is called a fit note. You still need this even if your employer knows you have MS and your absence is due to your MS.

Visit the **gov.uk** website and search for 'fit notes'.

The fit note will include information about the reason for your absence. This is something to be aware of if you haven't yet told your employer about your MS.

If you're an employee, you should get some form of sick pay while you're ill. Your employer's sick leave policy will tell you what you're entitled to. This may be statutory sick pay, or your employer may have an occupational or contractual sick pay scheme.

Visit the **gov.uk** website and search for 'sick pay'.

If you're self-employed, you can't claim sick pay. Instead, you can claim Employment and Support Allowance (ESA). There's more

on ESA in our booklet 'Claiming Employment and Support Allowance.'

Return to work

If you've been off sick for four weeks or more, you may need some extra support when you return to work.

Some employers have policies in place for managing your return to work. If not, you may want to meet with your employer before you go back to work, particularly if you're dealing with new symptoms.

You can use this time to talk through any new reasonable adjustments you will need, and to develop a plan for how you are going to return to your job. If your employer has an occupational health team, you may be able to get some support from them to help you with this.

You may find it helps to return to work gradually, with a phased return to work. This is included as an option on the fit note. This means you would start out

doing fewer hours each week than you normally do, and build it up over a few weeks until you're back up to your normal hours.

You can ask your employer about a phased return to work, and whether they have a set time frame for this to happen.



The 'Return to work after time off' form can help you with planning a return to work.

If your company doesn't have a policy for managing your return to work, you and your employer may want to agree a plan in case you have to take a long period of time off sick. This might include details of how often you will be in contact with your employer, and whether you're happy for them to contact you.



The 'Workplace Adjustment Agreement' can help you keep a record of what you agree. This is important because you may end up with different expectations of what will happen.



WARNING
This structure is for viewing only.
Do not climb on the structure.
All activities must be supervised
by a qualified person.
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Looking for work

The Equality Act (or Disability Discrimination Act in Northern Ireland) protects you against discrimination while you're looking for work.

These laws limit what a potential employer can ask you about a disability or health condition, when they can ask you and what they can do with this information.

Nonetheless, if you're looking for work you may be worried about whether your MS will affect your chances of finding a job. In this section we cover some of the key questions you might have about MS and job hunting.

What is an employer allowed to ask?

A potential employer can ask you about disability during the recruitment process. But they can only ask you for one of the following reasons:

- For equal opportunities monitoring. This should be

done anonymously, as part of the initial application process

- To find out if you need any extra help or if you have any access requirements during the recruitment process
- To check that you can carry out all the vital tasks of the role (taking into account any reasonable adjustments that could be made)

“When I heard they were looking for someone to run a local post office part-time, my wife and I decided to apply together. They moved the interview to an office without stairs, so I could attend. We got the job and it's worked out brilliantly.”

Joseph

They can also ask for the purposes of supporting 'positive action in recruitment'. Positive action is

something an employer can do to increase the numbers of people from under-represented groups working for them. For example, if you and another candidate are both equally qualified for a job, they can offer it to you – as a disabled person – if numbers of disabled people at the company are disproportionately low.

If they ask, do I have to tell them about my MS?

Before you are offered a job, they can only ask you for one of the reasons outlined earlier. If they ask you for any other reason, or if they ask you any other questions about your health, it may be unlawful. If this happens you don't have to answer.

After you have been offered a job, they can ask questions about your health.

You may not feel comfortable telling them, but if you don't, and information about your MS comes out later, your employer could assume that you have been lying. Depending on the situation, it could be grounds for dismissal.

If a potential employer asks you for any other reason than those listed on page 26, you may have grounds to complain. See page 44 for information on raising a grievance.

Should I tell them, even if I don't have to?

This is something that many people with MS have asked when job hunting. They worry that if they do tell a possible employer about their MS, they will be less likely to be offered a job.

For this reason, many people with MS choose to wait until they have been offered a job before telling a future employer about their MS.

Whether or not you choose to tell a potential or future employer that you have MS is a personal decision. Before making up your mind, you may want to consider:

- Will you need to ask for any reasonable adjustments? Most employers will appreciate being told before you start work. It also gives them time to put the reasonable adjustments in place

- Are your symptoms obvious to others? It may be better to explain what's causing them, rather than allowing a potential employer to jump to their own conclusions
- Even if you have few symptoms and you don't need to ask for reasonable adjustments, you may still want to tell an employer in case things change in the future

Although you are protected against discrimination because of your MS, in practice this can be harder to prove when you're job hunting than when you're actually in a job.

If you do tell an employer about your MS after you've been offered a job and they then withdraw the job offer, this could be discrimination. There's more on what to do if you think you've been treated unfairly on page 43.

How do I find disability-friendly employers?

If you know you will need reasonable adjustments or time off for appointments, finding an employer who will be supportive of your needs may be important to you.

It can be difficult to know what the culture of an organisation is like before you start working there, but there are some ways to tell if it may be more disability friendly.



If you're in England, Scotland or Wales, look for the 'Two Ticks' symbol on job adverts. This is a scheme run by Jobcentre Plus. Using the symbol means that an employer has made a commitment to recruiting and maintaining disabled staff.

If a job advert displays the symbol, you will be guaranteed an interview if you meet all the criteria for the job and you have told them you have a disability.

If you can get information about employee benefits, check if it includes a disability leave policy. or if the employer is a member of the Business Disability Forum. If so,

they've made a commitment to supporting disabled employees. The Business Disability Forum website lists its members, or contact them for their list.

“I’ll be honest, getting a job wasn’t easy”



Gillian talks about applying for a job with MS.

When I was diagnosed in 2003, I was working as an NHS speech and language therapist. My boss and colleagues were very understanding but, after five years, it started to become clear that clinical work was too physically demanding for me.

A very wise occupational health adviser told me to think about the long term and to retrain so I could get a more desk-based job.

I’ll be honest, getting a job wasn’t easy. When I applied for jobs and revealed my MS, I didn’t get a single interview – even though I met all the essential criteria. A colleague advised me to stop mentioning it. I’d always thought it was best to be honest and upfront, but I took her advice and I didn’t reveal my MS on the job application for my current job.

In fact, I didn’t tell my boss until I’d been in the job for a year. I don’t want it to define me. I suppose I wanted to prove myself to him first, so he knew I was a hard worker and trustworthy, and that MS wouldn’t hold me back. When I told him, he already knew! He’s been fantastic.



Self-employment

Self-employment may be an option for you. It can give you the flexibility to plan your work around your health.

However, it's not without its risks. If you choose to go self-employed, you'll need to be sure you can keep things going if your MS means you're unable to work.

Where can I get support to go self-employed?

There are a number of places you can get support to help you to go self-employed, but not all of them will be geared up to helping people with long-term conditions.

If you're receiving Jobseeker's Allowance, or if you're in the work-related activity group for Employment and Support Allowance (but not on the Work Programme), you can get support from your local Jobcentre Plus. This could be through the New Enterprise Allowance, which can provide funding and advice from a business mentor.

If you're on the Work Programme, you won't qualify for the New Enterprise Allowance. But you should be able to get self-employment support from your Work Programme provider.

If you're not receiving benefits, you can contact your local Chamber of Commerce to find out what support is available in your area, or you could get in touch with one of the organisations listed on page 51.

Visit the **gov.uk** website and search for 'working for yourself'.

Is there any funding available?

There's no funding available specifically to help people with MS to become self-employed. However, there are some general sources of funding – mainly in the form of start-up loans – that you may be able to access.

One of the organisations listed on page 52 should be able to help

you to find the right source of funding for your business.

If you're getting support from the New Enterprise Allowance, once your business plan has been approved you will receive a weekly allowance and a loan to help with start-up costs.

You can also get funding from Access to Work to help with the cost of specialist equipment, support workers and travel. See page 16 for more information about Access to Work.

What if I can't work anymore?

The lack of a regular, reliable income is one of the downsides of being self-employed. Add to that the uncertainty of living with an unpredictable condition like MS, and it may seem too much of a risk.

However, there are ways you can manage this risk. You can build flexibility into your business planning, so the business can keep going even if you're not well enough to work.

This might be through making the nature or operation of the business the kind that can be put on hold when you can't work, or it might be through employing people who can do the work for you when you can't.

A business adviser at one of the organisations listed on pages 51-52 should be able to help you with this planning.

If you have Access to Work funding to pay for a support worker, bear in mind that their role is to support you while you are at work. While they might be able to keep things ticking over for a short time if you're unwell, they wouldn't be able to do your work for you.

Can I claim any benefits or sick pay?

If you're self-employed, you won't be entitled to any sick pay. Instead, you can claim Employment and Support Allowance (ESA) for any periods when you're not able to work. Depending on your circumstances, you may be able

to claim other benefits as well.

There's more information about claiming ESA in our booklet 'Employment and Support Allowance,' and about the range of benefits you may be eligible for in our booklet 'Benefits and MS.'

If you're claiming ESA you are allowed to work a limited number of hours per week, as long as you don't earn over a certain amount.

This is known as permitted work. If, for example, you're recovering from a relapse, this means you can build up the number of hours you're working without losing out on financial support.

The rules around permitted work are complicated, so you may want to speak to a Disability Employment Adviser at your local Jobcentre Plus to find out what you can and can't do.

Some people who are self-employed take out income protection insurance, which can replace part of their income if they're unable to work for a while.

However, this will only be an option for you if you already had income protection insurance before you were diagnosed with MS.

It's very difficult to take out this kind of insurance after being diagnosed with MS, as in the insurer's eyes it's more likely to pay out at some stage.

There's more on insurance in our booklet 'Insurance and MS'.

Needing change

Even with reasonable adjustments in place, you may no longer be able to do your current job.

This does not mean you automatically have to give up working. There are a number of different options that you may want to explore before reaching that decision. We cover some of these below – reducing your hours, moving to another position and retraining.

Of course, for some people giving up work may be the right option. We cover some of the issues around giving up work for health reasons on page 32.

Reducing your hours

You may find that you can actually continue in your current job if you reduce your hours. Not everyone will be in the position to do this, but it may be worth discussing it with your employer to see if it's possible. You may, for example,

be able to go down from a five day week to a four day week, or you could enter into a job-share arrangement.

Reducing your hours will have an impact on your finances, and may also affect your workload. Before deciding to reduce your hours, there are some questions you may want to think about:


- How much money do I need, and will I have enough if I reduce my hours?
- If I reduce my hours, will my workload be reduced too? Or will I have to do the same amount of work in fewer hours?
- Will reducing my hours have any impact on my pension?
- Can I still meet the demands of my job on reduced hours?

The Money Advice Service has a useful online budget planner. Visit moneyadviceservice.org.uk

Moving to another position

Another option you may want to consider is moving to another position within the same organisation. For example, if your job means lots of manual work, you may want to move to a desk job.

Whether you can do this will depend on a number of things, such as the size of the organisation you work for, whether there are any other jobs you could do, and your particular skills and experience.

 You can use the 'Strengths and weaknesses' form to help you work out what you do well, and what opportunities you may have.

If there is a suitable job available, your employer has to offer it to you. A reasonable adjustment in this case could be that you don't have to go through a competitive interview, or that you get any training you need to do the job.

Retraining

If your MS means you are no longer able to do the type of work you have been doing, but you feel you are still able to work, another option might be to retrain.

Your national careers service can help you decide what you would like to do, as well as working out what training you would need to do and how to pay for it. See page 52 for contact details.

“I didn't tell the cleaning agency that I have MS; there was no need to. I'm on my own in the office, so have no colleagues and most of my symptoms were sensory. But lately, I've started to struggle with the physical side of my cleaning job. I'm a lot slower than I used to be and can't do as much. Nobody has said anything yet, but I think it's a matter of time.”

Debby

If you need to give up your current job in order to retrain, you may be eligible to claim benefits. You may want to speak to your local Citizens Advice or other benefits advice agency before making any major decisions.

There's more information about benefits in the MS Society booklet 'Benefits and MS.'

If you are claiming out-of-work benefits, you can also get support from a disability employment advisor at your local Jobcentre Plus to help you find a new job or gain new skills.

You may also be able to get support from the government's Work Choice programme. Through this programme, which aims to help disabled people to find and keep a job, you may be able to get help with things like training and preparing for interviews.

Visit the [gov.uk](https://www.gov.uk) website and search for 'work choice'.

There are a number of specialist agencies that can help disabled

people to find work. See page 48 for contact details.

Ill-health retirement

You may have reached the stage where your MS means you can no longer work at all.

For some people, the decision to give up work completely can be a hard one to make. Work can be a large part of who you are, and to give it up can feel like losing a part of yourself. This can be difficult to deal with.

If you're in this situation and you want to talk to someone about how you're feeling, you can call the MS Society Helpline. They're available Monday to Friday (closed weekends and bank holidays).

Ill-health retirement is something you should only consider after you've explored all other possible options. You may want to talk it through with someone – such as your trade union representative (if you're a member) or an occupational health adviser – before making any decisions.

If you choose to talk about ill-health retirement with your employer, you may want to ensure that all conversations are covered by the principle of ‘without prejudice’. This means that – unless you give them permission to do so – your employer can’t use these conversations as evidence that you accept you can’t do your job.

Group insurance policy

It may be useful to check if your current or future employer has a group insurance policy in place. If they do and you decide to stop working, you could apply for ill health retirement and still receive an income.

Remember – the decision to retire on ill-health grounds is yours. If you feel you can still work, but your employer is pressuring you to retire, you don’t have to. See page 46 for what you can do.

Money and benefits

You may be worried about the impact giving up work will have on your finances. However, there

is financial help available.

If you have paid into a private pension scheme, you may qualify to take your pension early for ill-health reasons. The rules will vary depending on your scheme, so you should speak to the pension scheme administrator.

You will not be able to claim your state pension until you reach state pension age.

If you’re not sure what your retirement age is, you can find out by checking the state pension age calculator on the **gov.uk** website (in Northern Ireland the NI Direct website).

If you are no longer able to work, you may be eligible to claim benefits, including Employment and Support Allowance (ESA). However, the exact benefits you can claim will depend on your income, savings, national insurance contributions paid, or any combination of those.

The rules are very complicated, so you may want to get advice from

your local Citizens Advice or other benefits agency. You can find out information about the range of benefits available in our booklets

‘Benefits and MS’ and ‘Claiming Employment and Support Allowance.’



“This isn’t working for me”

Lexi talks about moving to a more suitable position within the organisation.

When I was diagnosed with MS six years ago, I was an office administrator. Around the same time, I was made redundant – nothing to do with my MS – and found myself out of work for 10 months.

Although my mobility was good, I worried about whether I could get another job and my health did deteriorate with the stress. Fortunately, I got a job at a DIY store, even though I was upfront with them about having a disability.

My administrative role was really stressful . My cognitive skills became a problem. So I said to my boss: ‘This isn’t working because of my MS.’ The company didn’t want to lose me and suggested working on the shop floor. I agreed, despite a slight salary drop. I thought I’d do it for a short time, but I loved working on the tills, talking to customers, and so I’ve stayed.

They’ve really looked after me, giving me a stool, so I can sit down, varying my hours and letting me take breaks when I’m really fatigued.

My colleagues have been fantastically understanding, sometimes they’re a bit too supportive – they treat me like I’m made of glass! I’m one of the lucky ones.

Your rights

You're protected against discrimination by the Equality Act if you live in England, Scotland or Wales and the Disability Discrimination Act (DDA) if you live in Northern Ireland.

MS is a named condition in both acts. This means you're protected from the moment of diagnosis no matter how your MS affects you.

“Know your rights. It gives you that little bit more confidence to not feel guilty about asking for things that, at the end of the day, are going to make your life easier. If your life's easy you're going to work better, which makes the company's life easier.”

Trishna

Both acts make it unlawful to discriminate in all aspects of employment (in recruitment,

selection, training, promotion, redundancy and dismissal). We've included a summary of the types of discrimination they prohibit below.

You can find out more detailed information from the Equality and Human Rights Commission (in England, Scotland and Wales) or the Equality Commission (in Northern Ireland).

Harassment

This is when an employer allows or participates in 'unwanted conduct' related to your disability. To count as harassment, this unwanted conduct would violate your dignity or create a hostile or intimidating working environment. For example, if your colleagues made jokes about some of your symptoms, this might be considered harassment.

Direct discrimination

This is when someone with a disability is treated worse than someone without a disability.

For example, if you were overlooked for promotion because your employer assumed your MS meant you wouldn't be able to do the job, this would be considered to be direct discrimination.

Indirect discrimination

This is when the way an organisation or service works is unfair. The discrimination happens because the standard practice of the organisation is unfair when applied to the disabled person.

For example, a company does not provide job applications in large print. This could be unfair for anyone with sight problems.

Indirect discrimination is not covered in Northern Ireland by the DDA.

Discrimination arising from a disability or disability-related discrimination

This is when someone is discriminated against because of something connected to their disability, not because of the disability itself.

For example, if you had taken time off because of your MS and you were dismissed because you had had more sick days than other people, this could be considered discrimination arising from a disability or disability-related discrimination.

'Discrimination arising from a disability' applies in England, Wales and Scotland. 'Disability-related discrimination' applies in Northern Ireland. They are broadly the same, although the exact details differ.

Disability discrimination by association

The Equality Act also protects people who have an association with a disabled person – for example, a partner or a carer. A person with an association can bring a claim for direct discrimination or harassment.

For example, if your partner's company is hosting a work social event and your partner is told not to bring you as they know you have MS – but other staff are encouraged to bring their

partners – then this could be considered discrimination by association.

Disability discrimination by association is not covered by the DDA in Northern Ireland.

Confidentiality and privacy

Confidentiality

All employees – regardless of whether they have a health condition or are disabled – have the right to confidentiality at work. There are laws that place strict limits on what an employer can do with any personal information you have given them

These are:

- the General Data Protection Regulation (from May 2018)
- the Health and Safety at Work Act (1974)
- the Human Rights Act (1998)

In general, your employer is not allowed to share any personal information about you without your permission. If your employer does have to share information about the workforce as a whole,

for example, for health and safety purposes, they should do this in a way that maintains the privacy of individual employees.

This means that if you've told your employer you have MS, they are not allowed to tell anyone else unless you say they can. See the section 'what to do if you're not being treated fairly' for what you can do if this happens.

Privacy

If you need to make phone calls, or use email or the internet for anything in relation to your MS while you're at work – for example, to book an appointment – you may be concerned about your right to privacy.

Many employers have a policy outlining what they consider to be fair email, internet or phone use, and how they monitor their employees' use of this technology. If your employer doesn't have a policy in place, you can ask what you are and aren't allowed to do.

In general, your employer is

allowed to monitor the general internet, email and phone usage of all employees, as long as they tell you what they're doing and why. However, they should not be monitoring any communication that is clearly personal, unless they have a good reason for doing so (for example, if they

suspect criminal activity).

You may want to talk to your employer if you have any concerns about privacy at work. If you feel your right to privacy has been breached, there are things you can do about it. These are outlined in the next section.

Can an employer ever justify discrimination?

An employer may be able to justify some forms of discrimination. It depends on what they are doing, and why they are doing it.

Direct discrimination – treating you unfairly because of your MS – can never be justified. But an employer may be able to justify other forms of discrimination, such as indirect discrimination or discrimination arising from a disability. This is as long as they can prove it is helping them to pursue the aims of the business, and there is no other way to do so.

For example, you work for a small company and everyone has to be at work by 9am every day. You find travelling during the rush hour makes your fatigue worse, and you want to be able to start later. Your employer says that you can't as this is the busiest time of day for them and they need all their staff at this time; without you they would be short-staffed and would potentially lose out on business.

The law around this is complicated, so you may want to seek advice from one of the organisations listed at the back of this booklet.

What to do if you're not being treated fairly

If you feel you're not being treated fairly, there is usually something that you can do about it.

This section outlines the steps you can take if you feel you've been treated unfairly at work, or while looking for work.

In work

Not everyone with MS has a positive experience at work. It could be that your line manager has started treating you

differently since you told them about your diagnosis. Or perhaps your colleagues think you're getting preferential treatment, or that you're not making a full contribution to the team effort.

Whatever the situation, if you're being treated unfairly at work, there is usually something you can do about it. Your company may have a policy for dealing with these issues. If not, this section outlines the steps that would normally be included in such a policy.

What is Acas?

Acas is the Advisory, Conciliation and Arbitration Service. It's an independent, government-funded organisation that aims to improve employment relations in England, Scotland and Wales. It works with employers and employees to solve problems and resolve conflicts. You can find advice on a range of topics related to employment relations on their website, or you can contact their helpline.

If you're in Northern Ireland, the Labour Relations Agency performs a similar role.

You can download the Acas Code of Practice – Disciplinary and Grievance Procedures from the Acas website.

You can get more detailed information and support from Acas (in England, Scotland or Wales), Labour Relations Agency (in Northern Ireland) and the Equality Advisory Support Service.

Talk informally

Whatever your concerns, you should discuss them with the people involved. Informal discussion is usually the best starting point. They can resolve many issues, as well as help to avoid any bad feeling between you and the other people involved.

Raise a grievance

If talking informally hasn't brought the results you wanted, the next step could be to raise a grievance in writing. Your employer may have a grievance procedure in place. If not, you should write a formal letter to your employer, giving details of the issues you've experienced. As well as outlining what happened and when, you should ask your employer to investigate the problem.

The website [acas.org.uk](https://www.acas.org.uk) includes questions you can ask your employer to find out why they have treated you in a way that you think is discriminatory.

You have three months from the date the issue happened to raise a

Do I have to raise a grievance?

You can go straight to an employment or industrial tribunal without raising a grievance – for example, if you are reaching the three-month time limit for making a claim. However, if you do so, any compensation you may get from the tribunal may be reduced by up to 25% for failing to follow the Acas code of practice.

grievance. However, you may want to do so sooner in case you'll be taking the issue further. The deadline for making a claim in an employment or industrial tribunal is also three months from the date of the incident.

Once you have raised your grievance, your employer should then arrange a meeting with you to discuss it. You can have a colleague with you for this meeting, or a union representative if you're a member. If your grievance is dismissed, you must also be given the right to appeal against the decision.

Employment or industrial tribunal

If you're not happy with the result of the grievance, or if you don't get a response, you can issue a claim for disability discrimination in an employment tribunal or, in Northern Ireland, an industrial tribunal. Be aware that there may be a cost involved if you do make a claim to a tribunal.

Visit the **gov.uk** website to find out more about tribunal costs. If you are in England, Scotland or

Wales, you need a certificate from the Acas Early Conciliation service before you can issue a claim in an employment tribunal.

When you contact the service, Acas will offer to work with you and your employer to resolve the dispute without having to go to a tribunal. You don't have to take them up on the offer. They can still issue you with a certificate so you can go to a tribunal.

If you do use the service and still can't reach an agreement with your employer, Acas will issue you a certificate to go to tribunal.

Remember: the deadline for issuing a claim in an employment or industrial tribunal is three months from when the discrimination took place.

Using the Early Conciliation service does not affect this timescale – the clock is paused when you start the process and restarted if you can't reach an agreement and you decide to go to a tribunal.

Looking for work

In order to prove you've been discriminated against while looking for work, you would need strong evidence of the reason you did not get the job – which may be hard to get.

If you feel you can get the evidence, the process you would follow is the same as if you were in work. You can try asking questions of the employer, following the Acas guidance on asking and responding to questions of discrimination in the workplace (see 'Raise a grievance' on page 44).

If you're not happy with the responses you get, or if you don't get any response at all, you may then be able to take the issue to an employment or industrial tribunal.

For further guidance on what to do if you feel you've been discriminated against during the recruitment process, you can contact Acas or the Equality Advisory Support Service.

My boss is telling me I can no longer do my job.

If you feel you can still do your job, but your employer is telling you that you can't, you may be able to challenge them.

You would need to show that there are reasonable adjustments they haven't put in place that would mean you could still do your job. You may need to provide evidence, such as an occupational health report, to show that the reasonable adjustments would help.

If your employer dismisses you without having made all reasonable adjustments, this may be discrimination. In this case, you would be entitled to take action against your employer following the same procedure outlined on page 44.

“They bullied me when I was at my most vulnerable”



Barbara talks about issuing a claim for unfair dismissal.

It was a devastating blow when I was diagnosed with highly active MS. But what happened next came as an even bigger and more painful shock. Overnight, my work colleagues turned on me and began a systematic bullying campaign to get me out of my job.

One morning, my employer sacked me on the spot, telling me it was for my own safety – something they later denied. I was gutted. It was two months before Christmas. I was a divorced single mother with a young son. For eight weeks, I sank into depression. Then I got angry.

A friend recommended an employment lawyer who had MS too. She agreed to take on my case. We lodged an employment tribunal claim for unfair dismissal. They'd broken every rule in the book.

I was looking forward to my day in court but they agreed to pay me off instead. The first offer was an insult. After some negotiation, we settled on a figure I was happy with. It wasn't about the money; I wanted an admission of liability for their outrageous behaviour. I wanted to prove a point.

They bullied me when I was at my most vulnerable. They took away my job and made my life hell. Then they denied me time to come to terms with my diagnosis. They stole my grieving period from me.

Useful organisations

Finding the right people to support you in managing your MS at work can make a real difference – but it's not always obvious where to look for them.

We've listed below some of the people who may be able to help you.

People who can support you

- Occupational therapist
- Human resources
- Line manager
- Access to Work adviser
- Occupational health
- Disability employment adviser
- Union rep, or supportive colleague if you're not a union member
- MS nurse
- Social worker

Your rights

Citizens Advice

For help with welfare rights, housing and disability issues, as well as information about your rights at work. Local offices are listed in the telephone directory and on the national websites.

England and Wales

citizensadvice.org.uk

03444 111444 (England)

03444 77 20 20 (Wales)

Scotland

0808 800 9060

(closed weekends and bank holidays).

cas.org.uk

Northern Ireland

citizensadvice.co.uk

028 9023 1120

Disability Rights UK

Leading disability organisation working to support the rights of disabled people. Has information on Access to Work and working with a disability or health condition.

disabilityrightsuk.org

Disability Law Service

Can provide free, confidential legal advice to people in England and Wales on employment issues, disability discrimination, benefits appeals, and social welfare.

020 77919800

dls.org.uk

Equality Advisory and Support Service

Freephone helpline providing advice and assistance on issues relating to equality and human rights, across England, Scotland and Wales. You can contact them by phone, by email or via live chat on their website.

0808 800 0082

0808 800 0084 (Text phone)

www.equalityadvisoryservice.com

Equality Commission Northern Ireland

For information about your rights under the Disability Discrimination Act in Northern Ireland.

028 9050 0600

equalityni.org

Equality and Human Rights Commission

Has information on their website about your rights under the Equality Act (England, Wales and Scotland). Individual information and advice provided via the Equality, Advisory and Support Service.

equalityhumanrights.com

Gov.uk and NI Direct

Government websites with information about benefits, rights, health care, social care and more.

England, Wales and Scotland **gov.uk**

Northern Ireland **nidirect.gov.uk**

Employment support

Acas

An independent, government-funded organisation that aims to improve employment relations in England, Scotland and Wales, through working with employers and employees to solve problems and resolve conflicts.

0300 123 1100

acas.org.uk

Benefits and Work

This website helps you get the benefits you're entitled to. Whether you're making a new claim or renewing an existing claim, the site covers PIP, ESA and DLA. It also has guidance on appealing against decisions.

benefitsandwork.co.uk

Business Disability Forum

National organisation helping employers to recruit and retain disabled employees.

020 7403 3020

businessdisabilityforum.org.uk

Disability Employment Service (Northern Ireland)

Part of NI Direct, the Disability Employment Service provides support to employers to recruit and retain disabled staff. It can also help people with disabilities find employment.

028 9025 2237

des@delni.gov.uk

delni.gov.uk

Labour Relations Agency

Public body with responsibility for improving employment relations in Northern Ireland.

028 9032 1442

lra.org.uk

Pluss

Supports disabled people to find work.

0800 334 5525

www.pluss.org.uk

Remploy

Supports disabled people to find employment. Includes online advice and guidance on getting and staying in a job.

0300 456 8052
remploy.co.uk

Shaw Trust

Supports disabled people looking for work, who have been referred to them through their local Jobcentre Plus.

shaw-trust.org.uk

Health support

College of Occupational Therapists

For information about occupational therapy, as well how to find an occupational therapist.

cot.org.uk

Fit for work
(England and Wales)

0800 032 6235
fitforwork.org

Fit for work (Scotland)

0800 019 2211
fitforworkscotland.scot

Disability Employment Service (NI)

Part of NI Direct, the Disability Employment Service provides support to employers to recruit and retain disabled staff. It can also help people with disabilities find employment.

028 9025 2237
des@delni.gov.uk
delni.gov.uk

Self-employment and retraining

Business and enterprise networks

For advice and support on setting up and running your own business, these can help:

National Enterprise Network (England)

01908 605130
nationalearnerprisenetnetwork.org

Northern Ireland Business Info

0800 1814422
nibusinessinfo.co.uk

Business Gateway (Scotland)

0845 609 6611
bgateway.com

Business Wales
03000 603000
business.wales.gov.uk

Careers services
Advice and tools to help you
find a new job or retrain.

**National Careers
Service (England)**
0800 100 900
**[nationalcareersservice.direct.
gov.uk](http://nationalcareersservice.direct.gov.uk)**

**Northern Ireland
Careers Service**
0300 200 7820
nidirect.gov.uk/careers

My World of Work (Scotland)
0800 917 8000
myworldofwork.co.uk

Careers Wales
0800 028 4844
careerswales.com

Disabled Entrepreneurs Network
Provides a voice and networking
opportunities for disabled
entrepreneurs.
disabledentrepreneurs.co.uk

The Prince's Trust
Runs an enterprise programme
for people aged 18 to 30 who want
to set up their own business.
princes-trust.org.uk

Start Up Loans
A government-funded initiative
to provide business loans and
mentors for entrepreneurs.
startuploans.co.uk

New words explained

Access to Work – the government scheme that gives you money to help you stay in work if you have a disability or health problem

to disclose/disclosure – when you tell people at work you have MS

Disability Discrimination Act (DDA) 1995 – if you live in Northern Ireland and have a disability, this law protects you from discrimination. With MS this protection starts the day you're diagnosed

disability leave – this can cover planned or unplanned time off, medical appointments or recovery time. Good employers record it separately from sick leave. It's an example of a **reasonable adjustment**. Not all work places have disability leave but you could still ask for it

Equality Act 2010 – if you're in England, Wales and Scotland and have a disability, this law protects you from discrimination. Protection starts the day you're diagnosed

employee – the person who takes work from another person or

organisation and gets paid for it. Details are usually agreed between them in a contract

employer – the person or organisation that gives people work and pays them for doing it

occupational health – a team or service that keeps people safe and well at work, physically and mentally. In some companies a special department deals with this, others use an outside service

occupational therapist (OT) – someone who supports you to do daily tasks and keep your independence. They suggest practical things and changes to where you work or live

reasonable adjustments – changes at work that the law says your employer must make. This stops you being at a disadvantage compared to other people at work

relapse – a flare up of your MS. You get new symptoms or old ones get worse, then often get better.

Further information

Library

For more information, research articles and DVDs about MS contact our librarian.

020 8438 0900

librarian@mssociety.org.uk

mssociety.org.uk/library

Resources

Our award winning information resources cover every aspect of living with MS.

020 8438 0999

shop@mssociety.org.uk

mssociety.org.uk/

publications

MS Helpline

The freephone MS Helpline offers confidential emotional support and information for anyone affected by MS, including family, friends and carers.

Information is available in over 150 languages through an interpreter service.

0808 800 8000

(closed on weekends

and bank holidays)

helpline@mssociety.org.uk

Employment toolkit

A collection of forms, case studies and best practice examples.

mssociety.org.uk/work-toolkit

About this resource

This book is the result of MS Society-funded research 'Working yet worried 2: Working with employers to ensure employees needs are met', conducted by Dr Joanna Sweetland and Honorary Consultant Neurologist, Diane Playford.

With thanks to Angela Brosnan, Angela Matthews, Gideon Schulman, Jan Spencer, Tina Law, and the people affected by MS who helped with this booklet.

If you have any comments about this booklet, please send them to resources@mssociety.org.uk

Disclaimer: We have made every effort to ensure that the information in this publication is correct. We do not accept liability for any errors or omissions. Seek advice from the sources listed.

Photography

Photography: Amit Lennon (cover and p13), Davie Dunne (p 6), Paul Moane (p25) and Simon Rawles (p30).

This resource is also available in large print.

Call **020 8438 0999**
or email **shop@mssociety.org.uk**

Contact us



MS Helpline

Freephone 0808 800 8000

(closed on weekends and bank holidays)

helpline@mssociety.org.uk

MS National Centre

0300 500 8084

info@mssociety.org.uk

supportercare@mssociety.org.uk

Online

mssociety.org.uk

facebook.com/MSSociety

twitter.com/mssocietyuk

MS Society Scotland

0131 335 4050

msscotland@mssociety.org.uk

MS Society Northern Ireland

028 9080 2802

nireception@mssociety.org.uk

MS Society Cymru

0300 500 8084

mscymru@mssociety.org.uk

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