



Leaders in advocating for  
the disability community

## Transcript of the Dec. 13<sup>th</sup> episode of Talking Inclusion podcast.

**Christianna McCann:** I'm CJ from NTI, a non-profit disability organization that offers free job placement assistance for work at home positions for disabled individuals and their caregivers.

Welcome to Talking Inclusion!

Today we're talking to Zeanne Hernandez about her work-at-home job at NTI.

**Zeanne Hernandez**

Hi Christianna

**Christianna McCann:**

Hi, can you tell me a little bit about yourself?

**Zeanne Hernandez**

Yes, sure. Well, I'm a wife and mother of three already, adult kids.

Obviously, I work from home, which I love, and **I had polio when I was nine months old. Very little. A long time ago, and I used to walk with a brace, but then it became harder with the post-polio syndrome and all that. And that was, you know, forced to look for a job that would better suit my needs.**

And and. Since I mean, I think I've been working for. NTI/ IRS like for I don't know, maybe 17-18 years.

That's a long time. But but then I. What else? I mean, I love to read and I'm very social, so, so that's about it. I tell my friends I'm a very boring person.

**Christianna McCann**

You don't sound boring. Thank you for that. Can you tell me about your role at NTI and what work working from home is like?



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**Zeanne Hernandez**

Yes. My role? Well, I'm an Order Entry Clerk.

And I take calls for people that need forms, and they ask a lot of questions obviously. So, we give some guidance as well. A lot of our referrals, but we do have a lot of information that we offer the people that call IRS and um that's that's my job. We try to help them and um I do like to place order for, for forms. I think they're fast, they're they're just Uh, offering a need, supplying a, you know, supplying a need and that would be. That's nice when people need something that you can offer and serve.

**Christianna McCann**

For sure! What is working from home like?

**Zeanne Hernandez**

Well, I would not change it for anything else is. If you... To me, working from home is saving time and saving money. Saving time because you're saving time for yourself. You're saving time for your family. It's not that you are not doing your job. It's you, program your work and you program your time around your work schedule, but but you do have a lot of more time in your hands instead of having to commute instead of having to drive somewhere else instead of having to... All the things, shower, get dressed and and put makeup on, and if case may be, you know, but to me that is very important that I know that I'm here, that I'm available at home. If anything happens, my house is not alone and it's Peace of Mind. For me it's it does. It gives me a peace. I love working from home. And I don't have to go anywhere. And I have my feet up. And it's really nice. It's very nice.

**Christianna McCann**

And the same way too I work from home as well, and I completely understand.  
And then third, I what would you say to others who are considering registering for NTI?

**Zeanne Hernandez**

I would say go for it! If you really want to avoid traffic. And if you're if you're want avoid heat, or if you want to avoid snow then just apply. I mean I would say that we have been working from home like for a long time, and I think we were way ahead before the pandemic came. So, it's really nice. It's nice. Try it. I would really encourage you to go ahead and apply it, because it's a great job.

**Christianna McCann**

Thank you for that. And lastly, uh, do you have any tips for people who are new to working from home?

**Zeanne Hernandez**

Yes, one of the tips is. Organize your schedule and always be checking your work schedule.

It's very, very important because we tend to forget and sometimes schedules change. Day to day, week to week, so you don't know a lot of people don't have a set schedule for the week. So always be on top of your schedule and you'll be OK.



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Another thing is that. Have patience. Understand that sometimes, just like in any job that you deal with people. Uh, there's going to be somebody that's going to be upset. I would say have patience. It's not with you. Separate yourself and know that you're just there to help them. And word and small voice and soft manner would go a long a long way. So, just know that it's not you. It's not you that they're mad at. Something... there's always something that people are upset about, but just go ahead and serve and you'll see that they even change and at the end of the call, they will be happy.

**Christianna McCann**

Thank you so much for those tips. So those are great tips for, you know, someone who is new to working from home. Great. Well, thank you so much for joining me today.

**Christianna McCann:**

If you are looking for a work-at-home position and are a disabled American, or care for one, look no further than NTI. Who knows you could be in a remote position just like Zeanne. Your first step is to register for NTI at [www.ntiathome.org](http://www.ntiathome.org).

Until next time, thanks for joining us!