

## OCCUPATIONAL THERAPY AND WORK: AN INTEGRATIVE REVIEW ON THE EMPLOYMENT INCLUSION OF PEOPLE WITH DISABILITIES

Terapia ocupacional e trabalho: uma revisão integrativa sobre a inclusão laboral de pessoas com deficiência

Terapia ocupacional y trabajo: panorama de la producción científica en el marco de la inclusión laboral de personas con discapacidad

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**Abstract: Introduction:** Work for people with disabilities contributes to the formation of identity and to overcoming conditions of social isolation and dependence. **Objective:** To analyze the scientific production scenario of occupational therapy in Brazil regarding the inclusion of people with disabilities in the workplace. **Methods:** An integrative literature review was conducted in the Brazilian Interinstitutional Journal of Occupational Therapy, the Brazilian Journals of Occupational Therapy, and the Occupational Therapy Journal of the University of São Paulo. Results: Four articles were selected. The themes involved the adaptation of workstations with different approaches, job offers for people with disabilities from the perspective of workers' rights, and intervention in neurological rehabilitation. **Discussion:** In the Brazilian literature, the scarcity of participation of occupational therapists in the inclusion process of people with disabilities in the labor market was evident. This attribution is already recognized by the professional council in Brazil. **Conclusion:** Occupational therapists can assist in the inclusion of people with disabilities and, especially, in the labor market. It is important that more investments be made in work and research in this area, so that people with disabilities can fully exercise their occupations.

**Keywords:** Work. Person with Disability. Occupational Therapy.

**Resumo: Introdução:** O trabalho para pessoas com deficiência contribui para a constituição da identidade e para a saída de condições de isolamento social e dependência. **Objetivo:** Analisar o cenário de produção científica da terapia ocupacional no Brasil acerca da inclusão das pessoas com deficiência no trabalho. **Métodos:** Foi realizada uma revisão integrativa da literatura na Revista Interinstitucional Brasileira de Terapia Ocupacional, nos Cadernos Brasileiros de Terapia Ocupacional e na Revista de Terapia Ocupacional da Universidade de São Paulo. **Resultados:** Foram selecionados quatro artigos. As temáticas envolveram a adaptação de postos de trabalho com abordagens diferentes, ofertas de emprego para pessoas com deficiência sob a ótica dos direitos do trabalhador e intervenção na reabilitação neurológica. **Discussão:** Na literatura brasileira, evidenciou-se a escassez na participação dos terapeutas ocupacionais no processo de inclusão de pessoas com deficiência no mercado de trabalho. Essa atribuição já é reconhecida pelo conselho da categoria no Brasil. **Conclusão:** O terapeuta ocupacional pode auxiliar na inclusão de pessoas com deficiência e, principalmente, no mercado de trabalho. Torna-se importante que mais investimentos sejam feitos em trabalhos e pesquisas nessa área, para que as pessoas com deficiência exerçam suas ocupações de forma plena.

**Palavras-chave:** Trabalho. Pessoa com Deficiência. Terapia Ocupacional.

**Resumen: Introducción:** El trabajo, para las personas con discapacidad, contribuye a la construcción de la identidad, así como a la superación del aislamiento social y la dependencia. **Objetivo:** Analizar el panorama de la producción científica en terapia ocupacional en Brasil en relación con la inclusión de las personas con discapacidad en el trabajo. **Métodos:** Se realizó una revisión integrativa de la literatura en las siguientes revistas brasileñas de terapia ocupacional: *Revista Interinstitucional Brasileira de Terapia Ocupacional*, *Cadernos Brasileiros de Terapia Ocupacional* y *Revista de Terapia Ocupacional de la Universidad de São Paulo*. **Resultados:** Se seleccionaron cuatro artículos. Las temáticas abordadas incluyeron la adaptación de puestos de trabajo con diferentes enfoques, la oferta de empleo para personas con discapacidad desde la perspectiva de los derechos laborales, y la intervención en la rehabilitación neurológica. **Discusión:** Se evidenció una escasez en la literatura brasileña respecto a la participación de los terapeutas ocupacionales en la inclusión de personas con discapacidad en el mercado laboral, a pesar de que esta función ya está reconocida por el consejo profesional de la categoría en Brasil. **Conclusión:** El terapeuta ocupacional puede desempeñar un papel fundamental en la inclusión de personas con discapacidad, especialmente en el ámbito laboral. Es fundamental que se realicen mayores inversiones en investigaciones y proyectos en esta área, para que las personas con discapacidad puedan ejercer plenamente sus ocupaciones.

**Palabras clave:** Trabajo. Persona con Discapacidad. Terapia Ocupacional.

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**Introduction**

The understanding of disability has undergone transformations over time and has gradually been moving beyond the biomedical view, which reinforces the social exclusion of people with disabilities (PwD). In this context, an important milestone refers to the Universal Declaration of Human Rights of the United Nations (UN) in 1948. Differences began to be globally recognized and valued. This phenomenon, in turn, drove social and legal changes (Amâncio & Mendes, 2023).

In Brazil, social movements were developed that inspired the legal framework for the inclusion of the rights of these individuals in the Constitution in 1988 and, subsequently, through the regulation of laws and decrees (Amâncio & Mendes, 2023). Years later, in 2015, the Brazilian Law for the Inclusion of Persons with Disabilities (LBI – Law No. 13,146, of July 6, 2015), known as the Statute of the Person with Disabilities, was enacted. This law aims to ensure and promote, under conditions of equality, the exercise of rights and fundamental freedoms, seeking social inclusion and the exercise of citizenship. This law characterizes a person with disability as someone who has a “long-term impairment of a physical, mental, intellectual, or sensory nature which, in interaction with one or more barriers, may hinder their full and effective participation in society on an equal basis with others” (Brasil, 2015, art. 2).

The International Classification of Functioning, Disability and Health (ICF) considers disability to be a dynamic phenomenon characterized by intrinsic factors (genetic determinants and personal characteristics) and extrinsic factors (such as context). This phenomenon presents barriers but can also facilitate the performance of activities (Lemos *et al.*, 2020).

This broader understanding is important, since worldwide people with disabilities represent approximately 15% of the population, and it is estimated that 80% of them are fit for the labor market. However, there is no adequate provision of opportunities that reaches this entire percentage (Organização Internacional do Trabalho, 2021). In Brazil, despite the change in the understanding of disability, which is supported by law, among the 17.5 million people with disabilities of working age, only 5.1 million are employed, while 12 million PwD of productive age are outside the labor force (IBGE, 2023).

For Lancman & Ghirard (2002), work refers to a central occupation in the lives of adults. It contributes to the constitution of individuals' identities, as well as to their social inclusion, since it enables participation in the network of social production and consumption. This demand involves not only performance in the work environment, but also individuals' actions of demonstrating interest, seeking and obtaining employment, preparation for retirement, and volunteer work (AOTA, 2021).

Furthermore, in the context of people with disabilities, work represents a departure from conditions of social isolation and extreme dependence toward situations in which they perform diverse activities and establish bonds in different spaces (Lima *et al.*, 2013; Tette *et al.*, 2014). Thus, strong legislation alone is not sufficient, as other difficulties are encountered in the inclusion of this population in work, such as lack of accessibility in the workplace, low professional qualification, and managers' lack of knowledge about the work capacities of PwD (Monteiro *et al.*, 2011).

According to Cabral (2023), almost all jobs can be performed by people with disabilities, provided that environmental barriers are eliminated and assistive technology (AT) resources are made available. In addition, the provision of services in different areas for all ages is necessary. In this way, individuals will become prepared for entry into and permanence in the labor market, ensuring a dignified life, supported by social justice and equal opportunities.

In this context, occupational therapy can contribute to the process of inclusion in the labor market, as it is a health profession whose objective is to improve clients' engagement in occupations, that is, their occupational performance. To this end, strategies are used to promote health, prevent functional limitations, promote adaptation, and modify daily life (Almeida *et al.*, 2015).

On the other hand, occupational therapy also needs to scientifically disseminate its actions with this population. Thus, in view of the potential for academic knowledge production and the need for theoretical grounding for occupational therapy intervention in this context, this research aims to analyze the landscape of scientific production of occupational therapy in Brazil regarding the inclusion of people with disabilities in work.

## Methods

This article presents an integrative literature review, developed in the years 2023 and 2024, following the six phases described by Souza *et al.* (2010): 1) formulation of the guiding question; 2) literature search; 3) data collection; 4) critical analysis of the included studies; 5) discussion of the results; and 6) presentation of the review in a scientific article. The integrative review was used due to the need for the present study to highlight gaps and potentialities in knowledge production that are still little explored. It was carried out through critical analysis and synthesis of results, aiming to provide support for decision-making in evidence-based professional practice (Souza *et al.*, 2010).

### Data collection

The guiding question of the study was: "What is the scenario of Brazilian scientific production in occupational therapy regarding the labor inclusion of people with disabilities?". The articles included in this integrative review were selected based on searches conducted in three Brazilian journals in the field: *Revista Interinstitucional Brasileira de Terapia Ocupacional* (REVISBRATO), *Cadernos Brasileiros de Terapia Ocupacional*, and *Revista de Terapia Ocupacional da Universidade de São Paulo* (RTO – USP). The choice of these journals is justified by the fact that they are consolidated references in the field of occupational therapy in Brazil, with recognized relevance in the dissemination of national research.

Searches were conducted between February 19, 2024, and May 14, 2024, using descriptors and alternative terms based on the Health Sciences Descriptors (DeCS) and Medical Subject Headings (MeSH), in the Portuguese language. Five search strategies were applied for each journal, combining the descriptor "occupational therapy" with other descriptors related to the theme of labor inclusion of people with disabilities.

The Boolean operators "AND" were used, when enabled by the search tools, as follows: occupational therapy AND work; occupational therapy AND work AND inclusion; occupational therapy AND work AND disability; occupational therapy AND work AND assistive technology; occupational therapy AND work AND adaptation.

The reviewed studies were identified and selected based on the following inclusion criteria: studies published in scientific journals between the years 2019 and 2023; written in Portuguese; experience reports; original articles; single-case studies with experimental and/or quasi-experimental designs; descriptive studies and/or studies with qualitative or quantitative approaches that discuss the role of the occupational therapist in the inclusion of people with disabilities in work or that had authorship by occupational therapists, with no age restriction of the study subjects. The exclusion criteria were: literature review articles and texts that could not be accessed in full. Titles, abstracts, and keywords were read to apply the inclusion and exclusion criteria.

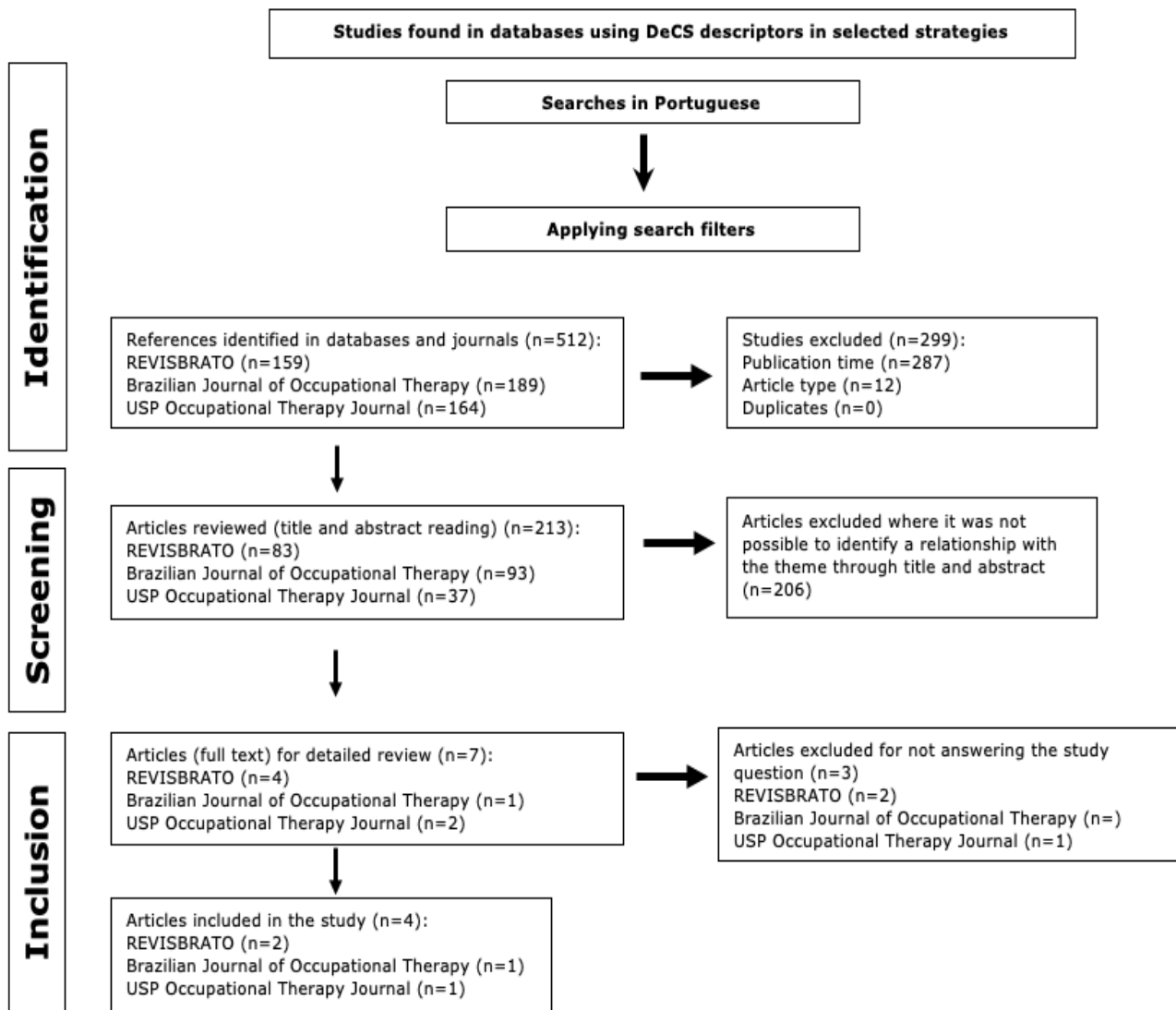
After applying the search filters, article selection was performed based on reading titles and abstracts. The selected texts were then read in full. Articles that did not answer the study question were excluded; those that did answer were included in this research, with their data extracted through the completion of a reading form containing article identification data, results, and outcomes.

#### *Critical analysis and discussion of the included studies*

The articles were analyzed and the data were organized in a database based on the observation of methodological rigor and study characteristics. The judgment process for the inclusion or exclusion of articles was carried out independently by two researchers. In cases of divergence, disagreements were discussed until consensus was reached, under the supervision of the professor and researcher. Using the evidence classification system by methodological hierarchy suggested by Souza *et al.* (2010), the results were interpreted and compared with the literature references. Based on this, the present study aimed to enhance knowledge about occupational therapy practice in Brazil in a context with great potential, facilitating future studies and identifying possible knowledge gaps, conclusions, and biases.

## **Results and discussion**

This integrative review was systematized according to the flowcharts presented in Figure 1. The searches using descriptors identified a total of 512 articles, distributed across the three databases. Subsequently, the application of search filters excluded 299 articles, resulting in 213 articles for title and abstract reading. Finally, after excluding 206 articles, 7 remained for detailed reading and comparison with the object of study. In total, 4 articles comprised the analyzed studies.



**Figure 1:** Flowchart of the integrative review

**Source:** elaborated by the authors.

The general characteristics of the selected articles are described in Table 1. According to these data, regarding periodicity, the largest number of national publications occurred in 2020, focusing on workplace adaptation. All publications were in Portuguese, and their main authors are from the State University of Pará (UEPA), the Federal University of Pernambuco (UFPE), the University of São Paulo (USP), and the Federal University of Triângulo Mineiro (UFTM).

**Table 1:** Selected research in Brazilian occupational therapy journals

Title	Authors	Journal	Institutional affiliation of the first author	Country of affiliation of the first author	Year of publication.	Language
1 <i>Bobath concept and occupational work in the rehabilitation of post-stroke patients</i>	Almeida L., Silva A., Paixão G. & Santos T.	REVISBRATO	Universidade do Estado do Pará (UEPA)	Brazil	2020	Portuguese
2 <i>Occupational therapy in adapting a workstation for a person with a physical disability: An experience report from an ergonomics perspective</i>	Nascimento R., Amaral D., Sanguinetti D., Araújo M., Martins L. & Cabral A.	REVISBRATO	Universidade Federal de Pernambuco (UFPE)	Brazil	2020	Portuguese
3 <i>Work inclusion of people with disabilities: a communication study</i>	Yoshihara L., Correa V. & Silva T.	Revista de Terapia Ocupacional da Universidade de São Paulo	Universidade de São Paulo (USP)	Brazil	2022	Portuguese
4 <i>Opportunities in the labor market: analysis of job vacancies available for people with disabilities</i>	Dutra, F., Paz I., Cavalcanti A., Aramaki A. & Kososki E.	Cadernos Brasileiros de Terapia Ocupacional	Universidade Federal do triângulo Mineiro (UFTM)	Brazil	2020	Portuguese

**Source:** prepared by the authors.

Table 2 describes the objectives of the articles, the type of intervention, the data collection procedure, the study design, and the classification of the level of scientific evidence. In the analysis of the study design, of the total, two articles were qualitative studies (Almeida *et al.*, 2020; Yoshihara *et al.*, 2022), one article presented a quantitative methodology (Dutra *et al.*, 2020), and one article described a mixed approach (Nascimento *et al.*, 2020). In the latter, there were validated questionnaires and instruments, equipment for recording dimensions, images, and body temperature, associated with observations and validation with the user.

In three (75%) articles, field studies and individual research were carried out (Nascimento *et al.*, 2020; Almeida *et al.*, 2020; Yoshihara *et al.*, 2022). In one article (25%), a documentary study was carried out (Dutra *et al.*, 2020). Furthermore, the materials were classified according to levels of evidence, based on Souza *et al.* (2010). Thus, 2 articles presented level of evidence 4, being descriptive studies, that is, non-experimental (Yoshihara *et al.*, 2022; Dutra *et al.*, 2020). In addition, 1 article presented level of evidence 3 (Almeida *et al.*, 2020), with quasi-experimental studies, and 1 article with level of evidence 5 (Nascimento *et al.*, 2020), as it obtained evidence from experience reports.

**Table 2:** Objectives of the article, type of intervention, data collection procedure, study design, and level of scientific evidence.

	<b>Objectives of the articles</b>	<b>Intervention modality (group or individual)</b>	<b>Data collection procedure</b>	<b>Study design</b>	<b>Classification by level of scientific evidence</b>
1	To evaluate the effects of rehabilitation in post-stroke patients using therapy based on the Bobath concept; to perform occupational work-related activities in a therapeutic setting.	Individual	Standardized assessments before, after 10 days, and after 20 days.	Qualitative research, longitudinal case study design.	3
2	To present the intervention of occupational therapy, from an ergonomic perspective, in the process of adapting workstations for a worker with a physical disability.	Individual	Assessment and collection of information about the environment, furniture, and wheelchair	Experience report from a qualitative and quantitative field study.	5
3	To understand the communication process between people in the workplace and in the selection process; to describe communication as a dimension to be considered in building an organizational climate conducive to inclusion.	Individual	Semi-structured online interviews conducted via Google Meet or WhatsApp Desktop platforms.	Descriptive exploratory research with a qualitative approach.	4
4	Analyze and describe the characteristics of job openings offered to people with disabilities over a one-year period.	Documental	Search for job openings offered to people with disabilities, available online on the websites of employment agencies such as the National Employment System (SINE), Vagas.com, Jornal da Manhã, and Jornal de Uberaba.	Quantitative study of a longitudinal and descriptive type.	4

**Source:** Elaborated by the authors

In the analysis of the research content, Nascimento *et al.* (2020) and Yoshihara *et al.* (2022) addressed the adaptation of workstations using different approaches, while Dutra *et al.* (2020) investigated job offers for people with disabilities from the perspective of workers' rights. Almeida *et al.* (2020), in turn, studied occupational therapy intervention in neurological rehabilitation using work as a means.

With regard to areas of knowledge, two of the articles addressed the adaptation of workstations based on the ergonomics framework. This framework supports the analysis of work situations, such as ergonomic risks that may lead to inadequate postures or accident risks that impact workers' health, as well as the technical evaluation of job compatibility for the individual (Rodrigues *et al.*, 2020). According to Resolution No. 459/2015 of the Federal Council of Physical Therapy and Occupational Therapy (COFFITO), ergonomic analysis may be performed by occupational therapy, taking into account the applicable regulatory standards in order to evaluate the work environment in its physical, cognitive, and organizational dimensions, according to the classification.

Workstation adaptation grounded in ergonomics, along with the use of assistive technology devices, improves and increases individuals' health indicators, helping to promote quality of life and fostering functional participation in daily life and in the labor market. This process, in turn, enables these individuals to remain healthy, productive, and independent (Layton *et al.*, 2022). According to the aforementioned authors and in alignment with occupational therapy practice, such intervention strategies, in addition to developing people's capacities and skills, enable access to meaningful employment that generates well-being and is pleasurable. This is closely related to the line of research concerning the psychodynamics of work.

The work conducted by Nascimento *et al.* (2020) addresses environmental adaptation or workstation adaptation, a term predominantly used by Brazilian occupational therapists, for a worker with paraplegia caused by sequelae of poliomyelitis (ICD-10: B). Throughout the intervention, modifications were indicated in the height of the desk and cabinet and in the arrangement of equipment. In addition, the replacement with a sliding door was recommended, since the existing door hindered wheelchair mobility. Assistive technologies were also prescribed, such as an orthopedic seat and an adjustable and removable footrest with calf support and an inclined plane for typing (Nascimento *et al.*, 2020).

In this sense, the importance of adequate assessment of the physical and social environment of the workstation, as well as of the worker's functional capacity, is highlighted. This procedure is guided by the International Classification of Functioning, Disability and Health (ICF), which encompasses the individual's biopsychosocial aspects. Thus, occupational therapy can contribute to assessing body structures and functions, functional potentials and limitations to perform the job, occupational risks, among other factors, in order to promote environmental adaptations and assistive technology products. As a result, genuine worker inclusion can be achieved (Cabral, 2023).

It is therefore understood that including people with disabilities in the labor market involves the process of communication within the work environment. In the study by Yoshihara *et al.* (2022), workers reported the existence of expressions of devaluation and abnormality in relation to disability. Thus, issues such as the horizontalization of relationships and the grouping of people with disabilities in a single room within the same sector were, in the first case, identified as a facilitator of inclusion and, in the second case, as a contradictory perspective on inclusion, since there is no interaction between people with and without disabilities (Yoshihara *et al.*, 2022). In this way, ergonomics was present in association with the psychodynamics of work, making evident the adaptation of the workplace through communication. The psychodynamics of work contributes to the inclusion process mainly by considering the subjectivities of the worker, as well as the subjectivities of the relationships established at work. In this sense, it aims to ensure the reliability of production systems and emphasizes the importance of care. It is also worth highlighting the role of healthy and sustainable relationships in reducing violence in workplaces and reinforcing the importance of equalizing opportunities for everyone, with or without disabilities (Rocha & Baú, 2023).

Through a documentary analysis, the study by Dutra *et al.* (2020) investigated job vacancies available for people with disabilities in the microregion of Uberaba (MG), highlighting significant challenges related to inclusion and accessibility in the labor market. During the 57 weeks of data collection, 112 specific

vacancies for this population were recorded, of which 25 (22.32%) corresponded to reopenings, resulting in a real offer of only 87 vacancies over a one-year period, with an average permanence of 10.10 days on the analyzed websites. Considering the estimated number of people with disabilities of economically active age in the region, the ratio between supply and demand is approximately 182.2 people per vacancy offered, which indicates a significant imbalance.

Although Dutra *et al.* (2020) do not address an occupational therapy intervention, the topic is relevant, as job vacancies refer to an aspect of the context that must be considered by occupational therapists in their evaluation and intervention process. Thus, understanding the contexts in which occupations occur allows occupational therapists a broad, deep, and integrated perspective on how environmental and personal factors influence engagement in occupations (AOTA, 2021).

Occupational therapy has been inserted in the field of work since 1950, mainly in physical rehabilitation and labor reintegration of people injured in war or victims of occupational accidents (Rodrigues *et al.*, 2020). On the other hand, publications associating occupational therapy and the inclusion of people with disabilities in work also appear with lower scientific production in the study by Silva *et al.* (2016).

Thus, the inclusion process effectively consists of transforming attitudinal and structural barriers that hinder or prevent the performance of activities into opportunities for participation (Campisi & Fernández, 2019). When relating issues linked to inclusion with the topics presented, Smith *et al.* (2022) further indicate that the use of assistive technologies in workplace interventions with individuals with disabilities creates inclusive work practices and accessible contexts that provide an equitable experience, enabling this group of workers to remain in their positions and minimizing the exclusion present in the labor market toward this population.

In occupational therapy, rehabilitation approaches are part of individual intervention and may be used in conjunction with training for activities related to work functions. Considering the study by Almeida *et al.* (2020), the Bobath neurodevelopmental concept approach favors the adoption of more adequate postures through positioning, control, and movement stimulation, using key points of the body, resulting in improvements in upper limb function and motor control. Although the objective of the study was not related to patients' return to the labor market, the use of this occupation as a means of intervention, together with the Bobath neurodevelopmental concept, was effective in improving occupational performance, personal satisfaction, gains in upper limb strength, and motivation to return to work.

In addition to the findings presented, another categorized area in which research was produced refers to the rights of workers with disabilities (Dutra *et al.*, 2020; ). In the study by Dutra *et al.* (2020), job vacancies offered to people with disabilities were observed and analyzed. Vacancies were found without important information, such as the requirements necessary to take the position, and with a predominance of functions requiring low qualification and offering low average wages.

Corroborating this, Yoshihara *et al.* (2022) found the existence of non-inclusive selection criteria, in which the less limiting the disability and the need for adaptations in the work environment, the greater the chance the worker would have of being selected. Moreover, when selected, the necessary changes

do not occur, as there is no adaptation of the activity or environment according to the worker's characteristics, demonstrating a real lack of interest in inclusion on the part of employing institutions.

As a means of minimizing these impacts and promoting inclusion, the occupational therapist "can develop the role of consultant to a company regarding the work environment, ergonomic modifications, and compliance with current legislation" (AOTA, 2020, p. 20). The professional who practices this specialty has expertise regarding contextual factors, personal, environmental, and socio-environmental, which negatively interfere with the occupational performance of people with disabilities. Thus, the existence of strategies to include these individuals in the labor market is observed (Campisi & Fernández, 2019).

In this context, the authors proposed alternatives on how to reduce imposed barriers, such as linking job vacancies to professional training programs, promoting the public policy of supported employment (which offers support for inclusion processes at work based on advisory actions, guidance, and personalized follow-up), providing an occupational therapist, and ensuring architectural accessibility (Dutra *et al.*, 2020). Finally, it is worth highlighting the work of guidance and empowerment carried out by the occupational therapist, accomplished through instructing this population about their rights and public policies to which people with disabilities may have access and where such access can be obtained. These initiatives promote engagement and participation beyond the labor market (Campisi & Fernández, 2019).

## **Conclusion**

Based on the points presented, it becomes possible to perceive that the struggle for the rights of people with disabilities continues to the present day and, despite the existence of laws that address this population, legal provisions are often not effectively implemented, resulting in individuals not fully participating in daily activities and occupations. From the integrative review conducted, it was possible to observe that work emerges as one of the most impaired occupations. Inclusion and participation of people with disabilities were considered to be affected by several factors, such as the lack of accessibility and adaptation in workstations, the availability of outdated job vacancies, and the lack of knowledge of rights on the part of this population.

In this context, it was observed that the occupational therapist, using various strategies, can assist in the inclusion of people with disabilities as a whole, especially in the labor market. In their practice with this population, the occupational therapist will participate from the formation of a bond with clients to the reassessment of how work is taking place. Throughout this period, adaptations may be made to the workstation considering ergonomics, the use of assistive technologies, the development of devices, and the implementation of workshops to promote the training of skills and competencies required for the activity. In addition, it will be possible to empower individuals regarding their rights and to guide employers regarding the psychodynamics of work and organizational issues, with the aim of making the workplace accessible and healthy.

Thus, it is important that greater investments be made in work and research in the area of inclusion of people with disabilities in the labor market, considering that there is a considerable scarcity of articles published in this field of occupational therapy practice in the Brazilian literature. In this way, occupational therapy practice in this field of work may gain greater visibility and recognition in Brazil, so that people with disabilities can perform their occupations fully and accessibly, within a truly effective inclusion process.

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