

Policy and Procedure Manual

SECTION: Human Resources		GUIDELINE #: HR-019
Date Approved:	Individual Accommodation & Emergency Response Plans	
Revision Date:	Review Date:	
Authority: Human Resources		

PURPOSE

To provide a process for the development of Individual Accommodation Plans (IAP) and Emergency Response Plans to support employees who require accommodation under any of the grounds described in the Canadian Human Rights Code, up to the point of undue hardship.

Also refer to HR-019 Individual Accommodation & Emergency Response Plans Policy.

ACCOMMODATION GUIDELINES

The approach taken by the Town in the provision of reasonable accommodation shall include:

- Personalized plans designed to meet the specific needs of individuals;
- Collaborative practices in the creation and implementation of accommodation plans through consultation of all relevant stakeholders, the person to be accommodated and medical professionals; and
- An approach that ensures confidentiality and dignity.

Accommodation shall be provided for individuals where the work must be modified or adjusted to address the needs of the individual based on protected grounds of discrimination under human rights legislation.

In order to provide effective accommodations, employees may be asked to provide documentation pertaining to their abilities and limitations. This does not require employees to disclose their diagnoses or condition.

Appropriate accommodations may include, but are not limited to:

- Work station and/or uniform adjustments;
- Changes to organizational policies and practices;
- Technical aids;
- Human support;
- Providing materials in alternative formats;
- Building modifications;
- Counselling and referral services;
- Temporary or permanent alternative work;
- Changes to performance standards;
- Job redesign; and
- Leaves of absence.

Note: Volunteer employees, such as Volunteer Firefighters, may not transition into a non-volunteer capacity as an accommodation of this nature would constitute undue hardship for the Town.

Where the required accommodation necessitates an investment in materials, equipment or increased budget for the position, requests for financing must be directed to the Director of Corporate Services/Treasurer and CAO/Clerk for approval.

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INDIVIDUAL ACCOMMODATION PLAN PROCESS

Step 1: Identify the need for accommodation

The need for accommodation can be:

- Requested by new employees upon hire;
- Requested by existing employees through completion and submission of HR-019 (F) Workplace Accommodations Request Form; or
- Identified by the employee, Department Head and/or designate or Human Resources as part of a Return to Work process. (See HR-021 Return to Work Program).

Step 2: Gather relevant information and assess needs

The employee is an active participant in this step.

- Human Resources may request a functional capacity assessment at the Town's expense. (See HR-019 (F) Functional Capacity Assessment Form).
- Human Resources may request additional medical documentation or information for clarification of an employee's abilities.
- An external expert may be involved, at the Town's expense.
- The employee may request the participation of a representative from his/her bargaining agent or, if there is no bargaining agent, from a different representative from the workplace.
- The need for an individualized emergency response plan will be considered. (See HR-019 (F) Emergency Response Barrier Identification Worksheet).

Step 3: Determine appropriate accommodation(s)

The employee, Department Head/Supervisor and Human Resources will collaborate to review potential barriers and select reasonable and appropriate accommodations. Note that the most reasonable and appropriate accommodation(s) may not always align with the employee's or employer's preferred accommodation(s).

If an individual accommodation is denied, the Department Head and/or designate, in consultation with Human Resources, will provide the employee with the reason for the denial, in an accessible format.

Step 4: Create a formal Individual Accommodation Plan (IAP)

Accommodation plan details will be documented in a formal plan. (See HR-019 (F) Individual Accommodation Plan Form).

IAPs will include the creation of an individual emergency response plan, if required. (See HR-019 (F) Individual Emergency Response Plan Form).

Step 5: Implement, monitor and review the IAP

The employee, their Department Head and/or designate, and Human Resources will monitor the accommodation plan to ensure that it has effectively resolved the challenge.

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Formal reviews will be conducted at a predetermined frequency and/or if the employee's work location or position changes, or if the nature of the employee's disability changes.

If the current IAP is no longer appropriate, the employee, Department Head or designate and Human Resources work together to gather relevant information and reassess the employee's needs in order to develop and implement a new IAP.