
Type:	C – Institutional	Last Approved: June 28, 2012
Executive Responsibility:	President and Vice-Chancellor	Next Review: Nov. 1, 2016
Administrative Responsibility:	Associate Vice-President, Human Resources	Policy: 21.02

PROCEDURE:

This procedure provides general guidelines to be followed in relation to employee requests for accommodation pursuant to Policy 21.02, Accommodation of Employees. This procedure may need to be modified to respond to unique situations or requests as appropriate.

1. Roles and Responsibilities

1.1. Person Requesting an Accommodation

The person requesting an accommodation is responsible for:

- initiating the process by completing the [Employee Request for Accommodation Form](#);
- providing information on his/her needs and the cause(s) of the needs;
- providing proof of the existence of a condition or circumstance requiring accommodation;
- cooperating with any reasonable requests for assessments;
- collaborating in the development of the accommodation plan; and,
- participating in any evaluation of the accommodation.

1.2 University Administrators

Deans, directors and campus administrators are the responsible university administrators under this policy. He/she has responsibility (in consultation with Human Resources as appropriate) to:

- promptly initiate action on the request;
- explore the needs of the employee to acquire a full understanding of the basis and justification for the request;
- determine whether an accommodation can be provided without undue hardship;
- take the lead in the development of an accommodation plan;
- evaluate the effectiveness of the accommodation plan; and,

- keep a thorough record of the process from the time of the request for accommodation through all the steps and options considered, through to a final decision.

1.3 Human Resources Department

The Human Resources Department is responsible for:

- advising and assisting the university administrator and the employee throughout the process of assessment and accommodation;
- participating in the development of an accommodation plan;
- securing third party expertise when needed; and,
- participating in the evaluation of the plan.

1.4 Union Representatives

As all bargaining units on campus have a joint responsibility to facilitate employee accommodations, it is expected that an employee may choose to request the participation of his/her union representative, if applicable, in the development of an accommodation plan.

1.5 Third Parties

In some cases, additional information may be requested from third parties with specialized expertise. The information provided by such third parties can be used to help determine what kinds of accommodations are appropriate and what limits or constraints affect the employee. When additional expert information is requested by the employer the University shall bear any costs.

2. Accommodation Process

- 2.1 It is expected that under normal circumstances the employee shall initiate the process by contacting the appropriate university administrator and outlining his/her needs. [The Employee Request for Accommodation Form](#) should be completed and submitted at this time.
- 2.2 The relevant university administrator, in consultation with the Human Resources Department (as required), must assess whether the employee request falls under this policy; that is, whether the request is related to human-rights-protected grounds.
- 2.3 The university administrator is responsible for developing, implementing and reviewing all accommodations for employees in his/her area. The following steps shall be implemented as appropriate.
 - i. When the request is relatively simple (e.g. the request is easy to implement, does not negatively impact the department, and is congruent with existing contracts), arrangements can simply be made between the administrator

and the employee. A written accommodation plan shall be sent to the employee and the Human Resources Department which outlines the arrangements, the duration of the accommodation and the date for review and evaluation.

- ii. When the accommodation request is more complex the administrator shall:
 - a. Consult with the Human Resources Department and, as appropriate, Health and Safety Services. The administrator and the human resources advisor shall determine whether additional information is needed, which could include further documentation of the circumstances by the employee or an external expert assessment or opinion.
 - b. Organize a meeting with all parties to assist with the development of an accommodation plan. This meeting shall include the following persons as appropriate: the employee, a union representative, a human resources advisor, a representative from Health and Safety Services and the employee's supervisor. The goal of this meeting is to develop an accommodation plan that all parties can support. All options shall be considered including suggestions that fall outside the usual practice under the University or the respective collective agreement. Return to work from long term disability may lead to permanent accommodation and as such all parties need to be informed to meet their obligations.
 - c. Consider the needs of the employee, the needs of the department, the impact on other employees and the needs of the institution when making the decision on the final accommodation plan. The plan should meet the legitimate needs of all parties to the fullest extent possible.
 - d. Provide to the employee the accommodation plan in written form, outlining any adjustment of the employee's workplace, any resources being provided or any changes in job duties. The plan shall also outline the duration of the accommodation and when the plan shall be reviewed and evaluated. Finally, the plan shall address what information, if any, shall be given to other employees about the accommodation. When there is an impact on others in the workplace, administration has a legitimate need to provide some background information to other employees as to why adjustments are being made subject to [FIPPA](#) legislation.
- iii. If the employee has any concerns about the accommodation plan they shall be discussed with the administrator as soon as possible and the concerns shall also be outlined in writing.

- iv. An accommodation plan which significantly changes an employee's duties may result in a decision by the employer to re-evaluate the job classification and pay.
 - v. The university administrator shall implement the plan in good faith and in a timely manner. Communication regarding the accommodation shall be frequent during implementation as unforeseen consequences or impacts may need to be addressed.
- 2.4 All personal and medical information related to the request shall be sent to the Human Resources Department and the confidentiality of this information shall be maintained within the Human Resources Department. Human resources advisors shall share with the responsible administrator and the supervisor only information related to any restrictions or circumstances that require accommodation.
- 2.5 When it is not possible to accommodate an employee in his/her current position it is reasonable to consider accommodating him/her in another position. The Human Resources Department, working with appropriate university administrators, the employee, and union representative (if applicable) shall assess whether the employee can be offered another position. The factors which shall be considered in determining whether the person shall be placed in an alternate position include:
- i. Whether an alternate position is vacant;
 - ii. Whether the person can perform the essential duties of the alternate position;
 - iii. Whether the person is currently qualified for the alternate position or can be trained to perform it within a reasonable time;
 - iv. Whether placing the person in the position would have a significant negative impact on the rights of other employees or create significant disadvantage for other employees.
- 2.6 Should any dispute arise out of this process the standard dispute resolution mechanisms can be accessed, specifically the grievance procedure in the relevant collective agreement or [Procedure 21.03.001](#), Human Rights – Education Initiatives and Complaint Resolution.

3. Accommodation of Job Candidates During the Selection Process
 - 3.1 Postings shall include information on the availability of accommodation upon request.
 - 3.2 Chairs of hiring committees shall ensure that:
 - i. where a need is identified, accommodation shall be investigated and implemented if it can be done without undue hardship; and,
 - ii. the request for an accommodation does not have an impact on the assessment of the candidate by the hiring committee.
 - 3.3 Chairs of hiring committees shall request the assistance of a human resources advisor in developing a plan for the accommodation of the candidate as necessary.

Related Policies and Procedures:

[Policy 21.03](#) – Human Rights

[Procedure 21.03.001](#) – Human Rights: Educational Initiatives and Complaint Resolution

[Policy 21.04](#) – Diversity and Educational Equity

[Policy 21.08](#) – Accommodating the Observance of a Religious Holy Day

[Procedure 21.08.001](#) – Employee Leave Request for Observance of a Religious Holy Day

[Employee Request for Accommodation Form](#)

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