

1.0 INTENT

Advanced Rehabilitation Centres (ARC) is committed to providing equal treatment with respect to employment without discrimination because of a prohibited ground as described by the *Ontario Human Rights Code* (the Code).

ARC has adopted this policy to ensure that our team members are provided with meaningful employment that is ethical and fair, and is in compliance with all applicable employment and human rights legislation. All employment services provided by ARC shall follow the principles of dignity, independence, integration, and equal opportunity.

2.0 GUIDELINES

The approach taken by ARC 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.

3.0 PURPOSE

ARC will support the accommodation of team members and job applicants who require workplace accommodation under any of the grounds described in the Code.

ARC will work to achieve a workplace free from barriers by providing accommodation for the needs of those individuals covered by the Code, up to the point where it causes undue hardship for ARC. Every effort will be made such that the impact of accommodation will not discriminate against another group protected by the Code.

4.0 DUTY TO ACCOMMODATE

ARC will work to ensure that individuals protected under the Code are able to work effectively by making adjustments or modifications to the work, or the work environment, up to the point of undue hardship.

ARC will work with the individual that requests accommodation in an effort to ensure that the measures taken are both effective and mutually agreeable. ARC encourages individuals to make any needs for accommodation known to their immediate leader, and to work with them in addressing the issue(s).

5.0 ACCOMODATION

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.

ARC shall provide accommodation as appropriate using a consultative approach that involves the company, the individual, and as appropriate, any applicable healthcare professionals, and other third parties that are required to assist in the accommodation process.

Accommodation may be temporary or permanent, based on the requirements of the individual.

6.0 RESPONSIBILITY

The process of accommodating individuals is a shared obligation of ARC and the team member. Leadership should be the first point of contact for team members when requesting a form of accommodation. Together, in consultation with Human Resources, Health & Safety and, where appropriate, healthcare practitioners and other required third parties, they will work to determine the most appropriate form(s) of accommodation to meet the needs of the individual.

7.0 CREATING THE ACCOMODATION PLAN

Any team member requesting accommodation must make a request to their leader. The leader is responsible for ensuring that a written description of the accommodation plan is prepared for the team member.

ARC shall create an accommodation plan and attempt to determine methods of achieving the requirements for success in the position in alternative manners.

In the creation of an accommodation plan, ARC shall:

1. Identify the need for accommodation.
2. Determine objectives for performance in the role, and potential barriers.
3. Create a plan for achieving the objectives in an alternative manner.
4. Examine the options for accommodation, and select the most appropriate avenue for accommodation.
5. Implement the accommodation process.
6. Provide training as appropriate.
7. Review and revise based on feedback.

7.1 If a Team Member Cannot be Accommodated in Their Current Position

In some cases, it will be reasonable to accommodate an individual in another position with leadership approval.

Where a team member is placed in an alternate position, ARC shall ensure that the team member has the requisite qualifications and skill set necessary for success in the position, is capable of performing the tasks associated with the position, and that the team member agrees that the alternate work is acceptable.

7.2 Appropriate Accommodations

Appropriate accommodations may include:

- Work station 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;
- Leaves of absence; and
- Changes to work uniforms.

This list is not exhaustive.

7.3 Job Redesign

In the event that the accommodation requires a substantial change in the position, involving duties or hours, the position may be redesigned.

7.4 Financing the Accommodation

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 Operations.

7.5 Accommodating Job Applicants

Any applicant to ARC that communicates the need for accommodation shall be considered in a manner that is non-discriminatory, and respectful of our human rights obligations. ARC will notify team members and the public about the availability of accommodation for job applicants who have disabilities in compliance with the [Accessibility for Ontarians with Disabilities Act, 2005](#).

Applicants will be informed that accommodations are available, upon request, for the interview process, and for other candidate selection methods. Where an accommodation is requested, ARC will consult with the applicant and provide or arrange for suitable accommodation.

8.0 UNDUE HARDSHIP

ARC shall work to provide workplace accommodation up to the point of undue hardship. Undue hardship may occur where it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would cause excessive costs for the organization, or where the accommodation would create a health and safety hazard.

9.0 RESPONSIVE DISPUTE RESOLUTION

In the event that the team member requesting accommodation feels that their needs have not been met in a reasonable manner, they may file a written complaint through a member of the leadership team.

