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Operational Procedure Number 6:31	
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DEPARTMENT	Human Resources
SUBJECT	Accommodation Process
APPROVED BY (Signature)	CHIEF EXECUTIVE OFFICER <i>R. J. Stock</i>
APPROVED DATE	April 2016
REVIEWED BY	Nadine Buchanan, CHRL Human Resources Manager
REVIEW DATE	New

OPERATIONAL PROCEDURES

Preamble

Personal Attendant Care Inc. is committed to providing accommodations for people with disabilities within the guidelines of the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA), and any other relevant legislation up to the point of undue hardship. This procedure applies to all employees and applicants for employment who have a disability requiring accommodation.

Procedures

Accommodation will be made on a case by case basis to meet the specific needs of employees and applicants, enabling the individual to perform at least the essential requirements of the job as defined in the job posting and/or job description relating to that job. There is no requirement to create a job or so significantly alter a job as to have a different job in order to accommodate an applicant or an employee.

Employee

When an employee with a disability requests an accommodation, the following process will be followed.

A) Recognize the Need for Accommodation

The need for accommodation can be:

- Requested by the employee through their Supervisor or through Human Resources; or
- Identified by the employee's Supervisor or the hiring Manager.

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B) Gather Relevant Information and Assess Needs

The employee is an active participant in this step:

- Sufficient details are required in order to determine accommodation needs, and the employee is expected to cooperate in consultations with their Supervisor and or Human Resources. The person with the disability is also expected to assist in securing appropriate accommodation, accept accommodation and facilitate the implementation of an accommodation plan.
- Human Resources may request a functional capacity assessment at the company's expense to assist in determining the appropriate accommodation requirements. In such cases, the employee shall sign the necessary consent forms to permit enquiries and release of information.
- Details on the nature of the employee's disability is not required to provide an accommodation; only information about the employee's functional abilities.
- Medical information regarding the employee is kept secure and dealt with in a confidential manner.
- Privacy is protected by using a locked file storage and confidential forms.
- The employee and their Supervisor shall evaluate potential options to find the most appropriate measure.
- An external expert may be involved, at the company's expense.
- The employee may request the participation of a representative from the bargaining agent.
- Personal Attendant Care Inc. will make every reasonable effort to accommodate short of undue hardship. The *Code* prescribes three considerations in assessing whether an accommodation would cause undue hardship. These are:
 - cost
 - outside sources of funding, if any
 - health and safety requirements, if any.

C) Write a Formal, Individual Accommodation Plan

Once the most appropriate accommodation has been identified, the accommodation details are written down in a formal plan, including:

- Accessible formats and communication supports, if requested;
- Workplace emergency response information, if required;
- Any other accommodation that is to be provided.

The accommodation plan is provided to the employee in a format that takes into account accessibility needs:

- The employee's personal information is protected at all times.
- If an individual accommodation is denied, the Supervisor provides the employee with the reason for the denial, in an accessible format.

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D) Implement, Monitor, and Review the Accommodation Plan

The employee and their Supervisor monitor the accommodation to ensure that it has effectively resolved the challenge:

- Formal reviews are conducted at a predetermined frequency.
- The accommodation plan is reviewed if the employee’s work location or position changes.
- The accommodation is reviewed if the nature of the employee’s disability changes.

If the accommodation is no longer appropriate, the employee and the Supervisor work together to gather relevant information and reassess the employee’s needs in order for the employer to find the best accommodation measure.

Job Applicant

Personal Attendant Care Inc. has a legal responsibility to accommodate job applicants as well as employees.

- When contacting job applicants for the purposes of arranging testing and/or job interviews, Human Resources shall ask all candidates whether they require accommodation. Human Resources will work with the hiring Manager/Supervisor to ensure reasonable and appropriate accommodation.
- The applicant may raise the issue of accommodation needed to perform the duties of the job. Discussion may take place about the type of accommodation that may be required by any applicant in such circumstances.
- An applicant who has been selected during the job competition may indicate the need for accommodation at the time of job offering. Steps to be taken for accommodation will follow the procedures for employees, as outlined above.

Attachments:

Individual Accommodation Information Form For Employees with Disabilities	6.1 (h)
Individual Response Accommodation Plan	6.1 (i)
Individual Accommodation Plan	6.1 (j)