

ACCOMMODATION POLICY

INTENT

Lenworth Building Services is committed to providing an inclusive and barrier-free environment. The company provides accommodation up to the point of undue hardship for needs arising from the prohibited grounds of discrimination under the Ontario and BC Human Rights Code, Alberta Human Rights Act, and Quebec's C-12 Charter of Human Rights & Freedoms. This policy outlines the accommodation process and the responsibilities of different parties in that process.

Definitions

Bona fide occupational requirement (BFOR): Job requirements that are adopted for a purpose or goal that is rationally connected to the functions of the position; adopted in good faith, in the belief that they are necessary to fulfil the purpose or goal; and are reasonably necessary to accomplish the purpose or goal.

Undue hardship: Occurs when providing accommodation would cause excessive costs for the organization and outside sources of funding are unavailable or insufficient, or where the accommodation would create a health or safety hazard.

Guidelines

Lenworth Building Services provides accommodations for individuals up to the point of undue hardship where processes or work must be modified or adjusted to address the needs of the individual based on a prohibited ground of discrimination under the Ontario Human Rights Code, Prohibited grounds of discrimination are:

- Citizenship
- Place of Origin
- Colour
- Disability
- Creed
- Family Status
- Sexual Orientation
- Gender Expression
- Race
- Ethnic Origin
- Ancestry
- Age
- Sex/Pregnancy
- Marital Status
- Gender Identity
- Record of Offences

Requesting Accommodation

Individuals who require accommodation must make a written request to the Head of Human Resources indicating:

- The prohibited ground the accommodation relates to;
- Their needs arising from that protected ground; and
- If the person requesting the accommodation desires, some suggestions about what accommodation might meet their needs.

Lenworth Building Services will take all requests for accommodation seriously and respond in a timely manner. Individuals who request accommodation will not be subject to negative repercussions for making such a request. Once an accommodation request is received and reviewed, Lenworth Building Services will gather additional information if necessary and then create an accommodation plan.

The employee may ask a workplace representative to participate in the process. The manager will give the employee in an accessible form (if required) a copy of the individual accommodation plan, or written reasons for denying accommodation.

Where an individual does not identify a need for accommodation, but Lenworth Building Services suspects an accommodation may be required, the duty to inquire will be engaged. Lenworth Building Services will begin to fulfil its duty to inquire by engaging in private discussions with the individual to see whether there are any unmet needs related to a prohibited ground.

Accommodation Plans

An individualized accommodation plan will be created in collaboration with the Human Resources Department, the individual who requires accommodation, any applicable healthcare professionals, and third-party experts as required. Any costs related to acquiring additional expert advice will be paid for by Lenworth Building Services. Information beyond what was provided in the initial accommodation request may be required to determine appropriate accommodations; however, only information that is necessary to arrange the accommodation will be requested.

Short-term accommodations may be provided while long-term accommodations are put into place. Accommodations may be temporary or permanent, based on the circumstances and the needs of the individual.

The accommodation plan will be documented in writing and signed by both the individual requesting accommodation and the Human Resources Representative.

All information gathered related to the accommodation process and the final accommodation plan will be kept confidential and will only be shared as necessary to provide the accommodation.

Appropriate Accommodations

The company will examine all options and implement the accommodation that provides the individual with equal opportunity, benefits, and privileges to others and that respects their dignity, inclusion, and individual needs. The accommodation provided may not necessarily be the individual's preferred accommodation, but their preferences will be taken into consideration.

Accommodations may include:

- Work station adjustments;
- Job redesign;
- 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;
- Changes to scheduling or hours of work; or
- Changes to work uniforms.

Individual Accommodation Plans

Once the need for accommodation is identified, the Human Resources Department consults with the employee or candidate to determine what type of accommodation is needed and develops an individual accommodation plan. Information beyond what was provided in the initial accommodation request may be required to determine appropriate accommodations; however, only information that is necessary to confirm and arrange the accommodation is requested. Employees are expected to cooperate in the accommodation process and provide any information required to support the accommodation request in a timely manner.

Interim accommodation measures may be provided, at the discretion of the company, while formal accommodations are being developed and implemented.

After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including:

- What accommodation(s) will be provided
- How to make information accessible to the employee, including accessible formats and communication supports
- Employee emergency information and/or emergency response plan (if applicable)"

An individualized accommodation plan is created in collaboration with the Human Resources Department, the individual who requires accommodation, any applicable healthcare professionals, and third-party experts as required. Accommodations may be temporary or permanent based on the requirements of the individual.

The company examines all options and proposes accommodation that provides equal opportunity, benefits, and privileges to what others experience, that is inclusive, and that respects dignity and individual needs of the employee or candidate. The accommodation provided may not necessarily be the individual's preferred accommodation, but their preferences are taken into consideration.

The company makes every reasonable effort to accommodate employees in their current position. Where all options for accommodation have been exhausted in their current role, employees may be offered an alternate role.

If the company proposes accommodation and the employee has concerns that it will not meet their needs, they should immediately communicate their concerns to Human Resources. Further discussions may be held if reasonable concerns are raised. If an employee cannot identify their concerns about the accommodation or declines a reasonable offer of accommodation proposed by the company, the company has fulfilled their duty to accommodate and is not obligated to provide an alternative option.

Once the proposed accommodation is agreed upon, the accommodation plan is documented in writing and signed by both the individual requesting accommodation and the Human Resources Representative.

All information gathered related to the accommodation process, including the accommodation plan, is kept confidential and shared only as necessary to provide the accommodation.

BFORs and Undue Hardship

If Lenworth Building Services cannot accommodate an individual's needs without experiencing undue hardship or due to a BFOR, the company will explain its reasoning to the individual. Where the company cannot provide full accommodation, the company may be able to provide partial accommodation.

Monitor and Update Plan

After implementing the accommodation plan, the employee and his/her manager will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan. If the accommodation is no longer appropriate, the employee and manager will reassess the situation and update the plan.