

1. Sample Accommodation Process Template

The Employment Standard requires that every Ontario employer, other than small organizations (1–49 employees), have a written process for developing individual accommodation plans for employees with disabilities.

An example of an accommodation process is described below. It can be modified to meet your organization's needs.

The Accommodation Process

[Insert organization name] is committed to providing accommodations for people with disabilities. When an employee with a disability requests an accommodation, we will follow this process.

Step 1: Recognize the Need for Accommodation

The need for accommodation can be:

- Requested by the employee through his/her supervisor, or human resources.
- Identified by the employee's manager or the hiring manager.

Step 2: Gather Relevant Information and Assess Needs

The employee is an active participant in this step.

- [Insert organization name] does not require details on the nature of the employee's disability to provide an accommodation; it only needs to know about the employee's abilities.

The content in this section is adapted from the Conference Board of Canada's Employers' Toolkit: Making Ontario Workplaces Accessible to People With Disabilities

- The manager may ask for a functional capacity assessment at the organization's expense.
- The employee and his/her manager evaluate potential options to find the most appropriate measure.
- An external expert may be involved, at the organization's expense.

The employee can request the participation of a representative from his/her bargaining agent. If there is no bargaining agent, someone from the workplace can be a representative.

Step 3: 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 employee's personal information will be protected at all times.

If the employer denies an accommodation, ensure that the employee knows the reasons for the denial.

Step 4: Implement, Monitor, and Review Accommodation Plan

The employee and his or her manager monitor the accommodation to ensure that it has effectively resolved the challenge.

- Formal reviews happen according to a regular schedule.
- 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 manager can work together to gather information and reassess the employee's needs in order for [Organization name] to find the best accommodation measure (Step 2).