



Policy Name: Employee Accommodation	Policy No: S101-21
Committee approval date:	-
Council approval date:	-
Revision date(s):	-
Department/Division:	Health and Safety

1. Purpose

Town of Pelham has adopted this policy to ensure that our employees are provided with meaningful employment that is ethical, fair, and compliant with all applicable employment and human rights legislation. This policy outlines the Town's commitments regarding workplace accommodation and the steps involved in creating an accommodation plan.

2. Policy Statement

The Town of Pelham will make every reasonable effort in cases of occupational or non-occupational injury or illness to return employees to their regular duties; and to provide suitable modified or alternate work to employees who are temporarily or permanently unable to return to their regular duties, when aware of such need, up to the point of undue hardship.

With respect to new hires, where requested by the new employee, the Town will make every reasonable effort to assist the new worker in fulfilling their regular job duties. New workers will receive training, upon commencement of employment, regarding policies related to disability and accommodation.

3. Definitions

Accommodation: an adjustment to a job or work environment that makes it possible for an individual with a disability to perform their job duties.

Accommodations may include specialized equipment, modifications to the work environment or adjustments to work schedules or responsibilities and may be temporary or permanent.

Disability: any condition of the body or mind that makes it more difficult for the person with the condition to do certain activities (activity limitation) and interact with the world around them (participation restrictions).



Permanent Impairment: an impairment that continues to exist after maximum medical rehabilitation of the worker has been achieved.

Undue hardship: may occur where the accommodation would cause an unbearable financial cost or a considerable disruption to business, an interference with the rights of others, or where the accommodation would create a health and safety hazard.

4. General Provisions

The Town of Pelham is committed to ensuring that employees can work comfortably and without discrimination. The Town's approach to providing reasonable accommodation will include:

- Personalized plans designed to meet the specific needs of individuals;
- Collaborative practices for creating and implementing accommodation plans through consultation with the person to be accommodated and medical professionals; and
- An approach that ensures confidentiality and dignity.

Duty to Accommodate

Town of Pelham will ensure that employees can work effectively by making adjustments or modifications to their work or work environment up to the point of undue hardship.

The Town encourages employees to make any needs for accommodation known to their immediate supervisor or Human Resources in order to begin the accommodation process. The Town will work with the individual who requests accommodation to ensure that the measures taken are both effective and mutually agreeable.

Accommodation

The Town of Pelham will provide accommodation as appropriate using a consultative approach that involves the employer, the individual, the union (if applicable) and healthcare professionals or other third parties where required. Both the employee requiring accommodation and the possible accommodation itself will be assessed individually.

Responsibility

The process of accommodating individuals is a shared obligation between the Town and staff. Each employee has a duty to assist in creating a barrier free



workplace. This requires any employee seeking an accommodation to cooperate with the Town's efforts to make required adjustments or modification to their work or work environment. The Town cannot accommodate needs that it is not aware of. Management should be the first point of contact for employees when requesting a form of accommodation. In consultation with Human Resources, they will determine the most appropriate forms of accommodation to meet the employee's needs.

Creating the Accommodation Plan

Once an employee has requested an accommodation, Human Resources, the employee's supervisor, the union (if applicable), and the employee will create the accommodation plan.

The Town may request an evaluation of the employee by a health professional or applicable practitioner to help determine an appropriate accommodation. Any cost of the examination will be at the Town's expense.

A written description of the plan will be provided to the employee. The accommodation process will generally involve the following steps:

- Identify the need for accommodation;
- Determine the objectives and potential barriers for employee performance in their current role;
- Create a plan for alternatively achieving the objectives;
- Document how and when the accommodation will be made;
- Document any accessible formats or communication supports required;
- Create and provide an individualized emergency response plan, where needed, that considers the employee's accommodation;
- Implement the accommodation plan;
- Provide training as appropriate; and
- Review and revise based on employee feedback.

The plan will be reviewed and revised every year, and as needed upon request by the employee, or where there is a change that results in a health or safety risk.

Appropriate Accommodations

The Town of Pelham will use all available resources to establish an appropriate accommodation when requested by an employee. Appropriate accommodations will be determined and depend on each individual accommodation plan, but may include:



- Workstation adjustments;
- Changes to organizational policies and practices;
- Job redesign or reassignment;
- Changes to performance standards; or
- Leaves of absence.

In circumstances where multiple accommodation strategies may be feasible, the Town may identify these strategies in response to an employee's request for accommodation. Both the employee and the employer understand that an employee's preferred accommodation strategy may not be the most reasonable accommodation strategy from the various options available. Employees understand and agree that "reasonable accommodation" does not equate to an employee's preferred accommodation.

Undue Hardship

There may be situations where the Town cannot provide an accommodation for an employee. In this case, the Town would provide the employee with written reasons as to why the request for accommodation was denied.

Confidentiality

Throughout all steps of the accommodation plan process, employee personal and health information will be kept confidential and protected at all times.

To protect this information, the Town will:

- Identify and label the information as confidential;
- Include confidentiality provisions in all supporting documents; and
- Store documents in a locked cabinet and limit access to the information on a need to know basis.

5. Attachments

None.