

# Request for Accommodation Procedure — Guest

Procedure Number: HR-PR-02

<b>Date approved</b>	August 2021
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<b>Approved by</b>	Vice-President, Corporate Services

## Definitions and/or Acronyms

<b>Accommodation</b>	According to the <a href="#">Ontario Human Rights Commission</a> , “accommodation” means making changes to policies, rules, requirements, and/or the workplace environment to ensure that people with the needs listed in the <a href="#">Ontario Human Rights Code</a> have the same opportunities, access, and benefits as everyone else. Accommodation is needed to deal with barriers in the workplace that would otherwise prevent people from fully taking part in, and contributing to, the organization.
<b>Barrier</b>	A barrier is anything — including anything physical, or relating to building design or technology, or relating to attitudes — that gets in the way of a full and equal participation of all people.
<b>Disability</b>	As outlined in the <a href="#">Ontario Human Rights Code</a> a disability is: <ul style="list-style-type: none"> <li>• any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,</li> <li>• a condition of mental impairment or a developmental disability,</li> <li>• a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,</li> <li>• a mental disorder, or</li> <li>• an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997</li> </ul>

## Applicability

This procedure applies to all CADTH employees, including regular and term employees, who support or interact with all types of guests including but not limited to contractors, board and committee members, and employment applicants.

## Purpose and Scope

This procedure provides information about the process for guests to ask for accommodation and the related responsibilities of CADTH employees. This procedure applies to all aspects of our guests’ dealings with CADTH, across all locations and types of settings and interactions.

## General Procedures

All invitations to CADTH events including, but not limited to, the Symposium, Committee and Board Meetings, webinars, and meetings will invite participants to request accommodation, as needed.

CADTH guests may specify an accommodation they might need when they answer a CADTH invitation through an event host, or in writing, as outlined in the Accessibility section of the CADTH website.

## Employee Responsibilities

Once a request for accommodation is received, the CADTH employee who receives the request will take steps to address the request unless there are safety or cost considerations that go beyond the employee's powers, as outlined in the Signing Authority Policy. In these instances, or where the CADTH employee has questions on how to make the accommodation, the employee will direct questions to the Director, Human Resources.

To answer requests for accommodation, the employee is encouraged to reach out to colleagues from Events, Facilities, Communications, Information Technology, or other CADTH departments, within a good amount of time.

Where a request for Accommodation does not need help from the Director, Human Resources, the CADTH employee who receives the request is asked to send an email to the Director, Human Resources, explaining the request and the type of accommodation that was made. Tracking this information allows CADTH to be better prepared for future requests and barriers that might need to be dealt with.

## Human Resource Responsibilities

Once a request for accommodation is shared with the Director, Human Resources, a human resources representative will work with the employee to resolve the request, or as close a substitution as possible, within a good amount of time.

The human resources representative will work with the employee to get the support needed from Events, Facilities, Communications, Information Technology, or other CADTH departments, within a good amount of time.

## Declined Requests

In line with the [Ontario Human Rights Code](#), CADTH will make every reasonable effort to provide accommodation by making changes to or adjusting events or communications that do not cause undue hardship to the organization. To measure undue hardship, CADTH will consider the cost of the accommodation and any associated health and safety risks.

Where a request for accommodation cannot be made, the human resources representative will provide a written explanation for the decision to the Vice-President, Corporate Services. The Vice-President, Corporate Services will share this decision with the requesting guest.

If a guest does not believe their accommodation needs are being met, they may submit a written complaint to [Suzanne McGurn](#), CADTH President and Chief Executive Officer.

## Related Policies/Forms/References

For more information, refer to the following related policies:

- Customer Service Accessibility Policy
- Request for Accommodation Procedure — Employees
- Respectful Workplace Policy
- Signing Authority Policy

## Corporate Contact

Please send any questions regarding this procedure to [Megan Ashlee Bowes](#), the Vice-President of Corporate Services.