



Canada's Drug Agency
L'Agence des médicaments du Canada
Drugs. Health Technologies and Systems. Médicaments, technologies de la santé et systèmes.

Request for Accommodation Procedure: Guests

Procedure Number: PC-02-24-02

Effective/Revised Date: October 2024

Review Period: 3 years

Version: 6.0



Definitions

In this policy document:

- **“CDA-AMC”** means Canada’s Drug Agency
- **“accommodation”** means the modifications or adjustments made to the work environment or practices, enabling all individuals to have equal employment opportunities
- **“disability”** refers to a broad range of medical conditions an individual can have from birth, due to an accident, or developed over time, which impact an individual’s ability to function. Examples of disabilities include, but are not limited to, the following:
 - addiction (e.g., alcohol, drug, gambling)
 - developmental disability (e.g., autism, attention-deficit/hyperactivity disorder, Down syndrome)
 - health disability (e.g., diabetes, cancer, asthma)
 - learning disability (e.g., dyslexia, dysnomia)
 - mental health condition or mental illness (e.g., schizophrenia, depression, anxiety disorder, bipolar disorder)
 - physical disability (e.g., cerebral palsy, spinal cord injury, amputation)
 - sensory disability (e.g., hearing or vision loss)
 - injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*, 1997
- **“family status”** means relationships within an employee’s family, which may consist of both birth and chosen members; these are individuals to whom the employee provides love, support, and care
- **“marital status”** means the status of being married, single, widowed, or separated, and includes the status of living with a person in a conjugal relationship outside of marriage
- **“record of offence”** means a conviction for an offence for which a pardon has been granted under the Criminal Records Act (Canada) and has not been revoked, or an offence regarding a provincial enactment
- **“undue hardship”** means significant, onerous conditions for the company; considerations when determining whether the organization has reached the point of



Request for Accommodation Procedures: Guests

undue hardship include cost considerations, outside sources of funding (if any), and health and safety requirements.

Applicability

1. This procedure applies to all employees, including indefinite and term employees, who support and interact with all types of guests, including but not limited to contractors, board and committee members, and employment applicants. This procedure applies to all aspects of our interactions with guests and all stages of recruitment and selection. It applies across all organizational locations, types, platforms, and interactions.

All job applicants who are shortlisted will be informed of the accommodation policy and procedure before the initial discovery call.

Purpose

2. This procedure aims to foster an inclusive environment by designing the organization's guest accommodation processes with accessibility and inclusion in mind. It outlines the process for guests requesting accommodation and the responsibilities of CDA-AMC employees, ensuring that all members are aware of their rights and responsibilities under applicable provincial human rights legislation.

General Procedures

3. All invitations to CDA-AMC events – including, but not limited to, the Symposium, Committee and Board meetings, webinars, and other meetings – will invite participants to request accommodation as needed.
4. Guests may specify an accommodation they might need when they answer a CDA-AMC invitation through an event host.

Employee Responsibilities

5. When a request for accommodation is received, the CDA-AMC employee who receives it will take steps to address the request. However, if there are safety or cost considerations that exceed the employee's authority, as outlined in the Signing Authority Policy, the employee will refer the matter to a People and Culture Business Partner. Additionally, if the employee has any questions about how to proceed with the accommodation, they should also consult the People and Culture Business Partner.



Request for Accommodation Procedures: Guests

6. To address accommodation requests promptly, employees are encouraged to collaborate with colleagues from Events and Facilities, Marketing and Communications, Information Technology, or other relevant business units.
7. If a request for accommodation does not require assistance from the People and Culture Business Partner, the employee who receives the request should email the People and Culture Business Partner, detailing the request and the type of accommodation provided. This tracking helps CDA-AMC better prepare for future requests and address potential barriers.
8. Confidentiality will be maintained throughout the accommodation process to protect the privacy of the guest making the request.

People and Culture Business Partner Responsibilities

9. Once an accommodation request is shared with a People and Culture Business Partner, they will collaborate with the employee to resolve the request or find a suitable alternative promptly.
10. The People and Culture Business Partner will collaborate with the employee to get the support needed from Events and Facilities, Marketing and Communications, Information Technology, or other business units as needed.
11. The People and Culture Business Partner will share information only with those who need it.

Declined Requests

12. CDA-AMC will make every reasonable effort to provide accommodation to ensure all guests can fully participate in our events and activities. These efforts will be made without causing undue hardship, considering costs and health and safety risks.
13. If a request is declined, the People and Culture Business Partner will provide a written rationale to the requesting guest.
14. Guests who believe their accommodation needs are not being met may submit a written complaint to the Vice-President, People and Culture.



Privacy and Confidentiality

15. The organization will maintain the confidentiality of information related to an accommodation request with access to information restricted to those with a need to know. Any release of the information will be done with the consent of the guest.

Related Policies, Documents, and References

- [Canadian Charter of Rights and Freedoms](#)
- Alberta: [Alberta Human Rights Act](#)
- British Columbia: [British Columbia Human Rights Code](#)
- Manitoba: [Manitoba Human Rights Code](#)
- New Brunswick: [New Brunswick Human Rights Act](#)
- Newfoundland and Labrador: [Newfoundland and Labrador Human Rights Act](#)
- Nova Scotia: [Nova Scotia Human Rights Act](#)
- Ontario: [Ontario Human Rights Code](#)
- Prince Edward Island: [Prince Edward Island Human Rights Act](#)
- Quebec: [Quebec Charter of Human Rights and Freedoms](#)
- Saskatchewan: [Saskatchewan Human Rights Code](#)
- Northwest Territories: [Northwest Territories Human Rights Act](#)
- Nunavut: [Nunavut Human Rights Act](#)
- Yukon: [Yukon Human Rights Act](#)
- Accommodation Plan Form
- Accommodation Policy
- Request for Accommodation Procedure: Employees
- Customer Service Accessibility Policy
- Request for Accommodation Form
- Workplace Violence, Harassment, and Discrimination Policy

Policy Owner and Review Period

The Vice-President, People and Culture, is responsible for overseeing the implementation of this policy. The procedure will be reviewed every 3 years unless an earlier review is needed.



Request for Accommodation Procedures: Guests

Corporate Contact

Please direct any questions or requests for changes to this policy to the Vice-President, People and Culture ,at arni.ahronson@cda-amc.ca.

Revision History Table

Section	Description of changes	Prepared or updated by	Date
All	New Procedure	M. Bowes	September 2021
All	Updated template and incorporated procedures from the <i>Accommodation Policy</i>	People and Culture	September 2024