

ACCOMMODATION POLICY

Intent

The Alma Mater Society of Queen's university is committed to providing equal treatment with respect to employment without discrimination because of a prohibited ground as described by Ontario's *Human Rights Code* (the Code).

The AMS has adopted this policy to ensure that our staff are provided with meaningful employment that is ethical and fair and is in compliance with all applicable employment and human rights legislation. All employment provided by the AMS shall follow the principles of dignity, independence, integration, and equal opportunity.

Purpose

The Alma Mater Society of Queen's University will support the accommodation of employees and job applicants who require workplace accommodation under any of the grounds described in the Code.

The AMS will work to achieve a workplace free from barriers by providing accommodation for the needs of those individuals covered by the Code, up to the point where it causes undue hardship for the AMS. Every effort will be made such that the impact of accommodation will not discriminate against another group protected by the Code.

The AMS will ensure that all employees are aware of their rights and the responsibilities of each of the parties to the accommodation process.

Terminology

The term "dignity" means the right of a person to be valued and respected for their own sake, and to be treated ethically. For the purposes of the AMS, we will exercise sensitivity when approaching discussions of accommodation, acknowledging that oftentimes the underlying reasons for the accommodation are of a personal and sensitive nature. The term "Undue Hardship" means that The AMS shall work to provide workplace accommodation up to the point of undue hardship. Undue hardship may occur where it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would cause excessive costs for the organization, or where the accommodation would create a health and safety hazard.

Scope

This policy applies to all AMS employees.

Policy

1. Guidelines

1. The approach taken by the AMS in the provision of reasonable accommodation shall include:
 - a. Personalized plans designed to meet the specific needs of individuals;
 - b. Collaborative practices in the creation and implementation of accommodation plans through consultation of all relevant stakeholders, the person to be accommodated; and
 - c. An approach that ensures confidentiality and dignity.

2. Duty to Accommodate

1. The AMS will work to ensure that individuals protected under the Code are able to work effectively by making adjustments or modifications to the work, or the work environment, up to the point of undue hardship.
2. The AMS will work, to the best of its ability and unless doing so presents undue hardship, with the individual that requests accommodation in an effort to ensure that the measures taken are both effective and mutually agreeable. The AMS encourages individuals to make any needs for accommodation known to their immediate supervisor, and to work with them in addressing the issue(s).

3. Accommodation

1. Accommodations shall be provided for individuals where the work must be modified or adjusted to address the needs of the individuals based on protected grounds of discrimination under human rights legislations.
 - a) Outside of protected grounds of discrimination, accommodations are approved on a case-by-case basis by the direct supervisor, and the AMS Executive or General Manager where appropriate. The Human Resources Office is always available as a resource for any party.
2. The AMS shall provide accommodation as appropriate using a consultative approach that involves the company, the individuals, and as appropriate, any applicable healthcare professionals, and other third parties that are required to assist in the accommodation process.
3. Accommodation may be temporary or permanent, based on the requirements of the individual.

4. Responsibility

1. The process of accommodating individuals is a shared obligation of the AMS and the employee.
2. Management staff should be the first point of contact for employees when requesting a form of accommodation.
3. Together, in consultation with the Human Resources Office, and where appropriate, healthcare practitioners and other required third parties, they will work to determine the most appropriate form(s) of accommodation to meet the needs of the individual. For sensitive matters involving private medical information, the Human Resources Office can act as a support or first point of contact, ensuring only essential details are shared with the reporting manager.
4. The AMS shall offer assistance and accommodation to employees who are clearly unwell and in need of assistance or who are perceived to have a disability even when no accommodation request is made.

5. Creating the Accommodation Plan

1. Any employee requesting accommodation must make a request to their manager or immediate supervisor. The manager is responsible for ensuring that a written description of the accommodation plan is prepared for the employee.
2. The AMS shall create an accommodation plan and attempt to determine methods of achieving the requirements for success in the position in alternative manners.
3. In the creation of an accommodation plan, the AMS shall:
 - a) Identify the need for accommodation.
 - b) Determine objectives for performance in the role, and potential barriers.
 - c) Create a plan for achieving the objectives in an alternative manner.
 - d) Examine the options for accommodation, and select the most appropriate avenue for accommodation.
 - e) Implement the accommodation process.
 - f) Provide training as appropriate.
 - g) Based on the duration of the overall accommodation, there should be reasonable meetings pre-determined at the original meeting where all stakeholders in the accommodation must review and revise the accommodation to ensure that the accommodation is still valid.

6. If an Employee Cannot be Accommodated in Their Current Position

1. In some cases, it will be reasonable to accommodate an individual in another position. The Human Resources Office, working with appropriate AMS Executives or the General

Manager, and the employee will attempt to place the employee in another available position. This may require the assistance of third parties with specialized expertise.

2. Where an employee is placed in an alternate position, the AMS shall ensure that the employee has the requisite qualifications and skillset necessary for success in the position, is capable of performing the tasks associated with the position.

7. Appropriate Accommodations

1. Appropriate accommodations may include:
 - a) Workstation adjustments;
 - b) Technical aids;
 - c) Providing materials in alternative formats;
 - d) Temporary or permanent alternative work;
 - e) Changes to scheduling or hours of work;
 - f) Leaves of absence; and
 - g) Changes to work uniforms.
2. This list is not exhaustive.

8. Accommodating Job Applicants

1. Any applicant to AMS positions that communicates the need for accommodation shall be considered in a manner that is non-discriminatory, and respectful of our human rights obligations. The AMS will notify employees and the public about the availability of accommodation for job applicants who have disabilities in compliance with the [Accessibility for Ontarians with Disabilities Act, 2005](#).
2. Applicants will be informed that accommodations are available, upon request, for the interview process, and for other candidate selection methods. Where an accommodation is requested, the AMS will consult with the applicant and provide or arrange for suitable accommodation.

9. Responsive Dispute Resolution

1. In the event that the employee requesting accommodation feels that their needs have not been met in a reasonable manner, they may file a written complaint through the Human Resources Office. The AMS will review complaints promptly and ensure a clear resolution process, with timelines for investigation and response. The employee will be kept informed throughout the process.

Monitoring

Monitoring for compliance with this policy will be carried out by the Human Resources Office.

Responsibility and/or contact person	Human Resource Office
Approved by	Board of Directors
Date initially approved	October 27, 2022
Date last revised	April 12, 2026
Date of next review	Every two years, or when significant change dictates a need for revision.
Related policies, procedures, and guidelines	Standards of Performance, Accessibility for Ontarians with Disabilities Act, 2005, Ontario Human Rights Code
Policies superseded by this policy	N/A