

 BRANDON UNIVERSITY	<p style="text-align: center;">Workplace Accommodation Assistive Devices Procedure</p>	<p>First Approved: November 26, 2016</p>
<p style="text-align: center;">Board of Governors Procedure</p>		<p>Updated:</p>
	<p>Approved by <i>Vice-President (Administration & Finance) and Vice-President (Academic & Provost)</i> Administered by <i>President & Vice-Chancellor</i> <i>through:</i> <i>Vice-President (Administration & Finance),</i> <i>Vice-President (Academic & Provost) and</i> <i>Chief Human Resources Officer</i></p>	<p>Reviewed:</p>

1.0 Scope

1.1 This procedure applies to all Brandon University employees (faculty and staff) as well as job applicants.

1.2 Employees: Employees have a responsibility when requesting an accommodation to:

- Communicate the request to their immediate supervisor along with the necessary requirements;
- Actively participate in the accommodation process to find reasonable solutions.

1.3 Job Applicants: Job applicants have an obligation to communicate any known accommodation needs to the University and to participate in the accommodation process. Human Resources will work with the selection committee to facilitate a reasonable accommodation during the interview process, such as providing translators or interpreters, offering a wheelchair-accessible interview space, or rescheduling interviews to respect religious observances.

1.4 Supervisors: When Supervisors, including Department Chairs, Directors, Deans, Managers and Senior Administrators, are presented with a workplace accommodation request, they have an obligation to:

- Accept the accommodation request in good faith;
- Handle the accommodation request as quickly as possible;
- Manage the process by including the employee and all relevant stakeholders in determining accommodation solutions;
- Document the process including the accommodation request and the appropriate steps taken; and
- Maintain confidentiality and adhere to privacy legislation (PIPEDA, PHIA, FIPPA).

1.5 Unions and Associations: Employee unions and associations are expected to actively participate with and support their members and the University to help find reasonable solutions to workplace accommodation requests.

1.6 Human Resources Office: The Human Resources Office (HRO) will:

- Provide advice and guidance to employees and supervisors regarding workplace accommodation procedures;
- Aid in the interpretation and application of the workplace accommodation process;
- Assist with disability management and return-to-work plans;
- Request medical documentation to support the implementation of a reasonable workplace accommodation;
- Maintain confidentiality and ensure that accommodation requests are handled in a manner consistent with privacy legislation (PIPEDA, PHIA, FIPPA).

1.7 Diversity and Human Rights Advisor: The Diversity and Human Rights Advisor (DHRA) is available to provide confidential consultation regarding human rights concerns and/or complaints related to workplace accommodations.

2.0 Reason for Procedure

To set out procedures secondary to the *Assistive Devices Policy* as Brandon University supports and promotes the employment of persons with disabilities by providing assistive devices, as required, thereby facilitating a workplace accommodation for those with disabilities.

Accommodations which require assistive devices may include the following:

- Communication services – captioning, print-to-braille conversion, enlarged print
- Human support services – sign language interpreters, readers
- Technical aids and devices – remote door openers, hoists, telephone devices for the deaf, optical character recognition systems, braille computer printers
- Position redesign – modification of work hours for either a short-term or long-term
- Practice modifications – modification to work conditions
- Ergonomic modifications – adjustable furniture, retrofitted areas, equipment modifications

2.1 Procedure

An employee must submit an *Accommodation Request Form* when there is a disability requiring accommodation. Upon review of the request and once the preliminary meetings have been conducted, there may be a need to implement an assistive device to facilitate the accommodation. Assistive devices necessary for accommodations include, but are not limited to:

1. Technical aids, including software and hardware;
 - Workstation modifications or building modifications;
 - Work schedule modifications or adjustments;
 - Alternative media formats for communication;

- Restructuring non-essential job duties;
 - Alternate supports, such as sign language interpreters, service animals.
2. Short-term accommodations: Typically, it includes modified hours and/or duties and may include ergonomic adjustments. Additional supporting documentation may be requested to establish the specific assistive aid required for the accommodation.
 3. Long-term accommodations: The supervisor, Unit/Department Head, Human Resources and the employee shall meet to gather information about the position and the accommodation required. If additional medical or professional information is required, it can be requested at this point.
 - a. Once the documentation is provided, the unit/department will determine if a long-term accommodation is possible. Depending on the nature of the accommodation and the services required to execute the accommodation along with the ability to implement the accommodation in a timely fashion; alternate modifications may be initiated in the interim.
 4. The Unit/Department Head proceeds with the implementation of the accommodation following the University's purchasing guidelines, with the understanding that the department/area is responsible for accommodation costs, at minimum to \$500.00. Should the required device/service cost exceed \$500.00 and the department would like to request supplementary funds to assist in meeting the accommodation, the department/area may apply for additional funds through the *Workplace Accommodation Fund Application*. If the application is denied, the department is responsible for the entire cost.
 5. Funding **cannot** be a reason for delaying the implementation of an assistive device, service or aid.

All parties will respect and preserve confidentiality when dealing with an accommodation request and subsequently, all the related documentation. Where the accommodation process requires the release of confidential information to a third party, that third party will be required to ensure that confidentiality is protected and is used solely for the purpose of implementing the accommodation.

3.0 Procedure(s)

3.1 Reasonable Accommodation: In order to address a workplace accommodation request, it must be determined that the request is reasonable. A reasonable workplace accommodation must meet a 'need', not necessarily a 'want'. Although a reasonable accommodation may not be ideal, the duty to accommodate is described as 'accommodation short of undue hardship'.

3.2 Statement on Undue Hardship: Undue hardship is defined as more than minimal hardship and must be based on actual evidence, not assumptions or prejudices. While financial implications tend to be a contributing factor in determining undue hardship, *The Manitoba Human Rights Commission* considers the nature, size and scope of an organization when determining if undue hardship is valid.

3.3 Return-to-Work Accommodation Protocol: The University understands that employees who are returning to work due to illness or injury may require return-to-work accommodations in order to facilitate the transition to regular work duties. The accommodation may include assistive devices, aids or services.

4.0 Process

4.1 Identify the necessary assistive device, aid or service for the employee accommodation.

4.2 Implement the assistive device, aid or service into the employee workspace as needed.

4.3 Provide training, as required, to facilitate the integration of the employee with the workplace accommodation.

4.4 Monitor and evaluate the accommodation and effectiveness of the assistive device, aid or service by soliciting feedback from the employee.

5.0 Accountability

5.1 The Chief Human Resources Officer and Vice-President, Administration & Finance or designate may revise or rescind process as identified in these procedures to:

- comply with the revised policy; or
- adjust process as reasonably necessary.

6.0 Secondary Documents

6.1 Forms

- *Accommodation Request form*
- *Workplace Accommodation Fund Guidelines and Application*

7.0 Review

7.1 Review of the procedures will be conducted every three (3) years. The next scheduled review date for the procedures is January 2020.

8.0 Cross Reference

8.1 Documents

- *Assistive Devices Policy*