



## Onboarding and Accommodations

### Best Practices

- **Job Offer:** When making an offer of employment, let successful applicants know about your policies for accommodating employees with disabilities.
- **Consultation:** Meet with the new employee to determine the necessary accommodations.
- **Orientation:** During new employee orientation, review your policies and practices, considering any implications for improving your organization's accessibility as well as the employee's individual accommodation needs.
- **Communication:** Regularly communicate your policy on workplace accommodation to all employees, for example, at meetings, and on bulletin boards. Disabilities, whether they are temporary or permanent, can happen any time and 70% of disabilities are "invisible".

### Suggested Accommodation Process

- Step 1.** Recognize the need for accommodation, as requested by the new employee.
- Step 2.** Gather relevant information and assess the employee's needs.
- Step 3.** Prepare a formal and written individual accommodation plan.
- Step 4.** Implement, monitor, and review the accommodation plan. Formal reviews should be conducted at a pre-determined frequency or if the nature of the employee's disability changes.

### Types of Accommodations

Most accommodations are simple and can be made for little or no cost. The goal of an accommodation should always be to help the employee perform the essential requirements of the job.

A flexible approach will make it easier for you to develop a successful accommodation strategy. Disabilities affect people in different ways and each situation requires a unique solution. Accommodations usually fall into two main categories:

1. **Workplace arrangements:** Modifications to working hours, job duties, job sharing or telecommuting. Workplace arrangements can include providing temporary or permanent modified work duties for an employee with a disability.
2. **Physical/structural:** Modifications to work stations, technology, facilities or equipment. Physical or structural changes can be as simple as moving a workstation closer to washrooms and lunchrooms, putting down non-skid mats or providing a chair so an employee can take occasional rest breaks.

**Other examples of low (or no) cost accommodations:**

- Re-arranging a work station to improve access.
- Providing a document holder to make typing easier.
- Lowering the height of photocopiers, printers or fax machines to make them more accessible.
- Giving employees extra time to complete tasks.
- Arranging meetings in accessible locations.
- Providing information in large print.