



Canadian Race Relations Foundation Accommodations Policy

A. Purpose

The purpose of this policy is to promote equitable and barrier-free access to our workplace. The Canadian Race Relations Foundation (CRRF) is committed to ensuring that we are an accessible and inclusive workplace. We understand that some people require reasonable accommodations to have barrier-free access to work. This policy describes how volunteers, employees, and candidates can request and be granted accommodations at the CRRF.

B. Authority

Through its Human Resources Policy, the CRRF's Board of Directors has delegated authority to Management to implement and enforce human resources policies, practices and procedures consistent with a set of principles and expectations related to human resource management practices. One such principle is that "the CRRF is committed to providing a safe, healthy and accessible work environment for all employees."

C. Application

This policy applies to the CRRF and commits the organization to accommodating all Board Members, employees, and volunteers at the CRRF, regardless of position or hours of work within the CRRF. This policy also commits the CRRF to accommodating potential employees at the CRRF, meaning job candidates that are applying for a job at the CRRF and/or in the hiring process.

This policy will be provided to all current and new employees, volunteers, and Board Members during their onboarding process.



D. Definitions

Accommodation: Any change to the work environment, job, or task that allows a person in a protected group to apply for or perform a job. Accommodations allow people facing barriers to have equal access to the workplace as people without those barriers.

Barrier: Anything that might hinder someone from a protected group's full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications, or can be the result of a policy or procedure.

Board Members: Individuals who have been appointed to the Board of Directors (the Board) through Order-in-Council and/or those who have been appointed to Board committees by the Board.

Chief Executive Officer: the Executive Director who has been appointed as Chief Executive Officer through Order-in-Council.

Disability: A difference with somebody's body or mind that can prevent a person's equal participation in society. Disabilities can be temporary, permanent, or episodic.

Duty to Accommodate: Legal obligation to provide accommodations a person needs to fulfil the duties of their job.

Management: As used in this document, the direct supervisor of any employee.

Protected Groups: According to the Canadian Human Rights Act, protected grounds are race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability and conviction for an offence for which a pardon has been granted.

Requestor: As used in this document, a person requesting an accommodation. This includes employees, Board members, volunteers, and candidates.

Undue Hardship: A change or potential accommodation that is not reasonably possible because its cost would be prohibitive and/or create health or safety risks.



E. Roles and Responsibilities

Roles and responsibilities under this policy are determined by their position within the organization as established in this section.

The Chief Executive Officer:

- Is accountable for the implementation and enforcement of this Policy.
- Will ensure that everyone implementing this policy has the knowledge, skills, and resources needed to fulfill their responsibilities under this policy.

Human Resources (HR):

- Will document formal requests for accommodation and acknowledge those requests within one week of receipt.
- Will inform the employee or candidate of any required medical documentation.
- Will receive, store, and securely manage all confidential information, including any medical information.
- Will participate in the development of accommodation plans, as required.
- Will support managers, employees, and candidates through the accommodation process.
- Will participate in the ongoing monitoring of accommodation plans as needed.
- Will receive and respond to requests for accommodation from job candidates and provide those accommodations as appropriate.

Management:

- Will create an environment where people can feel safe to disclose their need for accommodation without reprisal or fear.
- Will receive formal requests for accommodations and notify HR of those requests.



- Will document their involvement in the accommodations process, including final accommodation plans. This can include when requests were received, what meetings were held about the request, what decisions were made, etc.
- Will participate in the development of accommodation plans.
- Is responsible for decisions to grant requested accommodations that are within their authority and that do not require exceptions to policies or changes to job functions. Will provide any notice of accommodation denials in writing to the requesting employee. Decisions outside of their authority will be made in consultation with HR.
- Will ensure that accommodation plans are regularly revisited and are up to date.
- Will follow the accommodation plan that is set in place and seek guidance from HR if problems arise.

Event and/or Volunteer Coordinators:

- Will create an environment where people can feel safe to disclose their need for accommodation without reprisal or fear.
- Will receive formal requests for accommodations and notify HR of those requests.
- Will document their involvement in the accommodations process.
- Will participate in the development of accommodation plans.
- Is responsible for decisions to grant requested accommodations that are within their authority and that do not require exceptions to policies or changes to duties. Will provide any notice of accommodation denials in writing to the requesting volunteer. Decisions outside of their authority will be made in consultation with HR.



- Will follow the accommodation plan that is set in place and seek guidance from HR if problems arise.

Everyone:

- Will engage in the accommodation process in good faith, working together to develop an accommodation plan.
- Will participate in creating an environment that promotes a culture of accessibility and inclusion.

F. Accommodations for Employees

The following steps will be followed for accommodation requests:

1. **Initiating a request:** If an employee at the CRRF requires an accommodation to have equal access to perform their duties, they can raise that request with Management, or an HR representative. Requests for accommodation can be made in writing or through verbal conversation between the Requestor and Management or an HR representative.

Management may also identify a need for accommodation for any of the people they supervise. In these cases, Management may mention the availability of accommodations and refer them to this policy.

2. **Responding to a request:** Once a request for accommodation has been received, Management or the HR representative receiving the request will acknowledge it as soon as possible, preferably within 72 business hours, but no later than one week of receiving it.



3. **Exploring the request:** Management, with HR and the Requestor as needed, will explore the request, if/ how it can be met, any alternatives, and whether any additional information is needed.

The HR representative may identify the need for documentation. This documentation will be used to help determine which accommodations will be appropriate. The CRRF will cover the cost of any documentation that it requests. Documentation that is collected will be kept in a confidential and secure place. Respecting employee privacy and the barrier that documentation requests can pose, the CRRF will limit making these requests and the amount of documentation and personal information that is requested and collected.

4. **Decision:** The Requestor, Management, and HR representative (if needed) will decide on the accommodation plan together, using the documentation provided (if appropriate). Decisions about accommodations are guided by a “yes-by-default” approach. All requests for accommodation are considered in good faith and the CRRF will do its best to accommodate people in the method that they prefer. Management has the ultimate decision on whether to grant an accommodation. In such cases where it is determined that the requested accommodation would result in undue hardship for the CRRF or its employees, the HR representative will inform the Requestor, in writing, that their request for accommodation has been denied. The HR representative, Management, and Requestor will work together to generate alternative accommodation solutions, returning to step 3.
5. **Documentation:** Accommodation plans will be documented in writing and stored in the Requestor’s record. Accommodation plans will be revisited at appropriate intervals based on the nature of the accommodation. The date of the next review will be included in the accommodation plan. For example, if a temporary accommodation is needed, a review period of six months may be appropriate. For a more permanent accommodation, a period of three to five years may be more appropriate (e.g.,



workplace that has an elevator for a wheelchair user). The review will involve the Requestor and Management (and the HR representative, as appropriate) to make sure that they are still accomplishing the goals of barrier-free employment for the Requestor. Updates to accommodation plans can be made at any time and should be signed off on by the Requestor, Management, and HR.

All requests for accommodation will be considered on an individual basis. Accommodations provided will be tailored to the Requestor and the specific barriers they are experiencing. The CRRF will cover the costs of all reasonable accommodations so long as they do not cause undue hardship.

Common workplace accommodations may include, but are not limited to:

- Provision of ergonomic furniture, equipment, and workspaces
- Alternative work schedules and locations
- Access to adaptive technology
- Materials delivered in alternative formats
- Time off for religious observances
- Gender neutral bathrooms and spaces

G. Accommodations for Board Members

The same available accommodations and procedures described for employees in Section 6 apply to Board Members, except that requests for accommodation shall be made in writing or through verbal conversation between the Requestor and the Corporate Secretary. The Corporate Secretary shall work with HR and the Requestor to ensure that all requests for accommodation are responded to promptly and appropriately.

H. Accommodations for Candidates

All candidates that apply to work at the CRRF will be encouraged to request reasonable accommodations for any part of the job application process.



An HR representative will respond to all requests for accommodation promptly and will ensure that necessary accommodations are in place for each step of the job application process.

All requests for accommodation will be considered on an individual basis.

Accommodations provided will be tailored to the candidate and the specific barriers they are experiencing. Common accommodations for the hiring and recruitment process may include, but are not limited to:

- Sign language interpreters in the appropriate language (for example, ASL, LSQ) for in-person or virtual interviews.
- A wheelchair-accessible parking space and location for in-person interviews.
- Additional time for assessments.
- Alternative format documents (for example, large print).
- Alternative scheduling.

The CRRF will cover the costs for all reasonable accommodations for candidates during the recruitment process.

The CRRF will strive to ensure that the careers website and job postings are accessible and will provide these materials in alternative formats upon request.

I. Accommodations for Volunteers

If a volunteer requires an accommodation to have equal access to perform their duties, they can raise that request with their contact at CRRF, who may be an Event or Volunteer Coordinator. Requests for accommodation can be made in writing or through verbal conversation between the volunteer and their contact.

The Event or Volunteer Coordinator will respond to all requests for accommodation promptly.



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All requests for accommodation will be considered on an individual basis.

Accommodations provided will be tailored to the volunteer and the specific barriers they are experiencing. Common accommodations may include, but are not limited to:

- Sign language interpreters in the appropriate language (for example, ASL, LSQ) for in-person or virtual events.
- A wheelchair-accessible parking space and location.
- Additional time for task completion.
- Alternative format documents (for example, large print).
- Meeting materials ahead of time and in an accessible format.
- Alternative scheduling.

The CRRF will cover the costs for all reasonable accommodations for volunteers.

The CRRF will strive to ensure that calls for volunteers are accessible and will provide any relevant information in alternative formats upon request.