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Module 2: Regulatory Operational Policies	Policy #: A 2.9	Effective Date:
Regulation: AODA	Policy: Integrated Accessibility Standards	
Revised: Nov 2024	Reviewed: Nov 2024	Page: 1 of 8

A 2.9: Integrated Accessibility Standards

Policy:

Hazeldean Gardens is committed to developing, implementing and maintaining policies aimed at meeting the accessibility needs of persons with disabilities in a timely manner.

The purpose of this policy (the “Policy”) is to identify and document how Hazeldean Gardens currently achieves accessibility by meeting the requirements of the IAS and how it will continue to work towards improving accessibility for persons with disabilities.

Unless otherwise limited herein, the Policy applies to all:

- i. employees and volunteers;
- ii. persons who provide goods, services and/or facilities to residents, their families and friends, the public or other third parties on behalf of Hazeldean Gardens; and
- iii. persons responsible for the development of Hazeldean Gardens’s policies.

This Policy does not replace or affect existing legal obligations under the *Human Rights Code* R.S.O. 1990, c. H.19, as it may be amended from time to time, or any other applicable laws respecting the accommodation of persons with disabilities.

DEFINITIONS

Accessible Formats - may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports - may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability – means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment,



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- muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

New Internet Website - means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

Performance Management - means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

Redeployment - means the reassignment of employees to other departments or jobs as an alternative to layoff, when a particular job or department has been eliminated.

Unconvertible Information or Communication – means information or communication that it is not technically feasible to convert, or if it is technically feasible to convert, the technology required to do so is not readily available.

Web Content Accessibility Guidelines (“WCAG”) – means the international standard for making websites and web content accessible to people with a wide-range of disabilities. The IAS requires organizations to become compliant with two levels of the WCAG - Level A and Level AA.

IMPLEMENTATION

For more information please see Hazeldean Gardens’s Accessibility Plan available on the Company’s website.

GENERAL ACCESSIBILITY STANDARDS

I. Accessibility Plan

Hazeldean Gardens has established and implemented an Accessibility Plan, which outlines the Company’s strategy to prevent and remove barriers for persons with disabilities and meet the requirements of the IAS in accordance with the timelines set out therein.



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Hazeldean Gardens will maintain the Accessibility Plan in accordance with the requirements of the IAS. The Accessibility Plan will be reviewed and updated at least once every five (5) years.

The Accessibility Plan is posted on Hazeldean Gardens’s website and will be made available in an Accessible Format upon request.

II. Training

Hazeldean Gardens will provide training to all existing employees, volunteers and all persons who participate in the development of AODA Policies.

Training will be provided on:

- i. the requirements of the IAS;
- ii. the *Human Rights Code* as it pertains to persons with disabilities; and
- iii. the AODA Policies as required by the IAS.

The content of the training will be applicable to the individual’s duties.

- Employees hired and volunteers accepted after the Compliance Deadline for Training will receive the required training as soon as practicable.
- Hazeldean Gardens will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

INFORMATION AND COMMUNICATION STANDARDS

The Information and Communication Standards do not apply to:

- i. products and product labels;
- ii. Unconvertible information or communications; and
- iii. information that Hazeldean Gardens does not control directly or indirectly through a contractual relationship.

Should Hazeldean Gardens determine that information or a communication is Unconvertible it will explain why and provide the person making the request with a summary of the said information or communication.

I. Feedback Procedures



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Hazeldean Gardens will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of Accessible Formats and Communications Supports, upon request.

Hazeldean Gardens will notify the public that Accessible Formats and Communications Supports are available in respect of its feedback procedures.

II. Accessible Formats & Communication Supports

Hazeldean Gardens will, upon request, provide or arrange for the provision of Accessible Formats and Communication Supports in order to make its communications or information about the goods, services and/or facilities it offers accessible to persons with disabilities.

Accessible Formats and Communication Supports will be provided in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Hazeldean Gardens will consult with the person making the request when determining the suitability of an Accessible Format or Communication Support and will notify the public of the availability of same.

III. Accessible Websites and Web Content

Hazeldean Gardens ensures that, where practicable, a New Internet Website and web content on such site(s) conforms with WCAG 2.0 Level A.

When determining whether meeting the requirements of this section is practicable Hazeldean Gardens will consider: I. the availability of commercial software or tools required to achieve web accessibility; and ii. the impact meeting the requirements of this section will have on projects planned before January 1, 2012.

The commitment to provide accessible websites and web content only applies to websites and web content that Hazeldean Gardens controls directly or indirectly through a contractual relationship that allows for modification of the website or web content in question.

EMPLOYMENT STANDARDS





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The Employment Standards only apply to employees of Hazeldean Gardens. They do not apply to volunteers, other unpaid individuals or contractors.

I. Recruitment/Selection/Assessment

If an applicant requests accommodation, Hazeldean Gardens will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs.

II. Informing Employees of Supports

Hazeldean Gardens will provide employees with updated information whenever there is a material change to its policies on the provision of job accommodations for employees with disabilities.

III. Accessible Formats and Communication Supports for Employees

Hazeldean Gardens will, upon the request of an employee with a disability, provide or arrange for the provision of Accessible Formats and Communication Supports in order to ensure that (i) information required by the employee to perform his/her job; and (ii) information generally available to employees in the workplace, is accessible to the employee with a disability.

Hazeldean Gardens will consult with the employee making the request to determine the suitability of any Accessible Format or Communication Support. However, Hazeldean Gardens reserves the right to determine the Accessible Format or Communication Support that will be provided in the circumstances.

IV. Workplace Emergency Response Information

If an employee has a disability and Hazeldean Gardens is aware that, due to that disability, the employee requires an individualized workplace emergency response, information addressing such response will be provided to the employee as soon as practicable after Hazeldean Gardens becomes aware of such requirement. In such a case, with the employee’s consent, ORGANIZATION will designate a colleague(s) to provide such individualized assistance and will ensure that this colleague is provided with a copy of employee’s individualized emergency response information

Hazeldean Gardens will review the individualized workplace emergency response information when (i) the employee moves to a different work location; (ii) the employee’s overall accommodations need or plans are reviewed; and (iii) when Hazeldean Gardens reviews its general emergency response policies.

V. Return to Work Process



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Hazeldean Gardens will document a return-to-work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return-to-work process will outline the steps Hazeldean Gardens will take to facilitate the employee’s return to work and will use the documented individual accommodation plans described in section 0VI.

VI. Performance Management

Hazeldean Gardens will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when applying its performance management process.

Where requested, an employee’s individual accommodation plan will include any information regarding the provision of Accessible Formats and Communications Supports.

An inclusive work environment is one where everyone is treated with respect and all employees are valued for their contributions. In an inclusive workplace, colleagues and clients are treated with dignity, respect, and equality, and these values are reflected in the organization’s mission and vision. Policies and procedures are implemented and managed so that employees’ rights are preserved.

VII. Career Development and Advancement

Hazeldean Gardens will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing opportunities for career development and advancement to its employees with disabilities.

VIII. Redeployment

Hazeldean Gardens will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

[Ref. A 2.9.1: Multi-Year Accessibility Plan - Integrated Accessibility Standards (“IAS”)
[Ref. A 2.9.2: Guidelines: Procedure for Creating Individual Accommodation Plans (“IAP”) and Return to Work Plans (“RWP”)]



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A 2.9.1: Multi-Year Accessibility Plan – Integrated Accessibility Standards (“IAS”)

	Deliverables	Activities	Responsibility	Statutory Compliance Deadline	Action		
					Completed	In Progress	Ongoing
General: Establishing Accessibility Policies							
a. Develop, implement and maintain polices governing how [Name of Residence] achieves or will achieve accessibility through meeting the requirements of the IAS.				January 1, 2014	Yes		
b. Statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner.							
c. Prepare one or more written documents describing the policies and make the policies publicly available and provide them in an accessible format upon request.							
General: Accessibility Plans							
a. Establish, implement, maintain and document a multi-year accessibility plan, which outlines the Hazeldean Gardens				January 1, 2014	Yes		



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<p>strategy to prevent and remove barriers and meet requirements of IAS.</p> <p>b. Post the accessibility plan on the website, if any, and provide the plan in an accessible format upon request.</p> <p>c. Review and update the accessibility plan at least once every five years.</p>							
General: Training							
<p>a. Provide training on the requirements of the accessibility standards referred to in the IAS and the Human Rights Code as it pertains to persons with disabilities to:</p> <ul style="list-style-type: none"> ➤ All employees and volunteers ➤ All persons who participate in developing the organization’s policies ➤ All other persons who provide goods, services or facilities on behalf of the organization <p>b. The training required in subsection 1 is appropriate to the duties of employees, volunteers and other persons</p> <p>c. Training is done as soon as practicable</p>				January 1, 2015			Yes



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<ul style="list-style-type: none"> d. Training is provided on changes to policies and on an ongoing basis e. Training records are maintained for all training, including the date of training and the number of individuals in attendance. 							
General: Compliance Reporting							
<ul style="list-style-type: none"> a. Ensure Hazeldean Gardens files online compliance reports in accordance with the Schedule established under IAS. 				Dec. 31, 2014 and every 3 years thereafter			Yes
Information and Communications Standards: Feedback							
<ul style="list-style-type: none"> a. Ensure Hazeldean Gardens processes for receiving and responding to feedback are accessible to person with disabilities by providing or arranging for accessible formats and communication supports upon request. b. Notify the public about the availability of accessible formats and communication supports. 				January 1, 2015	Yes		
Information and Communications Standards: Accessible Formats and Communication Supports							



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<p>a. Upon request provide or arrange for accessible formats and communication supports for persons with disabilities.</p> <ul style="list-style-type: none"> ➤ Provide in a timely manner that takes into account the person’s accessibility needs due to disability; and ➤ Provide at a cost that is no more than the regular cost charged to other persons. <p>b. Consult with the person making the request to determine the suitability of an accessible format or communication support.</p>				January 1, 2016	Yes		
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Information and Communications Standards: Emergency Procedure, Plan or Public Safety Information							
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<p>a. Upon request provide in an accessible format or with appropriate communication supports, Hazeldean Gardens emergency procedures, plans or public safety information that it makes available to the public.</p>				January 1, 2012			Yes
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Information and Communications Standards: Accessible Websites and Web Content							
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a. Ensure the websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0: <ul style="list-style-type: none"> ➤ Level A ➤ Level AA 				January 1, 2014 (Level A) January 1, 2021 (Level AA)	Yes		
Employment Standards: Recruitment, Assessment or Selection Process							
a. If the selected applicant requests accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.				January 1, 2016			Yes
Employment Standards: Informing Employees of Supports							
a. Inform employees of Hazeldean Gardens's policies used to support employees with disabilities.				January 1, 2016		Yes	



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<p>b. Provide the above information as soon as practicable after the employee begins employment.</p> <p>c. Provide updated information to employees whenever there is a material change to existing policies on the provision of job accommodations.</p>							
Employment Standards: Accessible Formats and Communication Supports for Employees							
<p>a. Upon request, consult with an employee to provide or arrange for the provision of accessible formats and communication supports for information needed to perform employees job and information generally available to employees in the workplace</p>				January 1, 2016			Yes
Employment Standards: Workplace Emergency Response Information							
<p>a. Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p>				January 1, 2012			Yes


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<p>b. If the employee provides consent, provide the employee’s individualized workplace emergency response information to another person designated by the employer to provide assistance to the employee.</p> <p>c. Review the individualized workplace emergency response information when:</p> <ul style="list-style-type: none"> i. the employee moves to a different work location; ii. the employee’s overall accommodation needs or plans are reviewed; and iii. when the employer reviews its general emergency response information. 							
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Employment Standards: Documented Individual Accommodation Plans							
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<p>a. Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities that includes all of the considerations set out in section 28(2) and (3) of the IAS.</p>				<p>January 1, 2016</p>		<p>Yes</p>	
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Employment Standards: Return to Work Process							
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<p>a. Develop and have a documented a return-to-work process employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</p> <p>b. Ensure the return-to-work process outlines [Name of Residence] will take to facilitate the employee’s return to work and that it uses documented individual accommodation plans, if any.</p>				January 1, 2016		Yes	
Employment Standards: Performance Management							
<p>a. Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when applying performance management.</p>				January 1, 2016			Yes
Employment Standards: Career Development and Advancement							
<p>a. Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing opportunities for career development and advancement to employees with disabilities.</p>				January 1, 2016			Yes
Employment Standards: Redeployment							


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a. Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.				January 1, 2016			Yes
Design of Public Spaces Standards: Redeployment							
b. Ensure that construction and/or redevelopment of public spaces covered by the IAS complies with applicable accessibility requirements.				January 1, 2017	Yes		



A 2.9.2: Guidelines: Procedure for Creating Individual Accommodation Plans (“IAP”) and Return to Work Plans (“RWP”)

“Accommodation is an individualized process. It must take account of the fact that each person's needs are unique and a solution that works for one person may not work for another.

This policy provides a guide for the development of Individual Accommodation Plans. However, it may be modified where necessary to account for the particular circumstances and needs of the individual to whom it applies.”

The following are some considerations we will take into account when creating a process for the development of IAPs and RWPs:

1. Employee Participation

Legislative Requirement:

The IAP or RWP must address the manner in which an employee requesting accommodation can participate in the development of the IAP or RWP.

Suggested Considerations:

i) Establish a mandatory obligation on the employee to:

- > provide sufficiently detailed information (medical or otherwise) describing the employee’s medical needs;
- > cooperate and provide the necessary information within a specified time frame following the employer’s request unless a legitimate justification for extending the timeline exists;
- > make best efforts to perform any work assigned by the employer that the employee is capable of performing based on the medical information provided; and
- > notify the employer and provide updated medical or other information if there is a change to the employee’s medical needs or prognosis.

ii) Notify the employee of the possibility of employment consequences if the employee fails to cooperate and/or participate in the development or performance of the IAP or RWP.

2. Individual Assessment

Legislative Requirement:

The IAP or RWP must address the means by which the employee will be assessed on an individual basis.

Suggested Considerations:



- I) Establish a commitment to seek information provided by a qualified medical professional who has had the opportunity to evaluate the employee before developing the IAP or RWP.
- ii) Put the employee on notice that there may be circumstances under which the employee will be placed on administrative leave with pay while the individual assessment is being performed (*i.e.*, where employee's presence in the workplace presents a risk to the safety of the employee or others).

3. Third Party Evaluation

Legislative Requirement:

The IAP or RWP must address the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.

Suggested Considerations:

- (i) Establish the employer's right to:
 - a) require an independent medical examination; and/or
 - b) involve a third-party medical professional selected by the employer to engage directly with the employee's medical professional on the employer's behalf in any of the following circumstances:
 - > Despite repeated requests, the employee's medical professional has not provided the information required by the employer.
 - > The information provided by the employee's medical professional is conflicting and the medical professional is unable or unwilling to provide a reasonable explanation for the conflict.
 - > The employee's medical professional is not qualified to provide the necessary information about the employee's medical condition.
 - > The employee has engaged in serious misconduct (*i.e.*, theft, harassment, *etc.*) which the employee's medical professional asserts is caused by the employee's disability but the employer has an objective basis to question that opinion.
 - > The employee has engaged in or threatened violence and the employer requires an independent assessment to ensure the safety of the employee, the employee's coworkers and/or the public.
- (ii) Include an obligation on the employee to provide all necessary consents in any of the above circumstances.
- (iii) Include a statement confirming the employer will be responsible for all costs (including lost time from work) associated with getting an independent medical examination.



4. Involvement of Employee Representative

Legislative Requirement:

The IAP or RWP must address the manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or another representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the IAP or RWP.

Suggested Considerations:

(i) If the employee is represented by a union:

- > Consider whether the collective agreement provides a right to union representation in the circumstances.
- > If the collective agreement does not provide such a right, consider providing the employee with an ability to request union representation in circumstances where:
 - a) Accommodation of the employee's disability requires a modification to the terms of the collective agreement; and
 - b) The employee requires the assistance of a representative due to the nature of his/her disability.

(ii) If the employee is not represented by a union:

- > Consider providing the employee with an ability to request a representative from the workplace in circumstances where the employee requires the assistance of a representative due to the nature of his/her disability.
- > Consider establishing criteria for the selection of the employee's representative (*e.g.*, must be a superior, must be an employee with clean disciplinary record, *etc.*).

5. Protection of Privacy

Legislative Requirement:

The IAP or RWP must address the steps to be taken to protect the privacy of the employee's personal information.

Suggested Considerations:

- (i) Identify who will collect and review the employee's medical information (*i.e.* occupational nurse, human resources *etc.*)
- (ii) Address:
 - a) how much information will be shared with the employee's direct supervisor/manager and the circumstances under which it will be shared;
 - b) how the employee's medical information will be stored (*i.e.* locked cabinet, electronic storage with a secure password and limited access, *etc.*); and
 - c) how long the medical information will be retained and the procedure for its destruction.



6. Frequency of Review

Legislative Requirement:

The IAP or RWP must address the frequency with which the IAP or RWP will be reviewed and updated and the manner in which this will be done.

Suggested Considerations:

- i) Avoid establishing strict/hard-coded review periods. Some employees will have disabilities that remain relatively stable for long periods of time while others will have disabilities that are expected to improve or become more severe within shorter periods of time. The review period should be determined based on the individual employee's prognosis.
- ii) Consider establishing an initial review period for each employee at the time the IAP or RWP is created that is based on the medical information provided regarding the employee's prognosis.
- iii) Consider including an obligation on the employee to notify the employer and provide updated medical information if the employee experiences a change in his/her disability that necessitates a review of the IAP or RWP.
- iv) Consider including a statement indicating that the manner of review will be consistent with the procedure for developing an IAP or RWP.

7. Communication of Denial

Legislative Requirement:

If an IAP or RWP is denied, the IAP or RWP must address the manner in which the reasons for denial will be provided to the employee.

Suggested Considerations:

- i) Include a commitment to verbally inform the employee when he/she is denied an IAP or RWP and a commitment to provide the employee with reasons for the denial.
- ii) Avoid creating an obligation to provide reasons in writing.

8. Accessible Formats

Legislative Requirement:

The IAP or RWP must address the means of providing the IAP or RWP in a format that takes into account the employee's accessibility needs due to disability.

Suggested Considerations:

- i) Include a commitment to consult with the employee to determine what formats will take account of the employee's accessibility needs.
- ii) Reserve the right of the employer to choose the preferred format within a variety of accessible options.



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9. Other

The IAP or RWP must also address:

a) how information that is:

1. required to perform the employee's job; and
2. generally available to other employees will be provided in an accessible format or with communication supports if this is requested by the employee;

b) individualized workplace emergency response information for the employee where required; and

c) any other accommodation that will be provided to the employee.



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Sample Individual Accommodation Plan (“IAP”) / Return to Work Plan (“RWP”)

Employee Name: _____

Job Title and Department: _____

Supervisor: _____

Date Accommodation Requested/Need Identified _____

Is the employee absent from work due to disability Yes No

If yes, date employee commenced disability-related leave _____ and expected date of return _____

Date/frequency of scheduled review(s) (if any) _____

Date employee is expected to provide updated medical information _____

Medical Information Provided

Date	Medical Professional	Medical Information Provided	Outstanding Questions/Additional Medical Information Required

Description of Accommodation Measures

Job Related Tasks/Activities Affected by Disability	Accommodation Measures (e.g., hours of work, position, duties etc.)



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Roles and Responsibilities

Outstanding Actions to Implement Accommodation	Assigned To	Due Date

Other Information

Employee's Signature

Manager's Signature

Date

Date
