

## **Operational Policies and Procedures – Membership and Client Reasonable Accommodation**

### **Purpose**

The Reh-Fit Centre is committed to providing an environment for its members which is inclusive and non-discriminatory, and to provide reasonable accommodation for those of its members who have certain needs based on protected characteristics set out in applicable legislation, including the *Manitoba Human Rights Code* (the Code), provided that such accommodation does not impose an undue hardship on the Reh-Fit Centre. Protected characteristics under the Code are: ancestry, nationality, ethnic origin, religion, age, sex (including pregnancy and gender identity), gender determined characteristics, sexual orientation, marital or family status, source of income, political belief, and physical or mental disability. This Policy sets out a process for the Reh-Fit Centre and its members to follow where reasonable accommodation of a special need based on a protected characteristic under the Code has been requested. It also identifies the responsibilities of the Reh-Fit Centre and its members and users in the reasonable accommodation process.

### **Members' Responsibilities**

*A member requesting accommodation is responsible for:*

- Advising the Reh-Fit Centre and specifically the Director of Membership of any need for accommodation in a timely manner outlining the basis of the request, and the type of accommodation requested.
- Providing the Reh-Fit Centre with all relevant medical and other information to help the Reh-Fit Centre assess the accommodation request and to provide the Reh-Fit Centre with the necessary authorizations to communicate with relevant professionals, medical, or other, depending on the accommodation request.
- Cooperating in the search for and the implementation of any accommodation.

A failure to comply with these requirements in a timely manner may lead to the member's request for accommodation being denied.

### **Reh-Fit's Responsibilities**

*The Reh-Fit Centre is responsible for:*

- Reviewing the request to determine whether it falls within the scope of this Policy.
- Verifying the need for accommodation by requesting and reviewing medical information from the member, if it is necessary or appropriate to do so.
- Holding all information, including the request for accommodation in confidence, as with other personal information about the member, provided the Reh-Fit Centre may disclose such information as is necessary to verify the need for accommodation and, if appropriate, assess, identify and implement any reasonable accommodation.
- Assessing and identifying reasonable accommodation alternatives in a timely way and where accommodation is possible, implementing accommodation in a timely manner.
- If accommodation is not possible, due to undue hardship or otherwise, advising the member why the accommodation cannot be provided.

## **Procedure**

Members who require reasonable accommodation of a special need, which is based on a protected characteristic under the Code, are asked to please make their request in writing to the Director of Support Services. The basis of the request for accommodation, and the nature of the accommodation should be clearly outlined as part of the written request. Reasonable supportive information with respect to the accommodation request will normally be required. The Reh-Fit Centre will take the member's request seriously, and will respond to the member in a timely manner after considering the accommodation request and, where appropriate, after making necessary inquiries. In circumstances where it is not possible to provide an accommodation, the Reh-Fit Centre will advise as to why the accommodation cannot be provided

## **Education**

The Reh-Fit Centre will educate members by including a reference to the Policy in its Handbook, along with directions with respect to obtaining a copy of the full text of the Policy.

The Reh-Fit Centre will make its employees aware of this Policy by incorporating it into the operational policies and procedures of the Centre.

## **Monitoring**

The Director of Membership will monitor any accommodation implemented to determine its effectiveness and/or need for change, and/or to determine if and when accommodation is no longer necessary.

## **Review Requests**

In the event the initial reasonable accommodation request is denied by the Reh-Fit Centre, the member in question may seek a review of the decision by requesting such a review, and submitting whatever background and supporting information is required to the Chief Executive Officer.

### **Document History**

Origin Dates: June 6, 2011

Revision Approval Dates: March 11, 2024

Last Review Date: March 11, 2024