Success Stories: Accommodations

Accommodations are of little concern if they enable employers to hire the right talent for the job. Efficient hiring means looking past the accommodations provided to workers with disabilities to enable them to carry out certain essential and critical tasks.

Worker can’t read fine print.
Paul is employed in a call centre. His visual disability was accommodated by using a larger monitor with magnification software purchased from an office supply store. This allows information to be viewed in a larger visual format with appropriate light intensity.

RESULT:
Paul now reads and analyzes information productively.

Worker has difficulty hearing the phone.
Celine is employed as a front desk receptionist. Her hearing disability was accommodated by using a phone system operating at a higher frequency.

RESULT:
Celine now speaks with customers and hears them clearly.

Worker can’t stand.
Tom is employed in a warehouse. He suffered a severe leg trauma. Tom was successfully rehabilitated by being trained to work as a forklift driver.

RESULT:
Tom is once again productive.

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Accommodations are discussed with employees and sometimes with service providers. For example, a service provider might create a checklist of tasks, so the worker can read them independently and follow the instructions. Service providers can pave the way for a successful worker/employer relationship.

Worker can’t remember verbal instructions. Mark is employed in the manufacturing sector. His short-term memory loss was accommodated by using a digital voice audio recorder and a smart pen. These devices enable Mark to have a visual cue in addition to recorded verbal notes and help him in his day-to-day performance.

RESULT:
Mark’s communication level increased as he was able to listen to his manager’s instructions. It also has improved his productivity by using the recorder as a reminder tool.

Worker has difficulty standing. Cindy is employed as a cashier. Her mobility issue was accommodated by using a fatigue mat and an adjustable-height stool. In addition, the employer and the employee reached an understanding that she could sit when required.

RESULT:
Cindy now performs essential and critical tasks professionally.

Worker requires sensory adjustments. Tania works in a bright office environment, and she has sensory needs that require her to wear sunglasses indoors.

RESULT:
Cost-free accommodation for the employer allows Tania to focus on her work.

Most Canadian employers qualify for funding to cover the cost of technological devices and other accommodations.

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