

Sample Accommodation Policy:

This policy goal is to create and maintain an inclusive, barrier-free environment for the delivery of legal services to clients with disabilities or of other protected grounds. The duty to accommodate is based on the legal obligations set out in the *Canadian Human Rights Act* and is a requirement that must be applied throughout the delivery of public-facing services.

(Name of Individual or Firm) will provide reasonable accommodation to the point of undue hardship to ensure that individuals are not discriminated against and excluded from accessing services because of disability or other protected grounds. Accommodation requests will be considered with the principles of dignity, individualization, inclusion, and full participation. Whenever possible, accommodation should be a proactive rather than a reactive process. (Name of Individual or Firm) is committed to maintaining confidentiality when providing accommodation and will only disclose personal information when necessary to provide the accommodation or as otherwise permitted by law.

Collective agreements or other contract arrangements cannot act as a bar to providing accommodation. The courts have determined that collective agreements and contracts must give way to the requirements of human rights law (*Parry Sound (District) Social Services Administration Board v. O.P.S.E.U., Local 324*, [2003] 2 S.C.R. 157).