



# Accommodations for You



The **Inclusive**  
Workplace

## Accommodations can help you apply for jobs, perform well in an interview, and do your job well!

**Disclaimer:** This is not legal advice.

Do you have a support person? This person might work at an employment agency and might be called a **job coach**. They can help you explore **accommodations** you may need.

### What's an accommodation?

- An accommodation is a change or adjustment that a business makes to attract good candidates and to support their employees to do their jobs well.
- These adjustments help you when you're applying for a job, preparing for a job interview, during your job interview, or when you're working for a business.



### Why ask for an accommodation?



#### APPLYING FOR A JOB

It makes it easier for you to apply and be considered for jobs.



#### DURING INTERVIEWS

It can help you do your best and show your skills to the interviewer.



#### AT WORK

It can help you do your job and perform well.

## Who can ask for an accommodation?

**You** can ask for accommodations.

For example:

- When you are applying for a job
- Before a job interview
- During a job interview
- When you are working

Remember, if you need an accommodation, it is your responsibility to **ask** for it. Many businesses won't know how to support you unless you ask.

If you need an accommodation, ask the business who you should speak to.

Some larger companies have a person whose role is to discuss accommodations with all candidates and employees.

In smaller businesses, you might be able to discuss accommodations directly with the owner or manager.

Your **support person** can also ask for accommodations.

- If you have a support person, they can help you think about accommodations and help you ask for them.
- Do you have a support person who works at an employment agency? This person might be called a **job coach**.





## Accommodations are common

Accommodations are a healthy part of a workplace. Here are some examples:

Employee asks...	Accommodation made by employer
“ My children are starting school in September. Their school ends at 3:30 pm. As an accommodation, may I start work <b>45 minutes earlier</b> so I can finish my day sooner and be able to pick them up at 3:30 pm.?”	The employee’s working hours are changed so the employee is able to leave work in time to pick up their children from school.
“ My back is often sore when I’m at my desk. It’s hard to concentrate. As an accommodation, may I please get a <b>different chair</b> that would support my back?”	The employee is given a different chair so they can work more comfortably.
“ My knees hurt while I’m standing at work. As an accommodation, may I <b>sit down</b> while doing my work?”	The employee is able to do their job while sitting down instead of standing.

## Adjustments and accommodations

There are many changes that a business can make to support candidates or employees. Some changes are small and easy to make. Some changes might require a more formal accommodation request.

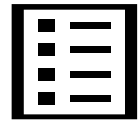
- An **adjustment** is a small change or modification to existing practices or ways of working. A job coach can **help you to ask** for adjustments.
- An **accommodation** is a change or modification to the workplace that needs a formal workplace accommodation request. A business **must** provide accommodations to candidates and employees. You have the **right** to have your accommodation needs met. A job coach can **help you to ask** for accommodations.



## Sample adjustments or accommodations

### Applying for a job

“ I know your business asks applicants to apply online. As an accommodation, will you accept a **paper application** from me?”



### Interview pre-screening

“ I know your business will be calling candidates for a phone interview sometime this week. As an accommodation, can you share the pre-screening questions with me **before** the call?”



### Suitability test

A **suitability test** is a way for a business to learn about your personal attributes, such as being honest, dependable, or hard-working. They use the test to learn if your personal attributes are a good match for the job.



“ I know your business asks candidates to do a suitability test. As an accommodation, can I give you a list of my personal attributes and an example of each, **instead** of taking the test?”

### Before your interview

“ May I please have the **list of interview questions** before my interview so I have more time to think about the information?”

“ Can the interview be done with **fewer people** to lower my anxiety?”

“ Can my interview be scheduled for **more time**, so I can take my time thinking about my answers?”

“ Can you please send me some **short videos** before the interview so I can see:

- What your office building looks like?
- What your reception area looks like?
- Where my interview will be?”

## During your interview

“ May a support person (job coach) **join** the interview with me?”

“ May my interview be a **Zoom meeting** instead of in person for health and safety reasons?”

“ Can my interview be in a room that **won't** have distractions or interruptions?”

“ Can my interview be in a room that has **soft light** that doesn't flicker?”

“ Can my interview be in an **informal** setting, rather than a boardroom so it's a more comfortable setting for me?”

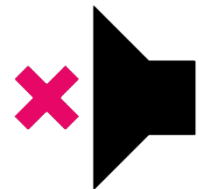
“ Can my interview take place while going for a **walk**, rather than in a boardroom? I can think better when I'm moving.”

“ Can small talk be kept to a **minimum** at the beginning of the interview? I process information and communicate differently.”

“ Can your interview questions use **short, plain, direct language**? I process information differently.”

“ May I **write** down my answers to your questions before I say them? This lets me process the question and think about my answer.”

“ Can my interview allow me to **perform** some parts of the job, so I can show my skills and strengths, rather than trying to explain them while answering questions?”



## After your interview

“ Can someone help me complete the **background check**?”

## Starting your new job

- “ Can you please send me some short **videos**?  
I'd like to see how to get to my workstation and what it looks like.  
I'd like to see how to get to the lunchroom and what it looks like.”

## At work

- “ Can I be supported on-site or virtually by my **job coach**?”
- “ Can I have a **flexible** work schedule so I'm able to start and end work at a later time?”
- “ Can I have a **flexible** work schedule in order to build in more frequent, shorter breaks?”
- “ Can I have a workstation location that has **fewer people** who walk by?”
- “ I have a sensory sensitivity to over-the-ears face masks. Is there an **alternative face covering** I can wear at work?”
- “ Can employees wear **clear** face coverings (masks) so I'm able to see their mouths when they speak?”
- “ Can employees wear **lanyards** that have their name and a picture of their face? This will let me know what they look like without their face covering (mask).”
- “ Can we build **breaks** into longer meetings?”
- “ Can we **record** meetings so that I can watch at a later time to review important discussions?”
- “ May I work from **home** instead of in the workplace?”
- “ May I work in the **workplace** instead of at home?”



### Noise sensitivity

- “ Can I be provided with **headphones** to reduce noise?”
- “ Can my workstation have **noise reduction** barriers?”
- “ Can my workstation be moved to a **quieter** area?”



### Light sensitivity

- “ May I wear **sunglasses**?”
- “ Can my workstation be **moved** to an area that isn't so bright?”





### Communication

- “ Can you please communicate with me using **clear, direct** sentences? I process information differently.”
- “ Can you please communicate with me using **pictures** that help me understand the message? I process information differently.”



### Your next steps

Are there any adjustments or accommodations that will help you? Write them down here.

	What do I need?
	How will I ask for it?



## What happens next?

After you ask for an accommodation...

Who to  
talk with



You might be told to talk to someone in **Human Resources (HR)** about your accommodation request.

Have a meeting



You might have a **meeting** to talk about your accommodation request. They might ask **questions** to learn more. They want your help to make the accommodation work best for you.

- Be prepared to **explain** why you need an accommodation. For **example**:

“ I communicate differently than most people and it takes me a bit longer to process information.”

- A formal request for accommodations usually requires **telling the person that you have** a disability.





Accommodation  
is made



The business will probably make your accommodation.

However, not all accommodations can be made.

- If your request takes away a necessary part of the job, is too costly, or could cause health and safety risks (called **undue hardship**), the business might not be able to make your accommodation.
- For example: You apply for a sales job. As an accommodation, you ask if you can talk with customers only by phone and email. In this example, meeting with customers in person is a necessary part of the sales job because you need to show customers samples of the product you are selling. The business probably won't make this accommodation because it would take away a necessary part of the sales job.

<p><b>Creative approaches</b></p> 	<p>The business might give you a different and creative way to meet your accommodation. For <b>example</b>: Instead of submitting your weekly progress report over email, you're allowed to share your weekly update in a short, recorded video.</p>
<p><b>Documentation</b></p> 	<p>The business might ask you to read or sign a written accommodation report that explains your accommodation.</p>
<p><b>Your feedback</b></p> 	<p>You might be asked:</p> <ul style="list-style-type: none"> <li>• "Is the accommodation working for you? It is meeting your needs?"</li> </ul>
<p><b>Follow-up</b></p> 	<p>You might have meetings (for example, every six months) and be asked: "How is your accommodation? Is it still working for you? Do any changes need to be made?"</p>

## Do you have questions?

Do you want to know how a job coach or employment agency can support you to ask for accommodations?

Do you have questions about how to work with a job coach or employment agency?

Do you want to find an employment agency? Click this link—[Ready Willing & Able—Employment Agency Partners](#)—then click the province/territory you live in. These are just a few of the employment agencies you can contact.

## Sources

The information in this document came from the websites and articles in this list. These are called **sources**.

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