



POLICY ON ACCOMMODATION REQUESTS

1. Objective

The Federal Public Sector Labour Relations and Employment Board (“the Board”) is committed to ensuring that its processes are accessible. It addresses requests for reasonable accommodations on a case-by-case basis, in accordance with the *Canadian Human Rights Act*.

2. Policy Statement

How to Contact the Board’s Secretariat to Make an Accommodation Request

An accommodation request must be made as soon as possible, once the need for accommodation becomes known.

Requests for accommodation should normally be made directly with the Board’s Registry Services by telephone at 613-990-1800 or toll-free at 1-866-931-3454, teletypewriter (TTY) at 1-866-389-6901, fax at 613-990-1849, or email at director.directeur@fpslreb-crtespf.gc.ca.

The Board recognizes that accommodation needs may arise at any stage of the complaint or grievance adjudication process. During Board proceedings, such as hearings or mediation sessions, the requestor may speak directly to the presiding Board member or mediator, who may then directly address the request or refer it to Registry Services, as appropriate.

3. Making an Accommodation Request

An accommodation request must be as specific as possible. It is important to provide sufficient information, otherwise, assessing or properly addressing it may not be possible.

In addition, the requestor should include **only** the information necessary to address the request. Details of a medical condition are **not required** at this stage.

The request should include information such as the following:

- a description of the specific accommodation requirements;
- the reasons for the requirements; and
- any workplace or other accommodation the requestor uses and is accustomed to.

4. Next Steps

The Board will review the accommodation request as soon as possible and inform the requestor of the results. In certain circumstances, the Board may ask for additional information or organize a conference call with the parties to discuss the request.

5. Other Important Information



Federal Public Sector Labour Relations and Employment Board

Privacy considerations

To the extent possible, the Board will respect the requestor's privacy. However, in some situations, particularly in the hearing context, the Board may ask that a copy of the request be sent to the other parties for procedural fairness or that they be provided information so that they may respond to it. If that occurs, the Board may consider submissions from them.

Disability

Disabilities that give rise to requests for accommodation may include the following:

- physical disabilities;
- sensory disabilities, including environmental sensitivities ;
- mental-health disabilities;
- alcohol or drug dependencies;
- learning disabilities; or
- other.

Use of support services and related arrangements

The Board recognizes that some individuals require support services to assist with their daily needs, including communication, mobility, personal care, or medical needs. The Board strives to support such accommodation services but will not generally arrange for them.

Service animals and assistive devices

Some individuals may require a service animal or assistive device to participate in the Board's proceedings. Registry Services should be contacted in advance if an animal will be present. It should also be informed if the animal or device requires any special arrangements.

Scented products

Please note that the Board asks those who attend meetings in person — such as mediation sessions and pre-hearing and settlement conferences and hearings — to refrain from using scented products.

Unavailability of an accommodation measure

If an accessibility or accommodation measure provided by the Board becomes unavailable, the Board will provide notice as soon as practicable.

6. General Inquiries

Mailing Address

Registry Services
Federal Public Sector Labour Relations and Employment Board Secretariat
P.O. Box 1525, Station B
Ottawa, Ontario K1P 5V2

Street Address

C.D. Howe Building



Federal Public Sector Labour Relations
and Employment Board

West tower, 6th floor
240 Sparks Street
Ottawa, Ontario

Telephone Numbers and Email Address

Local: 613-990-1800

Toll free: 1-866-931-3454

Teletypewriter (TTY): 1-866-389-6901

Fax: 613-990-1849

Email: director.directeur@fpslreb-crtespf.gc.ca