



ACCOMMODATION POLICY

POLICY STATEMENT

It is a requirement under the Employment Standard of the Accessibility for Ontarians with Disabilities Act (AODA) to have in place a documented Individual Accommodation Plan (IAP) process.

THE ACCOMMODATION PROCESS

H&R Block is committed to providing accommodations for people with disabilities.

The Human Resources Department works with the Associate and Supervisor through all steps of the process.

When an Associate with a disability requests an accommodation, the following process will be followed:

Step 1: Recognize the Need for Accommodation

The need for accommodation can be:

- requested by the Associate through their Supervisor or
- through Human Resources; or
- identified by the Associate's manager or the hiring manager.

Step 2: Gather Relevant Information and Assess Needs

- The Associate is an active participant in this step.
- H&R Block does not require details on the nature of the Associate's disability to provide an accommodation; it needs to know only about the Associate's functional abilities.
- Human Resources may ask for a functional abilities assessment at H&R Block's expense.
- The Associate and Supervisor evaluate potential options to find the most appropriate measure.

- An external expert may be involved, at H&R Block's expense.
- The Associate can request the participation of a representative from the workplace when meeting with management representatives from H&R Block.

Step 3: Write a Formal, Individual Accommodation Plan

Once the most appropriate accommodation has been identified, the accommodation details are written down in a formal plan, including:

- accessible formats and communication support, if requested;
- workplace emergency response information, if required;
- any other accommodation that is to be provided.

The accommodation plan is provided to the Associate in a format that takes into account the accessibility needs due to the disability.

The Associate's personal information is protected at all times.

If an individual accommodation is denied, the Supervisor provides the Associate with the reason for the denial, in an accessible format (if required).

Step 4: Implement, Monitor, and Review the Accommodation Plan

The Associate and Supervisor monitor the accommodation to ensure that it has effectively resolved the challenge:

- Formal reviews are conducted at a predetermined frequency.
- The accommodation plan is reviewed if the Associate's work location or position changes.
- The accommodation is reviewed if the nature of the Associate's disability changes.

If the accommodation is no longer appropriate, the Associate and the Supervisor work together to gather relevant information and reassess the Associate's needs, in order to assist the employer in finding the best accommodation measure (Step 2) up to the point of undue hardship.