



# Orientation for Accommodation Checklist

Use this checklist when you are orientating an employee who has moved outside of their base position due to an accommodation.

## Why is orientation important?

- It provides context to employees about the organization while building a strong sense of belonging and engagement from the start.
- Helps the employee contribute more quickly.
- Improves overall job satisfaction.
- Builds a more cohesive team environment which increases team productivity.
- Increases overall satisfaction with accommodation experience.

## Understanding the importance of accommodation

The most effective and appropriate accommodations are those that overcome employment barriers and promote inclusion. Accommodation benefits the entire workplace and enhances the wellbeing of all employees.

## Leader's role

Employee onboarding is a collaborative process in which we all play a role. It is your responsibility to create a healthy and safe work environment, while establishing a culture that promotes trust and inclusion. We ask you to provide a positive onboarding experience that welcomes this employee to their temporary job assignment and introduces them to the people with whom they will be working. The page that follows is the checklist.



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## Meet and greet the new employee

You will be contacted by the HR [Return to Work Coordinator](#) (RTWC) and [Vocational Rehabilitation Consultant](#) (VRC) to confirm a meeting time and place prior to the start of their first scheduled shift.

At this meeting, you will discuss the position requirements. It provides you with the opportunity to become acquainted with each other.

## Before the employee's start date

- Communicate new employee announcement to team. It is recommended this be done in person when possible. Be open with your team; focus on the skills the employee will be bringing to the position.
- Keep the employee's medical restrictions confidential. Refer to [Accommodation FAQs](#)
- Order work tools, prepare work area, equipment (assistive technology if required), name plate, telephone, computer and access, supplies, mail slot etc.).
- Arrange for Security Access card and keys as required
- IT set – up and access
- Add employee to e-mail distribution lists and team meetings
- Assign a co-worker/buddy to answer new employee questions
- Book a safety orientation (if in a new area)

## Employee's first day

- Welcome the new employee, discuss leadership style, availability, informal expectations, workgroup culture, team work styles and protocols, key contact(s) when you are not available.
- Discuss employee's return to work plan and any ergonomic needs or supports.
- Discuss lunch/break times, vacation, how to report sickness or absent days, RAWW or CWW days.
- Discuss what training will be provided and initial work projects.
- Tour the work area and introduce employee to team members. Show the new employee to the lunch room and available resources.

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- Book weekly one on one meetings, this will help build the relationship with the new employee and ensure that time is provided to answer any questions and address any concerns or issues. (Note: If the accommodation will be longer than a few weeks, you may be able to reduce this frequency down to bi-weekly or even monthly meetings.)

### Ongoing monitoring

- Continue to have open discussions with the employee and be prepared to talk and listen, stay focused, ask questions for clarification and take notes.
- Check back in with the employee at the end of each week to see how they are adapting and if additional support is required.
- During those meetings, review the original goals to see if they were achieved or if there were challenges that can be addressed. Set new goals if appropriate.
- Remind your employee of the resources available through The City's [Wellness and Benefits programs](#).

Any performance or attendance issues that may occur during the accommodation placement will need to be managed by you as with any other of your employees. Contact your [HRBP](#) for help on this.

**Note:** If there are significant concerns regarding ability to perform the work, contact your [Return to Work Coordinators](#) to discuss.

### A few considerations:

Employees who have been off work for a short period of time may not need as much structure with their return as those who has been off for an extended period. With longer term absences, the return to work can be stressful. Good communication, healthy working relationships and support go a long way in achieving a successful reintegration.

It's important to ensure employees feel welcomed, valued and have access to the resources they need to perform their work duties. This is especially important when being accommodated outside of their base position in a new work area.