

# Accommodation Process Roles and Responsibilities

There are many people on the team that works on getting you back to work – including you. Below are some of the roles of people you may work with during the accommodation process and outlines everyone's responsibilities. Please be as open and honest as possible with the professionals who are trying to help you.

## Your role as the employee

- Maintain contact with your leader and RTWC during the accommodation.
- Follow the recommendations of your physicians and health professionals to get better as safely and quickly as possible.
- When you require an accommodation, provide the necessary information about your abilities and needs and participate in the development of return to work plans to support an early, productive and safe return to work.

## Leader

- Maintain contact with employees who are off work due to illness or injury, or who are at work and require an accommodation.
- Work collaboratively with the [Return to Work Coordinator](#) and/or [Vocational Rehabilitation Consultant](#) and employee to develop, implement and monitor a return to work plan.
- Search for and provide suitable work that matches your employee's abilities and needs for accommodation.
- Work with team to create the environment to support the return of the employee back to work as safely and quickly as possible.

## Return to Work Coordinator (RTWC)

- Monitor the employee's return to work status in conjunction with the external case managers.
- Clarify the restrictions and abilities to ensure a proper plan is developed, implemented, and monitored.
- Facilitate the resolution of any issues delaying a return to work.
- Consult with the other divisions of HR and a [union representative](#) if a case is particularly complex.

## Vocational Rehabilitation Consultant (VRC)

- Assess and identify transferable skills if employees are permanently unable to return to their base position due to their medical limitations.
- Identify and coordinate placement into suitable work within The City.

## Business Advisory Services HR Business Partner (HRBP)

- Collaborate with RTWC or VRC to help address possible barriers to an employee's return to work.
- Provide consultation and support to leaders and employees to address employment issues.

## External Case Manager (from our benefit providers e.g. short and long-term disability or WCB)

- Receive medical information related to the employee's disability claim.
- Monitor the recovery process and advise the RTWC or VRC when the employee is fit to return to work and if the employee requires an accommodation.
- Provide details of the employee's abilities and restrictions if an accommodation is needed.



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### Union Representative

- Collaborate with the leaders, RTWCs or VRCs to support a safe and early return to work for injured or ill employees through reasonable accommodation. RTWCs will consult with the union when a proposed accommodation solution may impact the language of a collective agreement.

Refer to [The City of Calgary Accommodation Guidelines](#) for more detailed information on roles and responsibilities.