



psychiatric or neurological impairment, whether congenital or resulting from injury or illness, which causes the individual to experience restrictions or limitations on their ability to perform life activities.

### **How much accommodation is enough? What is meant by undue hardship?**

The law requires SFU to accommodate employees and students to the point of undue hardship. Accommodations are required to be reasonable, but not necessarily preferred/ideal. If providing a certain accommodation would result in undue hardship to the University, SFU has no obligation to provide that accommodation. What constitutes undue hardship is determined on a case-by-case basis, but the University would need to show that accommodating a disability would create unduly onerous conditions for it. Factors that are relevant to assessing undue hardship may include, but are not limited to:

- Availability of human resources and financial resources;
- Disruption to the workplace, collective agreement, or learning or teaching environment;
- The effect of the accommodation on the rights or morale of other employees or students;
- The cost of the proposed accommodation;
- Impacts on efficiency or productivity;
- Impacts on the health or safety of the individual, other employees or students, or the general public; and,
- SFU's other legal obligations.

Accommodation **does not** require SFU to lower the academic or professional standards or to accommodate students with disabilities or relieve a student of the responsibility to develop the essential skills and competencies expected of all students. As a result, not all accommodations will be possible for all programs or courses.


Similarly, accommodation **does not** require an employer to create an unnecessary role, retain an employee who is unable to meet their core employment responsibilities despite accommodations, hire a candidate who does not meet the essential qualifications required for the position, or accommodate an employee's repeated absences if such absence causes significant operational disruption to the point of undue hardship or are unrelated to a disability or any other protected ground under the B.C. *Human Rights Code*. These are only a few examples of undue hardship in the employment context.

### **How do I request disability accommodation?**

If your request relates to a short-term routine illness (e.g., an absence due to a cold), you can work directly with your instructor or supervisor to determine a reasonable adjustment or concession.

For any requests relating to a disability, students must register with the [Centre for Accessible Learning](#) to request disability accommodation, and employees (staff and

faculty) must submit a disability accommodation request to the Wellness & Recovery Office at



be legally permitted to end the accommodation process, leaving you without an accommodation or another remedy.

- SFU has offered a reasonable accommodation, even if it is not perfect or your preferred option. If you reject reasonable accommodation, SFU may be legally permitted to end the accommodation process, leaving you without an accommodation or another remedy.

You should communicate your concerns to your advisor in the Centre for Accessible Learning or the Wellness & Recovery Office. You may also contact the [Human Rights Office](#) to receive impartial, confidential advice.

### **What should I do if I receive a request for disability accommodation from a student or colleague?**

If the request relates to a short-term routine illness (e.g., an absence due to a cold), and not a disability, you (the instructor or supervisor) can handle the request on your own, or with the support of the [Human Rights Office](#), if you have any questions. You may contact the [Centre for Accessible Learning](#) ([cal\\_admin@sfu.ca](mailto:cal_admin@sfu.ca)) if you have questions about whether the request relates to a short-term illness or a disability.

For any other requests, you should direct the individual to contact the [Centre for Accessible Learning](#) a [cal\\_admin@sfu.ca](mailto:cal_admin@sfu.ca) (if they are a student) or the Wellness & Recovery Office at [rtwdm@sfu.ca](mailto:rtwdm@sfu.ca) (if they are an employee of SFU). You may also refer the individual to the [Human Rights Office](#) if they are reluctant to request accommodation for any reason.

### **Is there a duty to accommodate when the student or employee is having performance problems?**

Performance problems can indicate that there may be a need to accommodate, even when the student or employee has not asked for an accommodation. As an instructor or supervisor, you are obligated in certain situations to initiate action to determine if an accommodation is needed, even if the student or employee has not asked for one. This is called the duty to inquire.

You are encouraged to consult with the [Human Rights Office](#) or your Human Resources Business Partner for guidance. The following are some examples or signs that might require further inquiry to assess whether accommodation is needed:

- Feedback from others that the student or employee is behaving erratically;
- A sudden drop in attendance;
- An increase in lateness;
- Sudden changes in behaviour; or,
- Unusually poor academic or work performance.

If you have noticed that a student or employee is exhibiting such behaviours, inform the individual of the behavioural change noted, tell them that there are resources and/or supports available to them through the Centre for Accessible Learning, Wellness &

