



# A Collaborative Approach to Workplace Accommodation at RBC

Debbie Pawelczyk, Sr. Advisor, Workplace Accommodation  
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# Agenda

- Responsibilities of Centre of Expertise
- What is workplace accommodation?
- Why do we need to accommodate?
- Workplace accommodation process
- Workplace barriers
- Internal Resources
- Key Learnings



# Workplace Accommodation - COE

## **Responsibilities:**

- Provide advice and counsel to managers across Canada in the execution of accommodations
  - Disability
  - Religious
  - Family status
- Ergonomics
- Advise and Counsel to partners
- Education
- Vendor Manager



# What is Workplace Accommodation?

- Necessary workplace supports to allow employees to tap into their full potential
- Tools that allow them to do their job
- Examples - adaptive technology
  - revision of work schedule
  - modifications to workspace, paddles on doors
  - different training methods
  - special chair or footrest
  - allergy notifications



# Why do we need to Accommodate?

- Performance enablement
- Untapped pool of talent
- It's the right thing to do
- It's good for business
- RBC's organization commitment
- Legal requirements



# Workplace Accommodation Process

(in Canada)

1. Employee discloses or manager/recruiter inquires if accommodation is required
2. Manager contacts HR Consultants
3. Completion of assessment by a third party vendor
4. Manager receives report and shares with employee
5. Proactively contact manager to offer support and respond to questions
6. Manager implements accommodations:
  - Flexible and not a “one size fits all” solution
  - Enables a strong relationship between manager & employee
7. Follow up assessment completed (if required)



# Workplace Barriers

- Anything that prevents the employee from fully participating in all aspects of the work life environment.
- Types of Barriers:
  1. Architectural or structural
  2. Information and communication
  3. Technological
  4. Systemic
  5. Attitudinal



# Resources for Managers and Employees at RBC

- Quarterly webcast
- Internal Centre of Expertise
- Collaboration with Internal partners –
  - HR Consultants
  - Global Diversity
  - Adaptive Technology
  - Corporate Real Estate
  - Physical Network Distribution
  - Diversity Recruitment
- Employee Resource Group
- Internal Diversity intranet site
- Employee Assistance Program





# Key Learnings

- Workplace accommodation is key for Performance Enablement
- Accommodation is not a “one time” thing – ongoing – and “one size does not fill all”
- Strong collaboration and partnering between the employee and the manager throughout the accommodation process
- Strong collaboration and partnering between different departments within RBC



Questions??