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| The Salvation Army Ministry Unit Policy and Procedure Manual |
| Procedure: Handling Accommodation Requests and Developing Accommodation Plans | Effective date: |
| Section: Ethical Practices | Revision date: |

#### ***Disclaimer:***

*The information contained in this sample is intended to be a starting point for ministry units to develop their own localized version of this policy. Please connect with your Regional Consultant, if you seek additional assistance in policy and procedure development.*

*When localizing this policy, please consider:*

* *What is your ministry unit’s intention in this policy?*
* *What is the specific procedure that is in practice at your ministry unit?*
* *Who are the stakeholders of this policy?*
* *How is feedback/consultation included in this policy?*

## **Policy**

**The Salvation Army *Ministry Unit*** is committed to treating all people with dignity and respect. **The Salvation Army *Ministry Unit*** commits to provide accommodation for needs related to the grounds of the ***Nation/Provincial/Territorial Human Rights Code***, unless doing so would cause undue hardship.

In accordance with applicable legislation and regulations, **The Salvation Army *Ministry Unit*** will develop and implement a process to handle accommodation requests and develop accommodation plans.

## **Procedure**

**Handling Accommodation Requests**

The process for handling accommodation requests will be communicated and made available to all staff, volunteers, and clients of the ministry unit. Staff will be trained on accommodation and the relevant requirements under the applicable human rights legislation and the protected grounds periodically.

Requests for accommodation, whenever possible, should be made in writing. The accommodation request should indicate the reason accommodation is required, including information to confirm the need for accommodation.

The request for accommodation will be submitted to the management team for consideration.

All accommodation requests will be taken seriously. If accommodation is not possible due to undue hardship, a clear explanation of why accommodation cannot be provided will be given and documented.

**The Salvation Army *Ministry Unit*** will maintain the confidentiality of information related to an accommodation request and will only disclose this information with the consent of the person (Operating Policy: Privacy).

**Developing Accommodation Plans**

Accommodation requests will be dealt with in a timely manner. When necessary, interim accommodation will be provided.

Management, the person requesting accommodation, and any other stakeholders/experts will work together to develop an accommodation plan for the individual.

The accommodation plan will be put in writing and signed by the individual requesting accommodation as well as the Executive Director/Corps Officer.

The accommodation plan will include the following:

* The accommodation seeker’s relevant limitations and needs
* Identification of the most appropriate accommodation
* Clear timelines for provision of the identified accommodation
* Criteria for determining success of the accommodation plan
* Mechanism for review and re-assessment of the accommodation plan
* Referral if accommodation is not possible
* Any other supporting documentation

**Reference**

* Accommodation Guidelines
* Sample Accommodation Request and Plan Process