

# Arc Health: A Trusted Provider of Workplace Accommodation Management

## Employee Information Sheet

Arc Health works collaboratively with the employee and their healthcare provider to identify accommodation needs and then helps your employer to understand options to meet those needs so that an individualized accommodation plan can be established.

Accommodation requests are not “approved” or “denied” like insurance claims, rather an analysis is undertaken to confirm whether the duty to accommodate has been triggered, whether accommodation is needed, and how the medical condition affects the employee’s physical or cognitive function along with the relationship of those impairments to job duties.

Our role is to help your employer understand both their responsibility *and* those limits, so they can offer changes that truly support you while keeping the workplace running smoothly.

### Initiating Contact

#### 1. Initial Contact Email

- The Arc Health specialist will send an initial contact email to you, the employee, within 24 hours of receiving the referral from your employer. This email will introduce the specialist and provide an overview of the next steps in the accommodation process.
- This includes a dedicated time for the **Initial Telephone Intake Call (ITI)** within 48 hours.
- Attaching dedicated forms such as the MAF (**Medical Accommodation Form**)
- Includes the deadline for submitting completed medical documentation — typically within 10 business days from the date of first contact.
- The initial contact email will include a link to activate your dedicated **Client Portal**.
- Please activate your account within **24 hours**, or the link will expire. After you have activated it, all messages with your accommodation specialist will be handled through the portal.

#### 2. Employee Responsibility

- You will schedule an appointment with your healthcare provider (HCP) to complete the Medical Accommodation Form (MAF).
- If there is concern about meeting the medical submission deadline, the specialist will discuss the reason for the delay with you, in the ITI (Initial Telephone Interview), and will work with your employer & yourself to determine the next steps such as an extension to the submission due date.

### Accommodation Review Process

#### 3. Initial Telephone Intake Call (ITI)

- The Arc Health specialist will conduct the Initial Telephone Intake (ITI) call with the you within 3 business days of initial contact to gather relevant information and outline the next steps.
- The specialist will ask you to share relevant background information, including job duties, medical restrictions and limitations, and any other pertinent details.
- The specialist will ensure you understand that accommodation is focused on addressing functional limitations and restrictions.
- The specialist will explain the difference between reasonable and preferred accommodations to the you to ensure a clear understanding of what can be supported and provided.

- **Reasonable Accommodation:**  
An adjustment or modification to the workplace to enable an employee with a disability to perform their essential job duties, without causing undue hardship to the employer.
  - **Preferred Accommodation:**  
An accommodation that the employee would like or finds ideal but is not necessarily the only way the employer can meet the accommodation needs. Employers consider these preferences but are only obligated to provide accommodation that is reasonable and supported by medical documentation.
4. **Confirmation of Medical Accommodation Form (MAF) Receipt**
    - You will upload completed documents through the **Client Portal**
    - The specialist will confirm receipt of the medical with both you and your employer once it is received.
  5. **Medical Accommodation Form (MAF) Review**
    - The specialist will review the Medical Accommodation Form (MAF) within 2 business days of receipt.
    - Any physical or cognitive restrictions or limitations identified by the healthcare provider (HCP) that your employer should be aware of will be clearly communicated.
  6. **Additional Medical Information**
    - Additional medical information may be requested by Arc Health if needed.
    - The specialist will notify both yourself and your employer of the next steps.
    - When writing to the HCP for additional information, please allow us for up to 5 business days for a letter to be constructed.
    - The letter will be provided to you to take to your HCP.
    - The HCP will be requested to respond within 10 business days.
    - The specialist will confirm receipt of the medical response from the healthcare provider (HCP) with the you and your employer.
    - The specialist will review the medical information to assess its completeness and relevance to the accommodation or claims process.
  7. **Accommodation Summary Completion**
    - The specialist will complete the accommodation summary within 5 business days of receiving all necessary information.
    - You will be notified that the summary has been sent to your employer for review.
    - During this time, the specialist and your employer may arrange a meeting to discuss the case and any outstanding issues.
  8. **Crafting Accommodation**

Your Employer will be asked to:

    - Review of the accommodation summary provided by Arc Health
    - Assess the recommendations and determine whether accommodation is possible and, if so, what accommodation to offer.
    - Actively engage with you to implement accommodation, if applicable.
  9. **Claim Closure**
    - The specialist will finalize and update all relevant data in arclnsight to ensure records are complete and up to date.

- The claim will be closed once your employer has decided regarding accommodation or four weeks after the accommodation summary has been provided, whichever is sooner. If more than two weeks are needed for your employer to confirm the accommodation, you can still provide updates in the Client Portal.
- If the accommodation is for a permanent medical condition and is to be reviewed periodically, an Ongoing Accommodation claim will be opened, and Arc Health will follow up periodically with you and provide your employer with updates including whether changes to the accommodation are warranted.
- Please note that the specialist will not receive notifications for any notes added in arcInsight after the file closure. If assistance is required after the claim is closed, please contact us at [contact@archealth.ca](mailto:contact@archealth.ca) or speak directly to your employer.

### Information that Arc Health can ask for:

- **Your functional limitations** – what tasks or work activities you *can* and *cannot* do (e.g., cannot lift more than 10 lbs., needs flexible start times, must limit prolonged standing).
- **Duration of the limitation** – whether it is temporary, permanent, or expected to improve over time.
- **Recommended accommodations** – such as modified duties, equipment, schedule changes, or remote work.
- **Verification** – confirmation from a healthcare provider that the limitation is medically supported.

**Key point:** The focus is always on *what you need to perform your job safely and effectively*, not on the name or details of your diagnosis.

## Frequently Asked Questions

### 1. Am I eligible to request workplace accommodation?

- Yes, if you have a disability—whether physical, mental, or psychological—that affects your ability to perform the essential duties of your job, you are eligible **to request a workplace accommodation**.
  - An accommodation is a change or adjustment that helps you do your job despite your disability. This could include things like modified work hours, assistive equipment, changes to your workspace, or flexible duties.
  - The goal of accommodation is to enable you to work safely and effectively while respecting both your needs and the operational requirements of your employer.

### 2. Do I have to disclose medical details?

- No, you don't generally need to share your specific medical diagnosis or treatment details. What matters in the accommodation process is **how your condition affects your ability to do your job**—not what the condition is called. You will be asked to provide medical information that shows:
  - You have a **disability or medical condition** that affects your ability to work, and
  - You have **functional limitations** (e.g., trouble standing for long periods, difficulty lifting, needing regular breaks, etc.) that may require changes to your job or the work environment.
  - This approach protects your **privacy** while giving your employer enough information to provide appropriate support.

### 3. Will Arc Health keep my medical information confidential?

- Arc Health will not disclose any medical details to your employer, only your **functional limitations**—how your condition affects your ability to work—are shared to assist with crafting accommodation. Your employer is **not entitled** to your diagnosis, treatment plan, or detailed symptoms. Instead, they are only entitled to:
  - **Confirmation** that a medical condition exists
  - A description of any **functional limitations** (e.g., difficulty standing for long periods, lifting, concentrating, etc.)
  - Information on how those limitations **affect your ability to perform your job**
  - The expected duration of accommodation needs (if known)

### 4. If I know that my accommodation request won't cause my employer undue hardship, do I still need my doctor to complete every question on the Medical Accommodation Form (MAF)?

- Yes, your doctor is requested to complete every relevant question on the medical form, even if you believe your request would not cause undue hardship for your employer. The reason is that employers make decisions based on objective medical evidence, not just on the nature of the request itself. Each question helps establish:
  - That a medical condition exists that meets the threshold of disability
  - That it creates specific functional limitations
  - The accommodation is medically necessary
- Accommodation is based on your functional needs, not just the presence of a medical condition.

### 5. Can my employer deny my request? On what grounds?

- **Yes**, in certain circumstances your employer can be excused from providing workplace accommodation, but **only if it causes undue hardship**. For example, if it's too costly, unsafe, or significantly disrupts business operations.