

At-Work Accommodation Services

Supporting your people.
Protecting your business.



Frequently Asked Questions

Service Overview

What is the At-Work Accommodation Service?

This add-on service, offered by Medavie Blue Cross in partnership with arc Health, empowers your organization to manage workplace accommodation requests strategically, ensuring legal compliance while maintaining operational continuity and mitigating financial risk. We deliver objective, medically-sound accommodation strategies that align with your business objectives.

Instead of reacting to employee requests, we proactively develop a range of medically-sound accommodation options that align with your business objectives and financial realities.

Who can access this service?

Any Group Client with employees (current or prospective) who have medical, physical, or psychological conditions affecting their job performance or who request accommodation due to a disability. This includes temporary conditions like post-surgery recovery and chronic conditions requiring ongoing support.

How does the process work?

1. Employee discusses accommodation needs with their manager
2. Manager initiates referral through the Arc Health portal
3. Arc Health contacts the employee within 2 business days
4. Employee has 2 weeks to provide necessary medical information
5. Arc Health delivers accommodation summary within 5 business days of receiving complete information
6. Arc Health is available to review the case and discuss options to best meet employee and business needs
7. Arc Health can set follow up dates to ensure accommodations are reviewed regularly

The entire process, from referral to final recommendation, is typically completed within 20-25 business days, enabling swift, decisive action.

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Risk Management and Legal Protection

What are your legal responsibilities under human rights legislation?

Your organization must provide reasonable accommodation to help employees with disabilities perform essential job tasks, prevent discrimination, maintain confidentiality of medical information, and collaborate with employees to find effective solutions. This service ensures you meet these obligations without over-extending resources.

Can you deny accommodation requests?

Our role is not to approve or deny requests, but to provide an objective, medical basis for your decisions. We deliver a range of reasonable options, empowering you to fulfill your legal duties without compromising operations. Employers can only deny accommodations that cause undue hardship (e.g. significant cost, safety risks, or major operational disruption). The threshold for undue hardship is high and requires objective, quantifiable evidence. We provide the expert analysis needed to determine if this standard is met.

What constitutes reasonable accommodation?

Changes to the job or workplace that help employees with disabilities perform essential duties, up to the point of undue hardship. You don't need to create new positions but must provide practical support for current roles.

What qualifies as undue hardship?

- Financial costs that are disproportionate to your organization's resources
- Health and safety risks to the employee or others
- Significant negative impact on operations, productivity, or service delivery

The threshold requires objective, quantifiable evidence—not inconvenience or preference.

Do you have to implement exactly what the employee requests?

No. You must provide reasonable accommodation that meets the employee's needs without causing undue hardship, but this doesn't have to be their preferred solution.

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Implementation and Coverage

How quickly can we get started?

Once you sign up, you're activated on the arc Health system within one week. For urgent situations, expedited setup is available.

What types of accommodation requests are covered?

Our scope is comprehensive, covering any health-related request to ensure you have expert guidance for every situation.

- Ergonomic equipment and modified workstations
- Flexible or modified scheduling
- Assistive devices and technologies
- Remote work arrangements
- Adjusted workload or work processes
- Mental health-related accommodations
- Any health-related request for accommodation

Can accommodations be temporary?

Yes. We support both temporary accommodations (surgery recovery, pregnancy, short-term injuries) and ongoing needs. Even permanent conditions don't require permanent accommodations—we help you establish review schedules to reassess needs over time.

Privacy and Compliance

What information do employees need to disclose?

Employees generally don't need to share specific diagnoses. They only need to provide:

- Confirmation of a medical condition
- Functional limitations affecting job performance (e.g., difficulty standing, lifting restrictions, need for regular breaks)

Arc Health will use forms and custom letters to health care providers to ensure that relevant information is requested. While the employee can choose how much, or little, they want to disclose, Arc Health will advise whether sufficient detail is available to identify accommodation needs.

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How is privacy protected?

Throughout the accommodation process, Arc Health prioritizes privacy and confidentiality, making sure all medical and personal information is handled securely.

Arc Health protects employee privacy and insulates managers from sensitive medical details, providing only the objective, job-related information needed to make sound business decisions. They also help employers comply with legal requirements and best practices related to accommodation and disability management. Both the employer and the employee have access to Arc Health's online platform for secure communication and document sharing.

Who in your organization is informed?

Only designated contacts with a need to know, such as HR personnel or direct managers responsible for implementing accommodations.

Investment and Value

What are the costs?

The service is a direct, hourly investment in risk management, invoiced monthly by Arc Health. This predictable cost helps protect your organization from the significant, unbudgeted expenses associated with litigation, lost productivity, and extended absenteeism. The service operates independently from your benefits package and doesn't impact premiums.

How do you ensure quality?

Medavie Blue Cross regularly monitors provider performance through client feedback, service metrics, and case outcomes to maintain high standards.

Service Provider Partnership

Who is arc Health?

Arc Health Management Solutions specializes in workplace accommodations with a multidisciplinary team including occupational medicine, rehabilitation, and disability management experts. They understand Human Rights legislation and work with a national network of over 300 health professionals across Canada.

What is arc Health's role?

Arc Health acts as your strategic partner, helping you meet your legal obligations without over-extending resources or setting unsustainable precedents. They provide clear communication and coordinate between parties while maintaining strict confidentiality.

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How are accommodations monitored?

Follow-up services are available to ensure accommodations remain effective. We recommend annual reviews for long-term accommodations, and adjustments can be made based on changing circumstances or medical updates.

What is the primary benefit of this service?

It provides an objective, defensible, and expert-led process for managing workplace accommodations. This protects your organization from legal and financial risk, reduces the administrative burden on your managers, and supports your employee to do their job to the fullest extent possible.