# Accommodation Framework for Transitioning Employees

IMPORTANT: This framework is a supplement to the City's [Guidelines for Accommodating Gender Identity and Gender Expression](https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/guidelines-for-accommodating-gender-identity-and-gender-expression/) and should be read in conjunction with the [Accommodation Policy](https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/), and [Accommodation Procedures](https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/accommodation-procedures/). The goal of this document is to help support a trans inclusive workplace by facilitating a transparent and collaborative accommodation process so that all parties know what to expect. Contact the Human Rights Office (416-392-8383 or [humanrights@toronto.ca](mailto:humanrights@toronto.ca)) if you require assistance.

This document should be used by management (managers, supervisors) when employees are affirming their gender identity (this can include changes to their name, sex designation, dress, use of pronoun, etc.) in the workplace, and to inform all staff of the City's inclusive process for transitioning. It should be updated through regular dialogue and input from the employee. It is important to let the employee guide the support plan process and the accommodations that they may need, as each transition process is unique. Not all of the actions below will apply and other accommodations may need to be added.

After the initial accommodation framework has been created, revisit it on occasion. Check in with the employee to see if anything has changed. Be flexible and open to changes and ensure that the employee understands that it is provisional and can be modified as they see fit.

Additional consultations and stakeholders may be required to support the accommodation planning. It is essential for privacy reasons that only those who are required are included and ensure only the amount of information required is provided (e.g. the name of the employee will need to be shared with Pension, Payroll and Employee Benefits (PPEB) to change their information on SAP, while the reason for such change does not need to be shared). It is important to have consent from the employee throughout the process, which should be documented in writing. This document must be kept confidential to the maximum extent possible. It should be housed within the confidential employee file upon completion.

***This document is confidential.***

**Employee Chosen Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Legal Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Management Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date accommodation plan to go into effect: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

## ACCOMMODATION PLAN

| Accommodation | Action | Responsible Party (Name) | Date to be Completed | Status/Next Steps |
| --- | --- | --- | --- | --- |
| 1. Pronoun | Privately ask which pronoun the employee would like to use, when they would like to start using it, and with whom. For example, an individual may prefer you use a different pronoun with them privately versus publicly before the accommodation plan comes into effect. |  |  |  |
| 1. Change Facilities / Washroom Access | Consider providing gender inclusive change facilities/private spaces or gender inclusive washrooms. Ask the employee which facility they feel comfortable using and ask what support you can provide. Consult Toronto Public Health's detailed Gender Inclusive Washroom Policy.  Note: If another employee has an issue with a person who identifies as trans or non-binary using a particular washroom or change room, it is their responsibility to remove themselves from that situation. The duty to accommodate rests in providing the trans or non-binary person access to the washroom or change room of their choice. See: [Guidelines for Accommodating Gender Identity and Gender Expression](https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/guidelines-for-accommodating-gender-identity-and-gender-expression/). |  |  |  |
| 1. Equipment / Uniform | Consider whether there are any changes that need to be made to the employee's uniform or equipment. |  |  |  |
| 1. Occupational Licences | Consider whether there are any changes that need to be made to the employee's occupational licences, certificates, medals, etc. |  |  |  |
| 1. Records | Consider changes to Division-controlled electronic records, such as:   * Quatro reporting (Occupational Health) * phone directory * schedules * organization chart |  |  |  |
|  | Consider changes to physical records, such as:   * personnel file * name plates * badges, identification, key cards * training records * business cards |  |  |  |
|  | Changes to corporate electronic records, such as:   * Health benefits via Green Shield Canada (PPEB) * Payroll (PPEB) * SAP (PPEB) * Grievance Tracking System (P&E) * OMERS, the City's pension plan (employee to change) * Outlook email (Technology Services Division) * Staff Directory   \**It is important to note that certain changes with corporate electronic records may require government-issued identification with the legal name change (e.g. driver's license, passport, SIN). However, preferred name can be captured in SAP without the legal name change. Certain payroll documents (e.g.T4) will require documentation to show legal name change.* |  |  |  |
| 1. Communications | Determine scope of communications and identify who needs to be aware and at what level of detail. Employee should be involved in reviewing/drafting the communications and determining who sends out the communications. Management can contact the Human Rights Office for assistance.  Consider the following communications (as appropriate):   * to management team * to direct staff teams * to others who work with the individual * by management to staff regarding expectations under the Human Rights and Anti-Harassment/Discrimination Policy and support for the individual   Consider what, if any, communications would be made in writing versus in person (e.g. script for meetings). |  |  |  |
| 1. Education | Review if any education may be helpful for management or staff in which the employee works with (e.g. ELI: Understanding Gender and Sexual Orientation eLearning, [Know the Line: Eliminating Sexual Harassment eLearning](https://toronto.csod.com/LMS/LoDetails/DetailsLo.aspx?loid=bba0d1e9-ba03-4fb7-83ed-0f0e0d6a5444&query=%3fq%3dEliminating+Sexual+Harassment_It%27s+Everyone%27s+Business#t=1), [Human Rights 101 eLearning](https://toronto.csod.com/LMS/LoDetails/DetailsLo.aspx?loid=af2728d7-2903-40bb-bf06-319c88ae966b&query=%3fq%3dHuman+Rights+101#t=1), [Human Rights in the Workplace](https://toronto.csod.com/LMS/LoDetails/DetailsLo.aspx?loid=a740e87c-aaa6-4538-a766-05422edbe570&query=%3fq%3dHuman+Rights+in+the+Workplace#t=3) in-class training, etc.).  The 519 provides online resources, such as the [Creating Authentic Spaces: A Gender Identity and Gender Expression Toolkit](https://www.the519.org/education-training/training-resources/our-resources/creating-authentic-spaces), [Media Reference Guide - Discussing trans and gender-diverse people](https://www.the519.org/education-training/training-resources/our-resources/media-reference-guide), and the [Hear It! Stop It! Campaign](https://www.the519.org/education-training/training-resources/hear-it-stop-it/hisi-posters).  It is also important to plan/anticipate some questions staff may have and how best to address them. Refer to the Frequently Asked Questions. |  |  |  |
| 1. Safety Plan | * Set out who the employee is to report issues/concerns to and how, if different than the current manager/supervisor. * Set out how the employee would like to be supported if/when people make a mistake and use improper pronoun/name, etc. * Monitoring: Who will check in with the employee and how regularly? * Provide employee with information about the Human Rights Office and EAP. |  |  |  |
| 1. Time Off /  Medical Leave | Consider if any time off may be required prior to or following the announcement, for medical procedures, treatments, etc. and discuss available leaves. |  |  |  |
| 1. Return to Work  (if applicable) | * Determine when the employee will return to work. * Plan for how the employee's first day will look upon their return. * Consider if any measures should be taken to ensure the employee is supported during lunches or break periods. |  |  |  |
| 1. Union / Association | Employee to consider when to notify and level of support they would like. |  |  |  |
| 1. Other assistance as required | Ask the employee what else they need from the City or Division to feel supported. |  |  |  |