

My Rights at Work: Requesting Disability-Related Accommodations in Ontario

What does the law say?

- Ontario's Human Rights Code (the Code) is a provincial law that says persons with disabilities in Ontario have the right to be free from discrimination in their employment.
- Persons with disabilities are protected from discrimination in all stages of the employment relationship, including applying for a job, recruitment, interviews, returning to work after time off for a disability-related reason, and termination.
- The law says that persons with disabilities have the right to access equal opportunities such as training, rate of pay, performance evaluations, and promotions.
- The Code protects different kinds of employment relationships, including short-term work, part-time work, internships, and volunteer positions.

Duty to Accommodate

The Code says that employers have a duty to accommodate persons with disabilities. Accommodations are things that give persons with disabilities equal opportunity to get a job and perform their job in a meaningful way when they encounter barriers. Barriers at work may include:



physical barriers, such as inaccessible buildings, technologies or workspaces; and



non-physical barriers, such as attitudinal barriers, workplace rules, or job qualifications.

The duty to accommodate means that your employer has to listen to your request for accommodation and work cooperatively with you to find a solution that meets your disability-related needs. Your employer is required to pay for the accommodation.

How do I make a request for accommodation?



It is your responsibility to make your disability-related accommodation needs known to your employer.



It is best to make your request in writing as early as possible.



Accommodation requests should be made to the person who has the authority to put the accommodation in place, such as your boss, manager or Human Resources department.

Is my employer allowed to ask for medical information?



Your employer is allowed to ask for more information in order to understand your disability-related needs. The law says these requests are allowed as long as they are limited to only necessary information.



You do not have to share the cause of your disability or your diagnosis with your employer unless this information is necessary to accommodate you.



The kinds of information that may be important to share with your employer are:

- notes from your doctor explaining your abilities and limitations, and;
- how the accommodation is needed due to your disability.

I'm concerned about privacy. Will other people have access to my information?

The law says your employer must keep your accommodation request and any supporting documents confidential. The only persons who are allowed to have access to this information are those who need to be a part of putting the accommodation in place.

Note: federally-regulated employment
For employers that are federally-regulated (like the federal government, banks and air transportation companies), the *Canadian Human Rights Act* (the CHRA) applies instead of the Code.



For More Information

For specific questions about your situation, persons with disabilities who live in Ontario can call ARCH for free, confidential, summary legal information and advice. To find out about the type of legal advice ARCH provides and how to book an appointment, go to: www.archdisabilitylaw.ca/services.

You can also contact ARCH by telephone at 1-866-482-2724, teletypewriter service (TTY) at 1-866-482-2728 or by email at intake@arch.clcj.ca.

This information is not intended to be legal advice. Consult a lawyer or legal worker if you need legal advice on a specific matter.

This information is current as of September 2025.