

# Arkay Policy and Procedures for Site Accommodations for Workers

## Introduction

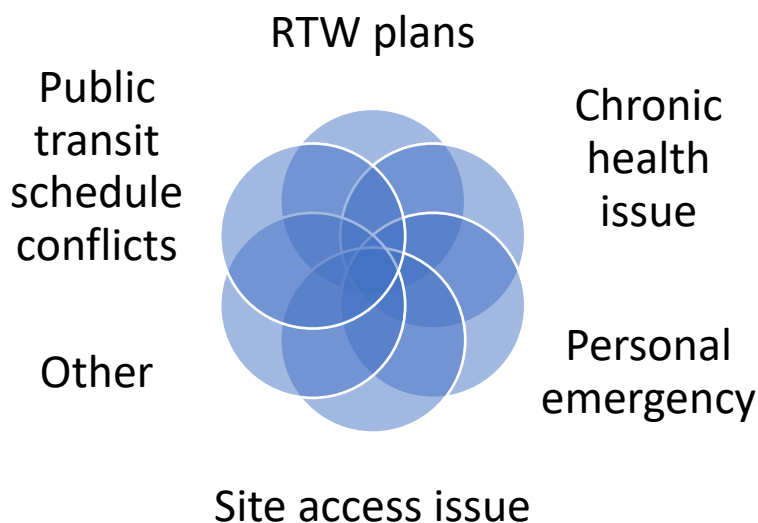
Arkay, the site and the worker, working together, decide if the work project fits the worker's respective needs and abilities. Workers may request to have their work environment adjusted to accommodate their situation and if a work accommodation is possible.

- What is a site accommodation worker request?
  - It is a request by the worker made to Arkay and the site to enable the worker to work efficiently within the site policies.
- How should the worker make a site accommodation request?
  - The worker should use the Arkay form and if a worker cannot complete it, they can ask Arkay management for assistance.
- Is the request confidential?
  - A worker accommodation request is confidential.

Arkay workers can request a site accommodation based on their individual situation. A worker accommodation request does not mean that the site will be able to accommodate, however Arkay and the site, on a case-by-case basis, will assess and decide if anything can be done to address a worker's accommodation request.

The worker is to complete the Request for Accommodation form. This form is available at the end of this policy document and downloadable from the Arkay web site.

The diagram below identifies site or worker conditions that could require a worker to request an accommodation.



## Responsibilities

<b>Arkay</b>	<b>Client</b>	<b>Worker</b>
<ul style="list-style-type: none"><li>• Arkay will try and match worker skill sets with client requests.</li><li>• Arkay will offer sites to workers based on their application.</li><li>• Arkay will work with the client and the worker to assess all work accommodation requests.</li><li>• Arkay requests workers to update their availability and consider a site for work.</li><li>• If an Arkay worker's situation changes, Arkay will do their best to accommodate.</li></ul>	<ul style="list-style-type: none"><li>• If the site can accommodate the worker request, arrangements will be made with Arkay, the worker, and the site.</li><li>• Issues to be considered include:<ul style="list-style-type: none"><li>- Site safety</li><li>- Site access</li><li>- Project schedule</li><li>- Schedule</li><li>- Critical dates</li><li>- Milestones</li><li>- Inspections and Permit</li><li>- Local bylaws</li></ul></li><li>• The client works within strict schedules and deadlines. If a worker request affects these constraints, the client may decide to request a replacement for the worker, one that can work within the site schedule.</li></ul>	<ul style="list-style-type: none"><li>• A worker is provided with the site address, the work they will be given, and the site hours of operation to decide if the work is a fit. A worker may ask any questions they have about a site.</li><li>• Workers are responsible for arriving on site able and prepared to work a full 8-hour day. If they cannot, they are required to report the reason why they cannot to the site and Arkay.</li><li>• If a worker requires an accommodation from the work site, they must complete the request process - this does not mean that the site will be able to accommodate – the request will be reviewed.</li><li>• A worker can request, through Arkay or the client, specific accommodations by completing a checklist request submitted to Arkay and the client. This request will be reviewed, and, if the accommodation request is possible, steps will be taken to implement. Workers are to be aware that not all or any accommodations can be implemented. However, the worker will be listened to, Arkay and the client will explore the ramifications of the request, and efforts will be made to accommodate reasonable requests.</li></ul>

**To request an accommodation, Arkay workers must complete the request form and send to either [arkay@telus.net](mailto:arkay@telus.net) or [jim@arkaycontracting.com](mailto:jim@arkaycontracting.com) or [taylor@arkaycontracting.com](mailto:taylor@arkaycontracting.com).**

- An accommodation may have significant implications to the site and may not fit the site conditions.
- Workers are paid by the hour for hours worked. If a worker cannot work within the site hours of operation, then all the involved parties will need to assess how to move forward.
- An accommodation is a way to support the worker and the client.
- Some work tasks involve many individuals. An accommodation must not hinder site schedules.
- Arkay works with all clients to find casual labour solutions that ensure projects are on schedule.

### **Attributes of a Typical Arkay Client Site**

**Clients will contact Arkay when they need short term workers to complete their project schedules. The site defines and describes their labour needs in terms of skills, experience, and knowledge, and Arkay matches their workers based on these requirements and a worker's availability to get to the site and accept the work and schedule. Arkay workers are to review emails, texts, etc. confirming the following, and every worker is required to complete the following:<sup>1</sup>**

- I have site address, contact numbers, start date, and can get to the site on time.
- I have been informed of the work I will be doing and have done this work before.
- I have the PPE required by the site and am ready to work.
- I have discussed any issues that may affect my ability to meet work site expectations<sup>2</sup> and any questions I had have been answered.
- I will follow all Arkay and site safety rules, policies, and safe work procedures.
- I have read the Arkay Bullying and Harassment Policy.<sup>3</sup>

**The duration of work is subject to the worker's abilities and the work required to be completed by the site.<sup>4</sup>**

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<sup>1</sup> Arkay checklists are on the Arkay web site.

<sup>2</sup> See checklist for site working conditions.

<sup>3</sup> Arkay harassment policy is on the website in both PDF and Word and is also in the OHSM and Orientation Handbook. Arkay workers are responsible for their conduct and are required to know how to professionally conduct themselves on site.

<sup>4</sup> Generally, work is classified as casual labour. Workers are paid by the hour. The nature of construction work is that its duration is based on the project.

**Site working conditions that every Arkay worker is required to review and accept as condition for work.**

- All sites follow WorkSafeBC guidelines (refer to [www.worksafeBC.com](http://www.worksafeBC.com)).
- Working hours will vary and each site will post their hours of operation.
- Workers are expected to work 8 hours/day, 5 days/week.
- All Arkay workers are paid according to BC Employment Standards.
- For a list of statutory holidays refer to [www.arkaycontracting.com](http://www.arkaycontracting.com) or [www.2.gov.bc.ca/gov](http://www.2.gov.bc.ca/gov).
- If a worker requires accommodations to complete their work, they are required to discuss these with Arkay and the client to determine what is possible and, if possible, how these accommodations will be arranged<sup>5</sup>

**Who are the parties involved and what is the business working relationship (who reports to whom, how, when and what about):**

- Arkay receives a Purchase Order defining the business relationship.
- Arkay reviews the PO and either adjusts or signs-off.
- Site calls Arkay and requests workers.
- Based on discussions at the site level, Arkay workers are either scheduled to work on the site or not.

**Arkay workers are seen as casual labour by our clients.** Few workers are hired to fulltime positions with our clients, usually as labour foremen, lead carpenters, and quality assurance site management. Arkay supports all workers in lifelong learning and is pleased to hear when one of its workers has been hired by one of its clients.

All workers have the responsibility to stand up for a **Bullying and Harassment Free Worksite**. Successful Arkay workers have had a combination of the following attributes and recognize the value of confronting any bullying, harassment, and discriminatory issues as they arise.

- Show up on time, ready to work, and listen and do what is asked.
- Ask questions as needed, ask for help if needed, and complete the tasks.
- GIDN (Get It Down Now) attitude and work a full day.
- Be reliable, accountable, responsible, and safety aware.
- Learn and share, and NO gossip, drama, blame, and dishonesty.

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<sup>5</sup> Arkay and the clients will consider a request by a worker for any accommodation request; however, Arkay and the client may not be able to accommodate the worker request.

## WHAT IS THE TYPICAL WORK ASSIGNMENT PROCESS FOR AN ARKAY WORKER?

- Apply to Arkay as a casual worker.
- Arkay clients request workers with various skills.
- When a client request matches with a worker's skill set, and if the worker and site both agree, then the worker will be scheduled to that project.
- The duration of the work is site dependant and workers with diverse skills may, as per site needs, remain on site a little longer.
- Workers know that as soon as another site requests a worker with their skill set, and if the worker and site both agree, the worker moves to this next site and the process repeats itself.
  - **In this process, a worker may find that they need the workplace to accommodate them in a specific way. If this happens, the worker is required to inform Arkay and complete a Request for Accommodation Document. Arkay, with this document, will meet with the client to determine if there is a way to accommodate the worker's confidential request.**

## WHAT GOES INTO ASSESSING AN ACCOMMODATION REQUEST?

- Can the site accommodate the request?
- How long is the worker's job scheduled for?
- How does the accommodations affect the site and how is it to be managed?
- How is the worker also accommodating?
- Some requests, such as allowing a worker to shift start/finish times due to a personal issue, are likely possible.
- If a worker requires specific medical support, the client must determine if they can accommodate.
- The worker can either work on the site within the guidelines and site expectations or decide that they cannot. If the latter, Arkay will look for another site that is able to address the worker's request. For example:
  - A worker is RTW and cannot use stairs. In a project with townhouses, there are no elevators, only stairs to each floor. This site may no longer be a suitable site based on the RTW plan. Arkay would then review the RTW plan with a different site, e.g., a tower with working elevators.

## The process

Workers may use the following to assist in the preparation of their accommodation request.

- I have completed the worker accommodation request form.
- I have typed in the correct email address.  
Workers are to send their request to either [arkay@telus.net](mailto:arkay@telus.net) or [jim@arkaycontracting.com](mailto:jim@arkaycontracting.com) or [taylor@arkaycontracting.com](mailto:taylor@arkaycontracting.com).
- Arkay has confirmed receiving my request and I have saved a copy of my request.
- Arkay addresses the request with the client.
- Request is approved, and the arrangements are implemented.
- The site has determined that the accommodation is not possible, and their reasons have been explained.

If the site is unable to arrange for a worker's work site accommodation, the worker can request to be assigned to a different site or decide to work without the accommodation.

I \_\_\_\_\_ (name)

have asked Arkay to assign me to a different site.<sup>6</sup>

have decided to work without the accommodation.

As casual labour by the hour, on sites at the site request, Arkay workers are aware that some accommodations will not be adopted by sites.

The request is confidential.

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<sup>6</sup> A site may not exist. A worker will receive a record of employment. Arkay will inform the worker when a site is found. They worker will be re-hired as work is found that matches the worker's skill set.

**WORKER REQUEST for SITE ACCOMMODATION DOCUMENT  
to be COMPLETED by WORKER**

**Arkay worker is to use the following guide to request a site accommodation.  
*This request is confidential. Arkay will review and only share this information  
based on the instructions of the worker.***

**DATE:** \_\_\_\_\_

<b>WORKER INFORMATION</b>	<b>SITE INFORMATION</b>

<b>WORKER INSTRUCTIONS</b>

<b>DESCRIPTION of ACCOMMODATION REQUESTED</b>

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**REASON**

**SUPPORTING DOCUMENTATION**

**HOW LONG WILL ACCOMMODATION BE REQUIRED?**

**DECISION OUTCOME**