



Sample Letters to Request Accommodation

Empowering Community and Removal of Barriers (ECRoB)

If you experience Multiple Chemical Sensitivity (MCS), there will be instances where you need to make arrangements to accommodate your needs and preferences. To assist you in this process, we have prepared various accommodation letters for your convenience.

Requesting an accommodation is the crucial first step to getting what you require. While you can make such a request verbally, we strongly recommend submitting it in writing. Doing so not only increases the likelihood of obtaining the necessary accommodation (as employers are legally obligated to cooperate in the process), but it also provides you with legal protection. Additionally, opting for a written request eliminates the stress of a face-to-face meeting and grants you greater control over the situation. You can carefully choose your words and gather supporting evidence in advance to protect your rights effectively. Always make sure to keep a copy of the letter and any related email correspondence, as they may serve as essential documentation. In the event of a conversation either in person or via telephone, follow up with a letter or email specifying the date, and details of the conversation, in order that you have a record of the meeting.

Request a letter from your physician outlining your disabilities. If you prefer not to disclose your multiple chemical sensitivity (MCS) health condition, ask your physician to describe the symptoms affecting your activities without naming your specific condition. Focus on explaining how an accommodation can help you overcome difficulties caused by your symptoms in the given context. While some employees choose to present initial medical documentation, it's not always necessary. Since your employer may have further questions, it might be beneficial to hold off on providing such documents to avoid multiple requests to your doctor for additional letters.

We have prepared the following samples to provide accommodation templates for various contexts. These templates cover:

- **Workplace Accommodation Letter:** This template is designed to help you request accommodations at your workplace to ensure a comfortable and supportive environment that addresses your specific needs.



- **Tenancy Accommodation Letter:** If you require accommodations for your living space, this template will assist you in communicating your requirements to your landlord or property management, ensuring your housing meets your health and well-being needs.
- **Service Industry Accommodation Letter:** For situations where you encounter lack of accessibility while using services in public places (e.g., shops, restaurants, hotels, stores, health providers (clinics, hospitals, etc.), banks, and government agencies, etc.), this template will help you request necessary adjustments to enhance your experience.
- **General Accommodation Letter Template:** This versatile template can be adapted to various other contexts where you may need accommodations. You can tailor it to suit your specific situation and requirements.

Be open to dialogue with the accommodation provider; don't simply state your needs and exit the conversation. If the accommodation provider's follow-up questions are reasonable, it is important to respond to them. The interactive process is reciprocal, requiring cooperation from both parties. The continuous communication established through this process will assist in resolving any future issues regarding accommodations.

If you reach an agreement, make sure to discuss follow-up procedures and agree on a timeline for action. If the accommodation provider proposes an unreasonable compromise, ask for time to consider. If you cannot agree, suggest that you both contemplate further. In either case, schedule another meeting within ten days.

If your accommodation request is denied, continue the interactive process by asking your employer for the denial reason in writing. If your employer says your medical support is not sufficient, you may be able to get additional support or consider alternatives if your request would cause an undue hardship. Escalation within your organization, like approaching Human Resources, might be an option. Employers with internal complaint processes or unions could provide another avenue for resolution. If these steps don't work, you may file a complaint with the appropriate Human Rights Commission.

Do not hesitate to reformulate your request or make another if your medical condition changes. There is no limit on the number or types of accommodations that can be provided; the only limit is undue hardship. Don't delay seeking legal counsel or contacting the appropriate Human Rights Commission if you experience issues. Discrimination complaints must be lodged within a designated period from the occurrence of the supposed discriminatory act. To determine this timeframe, please refer to the appropriate Human Rights Commission.



TEMPLATE: Accommodation Request Letter for Work

SUBJECT: Request for Workplace Accommodation

[Date of Letter]

[Your name]

[Your Address]

[Employer's name]

[Employer's address]

Dear [Supervisor/Manager/Human Resources/Department Head],

I am currently employed at [Company Name] as a [Job Title], a position I have held since [Date]. I am reaching out to request [an accommodation/accommodations] due to my Multiple Chemical Sensitivity (MCS), a recognized disability and health condition where I experience symptoms on exposure to certain products [list products]. Exposure results in symptoms such as [list symptoms, e.g., migraines, shortness of breath].

Implementing these accommodations will not only improve my health but also enhance my job performance. Hence, I propose the following reasonable adjustment(s):

- [List desired reasonable accommodation(s). One suggestion per bullet point.]

If my listed accommodations are not feasible, I am open to participating in an interactive process to determine whether there is an alternative effective solution.

OPTIONAL: Should you require medical verification of my condition, I am ready to provide the necessary documentation upon request. [Or "I have attached the medical documentation verifying my disability."]

Thank you for your attention to this matter. I would appreciate a response to this letter within one week so that I can be as efficient in my job as possible. I look forward to cooperating with you to find an effective and economical solution.

Thank you for your understanding and cooperation.

Sincerely,



[Your signature]

[Your name]

CC: Any additional people, such as a direct supervisor

Things to keep in mind for work related accommodation requests:

While your employer has the right to ask for a doctor's letter supporting your accommodation request, the employee doesn't need to share private medical details. The employee must simply illustrate the relation between their disability and their request.

Should your employer ask questions about your illness that you consider irrelevant for your accommodation, you may request these inquiries to be presented in writing. If you are uncertain about how to respond to any questions about your disability, you can always say, "Thank you. Please send me that question in writing, and I will respond likewise." Often, this tactic can make the question vanish.

Your employer is not allowed to deny your request based on their perceptions of your disability. Should they make any such claims, you can respond by saying, "Thank you. Please put that in writing and send it to me" or email them stating, "I was not provided with a written reason for the denial of my accommodation. Please provide me with a reason in writing."

The most persuasive argument for adapting your work is showing that these accommodations will either maintain or enhance your productivity level. It is advisable to seek a reasonable accommodation before any job performance issues arise. Requesting accommodations proactively can prevent challenges that may arise from addressing past performance concerns after the fact.

If the accommodation incurs costs, your employer may be eligible for tax deductions or tax credits for expenses incurred in providing reasonable accommodations to persons with disabilities. This may be worth investigating if your employer is hesitant to provide you with your desired accommodation due to cost.



TEMPLATE: Accommodation Request Letter for Living Space

SUBJECT: Request for Living Space Accommodation

[Date of Letter]

[Your name]

[Your Address]

[Landlord's name]

[Landlord's address]

Dear [Landlord's Name],

I have been residing at [Address/Building Name], Unit [Number], since [Date]. I'm writing to request [an accommodation/certain accommodations] for my living space due to my Multiple Chemical Sensitivity (MCS). A recognized disability and health condition where I experience symptoms on exposure to certain products [list products]. Exposure results in symptoms such as [list symptoms, e.g., migraines, shortness of breath].

To alleviate these effects, I propose the following adjustments:

- [List desired reasonable accommodation(s). One suggestion per bullet point.]

If my listed accommodations are not feasible, I am open to participating in an interactive process to determine whether there is an alternative effective solution. [OPTIONAL: If the changes incur costs, you may be eligible for tax credits or deductions for expenses related to providing reasonable accommodations.]

Should you require medical verification of my condition, I am prepared to provide the necessary documents upon request. [Or "I have attached the medical documentation verifying my disability."]

Thank you for your attention to this matter. I would appreciate a response to this letter within one week so that my health can be improved as soon as possible. I look forward to cooperating with you to find an effective and economical solution. Thank you for your understanding and cooperation. Sincerely,

[Your signature]

[Your name]

CC: Any additional people, such as a building manager



TEMPLATE: Accommodations Request Letter for the Service Industry

This template can be used for accommodation requests across the service industry, including shops, restaurants, hotels, stores, health providers (clinics, hospitals, etc.), banks, and government agencies. It needs significant personalization for each unique case, as it's impossible for us to anticipate every potential scenario. It's also applicable to public buildings and services.

SUBJECT: Request for Accommodations Related to Services

[Date of Letter]

[Your name]

[Your Address]

[Accommodation provider's name]

[Accommodation provider's address]

Dear [Manager's Name/Place's Name],

I trust this message finds you well. I'm writing to request accommodations due to a chronic health condition and recognized disability that I experience, Multiple Chemical Sensitivity (MCS), which affects 3.5% of the Canadian population, according to Statistics Canada, 2020. MCS is a condition where I experience symptoms on exposure to certain products [list products]. Exposure results in symptoms such as [list symptoms, e.g., migraines, shortness of breath].

I intend to visit your establishment on [date and time]. To prevent exacerbating my symptoms, I kindly request the implementation of the following adjustments:

- [List desired reasonable accommodation(s). One suggestion per bullet point.]

Should this prove difficult, I am open to participating in an interactive process to determine whether there is an alternative effective solution.

Should you require medical verification of my condition, I am prepared to provide the necessary documents upon request. [Or "I have attached the medical documentation verifying my disability."]

I look forward to working together to find an effective and affordable solution that ensures your services remain accessible to all, including those with disabilities like mine. I would appreciate a response within one week to expedite the implementation of an appropriate plan.



Sample Letters to Request Accommodation

Thank you for your understanding and cooperation.

Kind regards,

[Your signature]

[Your name]

CC: Any additional people, such as the owner, managers, etc.



TEMPLATE: General Accommodations Request Letter

This template is designed for unconventional accommodation requests, such as asking a neighbor to refrain from using fragrant laundry sheets or requesting a fragrance-free environment at an event. It should be substantially customized to suit the specifics of each unique situation, as it's impossible for us to predict every potential use case.

Subject: Request for Special Accommodation

[Date of Letter]

[Your name]

[Your Address]

[Accommodation provider's name]

[Accommodation provider's address]

Dear [XYZ],

I trust this letter finds you in good health and spirits. I'm reaching out to request a specific accommodation related to a recognized disability and chronic health condition, Multiple Chemical Sensitivity (MCS), which affects 3.5% of the Canadian population, according to Statistics Canada, 2020. MCS is a condition where I experience symptoms on exposure to certain products [list products]. Exposure results in symptoms such as [list symptoms, e.g., migraines, shortness of breath].

I'd appreciate it if you could accommodate my needs by [specify the request]. This would enable me to [explain how you would benefit from this accommodation]. Should this prove difficult, I am open to participating in an interactive process to determine whether there is an alternative effective solution.

Should you require medical verification of my condition, I am prepared to provide the necessary documents upon request. [Or "I have attached the medical documentation verifying my disability."]

Your prompt attention to this matter would greatly help my health and comfort. I hope for a response within a week so that we can create an agreeable plan. I'm open to discussing this over email or phone if you prefer.

Thank you for your understanding and cooperation.



Sample Letters to Request Accommodation

Kind regards,

[Your signature]

[Your name]

CC: Any additional people