Best Practices in Employee Accommodations



Recorded Date: July 10, 2025

Time: 9:00 AM – 10:00 AM (PST)

Speakers: Kristen Shaw, Litigation Lawyer, McMillan LLP

About This Webinar

Join us for a 60-minute live webinar where Kristen Shaw, Associate in Employment & Labour Relations at McMillan LLP, shares practical guidance on navigating employee accommodation requests—from initial assessment through to implementation and, where necessary, establishing undue-hardship defences. You'll walk away with a clear roadmap to design fair, compliant processes that balance individual needs with organizational requirements.

What we'll cover

- Key legal foundations under human rights and employment-standards legislation, including when employers must accommodate and how to document requests
- Best practices for gathering and evaluating medical and functional-ability information without overstepping privacy boundaries
- Strategies for developing individualized accommodation plans—covering modified duties, flexible schedules, assistive technologies, and return-to-work protocols
- Recognizing and managing situations that may reasonably lead to undue hardship, with real-world examples drawn from recent tribunal decisions
- Tips for training supervisors, HR teams, and managers to handle accommodation conversations with empathy and consistency

What’s Included

1. **Legal Expertise You Can Trust:** Join Lorenzo Lisi of Aird & Berlis LLP as he breaks down the legal implications of modifying work arrangements in today’s evolving workplace.
2. **Changing Terms of Employment:** Learn what the law permits—and prohibits—when altering work location, hours, duties, or schedules.
3. **Policy & Agreement Updates:** Get guidance on how to revise employment agreements and workplace policies to reflect new arrangements while minimizing risk.
4. **Avoiding Constructive Dismissal:** Discover how to implement changes without inadvertently triggering legal claims or obligations.
5. **Responding to Pushback:** Understand your legal responsibilities around accommodation, employee refusal, and the limits of flexibility.
6. **Common Pitfalls & How to Avoid Them:** Explore real-world examples of employer missteps—and how to proactively protect your organization.
7. **Live Q&A Opportunity:** Bring your questions about hybrid, remote, or return-to-office plans—Lorenzo will answer them live.
8. **Practical Tools & Takeaways:** Walk away with the legal knowledge and strategic insights you need to navigate work arrangement changes with confidence.

Who Needs To Be There?

1. HR Managers & Directors
2. In-House Legal Counsel
3. Business Owners & Executives
4. Operations & Facilities Leaders
5. Employment Law & Compliance Professionals
6. Policy & Risk Advisors
7. Workplace Strategists & Consultants
8. Anyone managing changes to work models, contracts, or employee expectations

Speaker

Kristen Shaw is an Associate in McMillan’s Employment & Labour Relations group based in Vancouver. Called to the British Columbia bar in 2022, she advises employers on policy development, human-rights claims, WorkSafeBC compliance, and wrongful-dismissal litigation. Kristen’s practice blends strategic risk

management with practical, industry-focused solutions—helping clients build inclusive workplaces that withstand legal scrutiny
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