



## Accommodation of Applicants with Physical and Mental Disabilities Policy BOD Approval: September 10, 2020

The Nova Scotia Real Estate Commission will make reasonable efforts to accommodate applicants with physical and mental disabilities.

### Request for Accommodation

Requests for accommodations are to be made to the Registrar by email. A request for an accommodation must include:

- the nature of the disability,
- the type of accommodation being requested,
- where available, a description of what accommodations the applicant has received in the past, and
- evidence to support their request. Such additional evidence may include, but is not limited to, a formal medical diagnosis, or documentation from a health practitioner explaining the need for the accommodation being requested.

### Types of Accommodation

The Registrar is not required to provide the applicant with their preferred type of accommodation. In cases where the applicant's specific request cannot be accommodated, the Registrar will work with the applicant to determine a reasonable accommodation that will enable the applicant to overcome the discriminatory effect of the application process.

If the requester and the Commission cannot agree on what type of accommodation is appropriate in any case, the Registrar will make a determination as to what accommodation, if any, is to be provided.

Examples of accommodations that can be made include, but are not limited to:

- assistance in completing application forms,
- methods of communication that differ from the Commission regular process,
- alternate times/locations for in-person meetings/interviews/hearings.

Examples of accommodations that can be made for the Commission's licensing examinations include, but are not limited to:

- additional time
- alternative times/locations for the examination
- translation assistance for the hearing impaired (eg. reader, recorder, interpreter, voice-output software)
- modification of test material (eg. large font, coloured paper, computerized)

The Registrar may decline to provide any accommodation when doing so would circumvent a bona fide occupational requirement.

Notes related to the accommodation request are kept separate from other file materials in order to avoid inappropriate disclosure of personal health information.