



Interim Practice Directive 3: Accessibility and Accommodations

1. Purpose

This practice directive explains how the Health Professions Discipline Tribunal (Discipline Tribunal) addresses barriers to participation through accessibility measures and accommodations.

This practice directive also explains how the Discipline Tribunal manages:

- accommodation requests;
- confidentiality of accommodation information; and
- the interaction between accommodations and hearing management.

2. Authority

The Discipline Tribunal operates under the HPOA. When this practice directive mentions a section, it refers to a section of the HPOA, unless it says otherwise.

3. Scope and application

This practice directive applies to:

- parties (regulatory colleges and respondents);
- complainants and other persons with an interest under the HPOA; and
- witnesses and other participants, including support persons, where applicable.

This practice directive applies at all stages after the Director issues a citation.

This practice directive does not govern protection orders under sections 183 to 186 of the Health Professions and Occupations Act (HPOA). Those provisions address trauma-reducing measures for persons in vulnerable circumstances in the hearing process. Use this practice directive for accessibility measures and accommodations that remove barriers to participation and do not depend on that statutory framework.

4. Definitions

In this practice directive:

- **Accessibility measure / accommodation:** a procedural or logistical adjustment that addresses a barrier to a participant's meaningful participation.



- **Accommodation information:** information provided to support an accommodation request, including sensitive personal information.

5. Guiding principles

The Discipline Tribunal implements accessibility measures and decides accommodation requests in a manner that:

- protects procedural fairness and the integrity of the proceeding;
- supports meaningful participation;
- respects dignity, privacy, and confidentiality;
- uses measures proportionate to the identified barrier; and
- supports a timely, just, and orderly hearing process.

6. Accessibility and accommodation requests

The Discipline Tribunal receives and coordinates accommodation requests at any time after a citation is issued. The Discipline Tribunal addresses accommodation requests during case management (including through resolution management conferences and mediations) and hearing management. A discipline panel may give directions needed to implement an accommodation during the hearing.

6.1 When to raise accessibility needs

A participant who requires an accessibility measure must notify the Discipline Tribunal as soon as the need is known.

The Discipline Tribunal may require parties to confirm, during case management and hearing management, whether any accessibility measures are required for upcoming steps, including conferences, application hearings, and the hearing.

6.2 How to request an accommodation

File a written request with the Discipline Tribunal:

- through the Discipline Tribunal electronic filing portal; or
- if the portal is unavailable, email the Discipline Tribunal at tribunal@hporoo.ca for filing directions.

Label the subject line or document title: "Accessibility / Accommodation Request".



The request must include:

- a brief description of the barrier to participation;
- the accommodation requested; and
- any timing or practical information needed to put the accommodation in place.

Provide supporting information only where reasonably necessary to explain the request.

The Discipline Tribunal may request additional information where necessary to make a decision.

6.3 Confidential handling of accommodation information

The Discipline Tribunal treats accommodation information as confidential.

The Discipline Tribunal discloses accommodation information only if necessary to:

- put the accommodation in place; or
- allow another party to respond to a contested request.

Where disclosure is required, the Discipline Tribunal may:

- provide a summary of the request without disclosing medical or diagnostic details;
or
- impose conditions on filing or disclosure, in accordance with Practice Directive 4: Privacy, Confidentiality and Disclosure of Records.

6.4 Determining and implementing accommodations

The Discipline Tribunal may put in place accommodations that are not opposed, including:

- adjusting the schedule - for example, start times, breaks, or shorter hearing days;
- arranging access supports - for example, captioning or an interpreter;
- providing documents in accessible formats - for example, searchable PDFs or enlarged text; and
- arranging alternative ways to participate remotely - for example, through telephone or supported access to the hearing platform, where necessary to address a barrier to participation.

A discipline panel may give directions needed to implement an accommodation during the hearing.