

The Tribunal is committed to ensuring that parties are able to fully participate in the Tribunal process. This practice direction outlines the Tribunal's approach to providing accommodation (other arrangements) to parties who have needs related to the protected grounds in the *Alberta Human Rights Act*.

Accommodations available

A variety of accommodations may be available to parties to help them fully participate in the Tribunal process, including:

- translation,
- American Sign Language (ASL) interpretation,
- recording the hearing (see the [practice direction on recordings and transcripts of proceedings](#)),
- access to the electronic hearing from a Tribunal office, or
- additional breaks during the hearing.

This list does not include all of the accommodations available. Parties can identify and request a different accommodation and the Tribunal will work with them to determine appropriate accommodations.

The Tribunal is also concerned with ensuring that the process is respectful of the diverse parties who appear before it. A formal request for accommodation is not always necessary. For instance, a party may inform the Tribunal of their correct pronoun before a proceeding begins (see the [practice direction on pronouns and form of address](#)).

Factors impacting an accommodation request

The Tribunal is only obligated to provide accommodation for needs, not preferences. The Tribunal may ask for more information, such as medical records, to:

- determine if the requested accommodation is linked to a protected ground in the *Act*, and
- better understand the person's needs so it can determine how to make the Tribunal process accessible.

The Tribunal is required to provide accommodation to the point of undue hardship. This means that if the requested accommodation impacts the timeliness of the hearing process or the right to a fair hearing, it may not be possible to grant the requested accommodation. Instead, the Tribunal will work with the party to determine an appropriate accommodation that is less disruptive to the fairness of the hearing process, while still accommodating the party's needs.

How to request an accommodation

The party requesting the accommodation should write down the details of what they need in order to participate in the Tribunal process and email it to the Tribunal Office. In some cases, the Tribunal Registrar may ask for more information, including relevant medical records.

The party requesting the accommodation does not need to send their accommodation request to the other parties. If the Tribunal thinks that the accommodation could impact the rights of the other parties, the Registrar may ask that the party send copies of the request to the other parties.

Contact the Tribunal Office

Website albertahumanrights.ab.ca/tribunal

Email address AHRCTribunal@gov.ab.ca

Phone 780-638-4635

To call toll-free within Alberta, dial 310-0000 and then enter the area code and phone number.

TTY service for persons who are deaf or hard of hearing: to call toll-free within Alberta, dial 1-800-232-7215.