



Policies and Procedures

Operations Department

Reasonable Adjustments Policy

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Reasonable Adjustments Policy

1. Principles and Policy

Future Focus commits itself to ascertaining an accessible and inclusive environment to enable persons with disability to participate fully in all aspects within the Centre. In line with the Equal Opportunities (Persons with Disability) Act 2000 (Malta), Future Focus Ltd. seeks to apply the principle of reasonable adjustment to remove barriers to participation by people with disability. Reasonable adjustments are adopted to embrace appropriately skilled persons with disabilities to deliver the essential requirements of their positions.

This policy applies to all stages and aspects namely, *inter alia*, recruitment, selection, appointment, participation in training and performance.

2. Defining reasonable adjustments

In accordance with the Equal Opportunities Act, "disability" means, a physical or mental impairment that substantially limits one or more of the major life activities of a person; "impairment" in the context of disability, means any loss, restriction or abnormality of psychological, physiological, or anatomical structure or function.

A person shall be discriminating against another person on the grounds of disability in any circumstances relevant for the purposes of any provision of this Act, if:

(a) in circumstances which are similar or are not materially different, he treats or proposes to treat a person who has a disability less favourably than he treats or would treat a person who does not have such a disability; or (b) he treats or

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proposes to treat a person less favourably on the basis of a characteristic that appertains generally to persons who have such a disability or a presumed characteristic that is generally imputed to persons who have such a disability [Art.3(1)].

Reasonable adjustment refers to the assurance that there will be no discrimination, direct or indirect. Direct discrimination is when someone with disability receives less favourable treatment than a person without disability in the same circumstances. Indirect discrimination is when a policy, practice or requirement is applied equally but has a discriminatory effect on people with disability.

Future Focus ensures that administrative, environmental, or procedural alterations required are carried out to provide for an all-inclusive environment within the Centre. This would enable a person with disability to work effectively and enjoy equal opportunity with others. Reasonable adjustments may include the provision of appropriate and specialized equipment, assistance or training.

Unjustifiable Hardship refers to the situation whereby employers are obligated to provide reasonable adjustments unless such an adjustment would result in unjustifiable hardship to the employer himself. Future Focus ensures that unjustifiable hardship is determined on a case-by-case basis so that adjustment does not result in substantial benefits or detriments to other employees, including those who do not have disability, whilst at the same time ensuring that there is no barrier within the work environment for the person/s with disabilities.

3. Availability of Reasonable Adjustments

Job applicants invited for interviews are notified that they can request adjustments for their disability. We also ascertain that details concerning the

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reasonable adjustment policy and procedure are shared during the induction of new employees.

The Managing Director informs employees of the reasonable adjustment policy and procedure upon job commencement and during performance reviews, ensuring that information about the Reasonable Adjustment Policy is readily available in the work areas of all employees

4. Reasonable Adjustment Procedure

Applicants can make requests for adjustments either to the contact person for the advertised position or to the Managing Director directly. If, upon being approached by an applicant, the contact person can easily and informally meet the request to the satisfaction of both parties, he/she will do so and the procedure will end. If not, the contact person will either assist the applicant to contact the Managing Director or, with the applicant's permission, refer the request to the Managing Director on behalf of the applicant.

Employees will make requests for reasonable adjustments to their Managing Director directly. If the Director thinks that a reasonable adjustment might be appropriate for an employee, she will approach the employee to discuss the matter. Upon approaching or being approached by an employee to discuss a possible reasonable adjustment, the Director will make the adjustment to the satisfaction of both parties.

Upon receiving a verbal or written adjustment request, the Director will ensure that the applicant or employee requesting the adjustment completes a Reasonable Adjustment Request Form. The applicant or employee will be assisted to complete this form when necessary. The Director will acknowledge

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receipt of each request by signing and dating the form. One copy is to be returned to the applicant or employee and a second copy is to be retained by the Centre.

The Director will also inform the applicant or employee of the process and timeframe for processing their request. Specifically, it will be explained to the applicant or employee that a decision will be notified within ten business days, and that if the request is approved, implementation of the relevant reasonable adjustment will commence within ten business days of receipt of the request.

The Director will open a confidential workplace adjustment file to record the request and any information collected throughout the process of addressing it. The workplace adjustment file will be kept separate from the employee's personal records and will be accessible only to the applicant or employee and the persons involved in the adjustment process.

5. Compliance

In consultation with the applicant or the employee, the Director will evaluate the request and determine what, if any, adjustment is appropriate.

For a job applicant, the Director is responsible for:

- i. Determining the recruitment-relevant limitation(s) created by the applicant's disability.
- ii. Depending on their disability and the nature of the adjustment requested, the applicant may be required to provide documentary evidence about their disability and the functional limitations it involves.
- iii. Identifying possible adjustments and assessing the effectiveness of each one in enabling the applicant to equitably participate in the workplace environment.

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- iv. Recommending the adjustment(s) that is most appropriate for both the applicant and other employees.

For a current employee, the relevant steps taken by the Director will be responsible for:

- i. Establishing whether the employee has a disability. Here the employee may be required to provide documentary evidence about their disability and the functional limitations it involves.
- ii. Accessing information about the inherent requirements of the particular job involved.
- iii. Determining any job-relevant limitation(s) created by the employee's disability.
- iv. Identifying possible adjustments and assessing the effectiveness of each one in enabling the employee to perform the inherent requirements of the job.
- v. Recommending the adjustment that is most appropriate for both the employee and Future Focus.

In both cases there shall be consultation with experts. Where further evaluation is required to reach an informed decision about the adjustment request of an applicant or employee, the Director will obtain additional information from experts. Although the applicant's preference will be considered, the Director is free to choose among equally effective options, considering whether the recommended adjustment constitutes an unjustifiable hardship for Future Focus Ltd.



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On this basis the Director shall be responsible for making a decision as to whether Future Focus Ltd. will supply the recommended adjustment and will communicate the decision to the applicant. If the request is not approved, the Director will inform the applicant of the decision and the reason for denial of the requested adjustment within 10 business days of the request.

Where an adjustment will be provided, the Director will arrange the provision or implementation of the adjustment. Once a decision to implement a reasonable adjustment for an employee has been made, the Director will discuss the implementation of the adjustment with the employee before arranging for implementation of the adjustment.

The Director will check with the employee to assess the appropriateness and effectiveness of the implemented adjustment approximately 4 weeks from the date the adjustment process was concluded. The results of this action will be documented in the workplace adjustment file.

The Director has responsibility for evaluating, monitoring and reporting on the reasonable adjustment process.

The flexible options shall also include training for co-workers if/as required and recognition of co-worker support, to impact on performance expectations. Moreover, Future Focus is fully committed to ensuring an accessible and inclusive work environment to enable persons with disability to participate entirely in all aspects of employment.