



Customs and Immigration Union
Syndicat des Douanes et de l'Immigration

July 13, 2011

Ms. Camille Therriault-Power
Vice President, Human Resources Branch
Canada Border Services Agency
99 Metcalfe Street
3rd Floor, Room 302
Ottawa, ON K1A 0L8

By email: camille.therriault-power@cbsa-asfc.gc.ca

Subject: Accommodation Requests VS. VSSA's

Dear Ms. Therriault-Power,

We are writing with regards to concerns we have flowing from an accommodation request due to family status which has been brought to our attention. Of concern in this particular case is the fact that management is utilizing the worksite VSSA in denying the accommodation, suggesting the requested accommodation cannot be granted because the VSSA does not allow for the shift that would be needed.

As indicated in the CBSA Policy on Duty to Accommodate, each case must be assessed on an individual basis. Included in the options are allowing for alternate work arrangements such as adjusted hours of work.

We would like to make it very clear that the Union would, without any form of hesitation, support exceptions to VSSA's in any case of legitimate accommodation; we ask that this message be relayed to every affected level of CBSA managers and HR practitioners.

Sincerely,

Karen Church
CIU Equal Opportunity Representative

c.c. Members of the CIU National Board of Directors