

Recruitment Accommodation – Frequently Asked Questions (FAQs)

1. What is the City of Mississauga's approach to accessibility in the recruitment process?

The City of Mississauga is committed to providing a recruitment process that is accessible, equitable, and inclusive. In accordance with the **Accessibility for Ontarians with Disabilities Act (AODA)** and the **Ontario Human Rights Code**, we provide accommodations throughout all stages of the hiring process to ensure that candidates with disabilities can participate fully and fairly.

2. Who can request an accommodation during the recruitment process?

Any applicant with a visible or invisible disability, or who experience barriers in the recruitment process, is encouraged to request an accommodation. You do not need to disclose your disability or provide medical documentation unless specifically requested.

3. How do I request an accommodation?

You can request an accommodation by:

- Completing our [Recruitment Accommodation Request Form](#) and sending it to recruitment.accommodation@mississauga.ca citing the **Job ID and job title**;
 - All requests are confidential and will be reviewed within **24–48 hours** of receipt.
-

4. What types of accommodations are available?

We will tailor accommodations to meet your individual needs. Examples may include:

- Accessible or virtual interview formats
- Assistive technology (e.g., screen readers, speech-to-text tools)
- Communication supports (e.g., ASL interpreters)
- Alternate formats for documents (e.g., large print, digital)
- Extended time or alternate formats for assessments
- Use of a support person or service animal

- Allowing job coaches during the recruitment process

6. How is my privacy protected when I request an accommodation?

All personal information provided during the accommodation will only be shared with individuals directly involved in facilitating your accommodation and will not influence hiring decisions.

7. When should I submit my accommodation request?

You are encouraged to submit your request as early as possible, ideally when you apply or are contacted for an interview. This allows us sufficient time to review, assess, and implement the necessary supports.

8. What happens after I submit my request?

You will receive a confirmation email within 24–48 hours. A recruitment specialist may follow up with you to clarify your needs. Once your request is reviewed, you will be notified whether the accommodation is approved and how it will be implemented.

9. What if my accommodation request is denied?

In cases where an accommodation cannot be reasonably implemented, the decision will be reviewed by senior team. You will be informed of the rationale and offered the opportunity to discuss alternative supports, where feasible.

10. Who can I contact if I have questions about the process?

You can contact our HR Team at:

recruitment.accommodation@mississauga.ca