

# Maturity Self-Assessment Questionnaire

## Purpose of this tool

A maturity model helps organizations understand and track their progress toward reaching their goals. It shows what success looks like, highlights strengths and helps find areas for improvement.

For workplace accommodation for employees with disabilities, maturity means using the key success factors to create a best-in-class workplace accommodation service delivery model in your department. Over time, departments and agencies have made progress in delivering workplace accommodation to employees with disabilities, but all departments are at different stages of maturity.

This tool has questions that will help you assess where your department or agency stands in relation to each key success factor (KSF) stated in the [Maturity Model for a Best-in-Class Workplace Accommodation Service Delivery Model (Maturity Model)](https://www.gcpedia.gc.ca/gcwiki/images/7/74/Maturity_Model_for_a_Best-in-Class_Workplace_Accommodation_Service_Delivery_Model.docx).

## Who is this tool for?

* Senior leadership
* Human resources practitioners
* Service enabler practitioners

## Privacy statement:

**Important:** We do not collect any personal or identifiable information through this questionnaire.

## How to use this tool:

1. Answer the questions in this document to assess your department or agency’s workplace accommodation services.
   * If you answer “Yes” to the questions, your organization is likely more mature in that area.
   * If you answer “No” or “Partly,” you will likely need to take action.
   * If you are unsure how to answer, refer to the [Maturity Model](https://www.gcpedia.gc.ca/gcwiki/images/7/74/Maturity_Model_for_a_Best-in-Class_Workplace_Accommodation_Service_Delivery_Model.docx), to get a better understanding of the key success factor relating to that question before answering it.
   * Award yourself the following number of points per question and tally them up. This will give you your maturity score.
     + No: 1 point
     + Partly: 2 points
     + Yes: 3 points
2. Once completed, save or print the questionnaire.
   * Use this questionnaire to brief your senior management and establish a strategy.
3. The completed questionnaire will refer you specific KSF in the Maturity Model document where you can find information on how to put in place a particular key success factor, so you can think about how to develop and implement your strategy.

## Accessibility statement:

* The Word and HTML versions of this self-assessment tool is fully accessible. The saved PDF has limitations—its purpose is to print or to save for reference.

## Questions:

## Key success factor 1 – Adopt and promote a clear approach to workplace accommodation service delivery for employees with disabilities

### Key success factor 1.1 – Proactively make information about workplace accommodations easily available

Does your department or agency have an intranet site that is easy to find and includes clear information about the workplace accommodation process for employees with disabilities?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 1.1 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 1.1 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 1.1 in the Maturity Model document.

### Key success factor 1.2 – Enable timely and collaborative workplace accommodation practices

Does your organization enable managers and employees to work collaboratively and take timely action when they have the authority to do so?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 1.2 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 1.2 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 1.2 in the Maturity Model document.

### Key success factor 1.3 – Establish a central service point for employees to easily make workplace accommodation requests

Does your organization have a centre of expertise for workplace accommodation requests for employees with disabilities, separate from labour relation services?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 1.3 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 1.3 the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 1.3 in the Maturity Model document.

## Key success factor 2 – Develop and maintain expertise in workplace barriers and solutions

### Key success factor 2.1 – Establish expertise and skills internally to deliver end-to-end service

Does your department or agency have or use the necessary expertise and skills internally (or through a partner department) to deliver end-to-end workplace accommodation services to employees with disabilities?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 2.1 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 2.1 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 2.1 in the Maturity Model document.

### Key success factor 2.2 – Obtain additional information and expertise when needed

Does your department or agency use the services of external experts, if needed, to facilitate the collaborative process of determining workplace accommodation solutions and addressing barriers for employees with disabilities?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 2.2 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 2.2 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 2.2 in the Maturity Model document.

## Key success factor 3 – Use verified solutions

### Key success factor 3.1 – Create a list of workplace accommodation solutions approved for use

Does your department or agency use an inventory of solutions to quickly address the most common barriers encountered in the workplace?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 3.1 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 3.1 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 3.1 in the Maturity Model document.

### Key success factor 3.2 – Use standing offers, supply arrangements or acquisition cards to purchase high-demand workplace accommodation solutions

Does your department or agency use supply arrangements, standing offers and acquisition cards to obtain workplace accommodation solutions more quickly?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 3.2 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 3.2 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 3.2 in the Maturity Model document.

### Key success factor 3.3 – Allow employees to try out solutions

Does your department or agency use or have access to a lending library to allow employees with disabilities to quickly access and test adaptive technology and equipment?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 3.3 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 3.3 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 3.3 in the Maturity Model document.

## Key success factor 4 – Design an effective service delivery approach

### Key success factor 4.1 – Implement an end-to-end case management approach

Does your department or agency have a case management approach that promotes a consistent and collaborative process for employees with disabilities and their managers, from intake through to delivery of the workplace accommodation solutions?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 4.1 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 4.1 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 2.1 in the Maturity Model document.

### Key success factor 4.2 – Develop a coordination mechanism

Does your department or agency use a turnkey service delivery model to implement workplace accommodation solutions for employees with disabilities?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 4.2 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 4.2 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 4.2 in the Maturity Model document.

### Key success factor 4.3 – Use a centralized budget to purchase workplace accommodation solutions

Does your department or agency have a centralized budget to purchase approved workplace accommodation solutions?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 4.3 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 4.3 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 4.3 in the Maturity Model document.

## Key success factor 5 – Ensure continuous improvements to workplace accommodation service delivery

### Key success factor 5.1 – Track and report on data to drive service improvements

5.1a Does your department or agency collect and track data on workplace accommodation service delivery for employees with disabilities and have a process to ensure continuous improvement?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 5.1 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 5.1 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 5.1 in the Maturity Model document.

5.1b Does your department or agency have an effective way to consider and act on the feedback related to workplace accommodation solutions that is provided by employees with disabilities, including through:

* the feedback mechanism that is required by the Accessible Canada Regulations; and
* surveys, such as the Public Service Employee Survey?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 5.1 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 5.31 in the Maturity Model document.

##### Yes

**Congratulations**! You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 5.1 in the Maturity Model document.

### Key success factor 5.2 – Develop, implement and monitor progress on meeting service standards

Does your department or agency have service standards for workplace accommodation service delivery?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 5.2 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 5.2 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 5.2 in the Maturity Model document.

## Key success factor 6 – Build and maintain a culture of belonging that supports workplace accommodation

### Key success factor 6.1 – Mandate training on accessibility and disability inclusion for all employees

Does your department or agency have mandatory training on disability inclusion for all staff, including leadership?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 6.1 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 6.1 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 6.1 in the Maturity Model document.

### Key success factor 6.2 – Provide targeted training for employees who deliver workplace accommodation services, including managers

Does your department or agency have training and information on the workplace accommodation process and procedures that is tailored for managers and service enablers?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 6.2 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 6.2 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 6.2 in the Maturity Model document.

### Key success factor 6.3 – Take a “nothing without us” approach

Does your department or agency seek input and feedback on workplace accommodation solutions from employees with disabilities?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 6.3 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 6.3 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 6.3 in the Maturity Model document.

## Key success factor 7 – Establish and clearly communicate who is responsible for workplace accommodation in your organization

### Key success factor 7.1 – Identify a single executive to oversee the delivery of the end-to-end workplace accommodation process

Does your department or agency have a single executive in charge of the end-to-end delivery of workplace accommodation services?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 7.1 the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 7.1 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 7.1 in the Maturity Model document.

### Key success factor 7.2 — Make executives responsible for service enabler functions accountable for their areas and promote their collaboration with the executive in charge of the overall workplace accommodation service delivery process

Does your department or agency have clear accountability for workplace accommodation for all executives responsible for service enabler functions? Does your department or agency promote their collaboration with the executive in charge of the workplace accommodation service delivery process for employees with disabilities?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 7.2 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 7.2 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 7.2 in the Maturity Model document.

### Key success factor 7.3 — Adopt a clear and transparent accountability framework for senior leaders in your organization

Does your department or agency have an accountability framework for senior leaders to champion accessibility and embed an “inclusion by design” approach at departmental executive governance tables?

##### No

**Take action!** Adding this key success factor to your department or agency can result in meaningful improvements to how you deliver workplace accommodation. For more information on how to implement this key success factor, please refer to KSF 7.3 in the Maturity Model document.

##### Partly

**Great!** Your department or agency is on the right track. More actions are needed to implement this key success factor in your organization. For more information on how to put this key success factor in place, please refer to KSF 7.3 in the Maturity Model document.

##### Yes

**Congratulations!** You have met this key success factor. Make sure to monitor your success and adapt your approach where necessary for continuous quality improvement. For more information on this key success factor, please refer to KSF 7.3 in the Maturity Model document.