



Common Types of Industry Accommodations

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INTRODUCTION

Many accommodations for disabilities or other characteristics protected under human rights legislation are easy to provide at low cost – or with no cost at all. The challenge is to have an open mind, be flexible, and engage in a collaborative process to find what works for a particular individual and for the company. The goal is to find a solution that does not pose undue hardship for the employer (costs, safety, etc.) and allows the employee to perform their duties effectively.

This resource will help companies be more familiar with accommodation situations that could arise within the trucking and logistics industry. It is impossible to list all possible disabilities, but it is important to consider both visible disabilities and non-visible ones such as learning disabilities or mental health challenges that might not be apparent. Being informed and better prepared to support employees' accommodation needs will help to make your workplace more inclusive and productive.

COMMON TYPES OF ACCOMMODATIONS

Common types of accommodations include:

- Flexible work hours or days or reduced work hours
- Temporary leave of absence to seek treatment
- Modified or different duties
- Temporary or permanent reassignment
- Modified break schedule such as more frequent breaks
- Special chair or back support
- Modified or ergonomic workstation
- Working from home
- Computer, laptop, or tablet with specialized software
- Human support (management check-ins, sign language interpreters, etc.)
- Adapted or accessible parking
- Technical aids
- Accessible elevators
- Handrails, ramps, widened doorways or hallways
- Communication aids
- Meeting adjustments (agendas provided in advance, minutes provided afterwards)
- Adapted washroom
- Specialized transportation

With technological advancements, many accessibility supports are becoming readily available in mainstream software (e.g., live captioning in virtual conference platforms like Zoom and Microsoft Teams; screen-readers and dictation functions in word processors like Microsoft Word). Take a look at your existing workplace technologies and see what accessibility functions may be built-in at no additional cost to your company.

When considering occupations in the trucking and logistics industry such as truck drivers, warehouse workers or mechanics, there are many options to consider. Involve the person with the disability, their manager, registered health professional and representative (if applicable) in determining the best accommodation based on their needs. Some examples to prompt your thinking are outlined in the following pages.

ON THE ROAD

OCCUPATION	DISABILITY TYPE	POSSIBLE ACCOMMODATIONS
TRANSPORT TRUCK DRIVERS COURIER/ PICK UP DRIVERS FLAT-BED DRIVERS OWNER/ OPERATORS	Back injury	Suspension seat and vehicle cushion to minimize vibration and allow to sit for longer periods of time
	Wheelchair users	Swivel seat and lift to assist in getting in and out of the cab or vehicle
	Hearing impairments	Hearing aids, hearing protection and portable TTY units; multiple communication methods such as texting and written materials; and methods for capturing / recording information
	Learning disorder	Two-way radio so driver can confirm each order with supervisor; detailed instructions in various formats (written, electronic, hard copy, visual / images, etc.)
	Nerve disorder in the arms	Swivel knob to prevent prolonged periods of grasping the wheel
	Motor impairment affecting ability to reach overhead	Step stool or aerial lift that can raise the employee up so that reaching is performed at or below shoulder height
	Motor impairment with bending, twisting restrictions	Low task chair or mechanic's seat and creeper to assist in viewing or conducting maintenance on the underside of the truck
	Motor impairment with climbing restrictions	Extended tractor steps and folding steps that both provide additional steps, which can reduce the climbing distance to get into the truck cab
	Motor impairment with lifting restrictions	Winches and chain hoists, hitch systems, truck mounted cranes, compact mobile cranes, and lift gates to lift
	Anxiety disorder/ managing panic attacks	Flexible schedule, predictable schedule and routes, modified break schedule, identified rest area or private space, support animal or support person, job coach or mentor

IN THE SHOP

OCCUPATION	DISABILITY TYPE	POSSIBLE ACCOMMODATIONS
TRUCK MECHANIC TRANSPORTATION TRAILER TECHNICIAN PARTS TECHNICIAN TRUCK AND TRAILER TIRE TECHNICIAN	Motor impairment, bending	Tire lift, mechanic's low task chair, specialty creeper
	Motor impairment, lifting restrictions	Jib crane, tool balancers, work positioners
	Upper extremity limitations (neck, shoulder back, hands, arms)	Ergonomic hand and power tools
	Individuals affected by hand vibration e.g., arthritis	Anti-vibration gloves or tool wraps
	Motor impairments that cause difficulty pushing and/or pulling	Motorized carts to reduce excessive pushing/pulling
	Respiratory distress/breathing problems	Air purifiers that filter irritants, chemicals, fragrant scents, and other triggers
	Depression	Apps for anxiety and stress, flexible schedule, sunlight simulators, Employee Assistance program

IN THE YARD

OCCUPATION	DISABILITY TYPE	POSSIBLE ACCOMMODATIONS
SHUNT DRIVER SHIPPER/ RECEIVER MATERIAL HANDLER PURCHASING AND INVENTORY CONTROL WORKER	Chronic Pain	Ergonomic equipment, carts, lifts, stand/lean stools, wearable anti-fatigue matting, workstation space heaters or thermal wear; adjustable workstations for industrial settings, modified break schedule
	Mobility limitation - walking	Equipment such as four-wheelers, golf carts, and other small vehicles, communicating with e-mail, instant messaging, two-way radios, and cell phones can reduce walking on a job
	Motor impairments that cause difficulty pushing and/or pulling	Motorized carts to reduce excessive pushing/pulling
	Motor impairment, lifting restrictions	Lifts
	Low vision	Portable magnifier, information in large print, smart glasses, frequent breaks for eye fatigue, pens that include a bold felt tip or lighted pen, paper with tactile lines, bold print, or low glare, computers with screen magnification software, large print keyboard labels, voice-supported software
	Executive functioning limitations such as ADHD	Apps for concentration, noise cancelling headphones, recorded directives, checklists, timers, and work planners
	Mental health challenges such as social anxiety	Advance notice of meetings and agendas, support for meetings with customers or external workers

IN THE OFFICE

OCCUPATION	DISABILITY TYPE	POSSIBLE ACCOMMODATIONS
DISPATCHER ROUTE AND CREW SCHEDULER FREIGHT CLAIMS SPECIALIST CUSTOMER SERVICE REPRESENTATIVE RATE CLERK	Hearing impairment	Use of email, text to exchange information; text-to-voice software and screen readers; telephones suitable for volume enhancers; low-noise environment; real-time captioning
	Mobility limitation - walking	Ramps and elevators; re-locating an employee's desk to an accessible area of the office. Working from home on a full-time basis where accessibility modifications are in place and to minimize the need to travel to the office
	Low vision	Magnifying tools; adapted information formats such as large print, high-contrast or Braille; frequent breaks for eye fatigue; voice-supported software including audible calculators; information technology applications and screen designs that meet requirements for assistive technologies
	Executive functioning limitations such as ADHD	Apps for concentration, noise cancelling headphones, recorded directives, checklists, timers, and work planners
	Mental health challenges such as social anxiety	Work-from-home; support and advance notice for meetings with customers, drivers or colleagues
	Motor impairments that create challenges in using physical files	Digitize information to reduce reliance on paper files; adjust storage (filing cabinets, etc.) to minimize bending and reaching
	Respiratory distress/ breathing problems	Air purifiers; fragrance-free policy; no-pets policy; frequent breaks for medication or fresh air; relocation during construction
	Chronic Pain	Ergonomic equipment such as chairs, desks and computer tools; stand/lean stools, adjustable workstations; modified break schedule; mobile equipment to support working while standing or moving

Additional Resources

- Look at the THRC [Connector Tool](#) for a list of agencies that have expertise. Many of them can guide you on finding helpful accommodation approaches for a wide range of disabilities.
- Many accommodations require very little cost, or none at all. When costs are involved, explore funding opportunities such as: [Enabling Accessibility Fund - Canada.ca](#)