

The Policy

The policy applies to members, long-term guests or applicants for membership who have a disability or disabilities as defined by the Ontario Human Rights Code.

The aim of accommodation is to remove barriers and ensure equality.

Appropriate accommodations may include:

- *Unit adjustments*
- *Transfer to a more appropriate unit*
- *Modifications to organization policies and practices*
- *Technical aids*
- *Provision of materials in alternative formats*
- *Building modifications*
- *Modification to membership criteria*

Accommodation may take many forms. Each person's situation must be individually assessed.

In each case, the Co-op will implement the most appropriate accommodation, short of undue hardship for the co-op.

Accommodation applies to all aspects of residence in the Co-op, including participation in Co-op events, meetings and committees, access to and use of common and private areas of the Co-op, and termination of membership.

Starting the process

Accommodation Request forms are available at the Co-op office.

Completed request forms, along with supporting medical documentation, should be submitted to the Co-op office and directed to the manager.

The manager will make a decision based on the Accommodation Policy. If the requested accommodation's cost is over the manager's spending limit, the request will be referred to the Board of Directors.

Accommodation requests will be dealt with promptly. When required, an interim solution will be provided while long-term solutions are developed.

All accommodation requests will be taken seriously. No person will be penalized for making an accommodation request.

You have the right to bring or send someone to speak on your behalf. Your advocate will need written permission from you.

However, you will need to sign the Accommodation Request form and final Accommodation Plan.

Requests for accommodation are confidential and viewed only by the manager. Information will only be disclosed as necessary and always with your consent.

Accommodation Process

The co-op manager will determine if your request has met two preliminary requirements:

- 1) *Is it a disability covered by the Human Rights Code, and*
- 2) *Is the accommodation requested necessary to meet your disability-related needs.*

The co-op's obligations are limited to accommodating disability-related needs, not preferences.

Once a decision has been made, you and the manager will meet again to discuss the decision.

The decision will be one of the following possibilities:

- *Proceeding with the request*
- *Offering alternative solutions, including different devices, the option to change units, staggering implementation of the request*
- *Denying the request if it was determined that it would cause the co-op undue hardship*

If the co-op determines that it cannot proceed with the request, the manager will send you a written notice explaining the reasons for the decision.

You have the option to file an application with the Human Rights Tribunal of Ontario.

The Accommodation Plan

If your request is accepted, you and the manager will develop a plan for implementing the accommodation, which will include:

- *A statement of your relevant limitations and needs, including any necessary assessments and information from health practitioners*
- *Arrangements for necessary assessments by healthcare practitioners*
- *Identification of the most appropriate accommodation short of undue hardship to the co-op*
- *Clear timelines for the implementation of the plan, and criteria to determine the success of the plan.*

This plan will be signed by you and the manager.

You will both monitor the implementation of the plan and report any revisions or deficiencies.

You will be given a copy of the plan and a second signed copy will be placed in the Accommodation File kept by the co-op.

Medical documents should specify:

- *that you have a disability and, where appropriate, the nature of the disability (e.g. mobility disability)*
- *restrictions resulting from the disability (e.g. you cannot climb stairs)*
- *the expected duration of the restrictions (e.g. permanent)*
- *the basis for the medical conclusions (e.g. any tests or assessments conducted by the healthcare practitioner)*