

Victoria-Shuter Non-Profit Housing Corporation

POLICY NAME	ACCOMMODATION POLICY
POLICY NUMBER	2019-002 (<i>replaces 2012-002</i>)
DATE	January 2019
REFERENCES	<i>Human Rights Code, 1990</i> <i>Accessibility for Ontarians with Disabilities Act, 2005</i> <i>Guidelines on Developing Human Rights Policies and Procedures (OHRC)</i> <i>Accommodation Letter</i> <i>Consent to Disclosure of Personal Information</i>
SEE ALSO	<i>Human Rights Policy</i>

POLICY STATEMENT

Victoria-Shuter Non-Profit Housing Corporation (“Victoria-Shuter”) acknowledges its responsibility under the *Ontario Human Rights Code regarding accommodation.*

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PURPOSE AND SCOPE

PURPOSE:

The purpose of this policy is to provide guidance on the accommodation processes that all staff may take to support, as much as possible, the full and equitable participation of applicants and tenants who are Code-protected in the activities of the non-profit and to support successful tenancies.

SCOPE:

This policy applies to all staff, board members, volunteers, tenants (*tenants are also responsible for their guests*), who all have a role to play in accommodating the needs of other tenants and applicants.

DEFINITIONS AND CLARIFICATION

Victoria Shuter adopts the same definitions as set forth in its Human Rights Code Policy

PROCEDURE

1. DOCUMENTATION

- a. Staff will keep detailed notes regarding their interactions with the individual requesting accommodation, including:
 - I. the accommodation(s) requested;
 - II. notes on the discussions that staff have with all stakeholders in the request;
 - III. copies of all supporting documentation.

2. RECEIPT OF REQUEST FOR ACCOMMODATION

- a. Written requests for accommodation are preferred. However, where this requirement may prevent an individual from securing an accommodation, assistance will be provided by staff or a referral will be made to a community-based resource.
- b. When necessary, staff will request supporting documentation for the requested accommodation(s) in order to better understand the request for accommodation and any alternative accommodations which would meet the same, or similar, objectives from the individual's medical doctor or other professional(s). Staff will also require the individual to sign a *Consent to Disclosure of Information* form.

3. INVESTIGATION OF PROPOSED ACCOMMODATION(S)

- a. Staff will investigate the requested accommodation(s) to determine the most cost-effective accommodation that also meets the requirements of the individual. Staff will secure appropriate expert opinion, if necessary in addition to contacting the individual's professional supports.. The individual

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requesting accommodation will reasonably cooperate with efforts to accommodate the individual. If the individual requesting accommodation does not reasonably cooperate with efforts to accommodate the individual, Victoria-Shuter's obligations will be at an end until such time as the individual is prepared to and reasonably cooperates with efforts to accommodate the individual.

- b. The accommodation process is a collaborative and co-operative process between the individual and the non-profit. As such, it is expected that both parties will be in regular and respectful contact to discuss possible accommodations and to answer outstanding or arising questions.

Policy 2019-002 of Victoria-Shuter Non-Profit Housing Corporation passed by the Board of Directors at a duly constituted meeting held on February 20, 2019.

REVISIONS	DATE	DESCRIPTION OF REVISION