

## **ACCOMMODATION/ACCESSIBILITY REQUEST PROCEDURE**

Mainstay Housing is committed to ensuring accommodation of its tenants as outlined in our Accessibility Policy: Customer Service. Mainstay Housing tenants who require unit modifications, an accessible unit, or other accommodations based on the Ontario Human Rights Code identified need may be asked to have a medical practitioner licensed to practice in Canada complete Mainstay's Accommodation/Accessibility Request: Medical Support Form. Where the requested accommodation is due to a physical limitation, Mainstay Housing will make best effort to reasonably accommodate the need in the current rental unit and, or residential building; however, some requests may result in a transfer to another Mainstay Housing unit. Tenants who are not satisfied with Mainstay's response to their request are welcomed to submit a complaint to Mainstay. Please refer to Mainstay's Complaint Policy and Complaint Form.

### **Request**

- Tenant requests accommodation/modification verbally or in writing to their Supportive Housing Worker or another Mainstay staff.
- Tenant's request is reviewed by the respective Tenant and Member Services Manager and Supportive Housing Worker. If the request is for an accessible unit or unit modification, the tenant will be asked to provide supporting medical documentation using Mainstay's Accommodation/Accessibility Request: Medical Support Form.

### **Supporting Medical Documentation**

- Mainstay provides the tenant with a copy of Mainstay's Accommodation/Accessibility Request: Medical Support Form to be filled out by a licensed, qualified medical practitioner and returned to Mainstay. Medical practitioners are required to provide Mainstay with detailed information of the accommodation being requested.

### **Review and Decision**

- Tenant submits completed Accommodation/Accessibility Request: Medical Support Form to Mainstay (in person, by mail, fax).
- Director of Tenant and Member Services and/or Director of Building Services review completed Form and may:
  - Request additional information/clarification
    - Housing Access Coordinator sends letter requesting additional information.
  - Decline the request if it does not meet Ontario Human Rights Code identified need or the accommodation would cause undue hardship to Mainstay.
    - Housing Access Coordinator sends letter to the tenant informing of the reason for the decline. A copy of Mainstay's Tenant Complaint Policy and Complaint Form is provided if the tenant wishes to file a formal complaint.
  - Approve the request
    - Housing Access Coordinator sends letter to the tenant informing of approval and next steps.

### **Next Steps**

- Supportive Housing Worker meets with the tenant and their support worker to discuss accommodation Mainstay will provide.
- Service Delivery adjustments are made to accommodate tenant's requested need(s).
- Internal Transfer
  - tenant's name is added to the internal transfer waitlist (Housing Access Coordinator)
- Modification (unit, and or common area)
  - Building Services Department assesses the unit/common area (this may include having the licensed health care practitioner visit the unit/common area, identify locations for installation of the requested device, and provide device model number).
  - Building Services Department develops scope of work to complete the requested modification. As required, Building Services Department coordinates with Tenant and Member Services Department.