

**Policy Name: Accommodation Requests**

**Policy Category:** Accountability and Transparency

**Purpose**

The Accommodation Requests Policy outlines how Halton Community Housing Corporation (HCHC) responds to its duty to accommodate requests to modify units as required by the *Accessibility for Ontarians with Disabilities Act* and the *Ontario Human Rights Code*.

**Scope**

This policy applies to all units owned or operated by HCHC.

**Standards and Values**

HCHC is committed to meeting the accessibility needs of our tenants and ensuring they enjoy a high quality of life in our communities.

HCHC follows Halton Region's Accessibility Plan and Policy to remove barriers and meet [our obligations under the Accessibility for Ontarians with Disabilities Act](#).

**Definitions**

**HCHC Accommodation Committee:** A committee of Halton Region employees who receive, review, and make decisions on requests submitted from HCHC tenants.

**Occupant:** Any individual listed as a declared occupant under a lease signed with HCHC.

**Tenant:** A person who has a signed lease with HCHC.

**Policy Details**

**Eligibility for accommodation**

Tenants or occupants may submit an [Accommodation Request Form](#) to HCHC if they meet these requirements:

- They have a documented medical condition or impairment that prevents their integration and full participation in community housing
- An Ontario Licensed Health Care Professional (LHCP) believes their integration will be helped by modifying their unit

**Submitting a request**

To submit a request, the tenant or occupant must:

- Obtain an Accommodation Request Form from the Tenant Services Advisor or online at [halton.ca/hchc](http://halton.ca/hchc).
- Work with an LHCP to complete the form
- Submit the completed form to the Tenant Services Advisor

The HCHC Accommodation Committee reviews all requests submitted and generally makes a decision within six to eight weeks. If more time is needed for the review, HCHC will contact the applicant to advise them of revised timelines.

The committee evaluates each request based on the information provided and the individual circumstances of the tenant. HCHC staff may schedule a site visit if required for the review. The tenant will be notified of the need for a site visit in advance.

**Approved requests**

Approved unit modifications can take up to six months to complete.

<b>Related Policies and Resources</b>	Internal Transfer Policy Halton Region’s Accessibility Plan and Policy
<b>Related Legislation</b>	<i>Accessibility for Ontarians with Disabilities Act, 2005</i> <i>Ontario Human Right Code, 1990</i>

HCHC policies can be found online at [halton.ca/hchc](http://halton.ca/hchc)