

Making an Accessibility Request – Tips for Tenants

Toronto Community Housing is committed to providing an inclusive environment to tenants with disabilities in accordance with the core principles outlined in the Ontario *Human Rights Code*. The Accessibility Program gives tenants living with disabilities a chance to work with staff and others to make accessible improvements to their units so they can participate in community life.

Please find below some tips on how to submit your accessibility request.

1. If you require accessibility improvements in your unit, you can call the Client Care Centre at **416-981-5500**, speak with staff in your Operating Unit, or email help@torontohousing.ca. You can also have someone else call or email on your behalf, such as a neighbour, friend or family member.
2. The Client Care representative or an Operating Unit staff will make note of your request in EasyTrac and provide you with the Medical Questionnaire form. The form can also be accessed online at www.torontohousing.ca/accessibility-program.
3. The Medical Questionnaire form needs to be filled out by a qualified medical practitioner who is licensed to practice in Canada, such as a doctor, registered nurse, occupational therapist, etc.
4. Once your Medical Questionnaire form is fully filled out, return it to your local Operating Unit.
5. After reviewing your form, Operating Unit staff will confirm whether a partial or full modification is required based on your needs.
6. If a minor modification is required, such as grab bars or accessible appliances, your request will be assigned to your Superintendent to follow-up on. You will receive an EasyTrac number that you can use to follow-up on your request.
7. If a partial or full modification is required, your request will be assigned to an Accessibility Coordinator. You will receive an

EasyTrac number that you can use to follow-up on your request.

8. If a partial or full modification is required, an Accessibility Coordinator will contact you within 15 business days of receiving your request to set up a time to meet and complete a home assessment with you.
9. Accessibility requests require the cooperation of all parties to make the improvements successful; please be flexible and work with the Accessibility Coordinator to come to the best possible solution.

External Support is Available

Help is available from external agencies to support persons living with disabilities to live independently and participate fully in community life. Funding and assistance is available from agencies such as:

- Ontario March of Dimes, Assistive Devices Program
 - 1-866-765-7237
- Easter Seals Ontario, Assistive Devices (for applicants under the age of 19)
 - 416-421-8377
- Multiple Sclerosis Society of Canada, Toronto Chapter, Funding Program
 - 416-967-3033
- For general information and support, contact Centre for Independent Living at 416-599-2458

Note: if you are applying for external funding, speak with staff and ask for the Assistive Device Tenant Acknowledgement form. You will need written permission from TCHC staff before any modifications are done to your unit.