

MAKING AN ACCESSIBILITY REQUEST – TIPS FOR TENANTS

District of Muskoka - 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 the opportunity to work with staff and others to make accessible improvements to their units so they can live independently and 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 705-645-2412 ex 4960, to be directed to appropriate staff for your housing complex, or email communityhousing@muskoka.on.ca. You can also have someone else call or email on your behalf, such as a neighbour, friend or family member.
2. Staff will make note of your request and provide you with the Request for Accessibility Accommodation form. The form can also be accessed online.
3. The Request for Accessibility Accommodation form needs to be completed by a qualified medical practitioner who is licensed to practice in Canada, such as a doctor, registered nurse, occupational therapist, etc.
4. Once your Request for Accessibility Accommodation form is fully completed, return it to our office by:
 - Fax: 705-645-4272
 - Email: communityhousing@muskoka.on.ca
 - Mail: 70 Pine Street, Bracebridge, Ontario P1L 1N3
 - Drop Box: 70 Pine Street, Bracebridge, Ontario
 - 141 Main Street, Gravenhurst, Ontario
 - 1 King William Street, Unit 5, Huntsville, Ontario
5. After reviewing your form, staff will confirm whether a partial or full modification is required based on your needs.
6. If a modification is required, such as grab bars or accessible appliances, your request will be assigned to a Building Maintenance Officer (BMO) for follow-up. The BMO will contact you to set up a time to meet with you and your medical professional (including but not limited an occupational therapist) to complete a home assessment.
7. Accessibility requests require the cooperation of all parties to make the improvements successful; please be flexible and work with the BMO to come to the best possible solution.

EXTERNAL SUPORTS 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 Works 705-645-2412 Ex 4275
- Ontario Disability Support Program 705-645-8718
- Ontario March of Dimes, Assistive Devices Program 1-866-765-7237 or <https://www.marchofdimes.ca/en-ca>
- Easter Seals Ontario, Assistive Devices (for applicants under the age of 19) 705-487-0424 or <https://services.easterseals.org/>
- Multiple Sclerosis Society of Canada 1-844-859-6789 or <https://mssociety.ca/support-services/programs-and-services>
- Emergency Shelter Fund 705-645-2412 Ex 4363
- Independent Living Services of Simcoe County and Area 1-800-465-1133
TTY: [705-737-3242](tel:705-737-3242) or www.ilssimcoe.ca

NOTE: IF YOU ARE APPLYING FOR EXTERNAL FUNDING, SPEAK WITH STAFF AND ASK FOR THE ASSISTIVE DEVICE TENANT REQUEST FORM.

YOU WILL NEED WRITTEN PERMISSION FROM DISTRICT OF MUSKOKA – COMMUNITY HOUSING STAFF BEFORE ANY MODIFICATIONS ARE DONE TO YOUR UNIT.