

TEN TEN SINCLAIR HOUSING INC.

REASONABLE ACCOMMODATION POLICY FOR TENANTS

PURPOSE:

This policy sets out the definitions and procedures for Ten Ten Sinclair Housing Inc. (“Ten Ten”) when reasonable accommodation of a special need based on a protected characteristic under *The Human Rights Code* (“*The Code*”) has been requested by a tenant of Ten Ten.

DEFINITIONS:

For the purpose of this Policy, the following terms are defined as:

“Duty to Accommodate” is Ten Ten’s obligation to modify and adapt conditions, related to tenancy, to meet the special needs of an individual that are based on Protected Characteristics under *The Code*;

“Protected Characteristics” are as provided for under *The Code* and include ancestry (including colour and perceived race), nationality, ethnic origin, religion, age, sex (including pregnancy and gender identity), gender-determined characteristics, sexual orientation, marital or family status, source of income, political belief, physical or mental disability or social disadvantage;

“Reasonable Accommodation” is the process of introducing measures to modify or adapt conditions, up to the point of Undue Hardship, that will address an individual’s needs based on one or more of the Protected Characteristics;

“Undue Hardship” is the limit of Ten Ten’s obligation under *The Code* to accommodate a special need. Undue Hardship is assessed on a case-by-case basis, considering various situational factors including but not limited to health and safety risk, legitimate operational requirements, costs, and impact on rights of others.

REASONABLE ACCOMMODATION PROCEDURES:

Tenants of Ten Ten who require Reasonable Accommodation are asked to please make their request, preferably in writing, to the Executive Director of Ten Ten, or by phone to 204-339-9268. The request should include relevant information, including medical documentation where reasonable to do so, to support the accommodation request.

Ten Ten will review and consider Reasonable Accommodation requests in a fair and objective manner and will initially review the request to determine if the reasons for the request are related to one or more Protected Characteristics.

Tenants may be requested to provide other reasonable information, details or medical information to support their Reasonable Accommodation request where the initial information provided is not sufficient to assess the request. Tenants will be expected to co-operate with Ten Ten in providing such reasonable information and to collaborate with Ten Ten in discussing and identifying any possible accommodation plan.

After considering and collaborating on the request, Ten Ten will advise the tenant in a timely manner as to whether a Reasonable Accommodation is available. If Reasonable Accommodation is available, Ten Ten will provide the tenant the details of the accommodation plan in writing.

In some cases, the accommodation sought may present Undue Hardship and will therefore not be available. If this occurs, the tenant will be advised of such and the reasons for the Undue Hardship.

Any accommodation plan that is implemented will be reviewed and monitored periodically by Ten Ten to determine its effectiveness and/or need for change and/or determine if accommodation is still necessary. The tenant has a responsibility to advise Ten Ten if the accommodation is no longer required or if modifications to the plan are requested.

REVIEW

In the event that a Reasonable Accommodation request is denied by the Executive Director, the tenant may request that the Chairperson of Ten Ten review the decision.

Tenants are also advised that they may at any time wish to contact the Manitoba Human Rights Commission at (204) 945-3007 (Winnipeg) or 1-888-884-8681 (toll-free) for further information or to file a formal human rights complaint.