



City of  
**Peterborough**

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**To:** Members of the Accessibility Advisory Committee

**From:** Kathryn McLeod, Accessibility Coordinator

**Meeting Date:** March 4, 2015

**Subject:** Report AAC15-010  
Presentation from the Housing Division on the draft Duty to Accommodate Policy

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## **Purpose**

A report to introduce a presentation on the draft Duty to Accommodate policy for housing providers by the Programs Officer in the Housing Division.

## **Recommendation**

That the Accessibility Advisory Committee approve the recommendation outlined in Report AAC15-010 dated March 4, 2015, of the Accessibility Coordinator as follows:

That the presentation by the Programs Officer in the Housing Division be received for information.

## **Budget and Financial Implications**

There are no budgetary or financial implications associated with the recommendation.

## Background

The City of Peterborough, as Service Manager for Housing, has a legislated role under the Housing Services Act, 2011, to create local rules for access to and management of social housing. These rules are drafted by, and in consultation with, a housing provider reference group called the Service Manager Advisory and Resource Team (SMART). The City of Peterborough also acts as an information resource, and provides opportunities for housing providers to network at quarterly meetings.

One of the more pressing issues presented by social housing providers has been the landlord's Duty to Accommodate under the Human Rights Code. To address these concerns SMART has drafted a policy that can be adopted by housing providers, with the approval of their boards.

The key elements of the policy are that any accommodation process must:

- be done with dignity and with tenant involvement;
- be an individualized solution based on the unique needs of the individual, not a "one size fits all" solution; and,
- be a collaborative and co-operative effort, bringing together all stakeholders. All stakeholders, including the non-profit and the individual making the request, are expected to participate fully in the process and in good faith.

City Staff, from both Housing and Accessibility, have made presentations to social housing provider boards to educate on the Duty to Accommodate and provide support to navigate requests for accommodation.

Submitted by,

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