



Condominium Authority of Ontario

Accommodations Policy and Procedure

1.0 Purpose

This policy sets out the Condominium Authority of Ontario (CAO) and Condominium Authority Tribunal's (CAT) commitment to providing services that are accessible to all Ontarians.

This Policy also sets out the process for how the CAO and CAT provide accommodations for any individual's needs that are related to a disability or other barrier to access.

The CAO and the CAT are committed to providing accommodation for needs in accordance with the principles of the *Human Rights Code* recognizing every person has a right to equal treatment without discrimination.

Accommodations may be provided upon request or offered at the CAO and / or CAT's initiative.

1.1 Application

- a) Sections 1, 2, 3 and 6 of this Policy apply to both the CAO and CAT.
- b) Section 4 of this Policy applies only to accommodations for CAO services.
- c) Section 5 of this Policy applies only to accommodations for CAT services.

2.0 Definitions

- a) "Accommodation" means any steps taken to address or remove barriers that may be preventing someone from fully accessing the CAO and / or CAT's services.
- b) "Authority" or "CAO" means the Condominium Authority of Ontario.
- c) "Tribunal" or "CAT" means the Condominium Authority Tribunal.
- d) "Disability" is defined under section 2 of the [Accessibility for Ontarians with Disabilities Act, 2005](#).

3.0 Objectives

The CAO and the CAT are committed to equal access for everyone who uses the CAO's services, and all parties, representatives and witnesses involved with a case before the CAT.

The following principles set out how the CAO and CAT will make their services and processes accessible to everyone:

- The CAO and CAT will provide services in a manner that respects the dignity and independence of all individuals.
- The CAO and CAT will foster an inclusive and fully accessible environment that allows everyone an equal opportunity to use and benefit from our services.
- All individuals will be given an equitable opportunity to use the CAO and CAT's services. Where an accommodation is required for *Human Rights Code*-related needs, the CAO and CAT will provide it, short of undue hardship.
- Where appropriate, accommodation plans will be customized to meet each individual's needs.

This policy applies to all the CAO and CAT's services, including:

For the CAO:

- Filing Condominium Returns or Notices of Change;
- Accessing Director Training;
- Communicating with the CAO's Information Services team; and
- Making a complaint under the [CAO Public Complaints Policy](#).

For the CAT:

- Filing an Application;
- Participating in the CAT dispute resolution process;
- Participating in a CAT hearing; and,
- Accessing the CAT's previously issued orders and decisions.

4.0 Requesting Accommodations for CAO Services

Submitting your request

If you require an accommodation to access the CAO's services, you can submit an accommodation request by email or by regular mail.

Your request should include:

- Your full name;
- Your email address and phone number;
- How to best contact you;
- Which CAO service(s) you need an accommodation for; and,
- The accommodation(s) you require from the CAO.

If you want to submit your accommodation request electronically and your request relates to:

- The CAO's services (e.g., director training, information services, filing returns), you can complete the [CAO's Contact Us form](#)
- An accommodation relating to a complaint under the CAO Public Complaints policy, you can send your request to: caocomplaints@condoauthorityontario.ca

If you want to submit your accommodation request by regular mail, you can send it to:

Condominium Authority of Ontario
P.O. Box 69038
RPO St. Clair Centre,
Toronto ON, M4T 3A1, Canada

If you require assistance, [please contact us](#).

After submitting your request

After receiving your accommodation request, the CAO's Information Services team will review the request and respond to you within five business days. The CAO's responses may include:

- A request for more information;
- A proposed accommodation plan for your review; or
- A confirmation and / or approval of an accommodation plan.

Possible outcomes to a CAO accommodation request

The terms of a CAO Accommodation plan may include, but are not limited to, the

following types of accommodations:

- Alternative communication plans
 - Example: Staff will contact you only by a preferred method, such as telephone or in writing
- Providing services in an alternative format or with modified requirements
 - Example: Permission to complete director training through an alternative format.
- Appointing a support person to perform certain tasks on the requester's behalf
 - Example: A support person assists with accessing director training

5.0 Requesting Accommodations for CAT Services

Submitting your request

If you need an accommodation to access any of the CAT's services, you can submit an accommodation request by email.

Your request should include:

- Your full name;
- Your email address and phone number;
- How to best contact you;
- The CAT case number(s) that your request relates to and your role in the case (i.e., Applicant, Respondent, Representative, Witness); and,
- The accommodation(s) you require from the CAT.

If you want to submit your accommodation request electronically, you can send it by email to: catinfo@condoauthorityontario.ca

If you want to submit your accommodation request by regular mail, you can send it to:

Condominium Authority of Ontario
P.O. Box 69038
RPO St. Clair Centre,
Toronto ON, M4T 3A1, Canada

If you require assistance, [please contact us](#).

After submitting your request

After receiving your accommodation request, the CAT's tribunal operations staff will review the request and respond to you within five business days. The CAT's tribunal operations staff may also consult with the Tribunal Chair, and/or with the Member assigned to your case, if one has been assigned.

The CAT's responses may include:

- A request for more information;
- A proposed accommodation plan for your review; or
- A confirmation and / or approval of an accommodation plan.

Possible outcomes to a CAT accommodation request

The terms of a CAT Accommodation plan will depend on your needs as well as the principles of procedural fairness.

CAT accommodation plans may include, but are not limited to, the following types of accommodations:

- Modifications to the standard CAT dispute resolution process
 - Example: Expediting portions of the process, including shortening or lengthening of deadlines.
- Using a specific mediation or hearing format
 - Example: The CAT will hold a hearing by teleconference.
- Appointing a support person to perform specific administrative or clerical tasks on the requester's behalf.
 - Example: A CAT support person will upload documents to the CAT's online dispute resolution system on your behalf.

Please Note: If required under the accommodation plan, CAO's tribunal operations staff may be required to disclose the existence and / or the terms of an accommodation plan to the other parties and the CAT Mediator / Member assigned to your case.

6.0 Review of Policy

This Policy will be reviewed at regular intervals, and no less than once every three (3) years to ensure that it continues to effectively serve its intended purpose.