

Environment and Land Tribunal Ontario (ELTO)

Disponible en français

Introduction

The Environment and Land Tribunals Ontario (ELTO) supports the full inclusion of persons with disabilities as set out in the *Canadian Charter of Rights and Freedoms*, *Ontario Human Rights Code*, *The Ontarians with Disabilities Act (ODA)*, 2001 and the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005. The ELTO is committed to providing its services in accordance with the Accessibility Standards for Customer Service made under the AODA. In keeping with this commitment, this policy is available online at [ELTO website \(www.elto.gov.on.ca\)](http://www.elto.gov.on.ca) and upon request is available in various accessible formats.

The ELTO is committed to providing accommodation for needs related to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex (including pregnancy and gender identity), sexual orientation, age, marital status, family status and disability (Code-related needs), unless to do so would cause undue hardship. Disability includes physical disabilities, sensory disabilities, mental health disabilities, and “invisible” disabilities such as learning disabilities or environmental sensitivities.

The ELTO resolves disputes under a variety of legislation. The Assessment Review Board processes property assessment appeals under the *Assessment Act* and municipal tax appeals under the *Municipal Act, 2001*, the *City of Toronto Act, 2006*, and the *Provincial Land Tax Act, 2006*. The Board of Negotiation serves as an informal tribunal that negotiates compensation settlements in expropriation cases under the *Expropriations Act*. The Conservation Review Board hears disputes on matters relating to the protection of properties considered to hold cultural heritage value or interest to a municipality or to the Minister of Culture, as defined by the *Ontario Heritage Act*. The Environmental Review Tribunal (ERT) hears applications and appeals under various environmental laws. The Ontario Municipal Board (OMB) hears applications and appeals on land use planning instruments, financial issues and other municipal issues.

Purpose

The ELTO is committed to providing the highest quality of service to the public. This includes a commitment to providing an inclusive and accessible environment in which all members of the public have equal access to its services and are treated with dignity and respect.

Principles

The following principles will guide the ELTO in making its processes accessible:

- Services will be provided in a manner that respects the dignity and independence of members of the public. The ELTO will conduct adjudicative processes in a timely manner, with fairness, integrity and respect.
- The ELTO will provide services in a manner that fosters physical and functional access to the ELTO processes and promotes the inclusion, and full participation of members of the public.
- All persons will be given equal opportunity to obtain, use and benefit from the ELTO services. Where required, individualized accommodation will be provided, short of undue hardship. The ELTO will provide clear, accurate, helpful and consistent information. The ELTO will also communicate with a person with a disability in a manner that takes into account his or her disability.

Application of the Policy

This policy applies to the ELTO public offices, staff and Members. The policy promotes equal access for all individuals including parties, witnesses and representatives, to fully participate in all ELTO processes, short of undue hardship. The term Member is used to designate all adjudicative positions at the ELTO and includes the Executive Chair, Associate Chairs, Vice Chairs and Members.

The ELTO Commitment to Accessibility

The ELTO has identified a number of measures to promote an accessible environment. These are in addition to specific accommodations that may be requested on a case-by-case basis.

Assistive devices

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The ELTO recognizes that some individuals may require the use of an assistive device. The Accessibility Coordinator should be contacted in advance of the proceedings if any special arrangements are required for the device.

The ELTO recognizes that some individuals require the use of devices to assist with daily needs including communication, mobility, personal care or medical needs. The ELTO will work to accommodate such services but will not generally arrange for them.

Use of service animals

The ELTO further recognizes that some individuals may require the use of a service animal to participate in ELTO proceedings. The Accessibility Coordinator should be contacted in advance of the proceedings if any special arrangements are required for the animal.

Use of support persons

The ELTO recognizes that some individuals may require the use of a support person to participate in ELTO proceedings. The ELTO will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person.

Offices

The ELTO offices are located at 655 Bay Street, 15th floor in Toronto. Hearings and mediations are sometimes held in the building on the 11th, 12th, 15th and 16th floors. The building is located between Elm Street and Gerrard Street on the east side of Bay Street. Drop offs are best done on side streets such as either Walton Street to the north of 655 Bay Street or Elm Street to the south. Public parking, including accessible parking spots, is available in the underground below 655 Bay Street and in nearby facilities. The building is located close to College and Dundas TTC subway stops. The Dundas subway stop is wheelchair accessible.

The building front doors and elevators are accessible to wheelchairs, scooters and other mobility devices as are the ELTO public offices. There is sound amplification in five hearing rooms and assistive hearing devices in three of those hearing rooms.

Other hearing Locations

The ELTO holds hearings in municipal offices throughout the province. We will continue to work with municipalities to schedule locations that are both suitable and accessible. Each municipality must provide its services in accordance with the Accessibility Standards for Customer Service made under the *AODA*. The Accessibility Coordinator should be contacted in advance of the proceedings if any special arrangements are required.

Notice of temporary disruptions

Where an accessibility or accommodation measure provided by the ELTO becomes unavailable, the ELTO will provide notice as soon as practicable. Notices relating to the 655 Bay Street location will be posted on the ELTO web site and at the public inquiry desk on the 15th floor. If the disruption impacts a hearing being held at 655 Bay Street, notice will also be posted on the floor where the hearing is to take place. For hearings held in municipal locations, please consult their website or municipal clerk.

Communication

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The ELTO will communicate with persons with disabilities in ways that take into account their disability. This means both staff and Members of the ELTO will communicate in a means that enable persons with disabilities to communicate effectively for purposes of using, receiving and requesting services.

The ELTO, when requested, will provide at hearings services such as American Sign Language (ASL) and langue des signes quebecoise (LSQ).

Request for accommodation

The Accessibility Coordinator is fully informed of this policy and the requirements and will receive and respond to inquiries and requests for accommodation. Persons requiring accommodation from the ELTO are to contact the Accessibility Coordinator as soon as possible. The ELTO recognizes that accommodation needs may arise during any aspect of the process. If an accommodation issue comes to the attention of ELTO staff, efforts will be made to accommodate. During ELTO proceedings, if a request not previously raised with the Accessibility Coordinator is brought forward, the Member will facilitate efforts to accommodate the request.

Format of document

All of the ELTO informational materials forms and notices to the public are available in print and on the ELTO website which follows the W3C Web Content Accessibility Guidelines. All documents created by the ELTO are also available, upon request, in alternate formats to accommodate disability-related needs. When requested, the ELTO will advise the individual of the timeframe for providing the document in the requested format.

Training

The ELTO will provide training for ELTO staff and Members. Training will ensure that they understand this policy, and understand how to undertake accessibility and accommodation measures in accordance with this policy and the Accessibility Standards for Customer Service.

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The ELTO will maintain and update a document describing the implemented accommodation/accessibility training, including the content of the training and details of when the training was provided and to whom.

Feedback process

Comments or feedback about the ELTO services may be directed to the Accessibility Coordinator. Feedback may be made either in writing, phone, email or through the ELTO web page as noted below.

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Accessibility Requests

The ELTO will attempt to schedule hearings in suitable and accessible facilities. Please notify the ELTO of any accessibility needs you have as soon as possible.

Attention: Accessibility Coordinator

655 Bay Street, Suite 1500

Toronto, ON

M5G 1E5

Tel: 416-212-6349

Toll free: 1-866-448-2248

TTY: 1-800-855-1155 via Bell TTY relay service

Fax: 416-314-3717

Toll Free: 1-877-849-2066

Email: elto@ontario.ca

Web: www.elto.gov.on.ca

Dated: December 3, 2009