

1. Our Commitment

The 519 Accessibility Policy (hereafter referred to as the “Policy”) establishes a framework for compliance with The 519’s commitment to accessibility, requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (<https://www.ontario.ca/laws/statute/05a11>) (AODA), requirements of the *Integrated Accessibility Standards Regulation* (<https://www.ontario.ca/laws/regulation/110191>) (IASR) under the AODA, and in the context of City of Toronto requirements.

The 519 strives to be an inclusive organization that values the contributions of people with disabilities. It is committed to providing an accessible environment in which people with disabilities can access The 519’s programs, services, and facilities, including all information and communications. The 519 is committed to the identification, removal and prevention of accessibility barriers, including attitudinal, systemic, information, communications and technology, and built environment and physical barriers.

The AODA provides for the development, implementation and enforcement of accessibility standards in order to achieve accessibility for persons with disabilities in all aspects of society. The 519 must meet requirements in key areas including:

- General Requirements (Procurement, Training and Policy)
- Information and Communication
- Customer Service
- Employment
- Transportation
- Built Environment and Public Spaces

All 519 policies, procedures, bylaws, standards and guidelines must comply with the AODA, and provide for dignity, independence, integration and equal opportunity for people with disabilities. In all of the key areas listed above, the AODA requires The 519 to:

- identify, prevent and remove barriers people with disabilities face in accessing The 519 programs, services, and facilities
- accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from The 519 programs, services, and facilities, and that they can do so in a timely manner, at a cost no greater than the cost for people without disabilities
- develop and train The 519 employees on providing accessible goods, services, and facilities.

2. Scope

This Policy applies to all 519 employees, volunteers, students, contractors, vendors and space users. Any individual or third-party organization that provides goods, services, and facilities on behalf of The 519 is also required to demonstrate compliance with AODA.

The Employment Standards Requirements in Section 8 apply only to employees of The 519.

3. Principles

The 519 programs, services and facilities are to be available to people with disabilities in a manner that:

- is free from discrimination.
- strives at all times to respect the individual's dignity and independence.
- is integrated with the provision of service to others, except when alternative measures are necessary to meet the needs of people with disabilities.
- takes individual needs into account where a uniform response is inappropriate, to ensure that there are no barriers to access or participation, and that individuals with disabilities are treated equitably.

4. Roles and Responsibilities

Accessibility is a shared responsibility and everyone has a part to play in making The 519 accessible for community members, volunteers, program participants, visitors, and co-workers, as described in the following roles and responsibilities.

4.1 Employees, Volunteers, Students and Third Parties

All employees and other persons acting on behalf of The 519 must:

- have thorough knowledge of and maintain compliance with this Policy.
- be familiar with their rights and responsibilities under this Policy.
- prevent accessibility barriers by including accessibility considerations in the development of programs, services, events, and all communications.
- participate in identifying accessibility barriers and planning for barrier removal.
- provide a welcoming environment for people with disabilities, including any person with a disability using assistive devices or accompanied by a support person or service animal.
- communicate with persons with disabilities in a manner that takes into account their disability.
- provide information and communications in accessible formats upon request, or with communication supports, consulting with the requestor about their preferred format.
- facilitate the process of receiving and responding to feedback about the manner that The 519 provides programs and services for persons with disabilities, and ensure all feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communication supports upon request.
- facilitate requests for accommodation by community members and employees with disabilities in a timely manner, to the point of undue hardship, in accordance with the *Ontario Human Rights Code*

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(<https://www.ontario.ca/laws/statute/90h19>) and the *City of Toronto's Accommodation Policy* (<https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/>).

- when working with community members that have competing accommodation needs, staff will make every effort to meet the needs of all individuals according to the *Ontario Human Rights Code* (<https://www.ontario.ca/laws/statute/90h19>), the *City of Toronto's Accommodation Policy* (<https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/>) and The 519's Accessible Customer Service Policy.
- request support from managers, directors or the People & Equity Division of the City of Toronto when accommodation requests are outside their area of responsibility, or beyond their capacity.
- complete mandatory training on the AODA, the Human Rights Code and providing customer service to people with disabilities, as well as any additional training appropriate to the duties of their role as outlined in Section 5.4 of this Policy.

4.2 Supervisors, Managers and Directors

In addition to the roles and responsibilities in Section 4.1 of this Policy, individuals with management roles must:

- provide leadership in building an inclusive and accessible environment for the community and employees.
- facilitate requests for accommodation by community members and employees with disabilities in a timely manner, to the point of undue hardship, in accordance with the *Ontario Human Rights Code* (<https://www.ontario.ca/laws/statute/90h19#BK3>) and the *City of Toronto's Accommodation Policy* (<https://www.toronto.ca/city-government/accountability-operationscustomer-service/city-administration/corporate-policies/people-equity-policies/accommodation/>).
- prevent barriers by including accessibility considerations in the development of new policies, practices, procedures or bylaws.
- ensure that the Policy is communicated to all employees and those acting on behalf of The 519.
- promote awareness of the Policy within their area of responsibility monitor current practices and ensure that management and staff are held accountable for their responsibilities under the Policy.
- act on non-compliant issues within their area of responsibility.
- ensure staff, volunteers and persons who participate in developing 519 policies complete mandatory training requirements on the *Accessibility for Ontarians with Disabilities Act* as described in Section 5.4 of this Policy.

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- ensure volunteers, students and other third parties providing programs and services on behalf of The 519 have been provided training, either by The 519 or their own organization, as described in Sections 5.3 and 5.4.
- consult with the People & Equity Division for assistance with accessibility issues.
- The Director of Operations is responsible for promoting awareness of the Policy and for reporting compliance to the Province, in accordance with AODA reporting deadlines, with support from the Executive Director.

4.3 Executive Director

In addition to roles and responsibilities in Sections 4.1 and 4.2 of this Policy, the Executive Director must within their span of control:

- ensure resources are budgeted for identifying and preventing accessibility barriers (including attitudinal, systemic, information, communications and technology, and built environment and public space barriers) and for planning for barrier removal.
- provide oversight for implementation of this Policy and compliance with AODA within area of responsibility.
- provide AODA compliance assurance when required.

5. General Requirements

The 519 will ensure the general requirements of *the Integrated Accessibility Standards Regulation* (<https://www.ontario.ca/laws/regulation/110191>) (IASR) under the AODA are met in order to achieve accessibility for persons with disabilities.

5.1 Accessibility Policies

The 519 will maintain one or more policies governing how the organization will achieve the requirements of the IASR. The 519 will make such documents available to the public, and in accessible formats upon request. This Policy is adopted in compliance with this obligation.

5.2 Multi-Year Accessibility Plan

The 519 will establish, implement, maintain and make public a Multi-Year Accessibility Plan outlining the organizational strategy to identify, remove and prevent barriers and to meet the legislated requirements of the IASR. The plan is posted on The 519's website and made available in an accessible format or with appropriate communications supports as soon as possible upon request.

5.3 Procurement of Goods, Services and Facilities

When acquiring or procuring goods, services, and facilities, The 519 incorporates accessibility criteria and features, and will do so as early as possible in the procurement process.

Ensuring accessibility is incorporated into all procurement activities is the primary responsibility of the departments who manage these activities and contracts. Third parties that provide goods, and services on The 519's behalf must ensure their staff have received appropriate training as required by the IASR.

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The 519 requires all third-party contractors providing a service on behalf of The 519 to sign a declaration of compliance with The 519's Anti-Harassment/Discrimination Policy and The 519 Accessibility Policy confirming that they will uphold The 519 policies and their obligations under provincial legislation, including the provision of accessibility training. Third parties may be required to provide records to show training has been done.

5.4 Training

All employees, volunteers, students, and persons who participate in developing The 519 policies or who provide programs or services on behalf of The 519 receive training on the AODA, the *Ontario Human Rights Code*, and Accessible Customer Service. Training will take place as soon as practicable after starting at The 519 and be appropriate to the person's duties.

The 519 will keep a record of the training, including the dates on which accessibility training took place and the names of individuals trained.

Training includes:

- The purpose of the AODA and related 519 policies.
- Requirements of AODA Standards under the IASR (as appropriate to the person's duties).
- The *Ontario Human Rights Code* as it pertains to persons with disabilities Accessible Customer Service.

Training on specific accessibility standards according to the person's duties include:

- *Information and Communications Standards* – for employees whose duties and responsibilities involve communicating with, giving information to or receiving information from others.
- *Employment Standards* – for employees involved in any aspect of the employment cycle, including recruiting, hiring, retaining and exiting.
- *Design of Public Spaces Standards* – for employees who are involved in building on or making planned alterations to the public space.

Training may also include how to use and maintain assistive devices at a specific location (e.g. TTY, assistive listening devices).

The 519 will also provide training on an ongoing basis in respect of any changes to this Policy.

6. Information and Communication Requirements

The 519 will provide accessible information and communication by preventing and removing barriers, and providing accessible formats or communication supports to individuals that identify a barrier to accessibility. This section of the Policy addresses The 519's requirements of the IASR Information and Communications Standards under the AODA.

6.1 Accessible Formats and Communication Supports

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All information and communications that The 519 produces, directly or indirectly through contractual relationships, will be made available in accessible formats upon request.

When an accessible format or communication support is requested, The 519 will consult with the person making the request to determine which format or support is required, and provide or make arrangements to provide the material in a reasonable amount of time and at no additional cost to the requestor.

The City of Toronto's Accessible Information, Communications, and Technology Guidelines provides technical guidance for achieving accessibility in a broad range of materials and technology environments.

IASR Information and Communication Standards do not apply to products and product labels, unconvertible information or communications, and information that The 519 does not control directly or indirectly through a contractual relationship.

If, in consultation with the People & Equity Division, the information or communication is determined to be unconvertible, The 519 will provide the person requesting the information or communication with:

- an explanation as to why the information or communications are unconvertible, and
- a summary of the unconvertible information or communications.

6.2 Notice of Availability of Documents

This Policy will be maintained by The 519's Accessibility Committee and available on The 519's website (<http://www.the519.org>). The Policy will be provided to individuals, upon request, in the appropriate format or with communication supports as outlined above.

6.3 Accessible Websites and Web Content

The 519's internet website and web content, controlled directly by The 519 or through a contractual relationship that allows for modification of the product, will conform to World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA (as amended), in accordance with the timelines set out in the IASR and in the Accessible Information, Communications, and Technology Guidelines.

Advice on establishing and maintaining procedures, standards and guidelines to ensure all internet websites and web content is accessible will be sought regularly from the City of Toronto's Technology Services Division and the Strategic Communications Division, in consultation with People & Equity Division.

6.4 Emergency Procedures, Plans or Public Safety Information

Relevant The 519 emergency procedures, plans or public safety information is available to the public and is made available in an accessible format or with appropriate communication supports as soon as possible upon request.

6.5 Feedback

The 519 provides a process for receiving and responding to feedback, including feedback on how services are delivered to people with disabilities. Feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request. See The 519's Accessibility Customer Service Policy for more detail.

7. Customer Service Requirements

The 519 will strive for excellence in serving all customers including people with disabilities and is committed to meeting obligations under the *Ontario Human Rights Code* (<https://www.ontario.ca/laws/statute/90h19>) and the AODA.

See The 519's Accessibility Customer Service Policy for more detail.

7.1 Fares and Fees

Persons with disabilities will not be charged more to access The 519 programs, services, or events.

If The 519 charges an admission fee or fare for accessing The 519 programs, services, events, or facilities in connection with a support person's presence, The 519 shall post a notice, providing information in advance about the amount, if any, that is payable by the support person accompanying a person with a disability.

7.2 Assistive Devices

The 519 allows and encourages persons with disabilities to use their own assistive devices to obtain, use or benefit from the programs and services offered by The 519.

7.3 Support Persons

Where a person with a disability accessing The 519 programs, services, events, or facilities is accompanied by a support person, The 519 will ensure that both persons are permitted to enter the premises together and the person with a disability is not prevented from having access to the support person while on the premises.

7.4 Service Animals

The 519 permits persons with disabilities to be accompanied by their service animal and keep that animal with them in premises that community members are permitted to enter. Please see Section 13 for a definition of service animal.

In the event the animal is excluded by law, such as in a food preparation area, The 519 will ensure other measures are available to enable the person with a disability to obtain, use or benefit from The 519 programs, services, and facilities. Staff will respectfully explain why the animal is excluded and determine what other arrangements can be made.

When serving two customers that have different needs, such as serving a customer that has a service animal and a customer that has an allergy to animals, staff will determine how to best meet the needs of both individuals and observe the rights of

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all individuals involved, according to the *Ontario Human Rights Code* (<https://www.ontario.ca/laws/statute/90h19>) and the *City of Toronto's Accommodation Policy* (<https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/>).

A person with a disability is responsible for the control of their service animal at all times. If the service animal is not kept under control, has bitten another person or animal, or is a menace to the safety of other persons or animals, the service animal may be required to leave the premises. If this occurs the person will be permitted to continue to access The 519 programs, services, or events without the animal. In addition, The 519 employees will, upon request, consider alternate accommodations for the person in such circumstances. The 519 may refuse to permit the service animal to accompany the person until steps have been taken to correct the situation, and the issue has been resolved.

7.5 Notice of Services Disruptions

The 519 will give notice of any temporary planned or unplanned service disruption of programs, services or systems that are relied upon by people with disabilities to access The 519 goods, services or facilities, such as elevators, lifts, or accessible washrooms. In the event of an unexpected disruption, notice will be provided as soon as possible.

Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that are available.

Notice will be given by posting the information in a prominent place on premises, posted on The 519's website or social media, included on telephone recordings, or by other methods as is reasonable under the circumstances.

7.6 Maintenance of Accessible Elements

The 519 will continue to develop, implement and evaluate our procedures for preventative and emergency maintenance and temporary disruptions of accessible elements in public spaces.

8. Employment Standards Requirements

The 519 will foster an inclusive workforce and provide equitable treatment and accommodation to ensure barrier-free employment. The requirements in this section apply only to employees of The 519. Volunteers, students, and other individuals are not captured under this section. This section addresses The 519's requirements of the IASR Employment Standards under the AODA. See The City of Toronto's Accommodation Policy for more information.

8.1 Recruitment, Assessment and Selection Process

The 519 will post information about the availability of accommodations for internal and external job applicants with disabilities in its recruitment process. Job applicants

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who are individually selected for an interview and/or testing must be notified that accommodations are available on request.

The 519 will consult with an applicant who requests an accommodation and, in accordance with the *Ontario Human Rights Code* (<https://www.ontario.ca/laws/statute/90h19>) and the *City of Toronto's Accommodation Policy* (<https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/>), will provide or arrange for the provision of a suitable accommodation in a timely manner that takes into account the applicant's accessibility needs due to disability. Successful applicants must be notified about The 519's policies for accommodating employees with disabilities as part of their offer of employment.

8.2 Employee Supports

The 519 employees must be made aware of the policies used to support employees with disabilities and accommodations available in accordance with the *Ontario Human Rights Code* (<https://www.ontario.ca/laws/statute/90h19>) and the *City of Toronto's Accommodation Policy* (<https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/>). The 519 provides this information to new employees through employment agreements and orientation materials and will provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

8.3 Accessible Formats and Communication Supports for Employees

In accordance with the *Ontario Human Rights Code* (<https://www.ontario.ca/laws/statute/90h19>) and the *City of Toronto's Accommodation Policy* (<https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/>), upon an employee's request, The 519 will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- information that is needed to perform the employee's job
- information that is generally available to employees in the workplace.

The 519 will consult with the employee making the request in determining the suitability of an accessible format or communications support. The City of Toronto Accessible Information, Communications and Technology Guidelines provide technical guidance for achieving accessible information and communications.

8.4 Workplace Emergency Response Information

The 519 will provide individualized emergency response information to employees who identify potential accessibility barriers when responding to emergency situations.

Information on individualized workplace emergency response will be provided to the employee as soon as practicable after becoming aware of the need for accommodation due to the employee's disability.

If the employee requires assistance, The 519 will receive consent from the employee to provide the individualized emergency response information to the person(s) designated to provide assistance. The information will be reviewed when the employee moves to a different location, when the employee's accommodation needs change, when overall accommodation plans are reviewed and when The 519 reviews its general emergency response plan.

8.5 Individual Accommodation Plans

The *City of Toronto's Accommodation Policy* (<https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/>) describes the mandatory process for the development and maintenance of documented individual accommodation plans to support employees with disabilities. The process set out in the policy meets requirements of the AODA. If applicable, individual accommodation plans may include information regarding plans for accessible formats and communication supports, as well as individualized workplace emergency response information.

8.6 Return to Work Process

The 519 has in place a documented return to work process for employees returning to work following an illness or injury where disability-related accommodation is required. This requirement is met through return-to-work processes supported by the City of Toronto Occupational Health and Safety team consistent with the collective agreements and return to work protocols.

8.7 Performance Management, Career Development, and Redeployment

The 519 will ensure employees with disabilities or individual accommodation plans are provided equitable access to career development, performance management and redeployment opportunities.

9. AODA Reporting Requirements

The 519 will submit completed compliance reports to the Province every two years, in accordance with the schedule set out in the AODA.

10. Contraventions

Failure to comply with this Policy may result in disciplinary action, up to and including dismissal.

11. Definitions

Accessibility

A concept integral to human rights that refers to the absence of barriers that prevent individuals and/or groups from fully participating in all social, economic, political and cultural aspects of society. The term is often linked to people with disabilities and their rights to access, and also refers to design characteristics of products, devices, information, services, facilities or public spaces that enable independent use, or support when required, and access by people with a variety of disabilities.

Accessible

Refers to products, devices, information, programs, services, events, facilities or public spaces that provide for independent, equitable and dignified access for people with disabilities, including but not limited to those with visual, auditory, sensory, cognitive and mobility related disabilities. The concept of accessible design ensures both “direct access” (i.e. unassisted) and “indirect access,” referring to compatibility with a person’s assistive technology.

Accessible Formats

Refers to formats that are usable by persons with disabilities including but not limited to: large print, recorded audio and electronic formats, and Braille.

Accommodation

In the context of Human Rights, accommodation means preventing and removing barriers caused by attitudinal, systemic, physical, information or communications, and technology barriers that unfairly exclude individuals or groups protected by Ontario’s Human Rights Code from having equal access to full benefits available to others.

Principles of accommodation include dignity, individualization and inclusion or integration. For more information refer to *Ontario’s Human Rights Code* (<https://www.ontario.ca/laws/statute/90h19>) and the *City of Toronto’s Accommodation Policy* (<https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/>).

Assistive Devices

Refers to technical aids, communication devices, or medical aids modified or customized for use to increase, maintain or improve the functional ability of a person with a disability including but not limited to wheelchairs, walkers, white canes, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping. Assistive devices may accompany the customer or already be on the premises for the purpose of assisting persons with disabilities in carrying out activities or in accessing the services provided by The 519.

Barrier

Defined by the AODA as anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Career Development and Advancement

Defined by the AODA as the provision of additional responsibility within an employee's current position or movement from one job to another within the organization that may be higher in pay, provide greater responsibility, or be at a higher level in the organization.

City

Means the City of Toronto.

Communications Supports

Includes, but is not limited to, captioning, alternative and augmentative communications supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready

An electronic or digital format that facilitates conversion into an accessible format such as Braille, large print, audio cassettes CDs DVDs, etc.

Disability

"Disability" is defined, per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Ontario Human Rights Code, R.S.O. 1990, c. H.19, as follows:

- a) "any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes

diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or

- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.”

Programs, Services and Facilities

All aspects of The 519 as an employer and service provider, including: delivery of goods, services, and programs, all information and communication including verbal, print, audio, video, websites, web applications and web content, and other digital technologies including kiosks, and all buildings, facilities, public spaces, and the public realm.

Information

Includes but is not limited to data, facts and knowledge that exists in any format, including text, audio, digital, or images that convey meaning.

New Internet Website

Refers to either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

Performance Management

Defined by the AODA as a program that defines and assesses employee performance, productivity and effectiveness, with the goal of facilitating employee success.

Practicable

Capable of being done or put into practice; capable of being used. Factors relevant to determining if accessibility is practicable may include:

- Availability of accessible services, goods including commercial software or tools, or facilities.
- Technological compatibility between older products and newer ones being procured.

Service Animals

Defined by Section 80.45 (4) of the AODA Integrated Accessibility Standards (O.Reg 191/11) as follows:

“an animal is a service animal for a person with a disability if the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or the person provides documentation from one of the following regulated health professional confirming that the person requires the animal for reasons relating to the disability:

- A member of the College of Audiologists and Speech Language Pathologists of Ontario
- A member of the College of Chiropractors of Ontario

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- A member of the College of Nurses of Ontario
- A member of the College of Occupational Therapists of Ontario A member of the College of Optometrists of Ontario
- A member of the College of Physicians and Surgeons of Ontario
- A member of the College of Physiotherapists of Ontario
- A member of the College of Psychologists of Ontario

- A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.”

Support Person

An individual who accompanies a person with a disability to help with communication, mobility, personal care or medical needs or with access to goods or services.

Unconvertible

Information or communications are unconvertible if it is not technically feasible to convert the information and communication, or the technology to convert the information and communication is not readily available.

12. Reference and Related Documents

12.1 Legislative and Administrative Authorities

- Accessibility for Ontarians with Disabilities Act (AODA), 2005, S.O. 2005, c.11 (AODA)
- AODA, Integrated Accessibility Standards Regulation, O. Reg. 191/11 Ontario Building Code, O. Reg. 332/12
- Ontario Human Rights Code, R.S.O. 1990, c.H.19
- Health Protection and Promotion Act, R.R.O. 1990, Reg. 562 Food Safety and Quality Act, 2001, O. Reg. 31/05
- The Blind Person’s Rights Act, R.R.O. 1990, Regulation 58
- Toronto Municipal Code Chapter 545 “Licensing” General Provision D – Service Animals (amended by Bylaw 606-2015)
- Toronto Municipal Code Chapter 192, Public Service
- Toronto Municipal Code Chapter 349, Animals

Approved

The 519 Board of Management

Date Approved

March 25, 2024

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