

**Ministry of Government and
Consumer Services**

Office of the Minister

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**Ministère des Services
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DEC 31 2019

996-2019-1734

Ms. Julia Hanigsberg
President and CEO
Holland Bloorview Kids Rehabilitation Hospital
150 Kilgour Road
Toronto, ON M4G 1R8
jhanigsberg@hollandbloorview.ca

Dear Ms. Hanigsberg:

I am writing to communicate changes to the ServiceOntario policy for Accessible Parking Permit (APP) applications which will come into effect on December 31, 2019.

I am happy to inform you that our government has amended policies to ease the application process for accessible parking permits for Ontarians. I would like to thank your organization for providing input by requesting changes to the application process on behalf of adults who are incapable of signing for themselves.

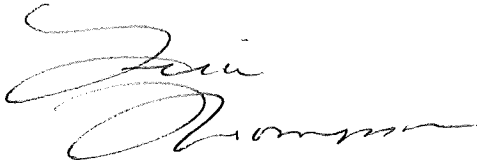
My ministry has updated and approved operational policy to make it easier for parents and legal guardians/trustees to apply for parking permits on behalf of adults who live with mental and/or physical disabilities by expanding the documents accepted to prove the applicant is incapable of signing. Currently an applicant needs a power of attorney or court-appointed guardianship to complete this process. Document options will now include allowing those with Ontario Disability Support Program trusteeship status or those who provide a sworn statement to apply on behalf of these adults.

Additional operational policies that will be in place starting December 31, 2019, will include changes to the list of required identity documents for elderly and Canadian veteran applicants. The APP program currently requires applicants to provide valid (expired up to 1 year) identity evidence when applying for, or renewing, a permit. For some individuals, particularly, seniors 80 years of age and older and Canadian veterans, providing valid evidence can be difficult as many of their documents are expired. My ministry is implementing a simpler and more efficient process by expanding the list of identity documents for these groups to include documents expired up to 10 years and Veteran's Service Card or a Canadian Forces (CFOne) Card.

Changes to the operational policy will also include allowing for photocopies of original documents. Currently, when applying in-person at a ServiceOntario center, all identity documents must be original. When applying by mail or fax, applicants are instructed to provide photocopies of identity documents. My ministry is updating the current policy to allow photocopies of identity documents to be presented when applying in person, in order to maintain consistency and avoid confusion.

Again, I would like to take this opportunity to thank you for your efforts in advocating for these changes. Please accept my best wishes.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lisa Thompson', with a stylized, flowing script.

The Honourable Lisa Thompson
Minister of Government and Consumer Services

- c: Stewart Wong, Vice-President of Communications, Marketing and Advocacy
 Holland Bloorview Kids Rehabilitation Hospital
 M. Hannah Lee, Triage Lawyer, Pro-Bono Ontario
 Holland Bloorview Kids Rehabilitation Hospital