

 <b>Confederation</b> <small>COLLEGE</small>  <b>COLLEGE POLICY</b>	Number: 1-1-11	# of Pages: 4
	Originator:	AODA Committee
	Approved By:	Senior Team
	Replaces:	July 23, 2014
	Effective Date:	October 17, 2014
<b>ACCESSIBILITY AND ACCOMMODATION</b>		

## 1. STATEMENT

- 1.1 Confederation College is committed to providing reasonable access and accommodation to its academic and employment opportunities to persons with disabilities. While upholding this commitment, the College will continue to maintain the high standards of achievement and excellence which are essential to the integrity of the College's programs and services. In advancing these aims, the College will ensure that its policies, practices and procedures conform to applicable Federal and Ontario statutes and regulations.

## 2. PURPOSE

- 2.1 Confederation College (hereafter referred to as "the College") has the legal and moral responsibility, to ensure that all its members are treated fairly, equitably, and respectfully, in order to provide an environment that is inclusive and barrier-free. The College is committed to fulfilling the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).
- 2.2 This policy outlines the obligations of the College and its employees to meet the requirements outlined under the AODA. The College will use reasonable efforts to ensure all policies pertaining to accessibility for people with disabilities are consistent with the following four key principles:
- 2.2.1 Dignity and Respect – Services and supports are provided in a respectful manner consistent with the needs of the individual.
  - 2.2.2 Independence - Services for people with disabilities shall support their independence while respecting their right to safety and personal privacy.
  - 2.2.3 Equity/Equality of Outcome - Service outcomes are the same for persons with disabilities as for persons without disabilities.
  - 2.2.4 Inclusion - Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.

## 3. SCOPE

- 3.1 This policy applies to all members of the College community. This includes employees and students at Confederation College; members of Confederation College Board of Governors; members of standing and ad hoc committees; contractors; service providers; researchers; and visitors, including invitees, guests or persons who have no ongoing connection to the institution but who are on campus.

## 4. DEFINITIONS

- 4.1 Accessible formats: Formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, recorded audio and electronic formats such as DVDs, CDs, screen readers, etc.
- 4.2 Accessibility plan: A plan that describes the actions an organization will take to prevent and remove barriers and when it will do so.

- 4.3 Communications: The term communications as it is used in the Information and Communications Standard refers to the interaction between two or more people or entities when information is provided, sent or received.
- 4.4 Communication supports: The term supports as it is used in the Information and Communications Standards refers to supports that individuals with disabilities may need to access information. Some examples include plain language, sign language, as well as reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.
- 4.5 Conversion-ready formats: Refers to any electronic or digital format that facilitates conversion into accessible formats, such as Braille, large print, audio cassettes, CDs, DVDs, etc.
- 4.6 Disability: A disability is:
- 4.6.1 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,
  - 4.6.2 a condition of mental impairment or an intellectual development disorder,
  - 4.6.3 a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
  - 4.6.4 a mental disorder, or
  - 4.6.5 an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)
- 4.7 Information: The term information as it is used in the Information and Communications Standard refers to knowledge, data and facts that convey meaning and that exist in any format such as text, audio, digital or images.

## 5. INTEGRATED STANDARD

- 5.1 Confederation College is committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act 2009 (AODA) through the implementation of practices related to the following sections of the Act; Customer Service Standards, General Requirements, Information and Communication Standards, Employment Standards, Transportation Standards, and Built Environment Standards. The general policy guidelines for meeting these standards follow Customer Service.
- 5.1.1 *Customer Service*:
- 5.1.1.1 Confederation College is committed to providing accessible goods and services to persons with disabilities. The College has established Service to Persons with Disabilities Policy to establish how Confederation College will meet the requirements for accessible customer service as outlined in Ontario Regulation 427/07.
  - 5.1.1.2 Confederation College will ensure that information is made available to individuals in alternate formats upon request.
- 5.1.2 *General*:
- 5.1.2.1 Confederation College has developed a multi-year accessibility plan that outlines its strategy to prevent and remove barriers, and how it will meet the requirements of the Integrated Accessibility Standards (Ontario Regulation 191/11). The multi-year accessibility plan outlines how existing and future policies, practices and procedures will be consistent with the requirements under the AODA. The accessibility plan and annual status report will be available on the College’s

website and will be provided in an accessible format upon request. The multi-year accessibility plan will be reviewed and updated by the AODA Committee at least once every five years. All updates to the multi-year plan will be communicated to employees and additional training will be provided as required.

- 5.1.2.2 The College will incorporate accessibility criteria and features when designing, procuring and/or acquiring goods, services, and facilities (including self-serve kiosks) as outlined in Confederation College's Purchasing Procedure. Where it is not practicable to do so, Confederation College will provide a written explanation, if requested, detailing why accessibility criteria could not be incorporated in the procurement or acquisition of goods, services and/or facilities.
  - 5.1.2.3 All Confederation College employees, volunteers, and other persons will receive training on Ontario's accessibility laws and on the *Ontario Human Rights Code* as they apply to persons with disabilities.
  - 5.1.2.4 Confederation College will provide ongoing training to employees with respect to the implementation of the integrated standard. Where policies and/or procedures change to comply with applicable legislation training and development will be provided to employees.
- 5.1.3 *Information and Communications:*
- 5.1.3.1 Confederation College is committed to meeting the communication needs of people with disabilities. Confederation College will provide information and communication materials in accessible formats or with communication supports upon request. Accessible formats and communication supports for persons with disabilities will be provided in a timely manner taking into account the person's accessibility needs. It will be provided at no additional cost than the cost charged to other persons.
  - 5.1.3.2 The College will consult with persons with disabilities to determine how to provide accommodation for their information and communication needs. If necessary, the College will provide an explanation of why the information and communication are unconvertible and a summary of such information and communication.
  - 5.1.3.3 The College will provide student records and education/training resources and materials in an accessible format upon request.
  - 5.1.3.4 Educators will be trained on how to provide accessible programs, course delivery and instruction. Educational or training material produced by the College will be provided in an accessible or conversion ready format upon request.
  - 5.1.3.5 Confederation College's Library will provide or acquire accessible or conversion ready forms of print, digital or multimedia materials requested by Confederation College students with a disability.
  - 5.1.3.6 The College will provide individuals with an opportunity to provide feedback in an accessible format.
- 5.1.4 *Employment:*
- 5.1.4.1 Confederation College is committed to fair and accessible employment practices. The College will notify applicants that, when requested, accommodations will be provided during the recruitment, assessment and selection processes.
  - 5.1.4.2 Where requested the College will provide information related to the recruitment process in alternate formats.

- 5.1.4.3 If needed, the College will provide individualized workplace emergency information to employees who have a disability and will require assistance in the event of an emergency.
  - 5.1.4.4 When using performance management, career development and redeployment processes, Confederation College will take into account the accessibility needs of employees with disabilities.
  - 5.1.4.5 The College has developed an Accommodation for Employees with Disabilities Practice.
- 5.1.5 Transportation
- 5.1.5.1 Confederation College will, upon request, arrange for accessible transportation, if and when, transportation services are provided by the College.
- 5.1.6 Built Environment
- 5.1.6.1 Confederation College is committed to incorporating barrier-free principles in the construction of new facilities and during the renovation of existing structures. The College will adhere to the principles of respect for dignity, individualized accommodation, integration and full participation as outlined under the *Ontario Human Rights Code*.
  - 5.1.6.2 The College will incorporate barrier-free principles in all renovations to existing buildings taking into consideration the constraints of the existing structures. Where it is not possible to incorporate barrier-free design principles, comparable alternative accommodations will be arranged.

## 6. FEEDBACK PROCESS

- 6.1 The College will ensure that feedback processes are accessible by providing or arranging for the provision of accessible formats and communication supports on request.
- 6.2 Concerns regarding service to persons with disabilities should be forwarded to the Dean, Learning Resources Division and/or the Executive Director, Strategic Planning and Organizational Development.