

Ch1-s1-12

Service to Persons with Disabilities

Responsible Authority:	Ontarians with Disabilities Committee
Approval Authority:	Strategic Leadership Team
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PURPOSE

Confederation College strives to provide exceptional service to all customers, including people with disabilities. To do so we will facilitate the implementation of the Accessibility for Ontarians with Disabilities Act 2005 (AODA), and Ontario Regulation 156/16 (Integrated Accessibility Standards).

SCOPE

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.

DEFINITIONS

This includes an explanation of terms and abbreviations used within the policy and procedure.

Word/Term	Definition
Assistive Technology	Any item, piece of equipment, or product that is used to increase, maintain or improve functional capabilities of individuals with disabilities.
Disability	<ol style="list-style-type: none"> 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, 2. a condition of mental impairment or a developmental disability, 3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, 4. a mental disorder, or 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.

Guide Dog	A dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (<i>Blind Persons' Rights Act</i>).
Service Animal	An "animal for a person with a disability" if, <ol style="list-style-type: none"> a) 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, b) The person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability: A member of the Ontario College of Audiologists and Speech-Language Pathologists, Chiropractors, Nurses, Occupational Therapists, Optometrists, Physicians and Surgeons, Physiotherapists, Psychologists and Psychotherapists and Registered Mental Health Therapists.
Support Person	In relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

POLICY

Confederation College is committed to providing people with disabilities equal access to, and benefit from, its goods, services and facilities. To ensure this outcome, all operational policies and procedures for every department of the College are developed under the guidelines of dignity, independence, integration and equality of opportunity, in compliance with the Accessibility for Ontarians with Disability Act (AODA), 2005.

PROCEDURE

<u>Action</u>	<u>Responsibility</u>
<p>1. PROVIDING GOODS, SERVICES and FACILITIES TO PEOPLE WITH DISABILITIES</p> <p>1.1 To meet our commitment we will carry out our functions and responsibilities in the following areas:</p> <p>1.1.1 Communication</p> <p>Confederation College will ensure that staff communicate with people with disabilities in ways that will take into account their disability. In order to achieve this goal, all staff will be trained on how to effectively interact and communicate with people with various types of disabilities. In addition, the College will provide alternate methods of communication upon request and as quickly as possible including</p>	<p>Position responsible</p>

electronic format for standard written documents, large print, or Braille.

1.1.2 **Assistive Devices**

If a person with a disability requires assistive technology to access programs, goods or services at the College, they are allowed to use such devices. When available, the College will provide assistive technology in order to allow people with disabilities to access College programs, goods and services while on the premises conducting business. The College will promote staff awareness on the various forms of assistive technology and devices that may be used by people with disabilities.

Student Accessibility Services

2. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

2.1 Confederation College is committed to welcoming people with disabilities who are accompanied by a service animal. Such individuals will be permitted to keep the animal with them unless it is otherwise excluded by law from the premises. In such cases, the College will look to alternate available measures to enable the person to obtain, use or benefit from the Colleges goods and services.

Human Resources Services

2.2 Confederation College is also committed to welcoming people with disabilities who are accompanied by a support person. The College may require a person with a disability to be accompanied by a support person while on the premises in order to protect the health or safety of the person with a disability or the health or safety of others. Prior to requesting the presence of a support person, the College will consult with the person with a disability in order to assess if health and safety concerns exist if the person is unaccompanied.

2.3 The College will waive any admission or participant fee for a support person.

3. NOTICE OF TEMPORARY DISRUPTION

3.1 Confederation College will provide customers with notice in the event of a planned or unexpected

Facilities Services

disruption in the facilities or services usually used by people with disabilities. This notice will include:

- a) information regarding the reason for the disruption,
- b) its anticipated duration, and
- c) a description of alternative facilities or services, if available

The notice will be placed on the the College website, at all public entrances, service counters, and other areas as deemed appropriate.

3.2 A separate document, outlining the steps the College will take in the event of a temporary disruption, will be created. Copies of the document will be made available to individuals upon request.

4. **TRAINING FOR STAFF**

4.1 Training will be provided to

- a) Every person who is an employee of, or volunteer with Confederation College
- b) Every person who participates in the development of College policies
- c) Individuals who provide goods, services, or facilities on behalf of Confederation College

Human Resources
Services

4.2 The training will extend to all new staff as a condition of employment. The College will also provide ongoing training, when needed, to reflect changes to policies, practices and procedures impacting people with disabilities.

4.3 Training will include the following:

- (a) A review of the purposes of the AODA and the requirements of Ontario Regulation 165/16 (section IV.2).
- (b) Instruction on how to interact and communicate with persons with various types of disabilities,
- (c) Instruction on how to interact with persons with disabilities who use assistive devices or require the assistance of a guide dog, service animal or a support person to access goods services or facilities;
- (d) Instruction on how to use equipment or devices available on premises or provided by the College that may help with the provision of goods services, and facilities for people with disabilities;

- (e) Instruction on the process of providing feedback to the College about the provision of goods, services and facilities to persons with disabilities, and how the College responds to the feedback and takes action on any complaint; and,
- (f) Instruction on what to do if a person with a disability is having difficulty accessing College programs, goods, services or facilities.

4.4 Records of staff who have received training, including the dates on which the training was provided, will be maintained in Human Resources Services.

5. NOTICE OF AVAILABILITY OF DOCUMENTS

5.1 This document and other policies and practices related to the provision of goods, services and facilities for people with disabilities will be advertised through a variety of methods to ensure the public of their existence.

5.2 Confederation College will, upon request, provide or arrange for the provision of any document, or the information contained in the document, to the person in an accessible format or with communication support,

- a) In a timely manner that takes into account the person's accessibility needs
- b) At a cost that is no more than the regular cost charged to others

5.3 The College will consult with the person making the request to ensure the most appropriate format and/or communication support is utilized.

6. Feedback Process

6.1 The ultimate goal of Confederation College is to meet and surpass customer expectations while serving customers with disabilities.

6.2 Feedback regarding the manner in which Confederation College provides goods, services and facilities to people with disabilities and/or comments regarding the feedback process can be made known using various methods and will take into consideration the fact that individuals with disabilities may require access to different modalities of communication depending on their disability. This means

that feedback can be given by email, telephone, in writing, in person or through a third party.

- 6.3 Concerns regarding service to persons with disabilities should be forwarded to the Dean, School of Access & Success and/or the Director, Human Resources & Organizational Development.

SUPPORTING DOCUMENTATION

Not Applicable

RELATED POLICIES

Accessibility and Accommodation Policy
Respectful Work and Learning Environment Policy

RELATED MATERIALS

Accessibility for Ontarians with Disabilities Act - <http://www.aoda.ca/>; <http://www.aoda.ca/the-act/>
Ontario Human Rights Code