

AC 02

Client Service Standards for Persons with Disabilities

Classification:	Accessibility
Responsible Authority:	Manager, Talent & HR Programs
Executive Sponsor:	Vice President, Human Resources
Approval Authority:	Algonquin College Executive Team
Date First Approved:	2010.12.22
Date Last Reviewed:	2020.08.18
Mandatory Review Date:	2025.08.25

PURPOSE

To establish principles and accessibility standards for the goods and services that the College provides to members of the public to comply with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

SCOPE

This policy applies to all college community members, and to all College activities, functions and premises.

This policy does not apply to the College in its role as employer except where a College employee accesses College goods or services as a member of the public. Nor does it apply to the College's responsibilities related to the teaching/learning process, which shall continue to be addressed under Policy AC 01 *Students with Disabilities*.

DEFINITIONS

Word/Term

Definition

AODA

Accessibility for Ontarians with Disabilities Act, 2005

An animal is an "authorized animal" for a person with a disability if it meets the definition and criteria set by the Ontario Human Rights Commission:

Authorized Animal

- 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; and
- b) the person provides documentation from one of the regulated health professionals listed in the Integrated Accessibility Standards, appropriately confirming that the person requires the animal for reasons relating to the disability.
- c) An authorized animal is otherwise defined as an animal that has been authorized, in accordance with this policy, through the registration process Appendix 1.

- d) “service dog” means a dog that is trained as a guide for a person with a disability and that has the qualifications prescribed in Regulation 58: Guide Dogs, under the Blind Persons’ Rights Act, 1990.

Customers	Members of the public and other third parties to whom the College provides goods or services.
Disability	<p>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 service animal or on a wheelchair or other remedial appliance or device,</p> <p>b) a condition of mental impairment or a developmental disability,</p> <p>c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,</p> <p>d) a mental disorder, or</p> <p>e) an injury or disability for which benefits were claimed or received under the insurance plan established under the <i>Workplace Safety and Insurance Act, 1997</i></p>
Dignity	Allows the person with disabilities to maintain self-respect and the respect of other people.
Equal Opportunity	a person with disabilities has opportunity to access goods or services equal to that given to others
Independence	Is achieved when a person with disabilities is allowed to do things on his or her own without unnecessary help or interference from others.
Integration	allows the person with disabilities to benefit from the same services, in the same place, and in the same or similar way as others, unless an alternate measure is necessary to enable a person with disabilities to access the goods or services.
Support Person	means, in relation to a person with disabilities, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

POLICY

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) aims to establish standards that provide Ontarians with disabilities the same opportunity of access to and benefit from goods, services, facilities, accommodation and employment as are provided to all Ontarians. This policy is based on *Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*. Algonquin College is committed to applying the principles and regulations of the AODA to its operations so as to provide equal opportunity of access to persons with disabilities within the College community.

The College will provide goods and services to members of the public and other third parties based on principles and practices that are consistent with the following:

- Persons with disabilities will be given opportunity for goods or service access, use and benefit that is equal to that given to other persons. Such goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities. Such services will be integrated with services for other persons, unless an alternate measure is necessary on a temporary or permanent basis.
- The College will facilitate the use of assistive devices and other measures that enable service access, use and benefit.
- Communication with persons with disabilities will be conducted in a manner that takes into account the person's disabilities.
- The College will ensure that the access, use and benefit of goods or services are not compromised for persons with disabilities who are accompanied by an authorized animal or support person.
- Every person who provides goods or services to the public or other third parties on behalf of the College, or who develops College policies, practices and procedures governing the provision of goods or services to the public or other third parties will receive training about the provision of goods or services to persons with disabilities.
- The College will maintain the process for receiving and responding to feedback about services to persons with disabilities.

PROCEDURE

	<u>Action</u>	<u>Responsibility</u>
1.	<u>Authorized Animals and Support Persons</u>	
1.1	All policies, procedures, requirements and exclusions regarding authored animals, including service animals and guide dogs, are found in accessibility policy AC05 Use of Authorized Animal on Campus.	Refer to Policy AC05 Use of Authorized Animal on Campus
1.2	Support persons will be permitted to enter College premises together with the person with disabilities, and continuing access to the support person will be ensured.	All Employees
1.3	If a support person is necessary for the health and safety of a person with disabilities, or for the health and safety of other persons, the College will require the accompaniment of a support person on College premises.	Person with a Disability
1.3	If there is an admission fee for a person to access to the College's premises (e.g. to attend a College event), the	Event Host

College will provide advance notice of the amount of the admission fee, if any, that will be payable by the individual's support person.

2.0

Temporary Disruption to Facilities or Services

2.1

If there is a temporary disruption in the facilities or services the College provides for persons with disabilities, the College will provide notice to the public of the reason, the expected duration and available alternatives if any. Notice may be by posting on campus or College websites or by other means reasonable in the circumstances.

Facilities
Management

3.0

Training

3.1

Develop and implement training program(s) for college employees as required by the AODA and this policy.

Training will include:

- a. A review of the purposes of the AODA and requirements of the Ontario Regulation 429/07.
- 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 an assistive device or who require the assistance of a service animal, guide dog or support person.
- d. Instruction on how to use equipment or devices available at, or provided by, the College to assist with the provision of goods or services to persons with disabilities.
- e. Instruction on what to do if a person with disabilities is having difficulty accessing college services.

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3.2

Initial training will occur as soon as is practicable after a person is assigned to their duties. Updated training will be provided as policies, practices and procedures related to the provision of services for persons with disabilities are changed.

People Managers

3.3

The College will maintain a record of the training provided.

Centre for
Organizational
Learning

4.0

Feedback Process

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| 4.1 | Should any member of the community have feedback or complaints about services to persons with disabilities they are encourage to contact human resources by phone at x7660 or by email at humanresources@algonquincollege.com to provide information. | Member of Algonquin Community |
| 4.2 | A confirmation of receipt will be sent to the complainant within 5 working days of receipt of written/verbal complaint. | Manager, Talent & HR Programs |
| 4.3 | If required, an investigation and correction will be undertaken, and a written/verbal resolution or update will be provided to the complainant within 90 days. | Manager, Talent & HR Programs |

SUPPORTING DOCUMENTATION

RELATED POLICIES

AC 01 Students with Disabilities

AC 04 Notification of Service Disruption for People with Disabilities

AC 05 Use of Authorized Animals on Campus

RELATED MATERIALS

Algonquin Accessibility Office website link

<http://www.algonquincollege.com/accessibility-office/>

Accessibility Standards for Customer Service

http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm