

AC02 Client Service Standards for Persons with Disabilities

Classification:	Accessibility
Responsible Authority:	Director, People and Culture
Executive Sponsor:	Vice President, Human Resources
Approval Authority:	Algonquin College Executive Team
Date First Approved:	2010-12-22
Date Last Reviewed:	2026-03-04
Date to Complete Mandatory Review:	2031-03-04

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 nor does it apply to the College’s responsibilities related to the teaching/learning process, which shall continue to be addressed under the AC01: Academic Accommodation for Accessible Learning policy.

DEFINITIONS

Word/Term	Definition
Accessibility for Ontarians with Disabilities Act	The Accessibility of Ontarians with Disabilities Act is an Ontario law mandating that organizations must follow standards to become more accessible to people with disabilities.
Authorized Animal	An animal that has been approved by the College through the animal authorization process. This includes service animals and animals that do not meet the definition of a service animal under the AODA (e.g. emotional support animal) but are permitted on campus subject to AC05 Use of Authorized & Service Animals on Campus policy, procedures and animal authorization application.

Customers	Members of the public and other third parties to whom the College provides goods or services.
Dignity	Allows the person with disabilities to maintain self-respect and the respect of other people.
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 coordination, 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, 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.
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 their own without unnecessary help or interference from others.
Support Person	<p>A support person is someone who may accompany a student or employee to help with communication, mobility, personal care or medical needs or with access to goods or services.</p> <p>A support person may also accompany a learner to a meeting at the learner's request to provide them emotional support, reassurance or accommodation assistance. They may provide support with communication, mobility, personal care or medical needs when this is required due to a disability or medical exception. When not related to support for a disability, they are not permitted to speak on behalf of the learner, nor to participate directly in the meeting.</p>

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 facilitated 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

	Action	Responsibility
1.0	Support Persons	
1.1	Individuals with disabilities may be accompanied by a support person while on College premises, and the College will ensure that the individual has ongoing and unhindered access to their support person at all times.	All Employees
1.2	When a support person is required to ensure the health or safety of an individual with a disability, or the health or	Person with a Disability

	safety of others, the College will require that the individual be accompanied by their support person while on College premises.	
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 College will provide advance notice of the amount of the admission fee, if any, that will be payable by the individual's support person.	Event Host
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. Further information can be found in AC04 Notification of Service Disruption for People with Disabilities policy .	Facilities Management Team
2.2	In the event of unplanned service disruptions, such as elevator outages or other accessibility-related interruptions, individuals may obtain immediate assistance by contacting Security Services at 613-727-4723 ext. 5000 or Facilities Management at 613-727-4723 ext. 7710. Support will be provided in alignment with individual Inclusive Workplace Emergency Response Plans , where applicable, and may include guidance on available alternate routes or temporary modifications to service access.	Facilities Management and Security Services Team
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: 1. A review of the purposes of the AODA and requirements of the Ontario Regulation 429/07. 2. Instruction on how to interact and communicate with persons with various types of disabilities. 3. Instruction on how to interact with persons with disabilities who use an assistive device or who	Employee Learning and Development

	<p>require the assistance of a service animal, guide dog or support person.</p> <p>4. 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.</p> <p>5. Instruction on what to do if a person with disabilities is having difficulty accessing college services.</p>	
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 Leaders
3.3	The College will maintain a record of the training provided.	Employee Learning and Development
4.0	Feedback Process	
4.1	Should any member of the community have feedback or complaints about services to persons with disabilities they are encouraged to contact Human Resources by phone at 613-727-4723 extension 7660 or by email at accessibility@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.	Director, People and Culture or designate.
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.	Director, People and Culture

SUPPORTING DOCUMENTATION

None

RELATED POLICIES

AC01: Academic Accommodation for Accessible Learning

AC03: AODA Integrated Accessibility Standards Regulation

AC04: Notification of Service Disruption for People with Disabilities

AC05: Use of Service Animals on Campus

RELATED MATERIALS

Algonquin Accessibility Office website link

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

Accessibility Standards for Customer Service

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

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