

# **ACCESSIBILITY POLICY**

**Durham College Students Inc.**  
(hereinafter the “**Corporation**”)  
**ACCESSIBILITY POLICY**  
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Effective Date: <b>December 1, 2017</b>	Last Review Date: <b>December 1, 2017</b>
Approved by: <b>Board of Directors</b>	Executive Responsible: <b>President</b>

**ARTICLE I: POLICY STATEMENT**

1.1 The Corporation is committed to improving accessibility and to provide a respectful, welcoming and inclusive environment for its employees and its members, as defined in the Corporation By-laws (the “**Members**”). The Corporation shall implement, maintain and enhance accessibility with respect to employment and the use of all Corporation goods, services, programs and facilities in a timely manner for all persons with disabilities in a manner that:

- Respects their dignity and independence;
- Ensures reasonable efforts are made to provide an opportunity equal to that given to others; and
- Allows persons with disabilities to benefit from the same services, in the same place and in a similar way to others, to the greatest extent possible.

**ARTICLE II: PURPOSE**

2.1 The purpose of this Policy is to outline the requirements developed under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**”), specifically Ontario Regulation 191/11, the Integrated Accessibility Standards (the “Regulation”), which establishes the accessibility standards pertaining to information and communications, employment, transportation, the built environment (design of public spaces) and customer service, as well as additional general requirements that the Corporation must comply with. This Policy will provide the framework for compliance with the requirements.

**ARTICLE III: APPLICATION**

3.1 This Policy and its related procedures shall apply to:

- all employees of the Corporation;
- all directors;
- all chairpersons;
- all commissioners;
- all volunteers acting on behalf of the Corporation;

- the provision of goods, services or facilities to:
  - employees of the Corporation;
  - the public;
  - third parties by, or on behalf of, the Corporation; and
  - Members of the Corporation (as defined in the Corporation by-laws); and
- all Corporation policies, by-laws and guidelines.

3.2 The Corporation is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the *Ontario Human Rights Code* that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. Similarly, the Corporation is committed to promoting its compliance with the AODA to its Members.

#### **ARTICLE IV: THE LEGISLATION**

4.1 The AODA is a provincial act with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. The AODA requires organizations to establish policies, practices and procedures governing how the organization will achieve accessibility through meeting its requirements and compliance dates under the Regulation.

4.2 The requirements set out in the AODA Regulations are not a replacement or a substitution for those established under the *Ontario Human Rights Code*.

#### **ARTICLE V: RESPONSIBILITIES**

5.1 The Corporation Board of Directors are responsible for:

- The governance of this policy;
- Corporate liability for compliance with legislative requirements;
- Supporting and promoting this policy throughout the organization; and
- Leading and promoting a culture of high-level understanding regarding disability and corresponding accommodation.

5.2 The Corporation commissioners are generally responsible for:

- Raising awareness relative to disability and the obligations of this policy;
- Facilitating accommodation in the Corporation's facilities;
- Encouraging open and constructive communication; and
- Recognizing the importance and respect confidentiality of information.

5.3 The Corporation's Resources Commissioner and Equity Commissioner are responsible for:

- Demonstrating cooperation towards all parties;
- Acting as a resource for directors, chairpersons, other commissioners, employees, Members or the public as applicable; and
- Facilitating the understanding of managers of this policy and of the Corporation's obligations.

5.4 The Corporation's employees are responsible for:

- Cooperating with chairpersons, directors, commissioners and other employees in facilitating accommodation for persons with disabilities.

## **ARTICLE VI: REQUIREMENTS UNDER THE LEGISLATION**

6.1 The Corporation is committed to complying with the requirements for an organization of less than twenty (20) employees, as provided in the Regulation. The Corporation will meet these requirements in the following manner:

6.2 Establishing Accessibility Policies. Develop, implement and maintain policies, including this Policy, governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the Regulation.

6.3 Procurement. incorporate accessibility criteria and features as much as possible, and in particular, when designing, procuring or acquiring self-service kiosks (interactive electronic terminals, including point-of-sale devices), intended for public or member use that allow users to access services and/or products. In the event that it is not practical to incorporate accessibility criteria and features, the Corporation shall upon request provide an explanation.

6.3 Training. provide training on the requirements of the AODA and the Regulation and on the *Ontario Human Rights Code* as it pertains to persons with disabilities.

6.4 Information and Communications Standards.

6.4.1 Accessible Information. upon request, the Corporation shall provide information and communications materials in accessible formats or with communication supports, including publicly available information about the Corporation's goods, services and facilities, as well as publicly available emergency information.

6.4.2 Consultation. The Corporation shall consult with people with disabilities to determine their information and communication needs.

6.5 Employment Standards.

6.5.1 Volunteers. the provisions in this section 3 do not apply to volunteers and other unpaid individuals.

6.5.2 Recruitment Process. the Corporation shall notify the public and staff that, upon request, it shall accommodate disabilities during the recruitment, assessment and hiring processes. Similarly, the Corporation shall notify successful applicants of Corporation policies and any other additional supports pertaining to the accommodation of employees with disabilities.

6.5.3 Changes to Accessibility Policies. inform its employees of all its accessibility policies as soon as possible and inform them of any changes to the policies.

6.5.4 Emergency Information: the Corporation shall provide customized workplace emergency information to employees who have a disability.

6.5.5 Career Development and Advancement: if using performance management, career development and redeployment processes, the Corporation will take into account the accessibility needs of employees with disabilities.

6.5.6 Performance Management: the Corporation shall take into account the accessibility needs of employees with disabilities, as well as documented individual accommodation plans.

6.5.7 Design of Public Spaces Standards.

6.2.7.1 Application to Corporation Owned Buildings and Features. this Policy applies to new construction and major changes to existing features, modified after January 1, 2018 and owned by the Corporation.

6.2.7.2 Commitment. the Corporation shall meet the accessibility standards required in the AODA and the Regulation for the design of public spaces when building or making major modifications to public spaces.

6.2.7.3 Public Spaces. "public spaces" shall include service-related elements like service counters, fixed queuing lines and waiting areas.

6.6 Customer Service Standards.

6.6.1 The Corporation is committed to providing customer service standards that meet the requirements in the AODA and the Regulation.

6.6.2 Assistive Devices. Persons with disabilities may use their own assistive device as necessary when accessing Corporation facilities. If such an assistive device poses a security concern, other reasonable measures will be used to ensure accessibility as required by the AODA.

6.6.2.1 Definition. “assistive devices” means cane, wheelchair, lift assistants, hearing and visual aids and other devices as reasonably contemplated in the Regulation.

6.6.2.2 Usage. unless excluded by law, people with disabilities must be permitted to use assistive devices in order to access or use the Corporation’s facilities and obtain the organization’s products and services.

6.6.2.3 Alternative Measures if Excluded by Law. Where excluded by law, staff must provide an explanation and other arrangements must be explored in order to provide service.

6.6.2.4 Maintenance. if at any time, the Corporation (through the Centre for Student with Disabilities or otherwise) owns assistive devices that are available to its Members, for access to specific services and programs, these must be kept in good working order and appropriate staff must know how to use the equipment or device.

6.6.3 Service Animals. people with disabilities who are accompanied by a service animal are welcome on all parts of the Corporation’s facilities that are open to the Members and/or the public.

6.6.3.1. Usage. unless excluded by law, people with disabilities must be permitted to use service animals in order to access or use the Corporation’s facilities and obtain the organization’s products and services.

6.6.3.2. Excluded by Law. animals are not allowed in places where food is manufactured, prepared or processed.

6.6.3.3. Alternative Measures if Excluded by Law. where excluded by law, or where the Service Animal may affect the health and safety of other customers, the Corporation shall consider alternative measures for the person to access its products, facilities, and services.

6.6.3.4. Recognition of service animal. if not easily apparent that the service animal is being used for reasons related to disability, the Corporation reserves the right to request verification from the customer. Such verification includes:

6.6.3.4.1 a certificate of training from a recognized service animal training school; and

6.6.3.4.2 a letter from a physician or nurse confirming the person has a disability requiring the use of a service animal.

6.6.3.5 Care and Control. the person using accompanied by a service animal shall be responsible for maintaining the care and control of such animal.

6.6.3.6 Allergies. If safety and/or health concerns occur, for example in the form of allergic reactions to a service animal, the Corporation will act reasonably to meet needs of all parties.

6.6.3.7 Conflict of law. If there is a conflict between the Dog Owners' Liability Act, or any related regulation, and a municipal by-law relating to banned breeds, then the most restrictive provision shall prevail.

6.6.4 Support Persons: the Corporation is committed to welcoming its Members or people from the public using support persons.

6.6.4.1 Access to Support Persons: a member or person from the public with a disability who is accompanied by a support person must not be prevented from having said support person while on the Corporation's premises.

6.6.4.2. Fees: If a participant fee is charged (e.g. admission or registration fee) at a Corporation event, either inside or outside the Corporation's premises, said fee must be waived for the accompanying Support Person.

6.6.5 Notice of Temporary Disruptions. the Corporation is committed to notifying people with disabilities of temporary disruptions.

6.6.5.1. Notice of the disruption shall be provided to the public in a timely manner.

6.6.5.2 Notice shall include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

6.6.5.3 Notice shall be given by posting the information at a conspicuous place on the premises (including on doors, at service counters, on bulletin boards), by posting it on the Corporation's website or by such other method as is reasonable in the circumstances.

6.6.6 Notice of Availability of Documents: the Corporation is committed to providing information related to accessibility in the appropriate format to the public, its Members and its staff.

6.6.6.1 To the Public and its Members: when requested or necessary, the Corporation shall provide publicly available emergency information, like evacuation plans or brochures, in an accessible format.

6.6.6.2 To Employees: when requested or necessary, provide accessible and customized emergency information to employees. Provide this information as soon as an employee asks for it or when the Corporation becomes aware an employee may need accommodation in an emergency.

6.6.7 Feedback Forms. the Corporation is committed to establishing a process for receiving and responding to feedback about the manner in which it provides services to persons with disabilities.

6.6.7.1 Availability. the Corporation shall make the information about the feedback process readily available to Members and the public.

6.6.7.2. Methods. the Corporation shall permit its Members or the public to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.

6.6.7.3 Response. the Corporation shall specify the actions it will take if a complaint is received.

6.6.7.4 Format. The Corporation shall make the feedback material in accessible formats.

6.6.8 Training. the Corporation shall provide training on customer service tailored to persons with disabilities and about the provision of the Corporation's services to persons with disabilities to all staff, commissioners, members of the Board of Directors and volunteers.

6.6.8.1 Timing: this training will be provided shortly after staff or volunteers commence their duties and/or upon changes to this Policy, practices and procedures.

6.6.8.2 Content of Training: the training must include a review of the purposes of the AODA and the requirements of the Regulation. Also the training must instruct the trainees about the following:

6.6.8.2.1 how to interact and communicate with persons with various types of disability;



6.6.8.2.2. how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;

6.6.8.2.3 how to use equipment or devices available on the Corporation's premises or otherwise provided by the Corporation that may help with the provision of goods or services to a person with a disability;

6.6.8.2.4 what to do if a person with a particular type of disability is having difficulty accessing the Corporation's goods or services; and

6.6.8.2.5 the *Human Rights Code* as it pertains to persons with disabilities.

## **ARTICLE VII: FRAMEWORK FOR LEGISLATIVE COMPLIANCE**

7.1 The Corporation is committed to removing and preventing barriers for persons with disabilities. The Corporation meets the requirements of the Regulations through the methods, processes and actions above.

7.2 Accessibility and the Corporation. the Corporation incorporates accessibility into its governing and administrative documents in the following manner:

7.2.1 Training. The following persons shall receive training on the requirements of the AODA, the Regulation and on the *Ontario Human Rights Code* as it pertains to persons with disabilities:

7.2.1.1 all employees;

7.2.1.2 all volunteers;

7.2.1.3 all commissioners;

7.2.1.4 all members of the Board of Directors;

7.2.1.5 all Members or staff of the Corporation who participate in developing the organization's policies; and

7.2.1.6 Training must be provided as soon as practical and on an ongoing basis in connection with changes to the policies, practices and procedures governing the AODA and the Regulation.

7.3 Corporation Facility Accessibility Design Standards. The Corporation has been committed and shall continue to be committed to creating, building and modifying existing or new structures and facilities that are accessible for its Members and for the public.

