

## **Policy on Accessibility Standards for Customer Service**

Office of Administration:	Office of Vice-President, Administration
Approval Authority:	Board of Governors
Approval Date:	October 26, 2018
Next Review:	3 years
Review History:	December 16, 2016

### **OVERVIEW**

Laurentian University of Sudbury's ("University") Purpose and Values commit the institution to equity and accessibility. In advancement of this mission, the University is dedicated to providing equal access to goods, services and facilities and is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code (Code) respecting non-discrimination and the obligations under the Accessibility for Ontarians Act, 2005 ("AODA") and related regulations. The University is committed to complying with both the Code and the AODA.

The University understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Code or obligations to people with disabilities under any other law.

### **PURPOSE**

The University is committed to excellence in service in providing goods, services and facilities to University students, faculty, staff and other users in a way that respects the dignity and independence of people with disabilities. The University strives to ensure that persons with disabilities have equal opportunity to access its goods, services and facilities in an integrated

manner, and where possible, without the need for adaptation, unless alternate measures are necessary. Existing policies will be applied in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

## SCOPE

This policy applies to all members of the Laurentian University community including students, faculty, staff and other users as well as Laurentian University Departments/Schools. Each University Department/School shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with this Policy, its principles and commitments.

## DEFINITIONS

“Disability”. The AODA uses the Code definition of disability which is defined as:

- i. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impairment, or physical reliance on a guide dog, or other animal or a wheelchair or other remedial appliance or device;
- ii. A condition of mental impairment or developmental disability;
- iii. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- iv. A mental disorder; or
- v. 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” means a guide dog as defined in the AODA.

“Service animal” means a service animal as defined in the AODA.

“Support person” means a support person as defined in the AODA.

## POLICY STATEMENT

### 1. Communication with persons with disabilities

- 1.1. When communicating with a person with a disability, the University will do so in a manner that takes into account the person’s disability. The University will work with

the person with a disability to determine what method of communication works for them.

## 2. Assistive Devices

- 2.1. Persons with a disability may use their personal assistive devices to access programs, goods, services or facilities at the University. When appropriate, the University will provide assistive technology in order to enable people with disabilities to access University programs, goods, services and facilities while on the premises conducting University business.
- 2.2. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, the University will use other measures to ensure the person with a disability can access University goods, services or facilities.
- 2.3. The University will ensure that employees are trained and familiar with various assistive devices that it has on site or that it provides that may be used by persons with disabilities while accessing the University's goods, services or facilities.

## 3. Guide Dogs, Service Animals

- 3.1. The University welcomes people with disabilities and their service animals. Service animals are allowed on the parts of the University's premises that are open to the public.
- 3.2. When the University cannot easily identify that an animal is a service animal, University employees may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.
- 3.3. A service animal can be easily identified through visual indicators, such as when it wears a harness or vest, or when it helps the person perform certain tasks.
- 3.4. A regulated health professional is defined as a member of one of the following colleges:
  - 3.4.1. College of Audiologists and Speech-Language Pathologists of Ontario
  - 3.4.2. College of Chiropractors of Ontario
  - 3.4.3. College of Nurses of Ontario
  - 3.4.4. College of Occupational Therapists of Ontario
  - 3.4.5. College of Optometrists of Ontario
  - 3.4.6. College of Physicians and Surgeons of Ontario
  - 3.4.7. College of Physiotherapists of Ontario
  - 3.4.8. College of Psychologists of Ontario

3.4.9. College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

- 3.5. If the service animal is excluded by law from the premises, the University will look to other available measures to enable the person with a disability to obtain, use or benefit from the University's goods, services or facilities.

4. Support Persons

- 4.1. When person with a disability is accompanied by a support person, the University will ensure that both parties are permitted to enter the premises together, and that the person with a disability is not prevented from having access to the support person.
- 4.2. Where fees for programs, goods and services are advertised or promoted by the University, the University will also provide advance notice of the fees with respect to support persons.
- 4.3. In certain circumstances, the University may require a person with a disability to be accompanied by a support person when on the University premises, but only if a support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.
- 4.4. Before making a decision, the University will:
- 4.4.1. Consult with the person with a disability to understand their needs;
  - 4.4.2. Consider health or safety reasons based on available evidence; and
  - 4.4.3. Determine if there is no other reasonable way to protect the health and safety of the person or others on the premises.
- 4.5. If the University determines that a support person is required, the University will waive the admission fee or fare (if applicable) for the support person.

5. Notice of Disruption of Services

- 5.1. When there is a disruption in a particular facility or service used to allow a person with a disability to access goods, services or facilities, the University will promptly give notice of the disruption to the public by posting the reason for the disruption, the anticipated duration of the disruption, and a description of alternative facilities or services that may be available.
- 5.2. This posting will be in a conspicuous place on the premises of the University, or by other reasonable methods in the circumstances and when appropriate, on the University's website at <https://laurentian.ca/accessibility>.

5.3. If the disruption is anticipated, the University will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible.

## 6. Training

6.1. The University will provide training to all faculty, staff, volunteers and others who deal with the public on behalf of the University, and all those who are involved in the development and approval of customer service policies, practices and procedures and anyone who provides goods, services or facilities to customers on the University's behalf.

6.2. The University will keep records of the training provided, including the dates training is provided and the number of persons trained.

6.3. The training will be delivered in a variety of formats and will be provided to new faculty, staff, volunteers and others as soon as practicable after the commencement of their duties and on an ongoing basis for faculty, staff, volunteers and others so as to ensure that they remain current and up to date with changes in policies, practices and procedures.

6.4. The training will include the following:

- 6.4.1. Purpose of the AODA and the requirements of the customer service standard;
- 6.4.2. The University's policies related to the customer service standard;
- 6.4.3. How to interact and communicate with persons in a manner that takes into account their disability;
- 6.4.4. 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;
- 6.4.5. How to use equipment or devices available on the University premises or provided by the University that may help with the provision of goods, services or facilities; and
- 6.4.6. What to do if a person with a disability is having difficulty accessing the University's programs, goods, services or facilities.

## 7. Feedback Process

7.1. Comments on how well the University's service delivery meets the expectations of its students, faculty, staff and other users are welcomed and appreciated and will help to identify barriers and respond to concerns.

7.2. Customers will be notified of how to provide feedback in the following ways:

- 7.2.1. Online at: <https://laurentian.ca/accessibility>

7.2.2. In Person or by phone at the Equity, Diversity and Human Rights Office

7.3. Feedback about the manner in which the University provides goods, services and facilities to persons with disabilities can be provided in person, by telephone, in writing, or by electronic text on diskette or otherwise.

7.4. All feedback, including complaints shall be directed to the Assistant Vice-President, Equity, Diversity and Human Rights who will follow the complaint procedures and processes outlined in the Program on a Respectful Workplace and Learning Environment.

7.5. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve services. In most cases, a response to the feedback will be provided within 15 working days.

7.6. The University will ensure that its feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

8. Notice of Availability of Documents

8.1. The University will notify the public that documents related to accessible customer service will be advertised through a variety of methods to ensure the public of their existence.

8.2. The University will provide this document in an accessible format or with communication support, on request. The University will consult with the person making the request to determine the suitability of the format or communication support. The University will provide the accessible format in a timely manner and, at no additional cost.

9. Modifications to this or other policies

9.1. Any policies of the University that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

## NOTICE OF COLLECTION OF PERSONAL INFORMATION UNDER THIS POLICY

Any personal information about an individual collected in respect of this policy, is pursuant to The Laurentian University of Sudbury Act, 1960 and necessary in the execution of various related authorized functions and activities. Such information will only be used for the purpose and functions outlined in the Policy. If you have any questions about the collection, use and disclosure of this information, please contact the administrative authority responsible for this policy.

## RELATED POLICIES, PROCEDURE, LEGISLATION AND OTHER DOCUMENTS

Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”)

Ontario Regulation 429/07 (Accessibility Standards for Customer Service)

Ontario Human Rights Code (Code)

Policy and Program on a Respectful Workplace and Learning Environment

Policy and Guidelines on Academic Accommodation for Students with Disabilities

Code of Student Conduct (Non-Academic)