



## LOYALIST COLLEGE POLICY & PROCEDURE MANUAL

Subject:	Accessibility Standards - Accessibility For Persons with Disabilities	Number:	ADMIN 119
Issued By:	President	Date Issued:	Nov, 2012
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### **Purpose**

Loyalist College has the right, as well as the legal and moral responsibility, to ensure that all its members are treated fairly, equitably, and respectfully, in order to provide a learning, working and living environment that is inclusive and barrier-free. The College is committed to fulfilling the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and this policy outlines the obligations of the College and its employees to meet the requirements outlined under the AODA.

### **Scope**

This policy applies to all members of the College community who deal with members of the public, or their agents, on behalf of Loyalist College, whether the person is an employee (faculty support, and administration groups), student, contractor, service provider, researcher, volunteer, visitor or otherwise.

### **Policy**

#### **1. Loyalist will use all reasonable efforts to ensure accessibility policies are consistent with the following four key principles:**

- Dignity - Service is provided in a respectful manner consistent with the needs of the individual.
- Independence - Services for people with disabilities shall support their independence while respecting their right to safety and personal privacy.
- Equity/Equality of Outcome - Service outcomes are the same for persons with disabilities as for persons without disabilities.
- Integrate - Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.

#### **2. Customer Service**

Loyalist is committed to providing accessible goods and services to persons with disabilities. The College has established a Customer Service Policy (ADMIN-116). The policy establishes how Loyalist College will meet the requirements for accessible customer service as outlined in Ontario Regulation 427/07.



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### 3. General

- 3.1. Loyalist has developed a multi-year accessibility plan that outlines its strategy to prevent and remove barriers, and how it will meet the requirements of the Integrated Accessibility Standards (Ontario Regulation 191/11). The multi-year accessibility plan outlines how existing and future policies, practices and procedures will be consistent with the requirements under the *AODA*. The accessibility plan and annual status report will be available on Loyalist's website and will be provided in an accessible format upon request. The multi-year accessibility plan will be reviewed and updated at least once every five years.
- 3.2. The College will incorporate accessibility criteria and features when designing, procuring and/or acquiring goods, services, and facilities (including self-serve kiosks). Where it is not practicable to do so, Loyalist will provide a written explanation, if requested, detailing why accessibility criteria could not be incorporated in the procurement or acquisition of goods, services and/or facilities.
- 3.3. All Loyalist employees, volunteers, and other persons will receive training on Ontario's accessibility laws and on the *Ontario Human Rights Code* as they apply to persons with disabilities. Training will be provided as soon as practical and upon changes to the College's accessibility policies.

### 4. Information and Communications

- 4.1. Loyalist is committed to meeting the communication needs of people with disabilities. Loyalist will provide information and communication materials in accessible formats, or with communication supports, upon request. This includes publicly available information about Loyalist's goods, services and facilities, as well as publicly available emergency information. Accessible formats and communication supports for persons with disabilities will be provided in a timely manner taking into account the person's accessibility needs.
- 4.2. The College will consult with people with disabilities to determine how to provide accommodation for their information and communication needs. If necessary, the College will provide an explanation of why the information and communication are unconvertible and a summary of such information and communication.
- 4.3. The College will provide student records and education/training resources and materials in an accessible format upon request.



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- 4.4. Educators will be trained on accessible program or course delivery and instruction. Educational or training material produced by the College will be provided in an accessible or conversion-ready format upon request. The Loyalist Parrott Centre and AccessAbility Centre will provide or acquire accessible or conversion ready forms of print, digital or multimedia materials requested by Loyalist students with a disability.
- 4.5. The College will continue to work toward making its websites and web content conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA.
- 4.6. The College will provide individuals with an opportunity to provide feedback in an accessible format.

### 5. Employment

- 5.1. Loyalist is committed to fair and accessible employment practices. The College will notify the public and employees that, when requested, accommodations will be provided during the recruitment, assessment and selection processes. All applicants will be informed of the College's policies, practices and procedures for supporting employees with disabilities.
- 5.2. The College will consult with employees to provide or arrange for the provision of accessible formats and communication supports for job-related information.
- 5.3. If requested, the College will provide individualized workplace emergency information to employees who have a disability and will require assistance in the event of an emergency.
- 5.4. When using performance management, career development and redeployment processes, Loyalist will take into account the accessibility needs of employees with disabilities.
- 5.5. The College will develop a written process for the development of documented individual accommodation plans and return to work processes.

This Policy is available in alternate formats upon request.



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### **References:**

Ontario Human Rights Code, R.S.O. 1990  
Accessibility for Ontarians with Disabilities Act (AODA) 2005  
Integrated Accessibility Standards (Ontario Regulation 191/1)  
AODA - Customer Service Standard Policy (ADMIN 116)  
Procurement Policy (FIN200)

### **Appendices:**

#### **Appendix "A" - Definitions**

Accessible formats: Formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, recorded audio and electronic formats such as DVDs, CDs, screen readers, etc.

Accessibility plan: A plan that describes the actions an organization will take to prevent and remove barriers and when it will do so.

Communications: The term communications as it is used in the Information and Communications Standard refers to the interaction between two or more people or entities when information is provided, sent or received.

Communication supports: The term supports as it is used in the Information and Communications Standard refers to supports that individuals with disabilities may need to access information. Some examples include plain language, sign language, as well as reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.

Conversion-ready formats: Refers to any electronic or digital format that facilitates conversion into accessible formats, such as Braille, large print, audio cassettes, CDs, DVDs, etc.

The Ontario Human Rights Code defines "Disability" as:

- 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 animal or on a wheelchair or other remedial appliance or device;



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- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder, or;
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997