

CANADORE COLLEGE
PROCEDURES MANUAL

Procedures – Accessibility for Persons with Disabilities Policy (B-26)

1. Background:

- 1.1 Regulations made under the Accessibility for Ontarians with Disabilities Act, 2005 require that colleges establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.
- 1.2 The college shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
 - 1) *The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.*
 - 2) *The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary to enable a person with a disability to obtain, use or benefit from the goods or services.*
 - 3) *Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.*

2. Assistive Devices:

Persons with disabilities are entitled to use assistive devices to obtain, use or benefit from the college's goods or services.

3. Communication:

When communicating with a person with a disability, the college shall do so in a manner that takes into account the person's disability.

4. Service animals and support persons:

- 4.1 If a person with a disability is accompanied by a guide dog or other service animal, the college shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.
- 4.2 If a service animal is excluded by law from the premises, the college shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the college's goods or services.
- 4.3 If a person with a disability is accompanied by a support person, the college shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

4.4 The college may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

4.5 If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the college shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

5. Notice of Temporary Disruptions:

If there is a temporary disruption in facilities or services usually used by persons with disabilities, the college shall give notice of the disruption to the public about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

6. Staff Training:

6.1 The college shall ensure that the following persons receive ongoing training about the provision of its goods or services to persons with disabilities as soon as practicable after they are assigned the applicable duties:

1) Every person who deals with members of the public or other third parties on behalf of the college, whether the person does so as an employee, agent, volunteer or otherwise.

2) Every person who participates in developing the college's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

6.2 The training will include a review of the purposes of the Act and the requirements of the Regulation and instruction about the following matters:

1) How to interact and communicate with persons with various types of disability.

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.

3) How to use equipment or devices available on the college's premises or otherwise provided by the college that may help with the provision of goods or services to a person with a disability.

4) What to do if a person with a particular type of disability is having difficulty accessing the college's goods or services.

6.3 The college will document its training policy including a summary of its contents and when it is available, and will keep records of the training provided including the dates on which the training is provided and the number of individuals to whom it is provided.

7. Feedback Process:

The college has established a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities that includes by telephone, in writing, by electronic text, by email, on diskette or otherwise, and has made information about the process readily available to the public on its website.

8. Format of Documents:

If the college is required to give a copy of a document to a person with a disability, the college shall give the person the document or the information contained in the document in a format that takes into account the person's disability.