

AODA ACCESSIBILITY PROCEDURE

Approved by: Academic Coordinating Committee

Authorizer: Vice-President, Student Affairs

Reference Code: SA16 V1

Effective Date: 1/1/2013

PROCEDURE STATEMENT:

In accordance with the Ontarians with Disabilities Act (ODA, 2001) and the Accessibility for Ontarians with Disabilities Act (AODA, 2005), Conestoga has developed a procedure to ensure that persons with disabilities have equal access to programs, services, and activities at Conestoga. The College is guided by the principles of dignity, independence and integration of equality when providing services and supports to people with disabilities. All policies of the College are available in alternate and accessible formats.

SCOPE:

These procedures apply to all areas of Conestoga's campuses.

DEFINITIONS:

Accessible Formats: Accessible formats are those that pose no obstacles to persons with disabilities. They must be made available to students with Accommodation Forms, upon request, by January 2013. Accessible format refers to both print and electronic versions.

Alternate Formats: Alternate format refers to transmitting information in a manner that is different from regular print format. Some alternate formats can be used by everyone, while others are designed to address the needs of a specific user. Print materials may need to be large print, recorded audio, Daisy, electronic, Braille, etc. Video may need to be captioned, have descriptions, and ASL Windows.

Assistive Technology/Devices: Devices that have been developed with features specifically helpful for people with disabilities. Professors may be asked to supply file formats that are compatible with particular types of assistive technology.

RESPONSIBILITIES:

Telephonic Communications

Conestoga is committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. Select staff will be trained in TTY systems. We offer to communicate with customers by email or TTY (TextNet online TTY), if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

Conestoga is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure our staff are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our goods or services. We are committed to purchasing technology as required to ensure accessibility in accordance with the AODA and all associated regulations.

Billing and Student Records

Conestoga is committed to providing accessible invoices and student records to all of our customers and will make every effort to provide alternative formats in a timely manner upon request.

Accessibility Services Policy

Conestoga has a policy ensuring that students with disabilities are able to access academic accommodations as required.

E-Information

Conestoga is committed to the development, purchase, and distribution of electronic and web-based products that can be accessed by everyone. The College is committed to providing equal access to electronic information including but not limited to, course related web sites, distance learning, instructional and productivity software.

Captioned Media & E-Text Policy

Conestoga is committed to ensuring all media resources purchased and used in the College are captioned or able to be captioned and that all text books used for instructional purposes must be available in an e-text format. The College is committed to ensuring all instructional, information, marketing and promotional audiovisual materials produced by the College are produced with captions on the master tape to ensure all subsequent copies will be captioned.

Use of Service Animals and Support Persons

Conestoga is committed to welcoming people with disabilities who are accompanied by a service animal. We are committed to ensuring our staff and volunteers are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter all areas of the premises with his or her support person provided that they meet all criteria for access to that space (e.g. Health & Safety requirements). At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Temporary Disruption

Conestoga will provide customers with appropriate notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services if available.

AODA Educational Training for staff

Conestoga will provide training to all employee groups, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided as a condition of employment to all new employees and on an ongoing basis for all employees to ensure staff remains current with any policy or procedural changes as it relates to the AODA. Training will be available in both accessible and alternate formats.

The sessions will include a review of the Accessibility for Ontarians with Disabilities Act, (2005) and training in:

- interacting and communicating with people with various types of disabilities
- interacting with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- accessing the assistive devices available on the premises that may assist with the provision of goods or services to people with disabilities.

Feedback Process

The goal of Conestoga is to meet and surpass customer expectations while servicing customers with disabilities. Comments on our services regarding how expectations are being met are welcomed and appreciated. Feedback can be provided by completing the College's online AODA Feedback Survey (online or by hard copy), or via email, verbally or in person by setting up an appointment with the AODA Coordinator. Customers can expect a response within 5 business days. Complaints received in the AODA Feedback Process will be addressed by the Human Rights Advisor for Conestoga. A response to the customer that the complaint has been received and that the matter will be investigated will be provided within 2 business days.

REFERENCES:

Customer Service Policy for the Provision of Goods and Services to Persons with Disabilities 2012

Disruption of Service Procedure for Conestoga College, 2012

Disruption of Service Procedure for Conestoga College, 2012

Guide to the Accessibility Standards for Customer Service, 2011

Ontario Human Rights Code (2009)

Conestoga College, Protection of Human Rights Policy and Procedure (2007)

Accessibility for Ontarians with Disabilities Act (2005)

The Ontarians with Disabilities Act (ODA, 2001)

REVISION LOG:

Policy and Procedure Committee – July 15 2013

Academic Coordinating Committee – July 17 2013