

<b>Policy #</b>	HR 107
<b>Approved by:</b>	Lori A. Diduch
<b>Approval Date:</b>	September 1, 2020
<b>Policy Holder Signature:</b>	
<b>Policy Holder:</b>	Vice President, Human Resources and Organizational Effectiveness
<b>Administrative Contact:</b>	Director, Centre for Human Rights, Equity and Diversity
<b>Replaces Policy Dated:</b>	December 17, 2012
<b>Review Date:</b>	5 years after approval date

## Accessibility Policy

### Background:

The *Accessibility for Ontarians with Disabilities Act (AODA)* became law on June 13, 2005. The AODA aims to identify, remove, and prevent barriers for people with disabilities. Effective July 1, 2016, the Customer Service Standards have been consolidated with the Integrated Accessibility Standards into one regulation, O. Reg. 191/11: Integrated Accessibility Standards under the AODA, 2005, S.O. 2005, c. 11, which includes the following five accessibility standards:

- I. Information and Communication Standards
- II. Employment Standards
- III. Transportation Standards
- IV. Design of Public Spaces Standards
- V. Customer Service Standards

### Purpose/Rationale:

The Humber College Institute of Technology and Advanced Learning and the University of Guelph-Humber (hereafter referred to as “Humber” or “the College”) is committed to providing an accessible learning, working, and living environment for the Humber community. It is the College’s goal to create a community that is inclusive of all persons and supports all members of the community in an equitable manner. In creating such a community, the College aims to foster a climate of understanding and mutual respect for the dignity and worth of all persons.

To achieve this goal, the College will establish policies, practices and procedures, which are consistent with both the letter and the spirit of the accessibility standards established under the *Accessibility for Ontarians with Disabilities Act (AODA)*, to identify, remove and prevent barriers to people with disabilities in our learning, working and living environments.

The purpose of this policy is to provide clear guidance on how the College will achieve the applicable obligations and responsibilities under the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) and [O. Reg. 191/11: Integrated Accessibility Standards](#).

**This document is available in alternate format on request.**

### **Scope:**

This policy applies to all members of the Humber and University of Guelph-Humber community, including, all students, employees, governors, contractors, suppliers of services, individuals who are connected to any College initiative, volunteers and visitors.

Humber College will ensure compliance with all related College policies and all other applicable legislation, including:

- [Ontario Human Rights Code](#)
- [Humber's Human Rights Policy](#)
- [Humber's Accommodation for Employees with Disabilities Policy](#)

### **Definitions:**

*Accessible Formats: May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.*

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

*Barrier: A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.*

*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: May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate communications.*

*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.*

*Disability: According to the Ontario Human Rights Code, disability is defined 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, wheelchair, or other remedial appliance or device;

- b) a condition of mental impairment or a developmental disability;
- c) a learning disability or 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*.

A disability may be the result of environmental barriers, such as attitudinal barriers, inaccessible information, an inaccessible built environment or other barriers that affect a person's full participation in the educational context.

***Functional Limitation:*** *The restriction of an individual's ability to perform in the condition, manner or duration of a required action or activity.*

***Information:*** *The term information as it is used in the Information and Communications Standard refers to knowledge, data and facts that convey meaning and that exist in any format such as text, audio, digital or images.*

***Service Animal:*** *An animal is a service animal for a person with a disability, if:*

- a) it is readily apparent that the animal is used by the person for reasons relating to their disability; or
- b) the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability. Any of the following regulated health professionals can provide documentation in support of an individual's need for a service animal:
  - i. Audiologists
  - ii. Speech-Language Pathologists
  - iii. Chiropractors
  - iv. Nurses
  - v. Occupational Therapists
  - vi. Optometrists
  - vii. Physicians
  - viii. Physiotherapists
  - ix. Psychologists
  - x. Psychotherapists

A service animal is not a pet.

***Support Person:*** *A support person is another person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.*

***Vocational Association:*** *A "vocational association" under the Code is an occupational association, such as a trade union or a professional association, including a self-governing profession.*

**Policy:****1. General**

- 1.1. Goods and services provided by Humber shall be provided to persons with disabilities in accordance with the following key principles:
  - **Dignity** – Service is provided in a respectful manner consistent with the needs of the individual.
  - **Independence** – Services for persons 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.
  - **Integration** – 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.
- 1.2. Humber’s learning, working and living environments will be maintained free from discrimination and harassment as prohibited by the [Ontario Human Rights Code](#) and the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#).
- 1.3. All members of the College community with disabilities have a right to equitable treatment without discrimination, with respect to employment, services, goods, facilities, accommodation and membership in vocational associations, without discrimination in accordance with the provisions of the [Ontario Human Rights Code](#).
- 1.4. All contractual relationships entered into by the College are governed by a standard contract compliance clause which states that contractors must comply with this policy. Breach of this clause may result in penalties or cancellation of the contract.
- 1.5. Humber has developed a ['Multi-Year Accessibility Plan'](#) that outlines its strategy to prevent and remove barriers while meeting 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 Humber’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 (5) years.
- 1.6. Departments and Faculties at the College are responsible for developing the protocols and procedures related to relevant areas of this policy.
- 1.7. The College will incorporate accessibility criteria and features when designing, procuring and/or acquiring goods, services, and/or facilities (including self-serve kiosks) as outlined in Humber’s purchasing procedures. Where it is not practical to do so, Humber 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.

- 1.8. All members of Humber College including: employees, agents, volunteers, all persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of the organization shall be trained on the requirements of the accessibility standards and on the Ontario *Human Rights Code* appropriate to the duties of the employees, volunteers and other persons.

Managers, Directors and Deans are responsible to ensure that all employees in their departments and schools receive the mandatory *AODA* trainings.

The Centre for Human Rights, Equity & Diversity will offer training in a number of formats, including online and face-to-face. Training will include the following:

- an overview of the purposes of the *AODA* and an awareness of this policy;
- instruction on how to interact and communicate with people with various types of disabilities;
- instruction on interacting with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- instruction on the use of equipment or devices available, such as wheelchairs and TTY; and,
- instruction on what to do if a person with a disability is having difficulty accessing services.

Training shall be mandatory for all employees. All new employees are required to complete *AODA* training within ninety (90) days' of hire. In addition, all employees are required to receive additional training every three (3) years thereafter.

The Centre for Human Rights, Equity & Diversity will provide an annual list to Directors and Deans to ensure compliance training shall be provided in respect of any changes to this policy on an ongoing basis.

## **2. Information, Communication and Feedback**

- 2.1. Humber College will ensure the process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. Feedback may be provided directly to the service provider or to the:

Director, Centre for Human Rights, Equity & Diversity  
The Humber College Institute of Technology and Advanced Learning  
205 Humber College Blvd  
Toronto, Ontario, Canada  
M9W 5L7  
Telephone: (416) 675-6622 ext. 4425  
Fax: (416) 675-4708  
E-mail: [humanrights@humber.ca](mailto:humanrights@humber.ca)

Feedback will be used to improve customer service. In addition, the author of the feedback will be provided with a response in the format in which the feedback was received. The feedback may outline any actions taken if deemed appropriate.

- 2.2. Humber is committed to meeting the communication needs of people with disabilities. Humber will provide information and communication materials in accessible formats or with communication supports upon request. This includes publicly available information about Humber's goods, services and facilities, as well as publicly available emergency information. Accessible formats and communication support for persons with disabilities will be provided in a timely manner taking into account the person's accessibility needs. It will be provided at no additional cost than the cost charged to other persons.

The College will consult with persons 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.

The College will provide student records and education/training resources and materials in an accessible format upon request.

The College will provide its emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

- 2.3. Educators will be trained on accessible program or course delivery and instruction. Educational or training material produced by the College can be provided in an accessible or conversion-ready format upon request.
- 2.4. The College's libraries will provide, procure or acquire, upon request, resources and materials in an accessible or conversion-ready format. The College continues to strive towards providing fully accessible documents and resources.
- 2.5. The College will provide accessible or conversion ready versions of printed materials that are educational or training supplementary learning resources upon request.
- 2.6. 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.

### **3. Employment**

- 3.1. Humber 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. Humber shall consult with the person making the request and gain agreement in determining the suitability of an accommodation request. All applicants will be informed of the College's policies, practices and procedures for supporting employees with disabilities.

- 3.2. The College will consult with employees to provide or arrange for the provision of accessible formats and communication supports for job-related information.
- 3.3. The College will provide individualized workplace emergency information and procedures to employees who have a disability and will require assistance in the event of an emergency. An emergency can range from an acute event that requires medical attention to an event such as a fire where special evacuation procedures may be necessary. Managers shall review the individualized workplace emergency response information,
  - a. when the employee moves to a different location in the organization;
  - b. when the employee's overall accommodations need(s) or plans are reviewed; and
  - c. when the employer reviews its general emergency response policies.
- 3.4. When using performance management, career development and redeployment processes, Humber will take into account the accessibility needs of employees with disabilities.
- 3.5. The College will develop a written process for the development of documented individual accommodation plans and return-to-work processes.

#### **4. Transportation**

- 4.1. Humber will, upon request, arrange for accessible transportation services, if and when transportation services are provided by the College. The College will notify the public and employees that accessible transportation will be arranged for persons with disabilities when a request is made.

#### **5. Built Environment**

- 5.1. Humber is committed to incorporating barrier-free principles in the construction of new facilities and during the renovation of existing structures. The College will adhere to the principles of respect for dignity, individualized accommodation, integration and full participation of all people, including persons with disabilities as outlined under the Ontario *Human Rights Code* and as legislated by the AODA.
- 5.2. The College will incorporate barrier-free principles in all renovations to existing buildings taking into consideration the constraints of the existing structures. Where it is not possible to incorporate barrier-free design principles, comparable alternative accommodations will be arranged.

#### **6. Customer Service**

- 6.1. Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their assistive devices.
- 6.2. In the event that a person with a disability is hindered from accessing goods or services, after consulting with the customer the College will accommodate the customer by providing an alternative where possible.

## 7. Service Animals

- 7.1. Service animals shall be permitted entry to all College facilities and meeting rooms where any person is permitted entry.
- 7.2. Service animals are not permitted:
  - 7.2.1. where food preparation is being undertaken, with exception to the use of guide dogs in cafeterias/restaurants on campus. The Health Protection and Promotion Act, Reg 562 s. 60 allows for "a service dog serving as a guide for a blind person or for a person with another medical disability who requires the use of a service dog, if the service dog is in an area of the food premise where food is served, sold or offered for sale"; or
  - 7.2.2. as otherwise disallowed by law.
- 7.3. Additional procedures may be required to ensure the health and safety of individual departmental areas, including but not limited to the to culinary and health and wellness programs, as well as field placements and practicums. These procedures should be made in partnership with all the relevant parties, including: the person with a disability, the program area, the practicum/field placement host (as appropriate) and Humber's departments of Health and Safety, Accessible Learning Services and/or Human Resources.
- 7.4. Additional procedures may be required to ensure the health and safety of individual departmental areas, including but not limited to culinary and health and wellness programs, as well as field placements and practicums. These procedures should be made in partnership with all the relevant parties, including: the person with a disability, the program area, the practicum/field placement host (as appropriate), and Humber's departments of Health and Safety, Accessible Learning Services and/or Human Resources.
- 7.5. In the rare case where a service animal is to be denied access to a facility or meeting room, other accommodations may be afforded, such as: alternate meeting format, such as teleconference/videoconference, where technology permits; delivery of goods or service at an alternate time or location; other assistive measures available to deliver a good or service to ensure equality of outcome.
- 7.6. The person using a service animal is responsible for effectively controlling it. The service animal's presence, behaviour or actions cannot pose an unreasonable or direct threat to property or the health or safety of others. Risk may not be remote or speculative. Owners of service animals may receive information from staff as to the location of fresh water for the service animal and where service animals may be walked to relieve themselves.
- 7.7. The person using a service animal is responsible for effectively controlling it. The service animal's presence, behaviour or actions cannot pose an unreasonable or direct threat to property or the health or safety of others. Risk may not be remote or speculative.

- 7.8. Students with medical condition(s) affected by service animals should contact Accessible Learning Services if they have a health or safety concern about exposure to a service animal. While allergies or a fear of animals are generally not sufficient conditions to exclude service animals, considerations will be made to accommodate all students and employees. The student registering the concern will be asked to provide medical documentation that identifies the conditions(s) to determine whether there is a need for an accommodation. Employees with similar competing rights should follow the same process by speaking directly with their direct Manager or the Centre for Human Rights, Equity & Diversity.
- 7.9. The definition of “service animals” shall include “emotional support, therapy and comfort animals” for the purposes of accommodation if the animal meets the service animal definition in [Regulation 191/11: Integrated Accessibility Standards](#) and documentation from one of the regulated health professionals listed in the Regulation is provided to confirm that the person requires the animal for reasons relating to their disability.
- 7.10. When an accommodation requires an animal meeting the existing service animal definition in [Regulation 191/11: Integrated Accessibility Standards](#), Humber must engage in the accommodation process. Humber may request appropriate documentation to support the accommodation request. For employees, the documentation should establish how the animal will assist the individual perform the essential duties of their position. For students, the documentation should establish how the animal will assist the student address the learning environment related functional limitations arising from their disabilities.
- For additional information about the accommodation process, Humber students should contact Accessible Learning Services. Humber employees should contact Human Resources and refer to the [Accommodation for Employees with Disabilities Policy](#) and [Accommodation for Employees with Disabilities Procedure](#).

## 8. Support Persons

- 8.1. Students with a disability who require a support person must discuss the intent to use a support person for academic purposes with Accessible Learning Services in advance of enacting the support person. Students with a disability may access premises owned and/or operated by Humber with their support person, provided the interaction between the student and their support person does not compromise academic integrity.
- 8.2. Students are required to provide their own support person(s).
- 8.3. Support persons shall be permitted entry to all Humber facilities and meeting rooms that are open to the public. All fees will be waived for the support person.
- 8.4. Humber may require a person with a disability with functional limitations to be accompanied by a support person for health and safety reasons. Before making a decision to require a support person, Humber will consult with the person with a disability to understand their needs; consider health or safety reasons based on the available evidence; and determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

In such a situation, the admission fee or fare for the support person will be waived, if one exists.

## **9. Notice of Service Disruptions**

9.1. In the event that a temporary service disruption occurs that would limit a person with a disability from gaining access to Humber facilities, goods or services, Humber will make the disruption known to customers in the following ways:

9.1.1. Department of Capital Development and Facilities Management will post notice of the service disruption; alternatively, Department of Public Safety and Emergency Management may post notice of the service disruption;

9.1.2. posting a message on Humber's website ([www.humber.ca](http://www.humber.ca));

9.1.3. posting notices in visible locations close to the service that has been disrupted.

9.2. If an unexpected disruption occurs, persons with disabilities will be accommodated by the use of other possible means to deliver the goods and services, such as:

9.2.1. the use of an alternative place and time to provide the goods or service directly to the person with a disability (for example, change of classroom location or class cancellation); or

9.2.2. any other appropriate assistive measures available to deliver goods and services.

9.3. All notices of disruption shall include:

9.3.1. the name of the event and/or service;

9.3.2. anticipated duration of the disruption if known;

9.3.3. the normal service location being impacted;

9.3.4. alternate service locations;

9.3.5. alternate service methods;

9.3.6. hours of service availability;

9.3.7. contact information; and

9.3.8. other information suitable to the delivery of a good or service.

## **10. Training – Customer Service**

10.1. Humber College will provide training to all Humber employees, including all full time and part time faculty, administration and support staff, sessional and contract employees, 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. The training includes:

10.1.1. an overview of the purposes of the AODA and an awareness of this policy;

10.1.2. instruction on how to interact and communicate with people with various types of disabilities;

10.1.3. instruction on interacting with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;

10.1.4. instruction on the use of equipment or devices available, such as wheelchairs and TTY; and,

10.1.5. instruction on what to do if a person with a disability is having difficulty accessing services.

## 11. Notice of Availability of Document

- 11.1. This policy and all other documents considered critical to the delivery of goods, services or facilities will be made available upon request. Documents will be available in an alternative format upon request.
- 11.2. This policy will be posted on the Humber College website and made available to all members of the Humber community.

### References:

[\*Accessibility for Ontarians with Disabilities Act\*](#)

[Ferris State University, Disabilities Services](#)

[George Brown AODA Policy](#)

[\*Health Protection and Promotion Act\*](#)

[Humber Human Rights Policy](#)

[Integrated Accessibility Standards](#)

[O. Reg. 191/11: Ontario \*Human Rights Code\*](#)

[Psychology Dictionary](#)