

Accessibility Policy

Purpose/Rationale:

The Humber College Institute of Technology & Advanced Learning and the University of Guelph-Humber (hereafter referred to as “Humber” or “the 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](#) (AODA) and this policy outlines the obligations of the College and its employees to meet the requirements outlined under the AODA.

Preamble:

Humber will use reasonable efforts to ensure its 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.

Policy:**1. Scope**

This policy applies to all members of the College community. This includes employees and students at Humber College and at the University of Guelph-Humber; members of Humber's Board of Governors; members of standing and ad hoc committees established by these institutions; members of societies and associations which have a direct relationship to or are under the authority of these institutions; contractors; service providers; researchers; and visitors, including invitees, guests or persons who have no ongoing connection to the institution but who are on campus.

2. Customer Service

Humber is committed to providing accessible goods and services to persons with disabilities. The College has established an [Accessible Customer Service Policy](#), which can be found at the following web address:

<http://www.humber.ca/policies/accessible-customer-service>.

The policy establishes how Humber College will meet the requirements for accessible customer service as outlined in [Ontario Regulation 427/07](#).

3. General

- 3.1. 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.

- 3.2. The College will incorporate accessibility criteria and features when designing, procuring and/or acquiring goods, services, and facilities (including self-serve kiosks) as outlined in [Humber's Purchasing Procedures](#). Where it is not practicable 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.
- 3.3. All Humber employees, volunteers, and other persons shall receive training on Ontario's accessibility laws and on the Ontario *Human Rights Code* as they apply to persons with disabilities. The training will be appropriate to the duties and responsibilities of individuals being trained. Training will be provided as soon as practicable and upon changes to the College's accessibility policies.

4. Information and Communications

- 4.1. 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 supports 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.
- 4.2. 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.
- 4.3. The College will provide student records and education/training resources and materials in an accessible format upon notification of need.

- 4.4. 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. The College's libraries will also provide, procure or acquire upon request a variety of resources and materials in an accessible or conversion-ready format. The College continues to strive towards providing fully accessible documents and resources.
- 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. 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. 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 needed, 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.
- 5.4. When using performance management, career development and redeployment processes, Humber 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.

6. Transportation

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.

7. Built Environment

- 7.1. Humber College 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*.
- 7.2. 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.
- 7.3 Feedback may be provided by a person with a disability in the manner deemed most appropriate to them, such as in person, by telephone, in writing, or by delivering electronic text by email or on diskette or otherwise. Feedback may be provided directly to the service provider or to:

Director, Human Rights, Equity & Diversity
Humber 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

7.4 The College will continue to comply with accessibility requirements as outlined in the following Legislation:

- *Human Rights Code*
- *Building Code*
- *Accessibility for Ontarians with Disabilities Act*

This document is available in alternate format upon request and will be posted on Humber's website

References:

[Ontario Human Rights Code](#)

[Accessibility for Ontarians with Disabilities Act](#)

[Humber College's Human Rights Policy](#)

[Humber College's Accessible Customer Service Policy](#)

Related Procedures:

[Humber College's Purchasing Procedure](#)

[Accommodation for Employees with Disabilities Procedure](#)

Glossary

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/or 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

As per the Information and Communications Standard, the interaction between two or more people or entities when information is provided, sent or received.

Communication supports

As per the Information and Communications Standard, supports that individuals with disabilities may need to access information. Some examples include plain language, sign language, information read out loud for persons with vision loss, or 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.

Disability

A disability is

- 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, 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;

- 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* (“handicap”)

Information

As per the Information and Communications Standard, the term refers to knowledge, data and facts that convey meaning and that exist in any format such as text, audio, digital or images.