

Integrated Accessibility Standards Regulation: Accessible Customer Service 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”) are subject to the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and this policy outlines the obligations of the College and its staff to meet the requirements of the Act.

Scope:

This applies to all members of the College community including employees and students at Humber College and the University of Guelph-Humber, members of Humber’s Board of Governors, volunteer 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 are on campus.

Definitions:

Disability (AODA 2005): is one of the following:

- 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 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.

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

Service Animal (AODA 2005): 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 his or her 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 Persons (AODA 2005): means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

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 Employees and students 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.

2. Assistive Devices

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

3. Service Animals

- 3.1 Service animal is any guide dog, signal dog, emotional support and other animal individually trained or service animal in training, to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. The animal may wear specialized

equipment such as backpack, harness, or special collar, but this is not a legal requirement. Service animals are working animals not pets.

If an animal meets the definition above, it is considered a service animal regardless of whether it has been licensed or certified that it has been trained.

- 3.2 Service animals shall be permitted entry to all Humber College's facilities and meeting rooms where any person is permitted entry.

Service animals are not permitted:

- 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
- as otherwise disallowed by law.

- 3.3 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.

- 3.4 The student or employee 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.

4. **Conflicting/Competing Disability Accommodations**

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 a 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.

5. **Support Persons**

- 5.1 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.

- 5.2 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. The support person is permitted to attend at no cost.
- 5.3 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
 - 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.
- 5.4 Students are required to provide their own support person(s).
- 5.5 Support persons shall be permitted to accompany students with disabilities to their classrooms. Students are encouraged to inform instructors/facilitators that they will be attending classes with a support person.

6. Notice of Service Disruptions

6.1 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:

- Facilities Management will post notice of the service disruption
- alternatively, Public Safety may post notice of the service disruption
- posting a message on the Humber Web site www.humber.ca
- posting notices in visible locations close to the service that has been disrupted.

6.2 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:

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

6.3 All notices of disruption shall include:

- the name of the event and/or service;
- the normal service location being impacted;
- alternate service locations;
- alternate service methods;
- hours of service availability;
- contact information; and
- other information suitable to the delivery of a good or service.

7. Training

7.1 All members of Humber College including employees, agents, volunteers or otherwise, shall be trained on accessible customer service and how to interact with people with disabilities.

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

7.3 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 your services.

7.4 Training shall be mandatory for all employees. All new employees are required to complete AODA training within one (1) month of hire. In addition, all employees are required to receive additional training every three (3) years thereafter.

8. Feedback Process

8.1 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 a 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

- 8.2 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 actions deemed appropriate, if any.

9. Notice of Availability of Documents

- 9.1 This policy and all other documents considered critical to the delivery of goods, services or facilities and services will be made available upon request. Documents will be available in an alternative format upon request.
- 9.2 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](#)

[Health Protection and Promotion Act](#)

[Humber Human Rights Policy](#)

[Ontario Human Rights Code](#)

[Psychology Dictionary](#)

This document is available in alternate format upon request.