

Kemptville Campus OPERATIONAL POLICY	
Subject: Accessibility for Ontarians with Disabilities Act (AODA)	Policy No.: F6
Policy Objective(s): <ul style="list-style-type: none"> • To ensure equal access for people with disabilities, whether Campus employees, volunteers, tenants, clients or visitors. • To outline standards to which the Campus will be held in terms of accessibility, communication, and training. • To outline the mechanisms by which the Campus will make accommodations, communicate to stakeholders, and accept feedback in order to improve. • To outline board and staff responsibilities under the AODA. 	Date Approved: Nov. 30, 2022
	Review/Revision Dates:
Applies to: Board, staff, tenants, volunteers, and the general public using Campus facilities and services.	Approved by: Board of directors

Policy Statement

Kemptville Campus is committed to ensuring equal access and participation for people with disabilities, including Campus employees, volunteers, tenants, clients, and visitors. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Kemptville Campus is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Board of Directors of Kemptville Campus understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Campus is committed to excellence in serving and providing services and facilities to all people, including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include: the lifts/elevators and automatic/accessible doors in various Campus buildings.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

The Campus will train every person as soon as practicable after being hired and provide training in respect of any changes to the policy.

The Campus will maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Communication

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- communicating in writing if preferred (email, notepad and pen)
- communicating verbally if preferred (via phone call, lip/speech-reading, or using a TTY relay service if requested)
- using larger fonts or braille in written materials

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public (except as outlined below) as well as in the Campus administrative offices.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Service animals are prohibited from the following areas:

- areas where food is processed or prepared (including commercial kitchens)

The Campus's long-term (monthly, annual, or longer) tenants will set their own accessibility policies in their rented premises, including policies regarding service animals.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, the Campus might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, the Campus will:

- consult with the person with a disability to understand their needs,
- consider health or safety reasons based on available evidence, and
- determine whether there is no other reasonable way to protect the health or safety of the person or others on the premises.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, the Campus will notify the relevant stakeholders promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available on the Campus website (if for a public event), via email to tenants (if the disruption affects tenants), and/or on the doors of meeting and event spaces if affected.

Feedback process

Kemptville Campus welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be sent via info@kemptvillecampus.ca or by phoning the Campus Coordinator at 613-258-8336 ext. 1.

All feedback will be directed to the Executive Director, who will reply within ten business days.

Kemptville Campus ensures our feedback process is accessible by providing accessible formats and communication supports on request.

Notice of Availability of Documents

Kemptville Campus notifies the public that documents related to accessible customer service are available upon request by posting this information on our website and outside the Campus administrative offices.

Kemptville Campus will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Information and Communications

The Campus will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the Campus determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by posting this information on our website and outside the Campus administrative offices.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

The Campus will notify employees, job applicants, and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability. We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will 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 needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

The process to develop individual accommodation plans for employees is for the employee to discuss their needs with the Executive Director and their manager (if not the Executive Director), then for the Executive Director to document the plan that is shared with their manager. If the employee concerned is the Executive Director, they shall develop an accommodation plan with the Chair of the Board of Directors, who shall ensure the plan is documented and shared with the Board and any direct reports, as necessary.

The process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work is the same as that for the development of accommodation plans.

The Campus's performance management process takes into account the accessibility needs of all employees.

Design of public spaces

The Campus will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

- recreational trails
- outdoor public eating areas
- outdoor play spaces
- accessible off-street parking

We have put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.

Implementation guidelines

The Executive Director is responsible for keeping this policy up-to-date. The Executive Director is responsible for ensuring organizational compliance with the policy and the Act.

The Facilities Manager is responsible for relaying information about Temporary Disruptions of Service to Campus tenants as well as to the Communications and Events Coordinator, who will share it with the public and relevant stakeholders as necessary.

The Facilities Manager is responsible for preventing and/or mitigating disruptions to the accessible parts of the Campus's public spaces.

The Campus Coordinator is responsible for administering Accessibility training for new employees and volunteers, and for maintaining training records. The Campus Coordinator is also the first point of contact for feedback under the policy.

The Communications and Events Coordinator is responsible for ensuring that public-facing communications (e.g., website, e-bulletin, social media) are compliant with the Campus's accessibility policy.

Source:

Government of Ontario - Accessibility Policy Sample

<https://forms.mgcs.gov.on.ca/en/dataset/on00090>