ACCESSIBILITY POLICY

Accessibility Standards for Customer Service

Purpose

Albert College is committed to providing services that are free of barriers and biases to students, parents/guardians, the public and staff. Albert College strives to ensure that key principles of independence, dignity, integration, equality of opportunity and diversity are reflected and valued in the learning and work environments. Albert College strives to provide an environment in all of its facilities that builds independence, dignity and respect for students, parents/guardians, the public and staff.

General

Albert College has a small constituency group and is only open to the public in a few instances per calendar year. All efforts are made to accommodate our customers on an individual basis as each situation arises. Staff members are trained to assist with any disability that may be encountered.

Albert College is made up of a series of buildings with construction dating back to 1923 and up to 2003. The most recent constructions have clear physical accessibility while the older building has received some modification over the last 15 years. As such the College has several areas that preclude a physically disabled person from access. Our Maintenance Repair and Refurbishment Plan contain several items that will enhance accessibility to the areas that have the most public use.

Definitions

The following definitions are used in describing the procedure in providing services to members of the community.

Customer is any person who applies to the College and that person's family.

Assistive device is any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks and electronic communication devices.

Service animal is an animal that is being used because of a person's disability and this is either readily apparent or is supported by a letter from a medical practitioner.

Support person is a person who assists or interprets for a person with a disability as they access the services of the school. A support person is distinct from an employee who supports a student in the system.

Third party contractor is any person or organization acting on behalf of or as an agent of the College.

Barriers to accessibility mean anything that prevents a person with a disability from fully participating in all aspects of the services of the school. Examples include a physical barrier, an architectural barrier, information or communication barrier, and attitudinal barrier and a technological barrier.

Accommodation is a means through reasonable efforts, of preventing and removing barriers that impede individuals with disabilities from participating fully in the services of the school.

Disruption of service is any disruption to a physical service such as repairs, maintenance, replacement or removal that will require a person with a disability to seek alternate means to access a facility.

SCHOOL EXPECTATIONS

The College will make all reasonable efforts to ensure that all policies, practice and procedure are consistent with the principles of independence, dignity, integration and equality of opportunity to all with particular attention for person with disabilities.

The College will welcome all members of the school to its facilities by committing staff and volunteers to providing services to incorporate measure that include, but are not limited to, the use of assistive devices and service animals.

To ensure greater awareness and responsiveness to the needs of a person with disabilities, the College will provide appropriate training for all staff who deal with the public or other third parties on behalf of the College.

Training will be provided to all staff and, when appropriate, to volunteers. As new staff are hired, the training will become a component of their orientation training and will be provided within a reasonable timeframe.

The College will ensure that its policies and procedures related to the Accessibility for Ontarians with Disabilities Act, 2005 are made available to the public and will also ensure there is a capacity to provide communication about these policies and procedures in a format that takes into account a person's disability.

When services that are normally provided to a person with a disability are temporarily unavailable, a disruption of service notice will be posted at the site and on the College's website.

In order to monitor the effectiveness of implementation of the Accessible Customer Service Standard, the College will develop a process for receiving and responding to feedback. Information about the feedback process will be readily available to the public and will allow people to provide feedback using a number of methods.

The College will consider the impact on persons with disabilities when purchasing new equipment, designing new systems or planning a new initiative.

The College will create a feedback process that will review the implementation of this policy with the College's various constituency groups.

The College will also establish a process for consulting with the front-line staff and volunteers who have a role in implementing the expectations and procedures established under this policy to review its effectiveness.

FEEDBACK PROCESS

Responsibility and Methods

The Head of School and/or designate will implement a process for “Feedback on Accessible Customer Service” that has the following components:

a) Information on the College's website inviting users to provide feedback on their experiences with or concerns about access to services for people with disabilities.

b) Methods could include email, verbal input, or written letter.

c) Indicate the title(s) of the person(s) responsible for receiving and responding to the feedback

DISRUPTION TO SERVICE

When those facilities or services are temporarily unavailable or if they are expected to be temporarily unavailable in the near future, a notice of disruption of service is required. Generally, this special notice is not required when there are disruptions to all of the College's services, such as a major storm or power outage. However, if the disruption has a significant impact on people with disabilities, a notice of the disruption should be provided.

The Head of School and the management team and/or their designate will ensure that the user of the College's services are notified when there is a disruption in services that may have an impact on access to services by people with disabilities.

Notice may be given by posting the information at a conspicuous place in any or all of the College's buildings. Other options that may be used include posting on the College's website; through direct communication with users utilizing the telephone fan out list, email or face-to-face communication.

The notice of disruption of service must include information about the reason for the disruption, its anticipated duration and description of alternative facilities or services, if any, that are available.

Communication about the use of assistive devices

The College will provide assistance to any of the alumni/student/parent community requiring the use of assistive devices.

SERVICE ANIMALS

The College allows for all service animals in all buildings. This requirement applies to only to those areas of the premises where our alumni/students/parents customarily have access and does not include places or areas of the school where the alumni/students/parents do not have access.

A service animal can only be excluded from access to the premises where this is required by another law. Examples include: the Health Protection and Promotion Act and the Food Safety and Quality Act. The former Act prohibits service animals in places where food is prepared, processed, or handled (e.g. kitchen of Junior and Senior Schools, and EPLC classroom). Service dogs are permitted where food is served (e.g. Ackerman Hall, Great Hall and EPLC Classroom).

A service animal can be excluded if it is of a breed that is prohibited by law. An example would be the Ontario Dog Owners' Liability Act which places restrictions on pit bull terriers.

SUPPORT PERSON

A support person is an individual chosen by a person with a disability to provide service or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Personal care needs may include, but are not limited to, physically transferring an individual from one location to another or assisting an individual with eating or using the washroom. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical

support by being available in the event of a seizure. The support person could be a paid professional, a volunteer, a friend, or family member. They do not necessarily need to have special training or qualification.

Any person with a disability who is accompanied by a support person will be welcomed on the College's premises with his or her support person. Access will be in accordance with normal security procedures.

This requirement applies only to those areas of the premises where the public or third parties customarily have access and does not include places or areas of the school where the public does not have access.

CONFIDENTIALITY

All of the College's confidentiality policies apply to this policy.

Integrated Accessibility Standards

The following policy has been established by ALBERT COLLEGE to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

Albert College is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities.

Commitment

Albert College is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. This policy will be implemented in accordance with the time frames established by the Regulation.

Accessibility Plan

Albert College will develop, maintain and document an Accessibility Plan outlining the school's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the Albert College's website. Upon request, Albert College will provide a copy of the Accessibility Plan in an accessible format.

Self-Service Kiosks

Albert College will have consideration for accessibility when designing, procuring or acquiring our self-serve kiosks to better serve persons with disabilities.

Training Employees and Volunteers

Albert College will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities, to:

- all its employees and volunteers;
- all persons who participate in developing Albert College's policies; and,
- all other persons who provide goods, services or facilities on behalf of the Albert College

The training will be appropriate to the duties of the employees, volunteers and other persons. Employees will be trained when changes are made to the accessibility policy. New employees will be trained when practicable. Albert College will keep a record of the training it provides

Information and Communications Standards

Feedback

Albert College will continue to ensure that its 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.

Accessible Formats and Communication Supports

Upon request, Albert College will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Albert College will consult with the person making the request in determining the suitability of an accessible format or communication support.

Albert College will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

Albert College will ensure that our Internet websites, including web content, conform to the World Wide Web.

Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

Employment Standards

Recruitment

Albert College will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

Albert College will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to

the materials or processes to be used.

If a selected applicant requests an accommodation, Albert College will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, Albert College will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Albert College will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Albert College will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, Albert College will consult with the employee making the request.

Workplace Emergency Response Information

Albert College will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Albert College is aware of the need for accommodation due to the employee's disability. Albert College will provide this information as soon as practicable after becoming aware of the need for accommodation. Where the employee requires assistance, Albert College will, with the consent of the employee, provide the workplace emergency response information to the person designated by Albert College to provide assistance to the employee.

Albert College will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations, needs or plans are reviewed.

Documented Individual Accommodation Plans

Albert College will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

Return to Work Process

Albert College maintains a documented return to work process for its employees who have been

absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return-to-work process outlines the steps Albert College will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return-to-work process will not replace or override any other return-to-work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).

Performance Management, Career Development and Advancement, and Redeployment

Albert College will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Questions about this policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

Jennifer Kimball
Chief Financial Officer
Telephone: 613-968-5726
Email: finance@albertcollege.ca
In person or by mail: 160 Dundas Street West, Belleville, ON, K8P 1A6

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