



OntarioLearn Policy

POLICY TYPE:	Corporate
POLICY TITLE:	Accessibility Standards for Customer Service Policy
POLICY NO.:	ADMIN-001
RESPONSIBILITY:	OntarioLearn Policy Committee
POLICY APPROVED BY:	OntarioLearn Board of Directors
EFFECTIVE DATE:	June 2016
REVISED:	June 2016
REVIEW DATE:	June 2020

Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) endeavors to establish standards that provide Ontarians with disabilities the same opportunity of access to and benefit from goods, services, facilities, accommodation and employment as are provided to all Ontarians. OntarioLearn and its member colleges are committed to providing students and employees with an inclusive learning, teaching and working environment that promotes equal rights for all persons with disabilities as set out in the Accessibility for Ontarians with Disabilities Act, 2005.

Purpose

The purpose of this policy is to establish accessibility standards for customer service to ensure that all students and employees experience an optimally accessible learning and working environment as per the Ontario Regulation 429/07 (Accessibility Standards for Customer Service). This policy applies to all employees, agents and contracted staff of OntarioLearn and member colleges involved with the delivery of OntarioLearn related services.

Definitions

Accommodation is the individualized assistance, support or other help to assist a person in meeting learning or employment requirements.

Assistive Device is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Such devices could be a wheel chair, walker, scooter, cane, magnification or specialized learning software, communication board, etc

Disability as defined by AODA, refers to:

- 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 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.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person 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, medical needs or access to goods and services.

Policy statements

1. Providing Goods and Services to People with Disabilities:

OntarioLearn affirms its commitment to ensure equal access and opportunity in all employment, education, accommodation or business dealings. OntarioLearn will provide goods and services consistent with the following principles and practices:

- a) Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- b) The provision of goods or services must be provided in a way that respects the dignity and independence of people with disabilities.
- c) The provision of goods or services to people with disabilities must be integrated unless an alternate measure is necessary, whether temporary or on a permanent basis, to enable a person with a disability to obtain or benefit from the goods or services.
- d) Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices.
- e) Communication with persons with a disability will be conducted in a manner that takes into account the persons' disabilities.

2. Use of Support Persons:

OntarioLearn permits course access to designated support persons to support any official student accommodation.

3. Notice of Temporary Disruption to Services:

OntarioLearn will provide customers with notice in the event of a planned or unexpected disruption in the services usually used by people with disabilities. This notice will include the reason for the disruption, the expected duration and alternative services available, if any. The notice may be posted on the OntarioLearn website or portal system or communicated by other means reasonable in the circumstance.

4. Training for staff:

Training will be provided to all OntarioLearn staff on how to provide customer service to people with disabilities. The training will extend to all new staff as a condition of employment. OntarioLearn will also provide ongoing training, as needed to reflect changes to policies and procedures impacting people with disabilities. Records of staff who have received training will be maintained by the OntarioLearn Executive Director.

5. Feedback Process:

- a) OntarioLearn will establish a process for receiving and responding to feedback regarding the way OntarioLearn provides goods and services to people with disabilities.
- b) 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 electronic text using email or other digital means.
- c) Concerns regarding service to persons with disabilities may be provided directly to the OntarioLearn Executive Director.

6. Notice of Availability of Documents:

This document and other policies and procedures related to the provision of goods and services for people with disabilities will be available on the OntarioLearn website in order to ensure the public of their existence. These documents will be made available on request and in a format that takes into consideration the person's disabilities.

Roles and responsibilities

In consultation with the OntarioLearn Board of Directors, the Executive Director oversees the accessibility mandate and is responsible for its overall implementation.

All member colleges are responsible for fostering and championing an accessible environment.

All employees, agents and contracted staff of OntarioLearn and member colleges involved with the delivery of OntarioLearn related services have a responsibility for ensuring the ongoing development of an accessible, open and supportive learning, teaching and working environment.

Non-compliance implications

Failure to comply with this policy could impact OntarioLearn's ability to effectively conduct its operations in all areas and leave the consortium in contravention of federal and provincial legislation and directives, and commonly accepted business practices and professional ethics.

Failure to comply with applicable federal and provincial legislation could result in legal costs arising from potential lawsuits for non-compliance.

Failure to comply with this policy could result in damage to OntarioLearn and/or the member colleges' reputation, human rights challenges, or potential legal or other sanctions against OntarioLearn.

Related policies, procedures and directives

Alternate Format Policy (ACAD-010) (under development)

Alternate Format Procedure (ACAD-010.1) (under development)

Integrated Accessibility Standards (ADMIN-002)

Students with Disabilities Policy (ACAD-009)

Students with Disabilities Procedure (ACAD-009.1)

[Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11](#)

[O. Reg. 191/11: Integrated Accessibility Standards](#)

[O. Reg. 429/07: Accessibility Standards for Customer Service](#)