



## **Integrated Accessibility Standards Regulation Policy and Procedure**

### **Providing Goods and Services to People with Disabilities**

#### **Purpose**

The Accessibility for Ontarians with Disabilities Act (AODA), Ontario Regulation 191/11, entitled "Integrated Accessibility Standards Regulation" ("The Regulation"), came into force July 1, 2011. "The Regulation" establishes accessibility standards for customer service, information and communications, employment, transportation, and design of public spaces. Yorkville University is committed to working toward compliance with all the standards that apply to Yorkville University under the AODA.

The purpose of this Policy and Procedure is to provide a framework within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities. Yorkville University endeavours to provide accessibility and accommodation as prescribed in the AODA.

#### **Commitment**

Yorkville University is committed to the principles of independence, dignity, integration and equality of opportunity described in the AODA and to meeting the needs of people with disabilities in a timely manner through the implementation of this policy. Yorkville University is committed to establishing, maintaining and implementing policies as well as associated practices and procedures in "The Regulation" specifically in the areas of customer service, information and communications, and employment, and to meet the accessibility needs of people with disabilities in a timely manner. Yorkville University is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to customers, students, employees, volunteers and members of the general public. Yorkville University is committed to the establishment, implementation, maintenance and documentation of a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers and meet its requirements under "The Regulation".

#### **Training**

Yorkville University is committed to the training of all employees, volunteers, persons who deal with customers, students and the public on behalf of Yorkville University, and persons participating in the development and approval of Yorkville University policies, practices and procedures on the requirements under "The Regulation" and the Human Rights Code, as it pertains to persons with disabilities.

#### **Responsibility**

This policy applies to Yorkville University:

- Customers
- Students

- Employees
- Volunteers
- Visitors
- Applicants for employment
- Independent Contractors and other persons who provide goods or services on behalf of Yorkville University
- Service Contractors and Sub-contractors

Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this Policy.

Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the Human Rights Code and all related policies, practices and procedures. As legislation and compliance requirements are updated, appropriate ongoing training will be provided. All employees, volunteers, contractors and subcontractors, any other person acting on behalf of Yorkville University and persons involved in the creation of Yorkville University policies are responsible for adhering to and following the commitments set out in this policy.

### **CUSTOMER SERVICE STANDARD**

Refer to the Yorkville University **Accessible Customer Service Policy and Procedure**

### **INFORMATION AND COMMUNICATIONS STANDARD**

#### **Feedback**

Yorkville University is committed to providing high quality goods and services to all of its customers and students. Feedback from customers, students and/or third parties is welcome as it may identify areas that require change and encourage continuous improvement.

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be provided by telephone, in person, in writing, in electronic format or through other methods. Feedback related to issues regarding accessibility for people with disabilities should be directed to Yorkville University through our Accessibility Officer by phone, 1-905-669-0550 ext. 1686; Toll-Free 1-877-429-4029, by email, [accessibility@yorkvilleu.ca](mailto:accessibility@yorkvilleu.ca) or other appropriate methods.

If anyone wishes to be contacted about their feedback, they will need to provide their name and contact information.

Complaints will be addressed according to the procedure already established in Yorkville University's complaint management process.

#### **Accessible Formats and Communication Supports**

Yorkville University is committed to meeting alternative format requests in a timely fashion that responds appropriately to any situation. Yorkville University will provide or make arrangements for accessible formats and information, and communication supports when a person with disabilities requests them.

## **Emergency Procedures and Plans**

Yorkville University will ensure that emergency procedures and plans or safety information meet the needs of persons with disabilities and will provide this information in an accessible format or with communications supports on request.

## **Accessible Websites and Web Content**

Yorkville University will conform to the World Wide Web Consortium's Web Content Accessibility Guidelines as outlined in "The Regulation" (WCAG) 2.0 Level AA as outlined in the Information and Communications Standard.

## **ACCESSIBILITY EMPLOYMENT STANDARDS**

### **Recruitment, Assessment and Selection Process**

Yorkville University is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities as all prospective employees and employees. The company will ensure that in its recruitment practices the public is made aware that it will provide accommodation for applicants with disabilities in its recruitment, assessment and selection processes.

When Yorkville University selects job applicants during a job selection process, we will make applicants aware that, upon request, they have access to accommodation in relation to materials and processes that will be used for applicant selection and that take into account their accessibility needs due to a disability.

When Yorkville University makes an offer of employment, we will notify the successful applicant of our policy of accommodating employees with disabilities.

### **Accessible Formats and Communication Supports for Employees**

Where an employee with a disability so requests, Yorkville University will consult with the employee to provide or arrange for accessible formats and communication supports, in relation to information that is generally available to employees and that the employee needs to perform their job.

### **Workplace Emergency Response Information**

Yorkville University will ensure that individualized workplace emergency response information is provided to employees who have a disability, provided that the disability is such that individualized information is necessary and Yorkville University have been made aware of the need for accommodation due to disability. Yorkville University will provide the necessary information as soon as is practicable after becoming aware of the need for accommodation.

If an employee who receives individualized workplace emergency response information requires assistance, Yorkville University will, with the consent of the employee, provide such information to the person designated to provide assistance to the employee.

Yorkville University will review individualized workplace emergency response information when:

- a) The employee moves to a different location in Yorkville University
- b) The employee's accommodation needs or plans are reviewed

c) When the site where the employee is working reviews its general emergency response procedures

### **Individual Accommodation Plans**

Yorkville University will have a process in place for the development of individual accommodation plans for employees with disabilities. The process will address:

- How an employee requesting the accommodation can participate in the process
- The means by which the employee is assessed on an individual basis
- How the company can request an evaluation by a medical or other expert in determining if and how accommodation can be achieved
- How the employee can be represented
- Steps taken to protect the privacy of personal information
- The frequency with which the accommodation plan will be reviewed and updated
- How the reasons for denying an individual accommodation plan will be provided to an employee if the accommodation is denied
- How Yorkville University will ensure that the individual accommodation plan is provided in a format that takes into account the employee's accessibility needs due to the disability

### **Return to Work Process**

Yorkville University will follow its established Early and Safe Return to Work Procedure.

### **Performance Management Process**

In administering performance management processes with respect to employees with disabilities, Yorkville University will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans.

### **Career Development and Advancement**

Yorkville University will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans.

### **Redeployment**

Yorkville University will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans during the redeployment process.

## **DESIGN OF PUBLIC SPACES STANDARD**

### **Parking**

The building of new company owned parking spaces and redevelopment of any existing parking spaces will be built and maintained as legislated.

### Service Counters and Waiting Areas

The building, redevelopment or major changes to new service counters and waiting areas will be built and maintained as legislated.

### RECORD KEEPING

Yorkville University will maintain accurate records of training delivered to employees and make these records available for inspection as may be required.