

Human Resource Services

Procedure # 4-152

Effective Date: 11/12/2013

ACCESSIBILITY PROCEDURE

COMMITMENT: Georgian College is committed to creating and maintaining an enabling environment for all members of the College community that recognizes the dignity and worth of every person. Based upon the principles of dignity, independence, integration and equal opportunity, Georgian College is dedicated to continually improving access, both physical and attitudinal, to facilities, programs, information resources, goods, services, and employment.

Georgian College believes in and promotes the rights of all persons with disabilities as enshrined in the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA) 2005, and relevant privacy legislation. The College also affirms the rights of all persons, including those with disabilities, to have access to equal opportunity in employment, education, accommodation or business dealings with the College.

PURPOSE: The purpose of the Accessibility Procedure is to establish standards in accordance with the AODA legislation to ensure that all members of the College community with disabilities experience an accessible environment while learning, working and visiting Georgian College. The purpose of this procedure is to outline Georgian's commitment to help identify and remove barriers that impede a person's ability to access our goods, services and facilities.

This procedure ensures the ongoing compliance with regulated accessibility standards and Legislated obligations:

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11
Accessibility Standards for Customer Service, O. Reg. 429/07
Integrated Accessibility Standards, O. Reg. 191/11
Human Rights Code, R.S.O. 1990, c. H.19

SCOPE: This Procedure applies to all members of the Georgian College community which includes employees, students, volunteers and others who provide goods, services or facilities that serve the College community on behalf of the organization.

In accordance with the AODA, IASR, s.3, Georgian College will implement and maintain policies governing how the College will achieve accessibility through meeting its requirements in the AODA, Integrated Accessibility Standards Regulation. The College will continue to adhere to the Accessibility Standards for Customer Service Policy.

PRINCIPLES: Georgian further affirms its commitment to ensuring the following principles in all of its procedures, practices and interactions with persons with disabilities:

Dignity - Treating those with disabilities as customers and clients who are as valued and deserving of effective and full service as any other customer.

Independence - Freedom from control or influence of others; freedom to make your own choices.

Integration - Allowing people with disabilities to fully benefit from the same services, in the same place and in the same or similar ways as others.

Equal Opportunity - Treating those with disabilities in accordance with their individual merits, capabilities, circumstances or characteristics, rather than on the basis of stereotypical assumptions.

Flexibility - Consideration for the individual will prevail and Georgian College will operate with flexibility where required on matters regarding accessibility.

Confidentiality and Privacy - Georgian is concerned with protecting the confidentiality and privacy of persons with disabilities.

RESPONSIBILITIES: The Human Resources Department is responsible for reviewing this Procedure and recommending amendments to ensure ongoing compliance with regulated accessibility standards and legislated obligations. Supervisors and managers will ensure that they and their staff are familiar with and comply with this Procedure.

The failure to comply with the AODA regulations can result in administrative penalties as per the legislation. Supervisors and managers will monitor current practices to ensure compliance. Failure to comply with this Procedure may result in disciplinary action, up to and including dismissal.

In accordance with the compliance timelines set out in the AODA Accessibility Customer Service Standards and the Integrated Accessibility Standards, Georgian College is responsible for the following:

1.1 General Requirements

Establishment of Accessibility Plans and Procedure

Georgian has established a multiyear Accessibility Plan which is a road map for Georgian to increase accessibility and put Georgian's commitment to accessibility into action. Implementation of these initiatives will ensure universal accessibility to Georgian's facilities, programs, information resources, goods and services, and employment. The plan is posted on the College's website and will be made available in an accessible format and with communication supports, upon request. Progress on the plan will be provided and available in an accessible format, upon request.

Georgian will maintain an Accessibility Procedure governing how the College will meet its requirements under the AODA, and the College will provide policies in an accessible format, upon request. Documentation that describes this Procedure and each of its requirements will be maintained on the College's website and provided to individuals, upon request, in the appropriate format or communication support.

Procurement of Goods, Services, Facilities and Kiosks

When procuring goods, services, self-service kiosks or facilities, Georgian will incorporate accessibility criteria and features into its Purchasing Procedure and processes. If not practicable, the College will provide an explanation, upon request.

Training

All Georgian employees, volunteers and third parties providing goods and services on the College's behalf will undergo required accessibility training. The training provided will be appropriate to the duties of the employee, volunteer or third party. Training will take place as soon as is practicable and upon completion, the College will keep a record of the training provided including the dates on which accessibility training took place.

Feedback

Feedback regarding the way Georgian College provides goods and services to people with disabilities can be made through the College web site Customer Service Standard feedback form at: www.georgianc.on.ca/accessibility/aoda-feedback.php or in person, by telephone, through email, or by other means as required. Feedback sent through the College web site feedback form will be directed to the Georgian College Equity Consultant.

Feedback in person, by telephone or through email should be directed to:

Equity Consultant
Georgian College, Human Resources Department
One Georgian Drive, Barrie, ON, L4M 3X9
Email: accessibility@georgianc.on.ca
Phone: 705-728-1968 ext. 1618

1.2 Customer Service Standards

Assistive devices

Georgian will accommodate the use of personal assistive devices including but not limited to, wheelchairs, canes, walkers and scooters. Persons with disabilities will be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. Exceptions may occur in situations where the College has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations, if a person with a disability is hindered from accessing goods or services, Georgian College will accommodate the customer by providing an alternative where possible.

Service animals

Georgian will accommodate the use of service animals by people with disabilities who are accessing College services or goods unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7.

Support Persons

Georgian is committed to welcoming individuals with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Georgian's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the Georgian College premises.

Billing

Georgian will make every effort to provide alternative formats of invoices in a timely manner upon request.

Notice of Service Disruption

In the event that there is a temporary service disruption in the availability of facilities, services or goods used by persons with disabilities (e.g., temporary loss of elevator service), Georgian will give notice to the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Such notice may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the affected premises, other College facilities, and the College website, as well as by other means that will ensure that the notice reaches those persons potentially affected by the temporary disruption.

1.3 Information and Communication Support Standards

Accessible Formats and Communication Supports

In consultation with the person making the request, Georgian will provide or make arrangements to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports will be provided in a timely manner, taking into account the person's accessibility needs.

If Georgian determines that the information or communication is unconvertible, the College will provide to the person requesting the information or communication with an explanation as to why it is unconvertible.

For the purpose of this commitment and in accordance with this legislation, information and communications are unconvertible if:

- it is not technically feasible to convert the information or communications; or
- the technology to convert the information or communications is not readily available.

Accessible Websites and Web Content

Internet websites and web content controlled directly by Georgian or through a contractual relationship that allows for modification of the product will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and increasing to Level AA, in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

Emergency Procedures, Plans and Information

Georgian will provide all existing public emergency procedures, plans and public safety information, upon request in an accessible format or with appropriate communication supports in a timely manner.

Educational and Training Resources and Materials

Georgian will provide educational or training resources or materials in accessible formats that take into account the accessibility needs of the person with a disability. Georgian will provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.

Training to Educators

Georgian will provide educators with accessibility awareness training related to accessible program or course delivery and instruction and will keep a record of the training provided.

Provide Accessible Educational and Training Materials

Georgian will provide accessible or conversion ready versions of the materials produced by the College, upon request.

Make School Library Materials and Resources Accessible

Georgian will provide accessible or conversion ready versions of print and digital or multimedia resources and materials if they are available, upon request.

1.4 Employment Standards

Recruitment

Georgian will post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing will be notified that accommodations for material to be used in the process are available, upon request. Georgian will consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants will be notified about Georgian's policies for accommodating employees with disabilities as part of their offer of employment.

Employee Supports

Georgian will inform employees of the procedures used to support employees with disabilities, including procedures on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Accessible Formats and Communication Supports for Employee

Upon an employee's request, Georgian will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- information that is needed in order to perform the employee's job; and

- information that is generally available to employees in the workplace.

Georgian will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Workplace Emergency Response Information

If an employee's disability is such that workplace emergency response information is necessary and Georgian is aware of the need for accommodation, this information will be provided to employees. In addition, this information will be provided, with the employee's consent, to the person designated to provide assistance. The information will undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the College reviews its general emergency response plan.

Documented Individual Accommodation Plans

A written process for the development and maintenance of documented individual accommodation plans will be developed for employees with disabilities. If requested, these plans will include information regarding accessible formats and communications supports. If requested, the plans will include individualized workplace emergency response information.

Return to Work Process

Georgian will have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process will outline the steps that the College will take to facilitate the return to work.

Performance Management and Career Development and Redeployment

Georgian will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

1.5 Transportation Standards

Upon request, when transportation is being provided by the College for school trips or other school sanctioned events, accessible alternatives will be provided to staff and students with disabilities. Staff and students requiring these services will work with the Faculty or department responsible for the trip to make arrangements and must provide as much advance notice as possible when requesting these services.

DEFINITIONS

Accessible will mean capable of being entered or reached, approachable; easy to get at; capable of being influenced, obtainable; able to be understood or appreciated.

Assistive Device will mean a device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the customer Service Standard.

Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability is defined, per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Human Rights Code, R.S.O. 1990, c. H.19, as follows:

- 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;
- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Educators means employees who are involved in program or course design, delivery and instruction.

Goods and Services will mean goods and services provided by Georgian College.

Kiosk is an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

Service Animals are defined, per Section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07.

An animal is a service animal for a person with a disability:

- if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability."

Support Person is defined, per Section 4(8) Accessibility Standards for Customer Service, O. Reg. 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 or medical needs or with access to goods or services."

For any questions related to this procedure, please contact the Human Resources Department.

GEORGIAN COLLEGE
OPERATING PROCEDURES & PRACTICES

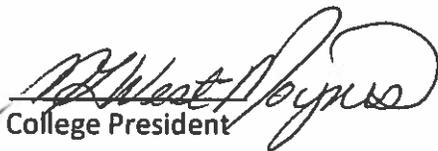
Human Resource Services

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Approved By:


College President

Dec 12, 2013.

Date

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