

WLUFA POLICIES

#2 Policy on Accessibility Standards for Customer Service

Approving Authority: Executive Committee
Original Approval Date: May 2017
Date of Most Recent Review/Revision: April 2022

1. PURPOSE AND POLICY STATEMENT

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

Integrated Accessibility Standards, specifically Customer Service Standards, have been enacted by Regulation under the AODA to ensure that facilities, goods and services are, where at all possible, equally accessible to every member of the public.

We at the Wilfrid Laurier University Faculty Association (WLUFA) strive to make our goods and services accessible to persons with disabilities. The objective of this policy (the "Policy") is to ensure we meet or exceed the requirements of the AODA Regulation and promote its underlying core principles, described below.

2. APPLICATION

The Policy applies to all persons who, on behalf of WLUFA, deal with members of the public or other third parties. This includes our employees, volunteers, agents and contractors.

The Policy also applies to all persons responsible for the development, implementation or oversight of WLUFA policies, practices and procedures.

3. DEFINITIONS

- A. *Assistive Device* - Any device used to assist a person with a disability in performing a particular task or tasks or to aid that person in activities of daily living.
- B. *Disability* – Has the same definition as is provided under the AODA and *Human Rights Code*, R.S.O. 1990, c. H.19.

- C. *Service Animal* - An animal is a service animal for a person with a disability, if
- i. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
 - ii. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - a) a member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - b) a member of the College of Chiropractors of Ontario.
 - c) a member of the College of Nurses of Ontario.
 - d) a member of the College of Occupational Therapists of Ontario.
 - e) a member of the College of Optometrists of Ontario.
 - f) a member of the College of Physicians and Surgeons of Ontario.
 - g) a member of the College of Physiotherapists of Ontario.
 - h) a member of the College of Psychologists of Ontario.
 - i) a member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.
- D. *Support Person* - A person who accompanies a person with a disability in order to assist with communication, mobility, personal care or medical needs or with access to goods, services or facilities.
- E. "*We*", "*Our*" and "*Staff*" mean WLUFA and its employees, volunteers, agents or contractors.

4. CORE PRINCIPLES OF THE POLICY

We endeavour to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

A. *Dignity*

Our goods, services and facilities will be provided in a manner that respects the dignity of persons with disabilities.

B. *Equality of Opportunity*

Persons with a disability will be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

C. *Integration*

Persons with a disability will benefit from our goods, services and facilities in the same place and in the same or similar manner as any other person, unless an alternative measure is necessary. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.

D. *Independence*

Goods, services and facilities will be provided in a way that respects the independence of persons with a disability.

5. IMPLEMENTATION

WLUFAs has created an Accessibility Committee responsible for:

- A.** Developing and implementing policies, practices and procedures to ensure the accessible provision of goods, services and facilities to persons with a disability.
- B.** Developing and implementing an accessibility training program as required by the AODA Regulation.
- C.** Developing a feedback procedure as required by the AODA Regulation.

6. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

A. *Communication*

WLUFAs is committed to communicating with its members and with members of the public in a manner that is accessible and that takes into account any disabilities those persons may have.

B. *Assistive Devices*

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises, we will first endeavour to remove that barrier. If we are not able to remove the barrier, we will ask the person how they can be accommodated and what alternative methods of service would be more accessible to them. We will make reasonable efforts to provide an alternative means of assistance to the person with a disability.

C. *Accessibility at Our Premises*

WLUFAs office location (R128) is accessible to persons who use a wheelchair, scooter, or other mobility device. Our office is on the ground floor at 202 Regina. There is an accessible entrance at the back of the building. Despite this accessibility, we recognize that some persons with disabilities may still not be able to access our office. Please let us know if we need to make other provisions for appointments (for example, WLUFAs staff or officers can come to you, or we can make electronic conference arrangements).

D. *Service Animals*

Persons with a disability may enter our premises accompanied by a Service Animal, and keep the Service Animal with them, in all areas of WLUFAs premises that are open to the public.

E. *Support Persons*

A person with a disability may enter premises owned and/or operated by WLUFAs accompanied by a Support Person and have access to the Support Person while on the premises.

WLUFAs may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. This will only occur after consultation with the person with a disability and where there is no other reasonable way to ensure their health and safety.

WLUFA occasionally holds functions for which it charges attendees an admission fee. If it is necessary for a person with a disability to be accompanied by a Support Person, we will ensure that the fee is waived for the Support Person.

F. *Notice of Temporary Disruptions*

WLUFA will notify the public if there is a planned or unexpected disruption of a facility or service that persons with a disability use to access our goods and services. The notice will be posted at the entrance of the applicable premises and on the home page of the WLUFA website.

The notice will include the following information:

- i.** that a facility or service is unavailable.
- ii.** the anticipated duration of the disruption.
- iii.** the reason for the disruption.
- iv.** alternative facilities or services, if available.

7. TRAINING AND RECORDS

WLUFA will provide training, and ongoing training as required under the AODA Regulation, to all persons to whom this Policy applies.

8. FEEDBACK PROCEDURE

A. *Receiving Feedback*

WLUFA welcomes and appreciates feedback regarding how it delivers goods and services to persons with disabilities. Feedback can be provided in the following ways:

- i.** in person at R128, 202 Regina St. N, Waterloo.
- ii.** by telephone at 519-884-0710, ext. 3721.
- iii.** in writing to WLUFA, 75 University Avenue West, Waterloo, ON N2L 3C5.
- iv.** electronically to wlufa@wlu.ca.

B. *Responding to Complaints*

Where possible, we will respond to complaints within two (2) weeks of the date that the complaint is received.

In certain circumstances we may be required to take more action to effectively address a complaint. In such circumstances the complainant will receive an acknowledgement that the complaint has been received within two (2) weeks and we will respond to the complaint as soon as is practicable thereafter.

9. DOCUMENTATION TO BE MADE AVAILABLE

A copy of this Policy shall be made available to any person upon request. We will provide the Policy in a format that takes into account a person's disability. A person with a disability who requires that the Policy be provided in an alternative accessible format should let us know.

10. QUESTIONS ABOUT THIS POLICY

For more information about this Policy please contact:

WLUFA
c/o Terry Poirier, Executive Director
75 University Avenue West, Waterloo ON N2L 3C5
Phone: 519-884-0710, ext. 2367#
Email: tpoirier@wlu.ca