

Accessibility Standards for Customer Service Policy

POLICY STATEMENT

Appleby College (“Appleby”) provides an exceptional learning environment that helps foster development by blending academic excellence, athletic achievement and creative expression with opportunities for leadership and community engagement both inside and outside the classroom. Among other things, Appleby strives to provide an environment that is accessible for all students, employees, parents and community members.

Appleby is committed to providing excellent customer service in a manner that, as much as reasonably possible, respects an individual’s dignity and independence for persons with disabilities. In its ongoing efforts to strive for accessibility, the school is committed to the principles and goals of the *Accessibility for Ontarians with Disabilities Act, 2005* and the Regulations supporting this Act. Appleby welcomes and encourages all members of its community to collaborate and provide input in future initiatives for accessibility.

THE PRINCIPLES

1. Appleby operates in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of services to persons with disabilities and others will be integrated, unless an alternate measure is necessary, to enable a person with a disability to obtain, use or benefit from the school services.
3. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the school services.

The purpose of this policy is to outline the practices and procedures approved by Appleby in order to meet the obligations of the *Accessibility for Ontarians with Disabilities Act, 2005* and, specifically the Accessibility Standards for Customer Service (Ontario Regulation 429/07). Appleby, through this policy, establishes and implements practices and procedures consistent with its goal of compliance, as well as its commitment to excellent customer service for all.

This policy aims to ensure that people with disabilities, visible or invisible, are given the same opportunity as others to obtain, use and benefit from the services offered by Appleby. Reasonable efforts will be made to ensure that services offered by Appleby are provided in such a way that the key principles of dignity and independence for persons with disabilities are respected. In particular, Appleby will use reasonable efforts in the following areas:

Communication

When communicating with a person with a disability, the person’s specific disability will be taken into account. The School will ensure persons who deal with members of the public on behalf of the School, whether as an employee, volunteer or agent, receive training about the provision of its services to persons with various types of disabilities.

Telephone Services

Appleby is committed to providing fully accessible telephone service to all customers. Appleby will train its staff and volunteers to communicate over the telephone in plain language and to speak clearly.

Assistive devices

People with disabilities may use their own personal assistive devices, or those that may be provided by the School, while obtaining any services provided on the School premises.

A person with a disability may enter any premise of the School with that assistive device unless not allowed by law. If the device is not allowed by law, the person will be so advised and alternate options will be explored. If barriers to the use of an assistive device exist at any premises, these barriers, where reasonably possible, will be removed.

Use of Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, Appleby will ensure that the person is permitted to enter school premises and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. While visiting Appleby, it is the responsibility of the person with a service animal to control the animal at all times.

If a service animal is excluded by law from Appleby premises, Appleby will make every effort to ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the school's services.

In the event a staff member or student is allergic to a service animal, alternative arrangements will be explored.

Use of support persons

Support persons are allowed to go with any person with a disability in any area, on the School premise. This will include attendance at any meetings or interviews. Depending on the circumstance, it may be appropriate for permission to be obtained from the person with the disability for their support person to attend a meeting or interview which could be considered private or confidential. This permission can take many forms, depending on the specific needs of the person with the disability, and may include, written or verbal permission, a nod of the head, or otherwise. Permission should be documented by School staff. In some instances, the School may require that a person with a disability be accompanied by a support person when on School premises, but only in such instances where a support person is necessary to protect the health and safety of the person with the disability, or others on the premises.

If there is an admission fee payable as a result of the person's attendance at the premise, notice shall be given in advance about the amount, if any, payable by the support person.

Notice of Temporary Disruption

Appleby will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available. The school will not be able to give adequate notice in case of an emergency temporary disruption.

In order to make information accessible, signs and printed notices of sufficient size that are easily readable will be prepared. Signs and printed notices will be displayed prominently at the entrance to the school, on notice-boards and at service desks.

Telephone messages will be left in clear and concise language.

Training for Staff

Appleby will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07). Training will be provided to Appleby employees as part of orientation training for new employees. Training will be provided to each person as soon as practicable after he or she is assigned to relevant duties. Training will also be provided on an ongoing basis in connection with changes to the policies and procedures governing the provision of goods and services to persons with disabilities. Appleby will ensure that the following persons receive training about the provisions of services to persons with disabilities:

1. Every person who deals with members of the public or other third parties on behalf of Appleby, whether the person does so as an employee, volunteer or otherwise; and
2. Every person who participates in developing Appleby policies, practices and procedures governing the provision of goods and services to members of the public.

Training for Appleby staff will focus on the following areas:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07).
- Information about Appleby's policies, procedures, and guidelines pertaining to the provision of services to users with disabilities.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person.
- How to use equipment or devices available on Appleby's premises or otherwise provided by the school that may help with the provision of services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing the school's services.

The amount and format of training will depend on the person's interaction with customers. A record of training received by staff and volunteers will be kept in the Human Resources Department.

Feedback process

Any person wishing to provide feedback to the School about the manner in which it provides service to people with disabilities may do so in a variety of ways, including, in person, by telephone, in writing by email, hard copy, diskette or fax, or by some other communication technology.

The concern is to be forwarded to the School's Human Resources Department, to the attention of the Director of Human Resources. Upon receipt of a complaint the matter will be reviewed by the Director or designate, and a response will be provided to the person making the complaint either verbally or in writing, as appropriate, concerning their complaint and any action which may have been taken as a result.

Integrated Accessibility Standard Policy

POLICY STATEMENT

In accordance with our organizational obligations under the AODA, Integrated Accessibility Standards Regulation (*O. Reg. 191/11, s. 4 (1) (2)*), Appleby College has prepared a multi-year plan which contains the deliverables and activities that will be worked on over the next 3 to 5 years.

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

OUR COMMITMENT

At Appleby College we are committed to making accessibility throughout the organization a reality and all employees of the college have a role in creating an accessible and inclusive organization. Therefore in this multiyear plan various groups have been assigned leadership and responsibility to ensure our goals are met.

While Appleby College's ultimate goal is to create a campus that is accessible to all, the School recognizes that barriers still exist and is committed to the long-term goal of accessibility through continuing to increase awareness on accessibility issues.

A. ACCESSIBILITY PLAN

Appleby College will develop, maintain and document an Accessibility Plan outlining the Appleby College'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 Appleby College's website. Upon request, Appleby College will provide a copy of the Accessibility Plan in an accessible format.

1. Training Employees and Volunteers

Appleby 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 Appleby College's policies; and,
- all other persons who provide goods, services or facilities on behalf of the Appleby 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 and new employees will be trained as soon as practicable. Appleby College will keep a record of the training it provides.

2. Self-Service Kiosks

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

B. INFORMATION AND COMMUNICATIONS STANDARDS

1. Feedback

Appleby 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.

2. Accessible Formats and Communication Supports

Upon request, Appleby 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.

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

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

3. Accessible Websites and Web Content

Appleby 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.

C. EMPLOYMENT STANDARDS

1. Recruitment

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

2. Recruitment, Assessment or Selection Process

Appleby 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, Appleby 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.

3. Notice to Successful Applicants

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

4. Informing Employees of Supports

Appleby 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.

5. Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Appleby 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 his/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Appleby College will consult with the employee making the request.

6. Workplace Emergency Response Information

Appleby 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 Appleby College is aware of the need for accommodation due to the employee's disability. Appleby College will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Appleby College will, with the consent of the employee, provide the workplace emergency response information to the person designated by Appleby College to provide assistance to the employee.

Appleby 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.

7. Documented Individual Accommodation Plans

Appleby 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 communications 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.

8. Return to Work Process

Appleby 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 Appleby 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.

9. Performance Management, Career Development and Advancement & Redeployment

Appleby 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.

D. 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:

Human Resources

humanresources@appleby.on.ca

(905) 845-4681 extension 133