

Canadian College of Business, Science & Technology

Accessibility Policy

PURPOSE

Canadian College of Business, Science & Technology (CCBST) is committed to improving opportunities, providing services to our students, the public, and our staff that are free of barriers and biases, and ensuring equal access and participation for people with disabilities. Canadian College of Business, Science & Technology strives to ensure that key principles of independence, dignity, integration, and equality of opportunity are reflected and valued in our learning and working environments. Our conduct shall demonstrate our belief in the strength diversity brings to our communities. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

CCBST College is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

CCBST College understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

CCBST College is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

POLICY

It is the policy of the Canadian College of Business, Science & Technology to support the rights of all persons with disabilities by providing equal opportunities to participate in our school with respect, independence, and dignity.

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Canadian College of Business, Science & Technology is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

- When requested, we will communicate with people with disabilities in ways that take into account their disability.
- We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities guided by the principles of dignity, independent and equality.

- Upon request, customers with disabilities will be offered alternative communication formats that will meet the needs of the customer within a reasonable time frame.
- We will train staff to communicate with customers over the telephone in clear and respectful manner.

Assistive Devices

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.
- if a customer with a disability is prevented from accessing goods or services at Canadian College of Business, Science & Technology will accommodate the customer by providing an alternative solution, in a timely manner, when and where feasible.
- It is the responsibility of the customer with the disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Billing / Student Enrolment Contracts

- We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Service animals are not permitted where food preparation is being undertaken or as otherwise disallowed by law.

In the event a service animal is to be denied access to a facility, classroom or meeting room, other accommodations may be afforded, such as:

- Alternate meeting / class formats i.e. teleconferencing or online meeting where technology permits;
- Delivery of goods or service at an alternate time or location;
- Other assistive measures available to deliver a good or service to ensure quality of the outcome.

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

The customer shall determine whether a service animal or support person(s) is necessary,

however, where an employee or volunteer believes that a support person(s) should be in attendance to protect the health and safety of the customer or others, the following criteria shall be used in consulting with the customer:

- When there is a significant risk to the health and safety of the person with a disability or to others;
- When the risk cannot be eliminated or reduced by other means;
- When the assessment of the risk is based on consideration of the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm;
- When the assessment of the risk is based on the individual's actual characteristics, not merely on generalizations, misperceptions, ignorance or fears about a disability.

If a service animal or support person(s) is necessary for the health and safety of a person with disabilities, or for the health and safety of other persons, Canadian College of Business, Science & Technology will require the accompaniment of a service animal or support person(s) on Canadian College of Business, Science & Technology premises.

Students are required to provide their own service animal or support person(s). Students are expected to inform their Admissions representative at the time of enrolling in a program with Canadian College of Business, Science & Technology that they will be attending classes with a service animal or support person(s). The Admissions representative will inform the Admissions Director that the new student will be attending classes with a service animal or support person(s).

NOTICE OF TEMPORARY DISRUPTION

Canadian College of Business, Science & Technology will provide customers with notice in the event of a planned or unexpected 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 available.

Canadian College of Business, Science & Technology will make customers aware of the disruption by:

- Placing notices at all public entrances and service counters on our premises.
- Administrator and/or Instructors will inform students of the service disruption.

If an unexpected disruption occurs, persons with disabilities will be accommodated by the use of other means to deliver the goods and services, including:

- Canadian College of Business, Science & Technology may provide an alternative location and time to provide the customer with the disability with the goods or services (i.e. an alternative classroom location, etc.);
- Any other appropriate assistive measures available to deliver the goods and services.

FEEDBACK PROCESS

We ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request

We provide educational and training resources, student records, and program information in an accessible format.

We provide educators with accessibility awareness training related to accessible programs or course delivery and instruction.

EMPLOYMENT

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation. We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

TRAINING FOR STAFF

Canadian College of Business, Science & Technology will provide training to all employees, who

deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. Training of our employees and volunteers on accessibility relates to their specific roles.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- CCBST policies related to the Customer Service Standards
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the assistive devices available on the premises that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing CCBST College of Health, Business and Technology goods and services
- CCBST College's policies, practices and procedures relating to the customer service standard.

CCBST is committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

REFERENCES / RELATED DOCUMENTS

- Accessibility for Ontarians with Disabilities Act, 2005 - governed by the Ministry of Citizenship
- Ontario Education Services - Accessibility Working Group - Guide book for Policy Exemplar - Accessibility Standards for Customer Service
- Access Ontario - Breaking Barriers Together
- Human Rights Code - Duty to Accommodate
- Assessment Act
- Blind Persons' Rights Act
- The Building Code Act, 1992
- Corporations Tax Act
- Income Tax Act
- Education Act

- Ontario Disabilities Support Program Act, 1997
- The Workplace Safety and Insurance Act, 1997
- The Canadian Charter of Rights and Freedoms