

<b>Number:</b>	RHR-223
<b>Title:</b>	Accessibility
<b>Person responsible for enforcement:</b>	Secretary General
<b>Entered into force:</b>	May 30, 2018
<b>Approved:</b>	May 30, 2018 by the Board of Governors <i>This document replaces all previous regulations on this subject.</i>
<b>Exception:</b>	No exception to this regulation without prior written authorization from the Board of Governors

*In this document, the masculine form is used without prejudice and for conciseness purposes only.*

## 1. Statement

Saint Paul University is committed to providing goods and services in a manner that respects the dignity and autonomy of each member of the administrative staff, teachers, student population as well as visitors. It is committed to adapt all goods and services to the needs of disabled persons and ensure that they enjoy free and unhindered access to goods, services, facilities, housing and jobs at the University.

The University encourages open communication with persons with disabilities to ensure their access to goods and services. To this end, full-time and part-time staff must undergo training which will inform them on how on to provide customer service to persons with disabilities.

## 2. Legal framework

This regulation complies with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the Accessibility Standards for Customer Service of *Ontario Regulation 429/07*.

## 3. Scope

This regulation applies to all full-time and part-time staff of Saint Paul University.

## 4. Amendments to this regulation

The University is committed to developing regulations on customer services that respect and promote the dignity and independence, integration and equal opportunity for disabled persons. Therefore, no changes will be made to this regulation without prior examination of its potential impact on persons with disabilities.

## 5. Areas and services covered

### 5.1 Communication

Saint Paul University staff must communicate with persons with disabilities in a manner that takes into account the person's disability.

### 5.2 Assistive devices

The University encourages persons with disabilities to use devices or personal assistive devices to access its property and use its services.

### 5.3 Support person

- a) Any person with a disability may be accompanied by a support person on University property. The disabled person must not be deprived of any access to the support person when on the premises, provided that their interaction does not compromise academic integrity, for example, by eliminating or reducing in any manner essential courses or programs requirements.
- b) When admission fees are required for a support person, the administrative unit shall provide and display the amount payable on its website, in its brochures or other means of public release.

### 5.4 Service animals

The University allows persons with disabilities, accompanied by a service animal, access to places open to the public on its property.

### 5.5 Notice of temporary disruption of service

The University gives notice in case of disruptions, planned or unplanned, of facilities or services that may be used by persons with disabilities. These disturbances include shutdown of elevators, areas subject to repairs or maintenance, access routes and devices.

The notice will specify the reason for the disruption and anticipated duration and will describe alternative facilities or services, if any, as well as access routes to take to get to these facilities and alternate services. The notice shall be placed in prominent locations on campus and, if necessary, posted on the website.

### 5.6 Staff training

The University provides training on the accessibility of goods and services to the administrative, faculty and support staff, full-time and part-time, in relation to members of the public wishing to obtain or use goods and services of the University.

### 5.7 Feedback process

The University welcomes comments on how it provides goods and services to persons with disabilities. All comments will be forwarded to Human Resources Services. Clients can expect to receive a response within five (5) working days after receipt of comments by the University.