POLICY GROUP: NC100 – General Administrative
POLICY TITLE: Providing Goods & Services to Persons with Disabilities

A. Background and Definitions

This policy addresses the provision of goods and services to persons with disabilities.

B. Purpose

Niagara College is committed to the inclusion of all individuals who access and utilize College facilities and services. This policy was developed following the core principles of dignity, independence, integration, and equality of opportunity, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

C. Policy Statements

1. Communication:
   a) We communicate with persons with disabilities in ways that take into account their disability;
   b) Upon request, we provide as quickly as possible, alternate methods of communication including alternate format for standard written documents. Other forms of communication are provided wherever possible (e.g. sign language interpreters);
   c) All employees are trained to communicate clearly with people over the telephone, and to use plain language.

2. Assistive Devices: Niagara College is committed to serving persons with disabilities who use assistive devices to obtain, use, or benefit from our goods and services.

3. Support Persons: Any person with a disability who is accompanied by a support person will be allowed to enter with his or her support person and will not be prevented from having access to his or her support person while on Niagara College premises. In certain circumstances, Niagara College may require a person with a disability to be accompanied by a support person for health and safety reasons. Before making this decision, the College will:
   a) consult with the person with the disability to understand their needs;
   b) consider the health and safety reasons based on available information;
c) determine if there is no other reasonable way to protect the health and safety of the person or others on College premises.

If it is determined that a support person is required, the support person will be allowed access to the College premises at no cost to the person with a disability.

4. **Service Animals:** Niagara College is committed to welcoming persons with disabilities who are accompanied by a service animal in every area of our facility, except where prohibited by law. Front line staff are trained on how to interact with people with disabilities who are accompanied by a service animal.

If the animal is not easily identifiable as a service animal or service animal in training, the College may ask the individual to provide documentation from a regulated health professional indicating that the service animal is required. The documentation must confirm that the person is training a service animal, or needs the service animal for reasons relating to their disability.

5. **Notice of Temporary Disruption:** Niagara College will provide notice in the event of a planned or unexpected disruption of college facilities or services that may be used by persons with disabilities. These may include, but are not limited to, elevator or lift outage, areas designated for repairs or servicing, pathways, and assistive devices. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternate facilities or services, if available.

6. **Training of Staff:** Niagara College provides training in various formats to all members of the College on accessible service and how to interact with people with different disabilities. This training is provided on an ongoing basis to all members of the College in order to stay current with changes in procedures.

Training will include the following:

a) introduction of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;

b) guidelines on interacting and communicating with persons with various types of disabilities;

c) guidelines on interacting with persons with disabilities who use an assistive device or require the assistance of a service animal or support person;

d) awareness of various assistive devices;
e) what to do if a person with a disability is having difficulty in accessing goods and services at Niagara College in any area or department;
f) provision of current policies, and procedures relating to the customer service standard.

7. The College has a process for receiving and responding to feedback which is posted on the College Website. The feedback received is disseminated to the applicable department which is responsible for taking appropriate steps to respond in a timely manner. Upon request, the college will provide to persons with disabilities the feedback process in an accessible format.

8. **Modifications to this Policy:** Niagara College is committed to developing customer services practices that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

9. **Questions about this Policy:** Questions or clarification about this policy from students should be referred to the Director, Student Services and staff/others should be referred to the Manager, Human Resources. This policy is available in large print and electronic text. Braille and alternate formats are available upon request.

**D. Related Documents**