

**POLICY 1.47 – Accessibility at Western**

**Policy Category:** General

**Effective Date:** December 1, 2009

**Supersedes:** (NEW)

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- 1.0 The University of Western Ontario is committed to recognizing the dignity and independence of all staff, students, faculty and visitors and seeks to ensure that persons with disabilities have genuine, open and unhindered access to University goods, services, facilities, accommodation, employment, buildings, structures and premises.
- 2.0 The University will comply with all applicable Federal, Provincial and Municipal legislation with respect to accessibility and will implement the standards specified under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA, 2005”).
- 3.0 Policies, procedures and practices with respect to accessibility, including those required under the AODA, 2005 and its accompanying standards shall be made available on the University’s accessibility website at <http://accessibility.uwo.ca>.

**Accessibility at Western  
Guideline regarding Accessible Goods and Services**

*This Guideline is in accordance with the Accessibility Standards for Customer Service, Ont. Reg. 429/07, developed under the Accessibility for Ontarians with Disabilities Act, 2005. Documents related to accessibility are available at <http://accessibility.uwo.ca>.*

**Preamble**

The University of Western Ontario is committed to providing goods and services in a manner that respects the dignity and independence of persons with disabilities.

The University is committed to ensuring that persons with disabilities have an equal opportunity to access goods and services. The University will integrate the provision of goods and services to persons with disabilities into its practices and procedures unless an alternative, separate measure is necessary to enable persons with disabilities to obtain, use and benefit from the provided goods and services.

The University encourages open communication with persons with disabilities in order to ensure that its goods and services are accessible.

Without limiting the requirements or expectation for accessibility, specific consideration shall be given to the following:

**Assistive Devices**

1. The University welcomes persons with disabilities to use assistive devices to obtain, use or benefit from our goods and services.

**Service Animals**

2. The University welcomes persons with disabilities who are accompanied by a service animal onto the parts of our premises that are open to the public and commits to finding alternatives to the use of service animals if the service is provided in a location in which animals are prohibited by law (e.g. health or safety reasons).

**Support Persons**

3. The University welcomes persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the University's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person, provided that the interaction between the person and his/her support person does not compromise academic integrity by removing or otherwise undermining essential requirements of courses or academic programs.
4. In the case where a fee will be charged for the admission of a support person, the fee will be communicated and posted accordingly by the Unit/Department through its website, brochure or other public methods.

**Temporary Disruptions to Service**

5. The University will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities to access the University's goods and services.

6. A notice regarding a temporary disruption will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed in relevant conspicuous locations on our premises and, when appropriate, shall be placed on the University's accessibility website at <http://accessibility.uwo.ca/>.

### Training

7. The University will provide training about accessible goods and services to faculty and staff members, contractors, volunteers, and others who interact with members of the public who wish to obtain, use or benefit from goods and services provided by the University. Members of the public include, but are not limited to, students, alumni, retirees, visitors, and employees of the University when acting in the role of a student, alumnus, visitor, etc.

Training will also be provided to every person involved in the development of policies, practices and procedures regarding the provision of goods and services.

8. Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures. Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.
9. Training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, the requirements of the Customer Service standard, and information about the following matters:
  - a. How to interact and communicate with people with various types of disabilities.
  - b. The University's policies, practices and procedures relating to the provision of goods and services to persons with disabilities.
  - c. How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
  - d. How to use equipment or devices available at the University that may help with the provision of goods or services to a person with a disability.
  - e. What to do if a person with a disability is having difficulty accessing the University's goods and services.
10. The University will keep records of the training provided, including dates on which training is provided and the number of individuals to whom it is provided.
11. Further information regarding training may be found at <http://accessibility.uwo.ca>

### Feedback

12. The University welcomes feedback regarding the way in which the University provides goods and services to persons with disabilities. Information regarding the University's feedback process may be found at: <http://accessibility.uwo.ca/feedback.htm>