



Policy Title – Accessibility Policy
Approving Body: Executive Director
Responsible Manager(s): Director of Communication and Stakeholder Relations
Effective Date: November 20, 2024

1. Policy Statement

All members of the WUSA community and visitors with disabilities have a right to equitable treatment without discrimination or barriers, with respect to employment, services, goods, and access to facilities, in accordance with the provisions of the *Ontario Human Rights Code*, the *Accessibility for Ontarians with Disabilities Act (AODA)*, and all other relevant legislations.

2. Scope

This policy applies to members of the WUSA community, and visitors requiring access to WUSA’s facilities.

3. Confidentiality

All communication regarding accommodation of employee disabilities shall be confidential and in accordance with WUSA policies and procedures related to Personal Health Information Protection Act (Ontario). However, privacy is not absolute, and exceptions to privacy may apply in limited and specific circumstances.

4. Accessibility Plan

- 4.1. Accessibility criteria and features will be incorporated in our operations and where it is not practical to do so, WUSA will provide a written explanation, if requested, detailing why accessibility criteria could not be incorporated.
- 4.2. WUSA is committed to fair and accessible employment practices. The public and employees will be notified that, when requested, accommodations will be provided during the recruitment, assessment, and selection processes. WUSA shall consult with the person making the request in determining the suitability of an accommodation request.
- 4.3. WUSA will provide workplace emergency information and procedures to employees who have a disability and will require assistance in the event of an emergency. An emergency can range from an acute event that requires medical attention to an event such as a fire where special evacuation procedures may be necessary.
- 4.4. When using performance management, career development and redeployment processes, WUSA will consider the accessibility needs of employees with disabilities.
- 4.5. WUSA is committed to incorporating barrier-free principles in the construction of new facilities and during the renovation of existing structures.

5. Accessibility Customer Service Training

- 5.1. The People and Culture Coordinator will ensure that trainings are provided to employees, and volunteers who could reasonably be expected to interact with persons with disabilities.

5.2. New staff, and relevant third parties will be provided with training and/or awareness literature within a reasonable period of time after commencement of their duties at WUSA.

6. Use of Service Animals

- 6.1. The Manager, Facility Operations & Membership will ensure:
- i. Service animals are permitted in parts of the Student Life Centre that are open to the public and third parties, except in those areas where animals are excluded by law.
 - ii. The person using a service animal is responsible for effectively controlling it as the service animal's presence, behaviour or actions cannot pose an unreasonable or direct threat to property, health or safety of others.
 - iii. Instances where a service animal is unable to access a part of the Student Life Centre, other accommodations may be afforded (where possible), such as: delivery of goods or service at an alternate time or location.

7. Notice of Service Disruptions

7.1. In the event that a temporary service disruption occurs that would prevent a person with a disability from gaining access to facilities, goods or services in the Student Life Centre, WUSA will make the disruption known by posting notices in visible locations close to the service that has been disrupted.

- 7.2. All notices of disruption will generally include:
- i. The name of the event and/or service.
 - ii. Anticipated duration of the disruption (if known).
 - iii. The normal service location being impacted.
 - iv. Alternative service locations.
 - v. Alternative service methods.
 - vi. Hours of service availability.
 - vii. Contact information.
 - viii. Other information suitable to the delivery of a good or service.

8. Compliance and Enforcement

8.1. Compliance with this policy is mandatory and failure to comply with the provisions of this policy may expose WUSA to significant risks, including but not limited to: operational; legal/regulatory; financial; reputational; safety and security risks. Non-compliance may therefore lead to the enforcement of disciplinary measures such as warnings, suspension, or termination, depending on the severity of the violation.

8.2. Anyone who becomes aware of a violation or potential violation of this policy is required to promptly report the issue to their manager, or through the reporting mechanism detailed in the whistleblower policy.