

# Accessibility Policy

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Queen's College of Business, Technology and Public Safety, hereafter referred to as "Queen's College" or "the College," is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. 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 (AODA) and Ontario's accessibility laws.

Our accessible customer service protocols are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

## Scope

This policy applies to all Queen's College employees (part-time, volunteers, and contract), students, potential third-party customers, and service providers.

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## 1. Support Services

### 1.1. Service Animals

Persons with a disability who require a service animal are permitted to bring their service animal when accessing services and events at the College. Under The Food and Premises Regulation of the Health Protection and Promotion Act, service animals are not permitted in areas where food is prepared.

### 1.2. Support Persons

A person with a disability whom a support person accompanies will be allowed to have that person accompany them on our premises unless it compromises Queen's College's academic integrity or confidentiality policies.

Any devices, persons, or animals that present a health or safety concern to other College community members cannot be permitted. They should be substituted with another measure to ensure the person with a disability can access our services or facilities. We may request documents from a regulated health professional confirming the person's need for assistive devices, persons, or animals.



## 2. Information, Communication and Feedback

### 2.1. Notice of Availability of Documents and Communication

Queen's College is committed to providing student records, education/training resources, and materials in an accessible format upon request. This includes publicly available information about Queen's College policies, services, and facilities. The College is committed to working towards making its website and web content conform with the World Wide Consortium Content Accessibility Guidelines (WCAG 2.0) Level A.A.

### 2.2. Feedback Process

Queen's College welcomes feedback regarding its services and facilities and provides opportunities for the College community members to provide feedback via multiple accessible formats such as email, phone, and front desk in-person assistance.

### 2.3. Notice of Temporary Disruption

In the event of a planned or unexpected disruption of our services or facilities for people with disabilities, the College will provide adequate notice and information. The notice will include the reason for the disruption, the length, and any available alternative services.

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## 3. Training

Queen's College is committed to training its employees (part-time, volunteers, and contract) and those representing the College regarding service policies, practices, and procedures on the AODA, Customer Service Standards, and applicable aspects of the Ontario Human Rights Code.

The training of its employees and those representing the College include:

- Understanding the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- Our policies and protocols related to Customer Service Standards
- How to interact and communicate with various types of disabilities.

People with disabilities may use their assistive devices when accessing Queen's College services or facilities. Hence, the Student Services' corresponding staff will be familiarized with assistive devices used by persons with disabilities.

Queen's College provides all new employees (part-time, volunteers, coop students, and contract) with AODA training during the onboarding process and is committed to training employees and maintaining records of these training sessions.



## 4. Employment

Queen's College will provide accommodations to job applicants during the recruitment and selection process upon request. A customized employee accommodation plan is initiated at the time of employment or as the need arises for persons with a disability. This customized employee accommodation plan includes an emergency procedure plan. The College will provide accessible formats, communication support, and arrange employee workplace emergency information if requested. Any updated information or changes to existing policies or job accommodations will be brought to the attention of the persons with disability.

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## 5. Design of Public Spaces

All new buildings, renovations and leased facilities will be accessible and compliant with the Ontario Building Code and the AODA.

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## 6. Changes to Existing Policies

Any policies that do not respect and promote dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed in a timely manner.

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## References

[Ontario Human Rights Code, R.S.O. 1990](#)

[Accessibility for Ontarians with Disabilities Act \(AODA\) 2005](#)

[Integrated Accessibility Standards \(Ontario Regulation 191/1\)](#)

[Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11](#)

[World Wide Consortium Content Accessibility Guidelines](#)

[The Food and Premises Regulation of the Health Protection and Promotion Act](#)