

Customer Service Standard

Accessibility for Ontarians with Disabilities Act (AODA)

Sometimes the experience is over before it even begins.

The class.
The interview.
The meeting.
The fun.



UNIVERSITY OF
TORONTO

Accessibility for Ontarians with Disabilities Act (AODA)

Customer Service Standard

The University of Toronto is committed to providing an equitable and inclusive environment. To achieve this goal, the University depends on the full participation of all members of its community – students, faculty, staff and alumni – to identify remove and reduce barriers to learning, teaching and working.

Concerns of Accessing Services

If someone is having difficulty accessing University services due to a disability:
Students can contact the Accessibility services on their campus.

Faculty or Staff or Members of the Public can contact the AODA officer at www.aoda.utoronto.ca.

More information regarding the AODA is available at www.aoda.utoronto.ca

Legislation and Policies

U of T Policies
www.governingcouncil.utoronto.ca/policies.htm

Accessibility for Ontarians with Disabilities Act (AODA)
www.accesson.ca/mcss/english/pillars/accessibilityOntario

Ontario Human Rights Code (OHRC)
www.ohrc.on.ca

Disclosing a disability

Persons with disabilities choose whether or not to disclose a disability based on a number of factors, including the relationship, the context of the interaction, their perception of the inquiry (curiosity versus assistance) and their comfort level.

Students who have a disability do not necessarily request service or accommodation or identify themselves on campus as having a disability.

Persons with disabilities who disclose information about their disability are revealing information regarding their own health and body that would ordinarily be considered private between persons who do not know each other well.

How a disclosure is received can affect how a person will approach a new situation or relationship. For example, how a professor responds to a student's disclosure can determine whether the student persists and completes the program. Disclosures should always be received respectfully and sensitively.

If you are unsure of how to assist someone with a disability, ask them - they are their own expert regarding accommodation!

What is a Disability?

As defined by the AODA, a disability is:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

We all play a role in creating a positive environment at the University of Toronto.

Here are a few helpful accommodation tips for meetings and events.

Assistive devices

Assistive devices help a person with a disability do everyday tasks and activities. Some devices include:

Laptops, pocket recorders, digital audio players

Hearing aid, teletypewriter (TTY) for people unable to speak or hear by phone

Mobility devices such as scooters, walkers or crutches, magnifiers, white cane

Communication boards (which use symbols, words or pictures to create messages) speech generating devices

For more information on assistive devices visit www.aoda.utoronto.ca

Support people and animals

A Support Person accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs.

Please welcome the support person, but focus service and communication to the individual.

Support Animals are welcomed at the University.

Please do not distract the service animal – this includes talking, petting or feeding.

Food and drink

Order straws with beverages.

Request a list of ingredients with your catering order and display it near the food.

Location

Check whether your event space and washrooms are accessible at www.osm.utoronto.ca/accessibility.html

If required, schedule American Sign Language support early.

Consider using microphones with adjustable volumes for larger meetings.

Make sure there is appropriate event signage and adequate lighting if after hours.

Be aware that common background noise can be distracting

Remind presenters to speak in a clear, well-timed manner to allow assistive devices or ASL support to translate properly.

Ask the participant where he or she would like an accompanying support person to be seated.

Communication

Respond to accommodation requests in the same manner you would to other event-related questions.

Ensure invitations provide accessibility information, including parking, ramps and entrances and someone to contact for any accommodation needs.

To allow participants to use software to assist them if needed, email material before the meeting or event.

Arrival

Be aware if certain relied upon services are non operational (i.e elevators, TTC, automatic door entrances).

Plan for snow removal from stairs / ramps when required.

Clear clutter from hallways to ensure easier maneuverability.

Indicate entrances that might not be accessible and clearly state how one would go to the accessible entrance.

Remove any wires that might cross the floor, such as computer or phone lines.

Resources on Campus

Accessibility Services St George assists with academic accommodation for students
416-978-8060
studentlife.utoronto.ca/accessibility

UTM AccessAbility Resource Centre provides services and academic accommodations to students
905-569-4699
www.erin.utoronto.ca/access/index.html

UTSC AccessAbility Services provides academic accommodations to students
416-287-7560
www.uts.utoronto.ca/~ability

Health and Well-being assists staff and faculty with accommodation needs
416-978-2149
www.utoronto.ca/hrhome/hwb

AODA Officer can assist with concerns from U of T staff and faculty, and the public
www.aoda.utoronto.ca