



UNIVERSITY OF
ST. MICHAEL'S COLLEGE
IN THE UNIVERSITY OF TORONTO

Customer Service Standard

Accessibility for Ontarians *with Disabilities Act (AODA)*

Customer Service Standard

The University of St. Michael's College in the University of Toronto is committed to providing an equitable and inclusive environment. To achieve this goal, St. Michael's 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.

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. Disclosure 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”).

What is a Barrier?

As defined by the AODA, a barrier is:

- Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

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

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 St. Michael’s.
- 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.
- If required, schedule American Sign Language (ASL) 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 and 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.

Concerns of Accessing Services

Faculty, Staff, Students or Members of the Public can contact Human Resources at:
<http://stmikes.utoronto.ca/hr/default.asp> or 416-926-7118.

Legislation and Information

Accessibility for Ontarians with Disabilities Act (AODA)
www.mcass.gov.on.ca/en/mcass/programs/accessibility/

Ontario Human Rights Code (OHRC)

www.ohrc.on.ca/

University of Toronto AODA Info

www.aoda.utoronto.ca/

Resources on Campus

USMC Human Resources (416-926-7118)

<http://stmikes.utoronto.ca/hr/default.asp>

USMC Building Accessibility

Director Facilities & Services (416-926-3621)

tracy.greig@utoronto.ca

USMC Parking (MCOR – 416-926-1300)

stmikes.utoronto.ca/parking/default.asp

Accessibility Services St George (416-978-8060)

Studentlife.utoronto.ca/accessibility