



King's University College Student ' Council

ACCESSIBILITY (AODA) POLICY

EFFECTIVE	April 29, 2024	SUPERSEDES	N/A
AUTHORITY	The Executive Council	RATIFIED BY	The Board of Directors

PURPOSE

KUCSC is committed to ensuring all services offered by our organization are accessible to everyone in the community. This policy meets the requirement in accordance with *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* Integrated Accessibility Standards Ontario Regulation 429/07 Accessibility Standards for Customer Service, and Ontario Regulation 191/11 for Employment Standards.

RELATED

By-Law #1

SCOPE

This Policy applies to all KUCSC members which includes Council members, and Club members associated with KUCSC.

DEFINITION

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Assistive device: Any medical device, mobility aid, communication aid, or other aid that is specially designed to assist a person with a disability with a need related to their disability.

Communication supports: Captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society. AODA legislation uses the same definition of disability as the *Ontario Human Rights Commission*.

Mobility aid: Any manual or electric wheelchair, scooter, boarding chair, walker, cane, crutch, prosthesis, or other aid that is specially designed to assist a person with a disability with a need related to mobility.



King's University College Student ' Council

ACCESSIBILITY (AODA) POLICY

Service animal: An animal that can be recognized by visual indicators such as a vest or harness that is being used by an individual with a disability for reasons relating to the person's disability.

Support person: Another person who accompanies an individual with a disability in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

GUIDELINES

KUCSC makes every effort to identify, remove, and prevent barriers to using the facilities at and participating on KUCSC by developing inclusive procedures that support and accommodate persons with disabilities throughout their recruitment and selection process. Whenever a candidate requires accommodation to enable them to fully participate in the recruitment and selection process, or a current employee requires accommodation in the workplace, the organization works with the individual to provide such accommodation up to the point of undue hardship.

Recruitment and Hiring

KUCSC completes recruitment and selection activities in a way that ensures dignity and inclusion for all who participate. Upon request, the organization provides candidates with reasonable accommodations during the interview and selection process. The organization consults with the candidate to arrange suitable, personalized accommodations.

KUCSC is committed to hiring decisions that are unbiased and based on qualifications and experience. The organization interview process focuses on experience and skills and will not discriminate against candidates who have a disability or require an accommodation, whether it is required during the interview process or would be required if the candidate were hired. Successful candidates are made aware of policies and supports for accommodations upon completion of the recruitment process.

Training and Development

KUCSC recognizes that skills development can enrich the participants' experience, increase engagement, and reduce turnover for all KUCSC members. To this end, all KUCSC members are treated equally regarding training opportunities, and the organization does not discriminate against KUCSC members who require accommodation when considering eligibility for training and development.

The organization aligns training and development programs to meet the needs of the individual with disabilities and provides training as soon as reasonably possible upon the person being assigned to applicable duties. Training programs are designed with flexibility to allow customization for the individual requirements of the member, such as providing training



King's University College Student ' Council

ACCESSIBILITY (AODA) POLICY

materials in accessible or conversion-ready formats that take into account the need of the individual. The organization considers the individuals barriers when implementing performance management processes, or when offering support.

All KUCSC Council members will complete AODA training as part of their orientation program.

Emergency Response

If a student provides KUCSC with an individual emergency response plan they have jointly created with UWO, KUCSC will adhere to and accommodate that plan to the best of their ability.

Redeployment

If a member cannot be accommodated in their current position, even with accommodations to either the job processes or hours, KUCSC will consider redeployment by placing the member in an alternative position in the organization. Depending on the individual's needs, redeployment to an alternative position may be temporary or permanent. The organization will work with the individual to determine whether there is another available and suitable position to accommodate the individual's needs. If the accommodation requires a substantial change in the position, involving duties or hours, the position may be redesigned.

Inability to Accommodate

KUCSC provides workplace accommodation up to the point of undue hardship. Undue hardship may occur where it is established that no forms of reasonable accommodation exist, or where the creation of accommodation would create a health and safety hazard or cause unreasonable costs for the organization.

Where a necessary accommodation is found to cause undue hardship on the organization, the organization will work to find a fair and equitable compromise that meets the needs of the member and the organization to the greatest extent possible.

Customer Service

Access to Goods and Services

KUCSC seeks to provide barrier-free access to the organization's goods and services (events, programs, and or meetings) for all students and KUCSC members. Where barriers cannot be removed, alternate means for accessing goods or services are provided to the best of the organization's ability.

Support Persons and Service Animals

If a student or KUCSC member with a disability is accompanied by a support person, KUCSC ensures that both persons may enter the premises together and that the student or KUCSC member is not prevented from having access to the support person. An individual with a disability accompanied by a service animal may access premises that are open to the public unless otherwise excluded by law. A service animal must be secured by a leash and under control by the owner at all times.



King's University College Student ' Council

ACCESSIBILITY (AODA) POLICY

The organization waives admission fees to support persons, or when not possible, ensures the student or KUCSC member is notified of admission costs in advance. The organization attempts to accommodate and individual with a disability and support a person to sit with one another. In situations where confidential information might be discussed, consent is obtained from the individual with a disability before any potentially confidential information is mentioned in front of the support person.

Communication

KUCSC understands the importance of accessible digital and non-digital forms of communication and does its best to provide accessible types of communication and information to all individuals with disabilities. Such accessible formats and communication support are provided upon request, in a timely manner and at no additional cost.

Service Disruptions

Service disruptions may occur for reasons that may or may not be within the control or knowledge of KUCSC. Notice of any temporary disruptions to facilities or services are the responsibility of UWO security. Notification may be provided in various formats including social media.

If possible, under the circumstances, KUCSC members with scheduled meetings or appointments will be notified of the service disruption.

The organization makes every reasonable effort to indicate when services will resume and suggest alternatives that can be used during the disruption. In some circumstances, such as in the situation of unplanned temporary disruptions or emergencies, notice may not be possible.

Emergency Notifications

King's University provides emergency and public safety information, plans, procedures, maps and warning signs at evacuation points, and any other emergency alert information in accessible formats or with appropriate communication support, upon request. Alarm systems are both auditory and visual.

King's University will:

- Work with any individuals requesting information to best meet their needs;
- Ensure emergency information can be seen, read, and heard by anyone, including people with disabilities; and
- If a person with a disability requires assistance in an emergency, make sure an employee is available to assist.

Feedback

KUCSC acknowledges that student and KUCSC member feedback can lead to improved service, increased satisfaction, a reduction in complaints, improved work and social areas, and an improved culture, especially as it applies to accessibility. The organization ensures that



King's University College Student ' Council

ACCESSIBILITY (AODA) POLICY

feedback can be provided by persons with disabilities through various methods. Feedback forms, along with alternate accessible methods of providing feedback, are available upon request.

Individuals who provide formal feedback receive acknowledgement of their feedback, along with information regarding any resulting actions based on their submitted concerns or complaints.

Feedback can be submitted to:

The KUCSC President

president@kucsc.com or in person at the KUCSC President's office located in the Student Life Centre on the second floor in room number KC208

Feedback can be provided anonymously if desired, and feedback remains confidential unless the person consents to the disclosure of their personal information. Feedback is received in whatever format the individual providing the feedback is most comfortable with. The personal information of anyone who provides feedback remains confidential in accordance with all applicable privacy laws.

Building Accessibility

King's University works to ensure that the built environment, including building interiors and exteriors, is designed to facilitate barrier-free access to goods, services, and participation for students and KUCSC members. If areas of the built environment are not accessible for certain individuals with disabilities, the organization will work with the individual to provide an alternate means of access up to the point of undue hardship.

PROCEDURAL AUTHORITY

- 1) Further Procedures necessary for the effective and efficient implementation of this policy shall be established and amended as necessary by the Board of Directors.
 - a. The scope of such Procedures is limited to the scope of this policy.
 - b. In the event of any conflict, this Policy supersedes any documents created under it.

POLICY REVISIONS

Revision Date	Details of Revision	Release Date	Authorization
April 2024	Complete rewrite of existing policy.		