

ACCESSIBILITY at Brescia University College

ACCESSIBILITY: SERVICE REVIEW AND PLANNING TOOL

Department:
Completed By:
Date Completed (revised):

Brescia University College is committed to increasing the accessibility of our services for persons with disabilities who study, visit, or work at Brescia. We can increase accessibility by proactively identifying and removing barriers so persons with disabilities can receive services in a respectful way.

All managers are accountable to ensure the services they provide, and the services of faculty, staff, volunteers, contractors, and others interacting with the public meet the expectations of *Brescia's Customer Service Guidelines* and the *Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act (AODA)*.

At Brescia, members of the public include, but are not limited to, students, alumnae, retirees, and visitors.

2. Assistive Devices

AODA Requirement (Req.)	Implementing AODA Requirements (Tips and Questions to Answer)
<p>Req: Set a policy on allowing persons with disabilities to use their own assistive devices.</p> <p>Req: If your services offer assistive devices (such as special equipment or software), document and communicate what is available. Ensure those providing service know what the devices are, how they work, or whom to contact about operating them.</p>	<p>Q. If your services provide assistive devices or has special measures in place to assist persons with disabilities:</p> <ul style="list-style-type: none"> • Are the processes documented and communicated widely through signage, web site, or other means? • Are those who provide services trained in how to use the devices?
<p>Action Plan to improve accessibility (describe what, how, who is responsible, and when):</p> <p>Completion Date:</p>	
<p>No Further Action Required:</p>	

3. Service Animals

AODA Requirement (Req.)	Implementing AODA Requirements (Tips and Questions to Answer)
<p>Req: Allow service animals onto your premises except where prohibited by law (e.g. health and safety reasons). Offer an alternative method of assistance if the service animal is prohibited.</p>	<p>Q. Are there any areas in your department where a service animal would be prohibited by law?</p> <p>If yes, please work with the person to find an alternative method of assistance to allow the person to receive service.</p>
<p>Action Plan to improve accessibility (describe what, how, who is responsible, and when):</p> <p>Completion Date:</p>	
<p>No Further Action Required:</p>	

4. Support Persons

AODA Requirement (Req.)	Implementing AODA Requirements (Tips and Questions to Answer)
<p>Req: Allow persons with disabilities to be accompanied by a support person.</p> <p>Req: Where admission fees are charged for a support person, provide notice ahead of time of the amount.</p>	<p>Q. Do you charge admission fees for support persons? (When possible, please waive admission fees for support persons to attend Brescia services, events, etc)</p> <p>Q. If you charge an admission fee, is the fee communicated widely in advance through advertisements, web site, brochure, or other public methods?</p>
<p>Action Plan to improve accessibility (describe what, how, who is responsible and when):</p> <p>Completion Date:</p>	
<p>No Further Action Required:</p>	

5. Disruptions in Service

AODA Requirement (Req.)	Implementing AODA Requirements (Tips and Questions to Answer)
<p>Req: Provide notice when there is a temporary disruption in services usually used by persons with disabilities. Notices must indicate:</p> <ol style="list-style-type: none"> 1. The reason for the disruption 2. The expected duration 3. A description of alternate facilities or services, if available. 	<p>Q. How can your department communicate local disruptions in your services (e.g. cancelled classes, closures for department meetings)?</p> <p>Q. Which methods will you use to direct people to the Accessibility at Brescia web site to find general service disruption (e.g. through your web sites, course outlines, face-to-face, as needed, etc.)?</p>
<p>Action Plan to improve accessibility (describe what, how, who is responsible, and when):</p> <p>Completion Date:</p>	
<p>No Further Action Required:</p>	

6. Feedback Process

AODA Requirement (Req.)	Implementing AODA Requirements (Tips and Questions to Answer)
<p>Req: Establish a feedback process regarding accessibility and communicate the process to the public. Allow persons to provide feedback through a variety of methods (e.g. in person, by telephone, in writing, by e-mail, or other electronic means)</p> <p>Tip: At Brescia, feedback will be directed to Human Resources</p>	<p>Q. Which methods will you use to direct people to the Accessibility Feedback process (e.g. through your web site, course outlines, face-to-face, as needed)?</p> <p>Tip: Departments are encouraged to continue to receive direct comment or feedback as they would for any other aspect of service. If the matter is not resolved to the complainant's satisfaction, then referral to the Accessibility Feedback process is appropriate.</p>
<p>Action Plan to improve accessibility (describe what, how, who is responsible, and when):</p> <p>Completion Date:</p>	
<p>No Further Action Required:</p>	

7. Learning

AODA Requirement (Req.)	Implementing AODA Requirements (Tips and Questions to Answer)
<p>Req: Training about accessible goods and services must be provided to:</p> <ul style="list-style-type: none"> • Faculty, staff members, contractors, volunteers, and others who interact with members of the public and • Every person involved in the development of policies, practices, and procedures regarding the provision of goods and services. <p>Req: Training is to occur on an ongoing basis on connection with changes made to relevant policies, practices, and procedures.</p>	<p>Q. Who needs to receive training in your unit?</p> <p>Q. How will you ensure training for current members* of your unit and for new members in the future?</p> <p>*Tip: An on-line training program is available on the Brescia Accessibility web site at www.brescia.uwo.ca/accessibility .</p>

<p>Req: Training is to be provided to each person as soon as practicable after he/she is assigned applicable duties.</p>	
<p>Action Plan to improve accessibility (describe what, how, who is responsible, and when):</p> <p>Completion Date:</p>	
<p>No Further Action Required:</p>	

8. Records of Training

<p>AODA Requirement (Req.)</p>	<p>Implementing AODA Requirements (Tips and Questions to Answer)</p>
<p>Req: Records of training are required.</p> <p>(Training records kept by managers must include the person's name and date of training)</p>	<p>Q. Will you be conducting training within your department outside of what is available on the Brescia Accessibility web site?</p> <p><i>If yes: what steps will you need to take to track this training?</i></p> <p>Tip: Human Resources will keep records for all faculty, staff members, contractors, volunteers, and others who interact with members of the public who work in your department. Please forward proof of training to Human Resources.</p>
<p>Action Plan to improve accessibility (describe what, how, who is responsible, and when):</p> <p>Completion Date:</p>	
<p>No Further Action Required:</p>	

9. Documentation

AODA Requirement (Req.)	Implementing AODA Requirements (Tips and Questions to Answer)
<p>Req: Document policies, practices, and procedures for providing accessible service. Notify that the documents are available on request, in an accessible format.</p> <p>Tip: At Brescia, the Accessibility Policy, Guidelines, and Feedback Process are posted on the Accessibility web site at www.brescia.uwo.ca/accessibility</p>	<p>Tip: Documenting your Action Plan on this form will help you meet the AODA documentation requirements.</p> <p>Q. In addition to the Action Plan, does your department have other specific work practices or procedures for providing accessible services?</p> <p>Q. If yes: are these documented and have you notified the public through our web site, brochure, or other public methods that they are available on request?</p>
<p>Action Plan to improve accessibility (describe what, how, who is responsible, and when):</p> <p>Completion Date:</p>	
<p>No Further Action Required:</p>	