

# Accessibility: Service Review and Planning Tool

Providing the best experience for persons with disabilities.

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## Introduction

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

All leaders 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:

- *Western's Guideline Regarding Accessible Goods and Services*
- *Accessibility Standards for Customer Service* under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

At Western, members of the public include, but are not limited to, students, alumni, retirees, and visitors. The expectations of Western's Guideline and the Customer Service Standard are described in this document.

The Accessibility Standards for Customer Service come into effect on January 1, 2010 for public sector organizations. By March 31, 2010, Western is to file a report with respect to meeting the requirements to the Ontario Ministry of Community and Social Services. The Ministry of Community and Social Services will follow-up with organizations as needed through reporting, inspections, directives, etc. to ensure accessibility.

## Roles and Timelines

### By November 30, 2009

**Step 1.** Faculty Senior Directors of Administration/AVPs are to identify the organizational units within their area to complete the Accessibility Service Review and Planning Tool. (For example, smaller faculties/divisions may choose to complete one Service Review and Plan; larger divisions/faculties may require each department to complete a separate Service Review and Plan.)

**Step 2.** Faculty Senior Directors of Administration/AVPs are to designate a leader to complete a Service Review and Plan for each organizational unit identified in Step 1.

### By January 31, 2010

**Step 3.** Designated leaders are to complete the Service Review and Planning Tool.

- Review work practices in comparison to the expectations described in this document.
- Identify, record (on this form electronically), and implement actions to meet expectations.
- Save the completed form in unit files and provide a copy to the Senior Director of Administration/AVP. (Tip: This will help you to meet AODA documentation requirements.)

### By March 5, 2010

**Step 4.** Senior Directors of Administration/AVPs are to complete a brief on-line questionnaire with respect to accessibility in services. The questionnaire will be sent out by Human Resources in early 2010, and will support the preparation of Western's report to the Ministry.

<b>Division/Faculty:</b>
<b>Unit/Department:</b>
<b>Completed by: (Name, Role):</b>
<b>Date this Review and Plan was Last Updated:</b>

## Resources:

For consultation or assistance with this tool: **AODA Customer Service Project Specialist:** 519-661-2111 x86412  
 For advice regarding students with disabilities: **Services for Students with Disabilities:** 519-661-2147 x82147  
 For advice regarding staff and faculty with disabilities: **Rehabilitation Services:** 519-661-2111 x85578  
 For consultation or assistance with AODA Training: **Learning and Development Services:** 519-661-2111 x85581

**Tip:** It is recommended that leaders meet with faculty and staff members when completing the Service Review and Planning Tool. A suggested process agenda is available at [www.accessibility.uwo.ca](http://www.accessibility.uwo.ca)

Visit the Ministry of Community and Social Services website at [www.mcscs.gov.on.ca](http://www.mcscs.gov.on.ca) for general information on the AODA and resources on the Accessibility Standards.

## Process Summary

By Nov 30, 2009	Senior Directors of Administration/AVPS	Step 1	Identify Organizational Units.
		Step 2	Designate leader(s) to complete Service Review and Planning Tool.
Nov 09 – Jan 31/2010	Designated Leaders	Step 3	a) Review work practices. b) Identify, record, and implement actions to meet expectations. c) Save completed Service Review and Planning Tool in unit file; email a copy to Senior Director of Administration/AVP.
		Step 4	Complete on-line questionnaire – sent by HR in early 2010.
		By March 5, 2010	Senior Directors of Administration/AVPs

**Note:** Leaders should consult with their Faculty Senior Directors of Administration/AVPs to clarify who is to take the lead to complete a Service Review and Planning Tool. All leaders are accountable for meeting the accessibility expectations.

Topic	AODA Requirement (Req.) and Western's Commitment	Implementing AODA Requirements (Tips and Questions to Answer)	Action Plan to Improve Accessibility (Describe What, How, Who is Responsible, When)
<p><b>1. Communication Expectations</b></p> <p><b>General Principles of Accessible Service</b></p>	<p><b>Req:</b> Communicate in a manner that takes into account a person's disability. This includes, but is not limited to, print, verbal and interpersonal communication used in delivering service.</p> <p><b>Req:</b> Use reasonable efforts to ensure all service policies, work practices and procedures are consistent with the following principles:</p> <ul style="list-style-type: none"> <li>• <b>Dignity</b> (person is able to maintain his or her self-respect and respect of others)</li> <li>• <b>Independence</b> (person is able to do things on their own without unnecessary help)</li> <li>• <b>Integration</b> (person is able to benefit from the same services, in the same place and in the same or similar way as others)</li> <li>• <b>Equal Opportunity</b> (person is able to have the same opportunity as others to benefit from the way you provide goods or services)</li> </ul>	<p><b>Tip:</b> Refer to the Western brochure, <i>Tips for Providing Accessible Service</i>, available at <a href="http://www.accessibility.uwo.ca">www.accessibility.uwo.ca</a></p> <p><b>Q.</b> What are the points of contact where a person (student, alumni, visitor, retiree) receives service from your unit (e.g. at a counter, in a lab or classroom, at an event, over the phone, via email)?</p> <p><b>Q.</b> At these contact points, what barriers to service might persons with disabilities encounter?</p> <p><b>Q.</b> What changes would improve accessibility in your services?</p>	<p><input type="checkbox"/> <b>No Further Action Required or, Action Plan:</b></p> <p><b>Completion Date:</b></p>
<p><b>2. Assistive Devices</b></p>	<p><b>Req:</b> Set a policy on allowing persons with disabilities to use their own assistive devices.</p> <p><i>At Western, this requirement is addressed in Western's Guideline Regarding Accessible Goods and Services - <b>persons with disabilities are welcome to use their assistive devices.</b></i></p> <p><b>Req:</b> If your services offer assistive devices (such as special equipment or software), document and communicate what is available.</p> <p>Ensure those providing service know what the devices are, how they work, or whom to contact about operating them.</p>	<p><b>Q.</b> If your services provide assistive devices or has special measures in place to assist persons with disabilities:</p> <ul style="list-style-type: none"> <li>• are the practices documented and communicated widely through signage, website or other means?</li> <li>• are those who provide service trained in how to use the devices?</li> </ul>	<p><input type="checkbox"/> <b>No Further Action Required or, Action Plan:</b></p> <p><b>Completion Date:</b></p>
<p><b>3. Service Animals</b></p>	<p><b>Req:</b> 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><i>At Western, this requirement is addressed in Western's Guideline Regarding Accessible Goods and Services - <b>persons with disabilities are welcome to use a service animal except where prohibited by law.</b></i></p>	<p><b>Q:</b> Are there any areas in your unit 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><input type="checkbox"/> <b>No Further Action Required or, Action Plan:</b></p> <p><b>Completion Date:</b></p>
<p><b>4. Support Persons</b></p>	<p><b>Req:</b> Allow persons with disabilities to be accompanied by a support person.</p> <p><i>At Western, this requirement is addressed in Western's Guideline Regarding Accessible Goods and Services - <b>support persons are welcome to assist persons with disabilities provided that the interaction does not compromise academic integrity by removing or otherwise undermining essential requirements of courses or academic programs.</b></i></p> <p><b>Req:</b> Where admission fees are charged for a support person, provide notice ahead of time of the amount.</p>	<p><b>Tip:</b> Contact Western's Services for Students with Disabilities if you have questions about the appropriate role for support persons in student academic work.</p> <p><b>Q.</b> Do you charge admission fees for support persons? (When possible, please waive admission fees for support persons to attend Western services, events, etc.)</p> <p><b>Q.</b> If you charge an admission fee, is the fee communicated widely in advance through advertisements, website, brochure or other public methods?</p>	<p><input type="checkbox"/> <b>No Further Action Required or, Action Plan:</b></p> <p><b>Completion Date:</b></p>

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<p><b>5. Disruptions in Service</b></p>	<p><b>Req:</b> Provide notice when there is a temporary disruption in services usually used by persons with disabilities to access goods and services. Notices must indicate:</p> <ol style="list-style-type: none"> <li>1) the reason for the disruption</li> <li>2) the expected duration</li> <li>3) a description of alternate facilities or services, if available.</li> </ol> <p><i>At Western, the Accessibility at Western website will post disruptions related to physical facilities (e.g. elevators, buildings), ITS web and data services, and Campus Recreation.</i></p> <p><i>Physical Plant staff or contractors are to post Service Interruption signage on facilities they maintain or service.</i></p>	<p><b>Q:</b> How can your unit communicate local disruptions in your services (e.g. cancelled classes, closures for department meetings)?</p> <p><b>Tip:</b> An email to participants, department websites, and signage are some options to communicate your local disruptions. Please indicate the reason for the disruption, the expected duration, and alternate facilities or services, if available.</p> <p><b>Q:</b> Which methods will you use to direct people to the Accessibility at Western website to find general service disruptions (e.g. through your websites, course outlines, face-to-face, as needed, etc.)?</p> <p><b>Tip:</b> A department can request a disruption notice to be posted on the Accessibility at Western website using the web form provided. This should only be used when you wish to inform the general public of a disruption.</p>	<p><input type="checkbox"/> <b>No Further Action Required or, Action Plan:</b></p> <p><b>Completion Date:</b></p>
<p><b>6. Feedback Process</b></p>	<p><b>Req:</b> 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 email, or other electronic means).</p> <p><i>At Western, feedback should be directed to Accessibility at Western, <a href="mailto:accessibility@uwo.ca">accessibility@uwo.ca</a> 519-661-2111 x83334. The feedback will be forwarded to the appropriate individual or area for follow-up.</i></p>	<p><b>Q:</b> Which methods will you use to direct people to the Accessibility Feedback process on the Accessibility at Western website (e.g. through your websites, course outlines, face-to-face, as needed, etc.)?</p> <p><b>Tip:</b> Units/departments are encouraged to continue to receive direct comment or feedback as they would for any aspect of their service. If the matter is not resolved, the Accessibility at Western feedback process is available.</p>	<p><input type="checkbox"/> <b>No Further Action Required or, Action Plan:</b></p> <p><b>Completion Date:</b></p>
<p><b>7. Learning</b></p>	<p><b>Req:</b> Training about accessible goods and services must be provided to:</p> <ol style="list-style-type: none"> <li>(a) faculty, staff members, contractors, volunteers and others who interact with members of the public and</li> <li>(b) every person involved in the development of policies, practices, and procedures regarding the provision of goods and services.</li> </ol> <p><b>Req:</b> Training is to occur on an ongoing basis in connection with changes made to relevant policies, practices and procedures.</p> <p><b>Req:</b> Training is to be provided to each person as soon as practicable after he or she is assigned applicable duties.</p> <p><i>At Western, leaders are to support and ensure the above learning takes place. All members of the Western community are to ensure they receive the appropriate AODA training.</i></p>	<p><b>Q:</b> Who needs to receive training in your unit?</p> <p><b>Q:</b> How will you ensure training for the current members of your unit and for new members?</p> <p><b>Tip:</b> Training options include:</p> <ol style="list-style-type: none"> <li>1) In-person learning sessions (sponsored by Human Resources).</li> <li>2) On-line training available at <a href="http://www.accessibility.uwo.ca">www.accessibility.uwo.ca</a> (starting Dec. 2009).</li> <li>3) Train-the-trainer (where unit leaders deliver training).</li> <li>4) Review AODA learning resources with outside contractors you have hired who may not have access to the above training options.</li> </ol> <p><b>Note:</b> please consult Learning and Development Services for Options 3 and 4 - topics are specified by the AODA Accessibility Standards for Customer Service</p> <p><b>Tip:</b> Learning materials are available on the Accessibility at Western website. <a href="http://www.accessibility.uwo.ca">www.accessibility.uwo.ca</a></p>	<p><input type="checkbox"/> <b>No Further Action Required or, Action Plan:</b></p> <p><b>Completion Date:</b></p>

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<b>8. Records of Training</b>	<p><b>Req:</b> Records of training are required.</p> <p><i>At Western, Human Resource Services will keep records of training for those attending HR-sponsored learning sessions, or completing on-line learning via the Accessibility at Western website.</i></p> <p><i>For training done within a unit (e.g. through staff meetings or other means) leaders are to keep records, including the person's first name, last name, employee ID number, and date of training. Use an Excel file so that the information can later be merged into Western Human Resource records. Instructions for merging information will be provided at a later date.</i></p>	<p><b>Q.</b> Are you conducting your own training within your Unit or Division?</p> <p><b>Q.</b> If yes, what steps do you need to take to track this training?</p> <p><b>Tip:</b> Contact the administrative officer in your department to access an electronic list of your employees from the HR information system.</p>	<p><input type="checkbox"/> <b>No Further Action Required or, Action Plan:</b></p> <p><b>Completion Date:</b></p>
<b>9. Documentation</b>	<p><b>Req:</b> Document policies, practices, and procedures for providing accessible service. Notify the public that the documents are available upon request, in an accessible format.</p> <p><i>At Western, Guidelines for Accessible Goods and Services, the Accessibility at Western Policy, and the Accessibility Feedback Process are posted on Western's Accessibility website.</i></p>	<p><b>Tip:</b> Documenting your Action Plan on this form will help you meet AODA documentation requirements.</p> <p><b>Q:</b> In addition to your Action Plan, does your unit/department have any other specific work practices or procedures for providing accessible services?</p> <p><b>Q:</b> If yes, are these documented and, have you notified the public through your website, brochure or other public methods that they are available upon request?</p>	<p><input type="checkbox"/> <b>No Further Action Required or, Action Plan:</b></p> <p><b>Completion Date:</b></p>

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