



Policy: ACCESSIBILITY (AODA) POLICY

Implementation date: 11 SEP 2015

Revision date: 10 MAR 2016

BROCK UNIVERSITY FACULTY ASSOCIATION (BUFA) ACCESSIBILITY (AODA) POLICY

Background

The purpose of the Accessibility for Ontarians with Disabilities Act (AODA) policy is to provide access for persons with disabilities. The policy stems from legislation that was passed in 2005. Organizations have a responsibility to develop, implement and enforce accessibility standards.

Policy

BUFA is committed to respecting the dignity and independence of persons with disabilities. We aim to provide persons with disabilities the same opportunity to access, and benefit from, the same services as those provided to others.

The following policy pertains to BUFA's engagement with its employees, volunteers, and members.

Use of Assistive Devices

BUFA will ensure that its staff and volunteers are trained and familiar with various assistive devices available on site. BUFA will provide information and support for individuals who require assistive devices.

Accessible Formats and Communication Supports

BUFA will communicate with persons with disabilities in ways that take into account their disability. BUFA shall upon request, provide or arrange for the provision of accessibility formats and communication supports. BUFA will consult with the person making the request to determine the appropriate format.

Use of Support Persons

Persons with disabilities may be accompanied by their support person at any BUFA-sponsored event and when visiting the BUFA premises that are open to the public or other third parties. If a support person is present during confidential meetings, BUFA will ask the support person to sign a Confidentiality Agreement to protect the BUFA member and Brock University Faculty Association.

Use of Service Animals

Persons with disabilities may be accompanied by their service animal at any BUFA-sponsored event and when visiting the BUFA premises that are open to the public or other third parties except where excluded by law.

Accessible Emergency and Public Safety Information

BUFA shall refer persons with disabilities to the Brock University AODA Coordinator in the Human Resources Department for emergency response and public safety information.



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Notice of Temporary Disruptions

In case of any temporary disruptions of BUFA services usually used by persons with disabilities, BUFA will provide notice as far in advance as possible, or as soon as possible, as is reasonable in the circumstances, and will include:

- The reason for the disruption
- The anticipated duration of the disruption
- Information identifying alternative facilities or services, if any that may be available.

Training – Accessible Service

BUFA will provide training to employees, and volunteers on various policies, practices and procedures pertaining to the provision of services to persons with disabilities.

Training will include a review of the purposes of the AODA and the requirements of the Customer Service Standard, and include instruction in the following:

- Communicating and interacting with persons with disabilities
- Interacting with persons who use assistive devices or require service animals.
- Properly using equipment and/or assistive devices available on BUFA premises or otherwise provided by BUFA.
- BUFA's policies, practices and procedures relating to the Customer Service Standard.

BUFA will keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

Feedback Process

Receiving Feedback

Individuals who would like to provide feedback on the manner in which BUFA provides services to those persons with disabilities may do so as follows:

- In person at BUFA office MCD402
- Through written communication including [email](#)
- Over the telephone at 905-688-5550 ext. 3268
- In writing to BUFA; 1812 Sir Isaac Brock Way, MCD402, St. Catharines, ON L3S 3A1

Responding to Complaints

Where possible, BUFA will respond to complaints within two (2) weeks of the date that the complaint is received.

In certain circumstances BUFA may be required to take more action to effectively address the complaint. In such circumstances the member/visitor will receive an acknowledgement that the complaint has been received within two (2) weeks and BUFA will respond to the complaint as soon as practicable thereafter.