



# Accessibility Policy

**THIS DOCUMENT CONTAINS CONFIDENTIAL INFORMATION. UNAUTHORIZED USE OR DISCLOSURE OF THIS DOCUMENT COULD BE DETRIMENTAL TO THE INTEREST OF BRONTE COLLEGE.**



## 1.0 Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law in 2005. The Act develops mandatory accessibility standards that will identify, remove, and prevent barriers for people with disabilities.

## 2.0 Statement of Commitment

Bronte College is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

2.1 Section 10 (1) of the Human Rights Code defines "disability" as follows:

- 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,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

## 3.0 Objective

- To determine the needs of the students, staff and visitors of Bronte College who have a disability.



- To assist in situations where disabled individuals may have special needs under the Accessibility for Ontarians with Disabilities Act, 2005.
- To inform the staff of Bronte College on how to deal with disabled individuals when such situations arise.
- To collect feedback from people with disabilities in order to learn about barriers that exist in the workplace.
- if necessary, ask if another method of communicating would be easier (e.g., using a pen and paper)

#### **4.0 Providing services to people with disabilities**

Bronte College is committed to ensuring that information about the school and communications with the school are accessible to persons with disabilities. Staff Members and members of the public are encouraged to contact the school to give as much notice as possible if accommodations are required.

#### **5.0 Communication**

Bronte College communicates with people with disabilities in a courteous manner taking into account their disability and ensuring that information, communications and platforms are provided in accessible formats which meet the needs of persons with disabilities upon request. We are committed to providing any accommodating measures that may be required.

#### **6.0 Accessible websites and web content**

Bronte College is committed to ensuring that those visiting the website are able to view the website and web content in a manner that is respectful of accessibility needs. Our website and web content conforms with the World Wide Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, in accordance with the accessible websites and web content section of the Information and Communications Standard.

#### **7.0 Assistive devices**

Bronte College is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. The following assistive devices are available:

- Accessible Parking Spots



- A ramp at the entrance
- Wheelchair accessible washrooms

Bronte College uses facilities for meetings and events that are accessible for people with disabilities who use mobility aids and devices or have other facility-related needs. Members and members of the public are encouraged to contact the College to give as much notice as possible if accommodations are required.

### **8.0 Use of service animals and support persons**

Bronte College welcomes people with disabilities who are accompanied by a service animal and support persons.

We ensure that all staff, volunteers, and others dealing with the public are properly trained on how to interact with persons with disabilities who are accompanied by a service animal.

We welcome persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person can enter the school premises with their support person.

At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on the school premises. Support persons may on occasion be required to sign confidentiality agreements depending on the specific circumstances.

### **9.0 Notice of temporary disruption**

Bronte College will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at the front desk of the school and on our website.

### **10.0 Training for staff**

Bronte College will provide training to all staff members and volunteers. This training will be provided as soon as possible after a staff member begins their duties with the school. All staff and will be required to confirm that they have been trained on the our accessibility policies, practices and procedures. New staffs will undertake training as part of their orientation as soon as practicable. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. Training will include the following:

- The purposes of the AODA and the requirements of the Accessibility Standard for Customer Service
- How to interact and communicate with persons with various types of disabilities



- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Bronte College's policies, practices and procedures relating to the Standards of the AODA

### **11.0 Feedback process**

Bronte College's goal is to meet and surpass customer expectations while serving members, or members of the public with disabilities. Feedback on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding how well the school provides services to people with disabilities can be communicated to us via our website or by contacting Wynn Looi, Operations Manager, by email at [wlooi@brontecollege.ca](mailto:wlooi@brontecollege.ca) or by telephone at 9052707788-2011.

Where possible, complaints will be addressed immediately. However, some complaints may require more time to address and may require further review to determine the most appropriate course of action. Bronte College will review all complaints and will provide a written response to a complaint within a reasonable period of time from the receipt of the complaint.

### **12.0 Alternate formats**

Upon request, Bronte College will provide information in alternate formats (i.e., other ways of publishing information beyond traditional printing). Examples of alternate format include but are not limited to hard copy, large print, Braille, audio, electronic text, captioning, descriptive video service and sign language interpreters. Bronte College will consider specific format requests when sourcing alternate format materials. Please be aware not all documents will be readily available in every format. In addition, some text items do not lend themselves to certain alternative formats. If applicable, alternatives will be discussed with the individual requesting an alternate format.

### **13.0 Self-service kiosks**

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

### **14.0 Employment**



We will notify employees, potential hires, and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

### **15.0 Design of Public Spaces**

We will meet accessibility laws when building or making major changes to public spaces.

Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

We will put procedures in place to prevent service disruptions to our accessible parts of our public spaces.

### **16.0 Availability of Documents**

Bronte College shall notify all staff that the documents required by this Regulation are available upon request.

The notice may be given by posting the information at a conspicuous place on premises owned or operated by Bronte College, by posting it on the provider's website, if any, or by such other method





as is reasonable in the circumstances.

### **17.0 Modifications to this or other policies**

Bronte College is committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

### **18.0 Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. Any questions should be referred to Wynn Looi (Operations Manager) at 9052707788-2011 or email [wlooi@brontecollege.ca](mailto:wlooi@brontecollege.ca).

