



Accessibility for Ontarians with Disabilities Act Policy

Columbia International College (CIC) is committed to excellence in serving all members/visitors including people with disabilities as per the rules and regulations of the *Accessibility for Ontarians with Disabilities Act*. All goods and services provided by CIC shall follow the principles of dignity, independence, integration and equal opportunity.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing services provided by CIC. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access to services.

Communication

Staff will communicate with persons with disabilities in ways that take into account the customer's disability.

Support Persons

If persons with a disability are accompanied by a support person then CIC will ensure that both persons are allowed to enter the premises together and that the person is not prevented from having access to the support person.

Service Animals

The organization will welcome persons with a disability that are accompanied by a guide dog, service animal. They will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Notice of Temporary Disruption

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of CIC. In the event of any temporary disruptions to facilities or services reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Training and Records

■ Content of Training

Training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices;
 - Require the assistance of a guide dog, service dog or other service animal; or
 - Require the use of a support person (including the handling of admission fees).
- Instructions on what to do if a person with a disability is having difficulty accessing your services.



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■ Timing of Training

CIC will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf.

This training will be provided to staff during orientation using CIC's Online Training Tool .

■ Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals whom the training is provided shall be maintained in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act*.

Feedback Process

■ Receiving Feedback

Members/visitors who wish to provide feedback on the way CIC provides services to people with disabilities can do so as follows:

- In person at the Human Resources Department,
- By Telephone at (905) 572-7883, ext. 2875
- In writing to CIC; 1003 Main Street West, Hamilton, Ontario L8S 4P3
- Electronically to hr.accessibility@cic-totalcare.com

■ Responding to Complaints

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

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

Modifications to This or Other Policies

Any policy of CIC that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Columbia International College

As a member of the CIC community all staff are bound by CIC's policies regarding accessibility on campus and residences:

- **Equal Opportunity and Accessibility**
- **Code of Conduct And Ethics**
- **Accessible Customer Service Policy**