

Policy Name: Accessibility for Persons with Disabilities
Originating/Responsible Department: Department of Equity & Inclusive Communities
Approval Authority: Senior Management Committee
Date of Original Policy: February 2010 / April 2019
Last Updated: September 2026
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Contact: Associate Vice President & University Advisor, Equity and Inclusive Communities

Deleted: Services

Deleted: April 2019

Deleted: April 2024

Deleted: University Advisor on Equity and Director of Equity Services

POLICY STATEMENT

Carleton University is committed to a culture of accessibility, aiming for standards beyond compliance and positioning the university as a national and global leader. Carleton University aims to provide an equitable and inclusive environment in which all Carleton community members are treated with dignity and worth, consistent with the Ontario Human Rights Code (OHRC) and the Accessibility for Ontarians with Disabilities Act (AODA). In accordance with this legislation, Carleton University has a legal obligation to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Carleton University's Coordinated Accessibility Strategy (CAS) serves as a framework to guide accessibility initiatives across the university and establishes objectives and strategic actions towards strengthening accessibility and inclusion at Carleton. The University monitors and reports regularly on the implementation of the Coordinated Accessibility Strategy.

Deleted: STATEMENT OF COMMITMENT:

Carleton University is committed to achieving barrier free accessibility for persons with disabilities who are studying, visiting and/or working at Carleton.

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Carleton University is committed to accessibility as expressed in the Accessibility for Ontarians with Disabilities Act (AODA). Under this legislation, Carleton University has a legal obligation to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

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Carleton University will have an Accessibility Plan which will establish targets and goals towards improving accessibility. The University will monitor and report regularly on the implementation the Accessibility Plan. Persons with disabilities will be consulted in the development and updating of the Accessibility Plan.

Principles:

Dignity - providing services so that persons with disabilities maintain their self-respect and the respect of other people. Communication with persons with disabilities will be done in a respectful manner which takes into account their disability and maintains their dignity.

Independence – ensuring people are able to do things on their own without unnecessary help, or interference from others.

Integration - providing service in a way that allows the person with a disability to benefit from the same services, in the same place and in the same or similar way as others.

Equal Opportunity - having the same chances, options, benefits and results as others. In the case of services, it means that persons with disabilities have the same opportunity as others to benefit from the way you provide goods or services.

Deleted: Principles: Carleton's policies on accessibility are guided by the principles of dignity, independence, integration and equal opportunity.

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Equal Opportunity - Equal opportunity means having the same chances, options, benefits and results as others. In the case of services, it means that persons with disabilities have the same opportunity as others to benefit from the way you provide goods or services.

In addition, Carleton's policies on accessibility are guided by the principles of inclusivity, innovation, collaboration, commitment and collective responsibility.

1. PURPOSE

This Policy outlines responsibilities related to accessibility at Carleton University to ensure that the University meets the requirements of accessibility legislation in Ontario.

The University aims to create a climate of understanding and mutual respect to recognize the dignity and worth of each University Community member so that each person feels they are a part of the University, and able to contribute fully to the development and well-being of the University Community.

2. SCOPE AND APPLICATION

In accordance with its commitments and obligations under the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*, Carleton University shall provide reasonable accommodation, short of undue hardship.

The objective of this policy is to enable persons with disabilities to access the range of goods and services offered by Carleton University

This policy applies to the entire University community, including students, faculty and staff, contractors and visitors or guests.

Deleted: Scope:¶
These accessibility policies apply to the entire University community, including students, faculty and staff, contractors and visitors or guests.¶

3. DEFINITIONS

In this Policy, under the *Ontario Human Rights Code*:

“Disability” refers to:

1. Any degree of permanent, temporary or fluctuant 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 impediments, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog or other service animal or on a wheelchair or other remedial appliance or device;
2. A condition of mental impairment or a developmental disability;
3. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
4. A mental disorder;
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Registered and regulated health professional” refers to licensed medical professionals such as a family doctor, psychiatrist, psychologist or psychological associate and includes:

- A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
- A member of the College of Chiropractors of Ontario.
- A member of the College of Nurses of Ontario.
- A member of the College of Occupational Therapists of Ontario.
- A member of the College of Optometrists of Ontario.
- A member of the College of Physicians and Surgeons of Ontario.
- A member of the College of Physiotherapists of Ontario.
- A member of the College of Psychologists of Ontario.
- A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

“Undue hardship” refers to the three factors for consideration prescribed by the *Ontario Human Rights Code* when determining if a request for an accommodation constitutes undue hardship. These factors are:

1. Cost;
2. Availability of outside resources or funding; and/or
3. Health and safety requirements.

4. POLICY

Carleton University is committed to a culture of accessibility for persons with disabilities who are learning, teaching, working and/or visiting at Carleton. This includes a commitment to removing systemic barriers that prevent or impede full participation of people with disabilities.

(1) Communication with persons with disabilities

When communicating with a person with a disability, the university will do so in a manner that takes into account that person’s disability. The university will work with the person with a disability to determine what method of communication works best for them. Communication support can include, but is not limited to, captioning, plain language, sign language, digital access, alternate

Deleted: The full definition of disability, as stated in the Ontario Human Rights Code, is:[¶]
any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, 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 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*.[¶]

[formats and assistive technologies.](#)

(2) Assistive devices

[Persons with disabilities are permitted to use personal assistive devices to access goods and services offered by Carleton University.](#)

[An assistive device is any device that is used, designed, made or adapted to assist a person in performing a particular task. Assistive devices enable persons with disabilities to do everyday tasks such as moving, communicating, reading, writing or lifting.](#)

[Examples of assistive devices include, but are not limited to the following:](#)

- [Wheelchairs](#)
- [Canes](#)
- [Walkers](#)
- [Assistive listening devices \(FM systems\)](#)
- [Laptops with screen-reading software or communicating capabilities](#)
- [Smart phones \(i.e. wireless handheld devices\)](#)
- [Hearing aids](#)
- [Global positioning system \(GPS\) devices](#)
- [Digital audio players](#)
- [Digital audio recorders in classrooms](#)
- [Teletypewriters \(TTY\)](#)
- [Portable oxygen tanks](#)
- [Personal digital assistants](#)
- [Communication devices, such as voice-output systems or pictures/symbols](#)

[Assistive devices are permitted in all areas of Carleton to which students, staff, faculty and the public normally have access with a few exceptions, for example, the use of assistive devices which have a clearly audible output cannot be used in areas of the MacOdrum Library designated as 'silent' study areas. The MacOdrum Library's Joy Maclaren Centre for Adaptive Technologies permits use of assistive devices and also has a wide range of adaptive technologies and assistive devices to help students with their studies. Students should contact the Paul Menton Centre to seek clarification about assistive devices for classrooms and test/exam settings and required accommodations. Staff should contact Human Resources for information about assistive devices in the workplace.](#)

(3) Service Animals

[Persons with disabilities are permitted to use service animals to access goods and services offered by Carleton University subject to the procedure set out in the Domestic Animals on Campus Policy and Guidelines. Service animals must be registered and issued an identification card with the university.](#)

(4) Support Persons

[Persons with disabilities are permitted to use support persons to access goods and services offered by Carleton University. When a support person accompanies a person with a disability to a Carleton event for which there is an admission fee, the support person will not be charged admission.](#)

[A support person is someone either hired or chosen to help a person with a disability. A support person can be a personal support worker, a volunteer, a family member or spouse or a friend of the](#)

person with the disability.

A support person in some cases does not necessarily need to have special training or qualifications. Support persons shall comply with all university policies.

A support person may provide one or more types of assistance:

- Transportation
- Guiding a person with a vision loss
- Adaptive communication (e.g., Intervener for someone who is deaf/blind)
- Interpretation (e.g., ASL/English interpreter, LSQ/French interpreter)
- Note-taking, scribe or reading services (usually coordinated by disability or library services offices)
- Personal care assistance
- Support persons in the event of a seizure (e.g., protect from falls)
- Interpret and speak on behalf of someone with a speech disability

(5) Notice of Service Disruptions

Planned Service Disruptions:

Facilities Management and Planning will identify planned service disruptions that may affect persons with disabilities. These service disruptions include but are not limited to: elevators; building access; and obstructions to pathways.

Notification of planned service disruptions with all pertinent details will be provided with a minimum of one (1) day advanced notice.

This information will be provided to:

- Paul Menton Centre
- Carleton Disability Awareness Centre
- Residence Attendant Care
- Joy Maclaren Centre for Adaptive Technologies
- Carleton Mobile app
- Building occupants through the building authorities

The organizations on the above list will send the information to persons with disabilities that have self-identified.

Unplanned Service Disruptions:

In the event of an unplanned service disruption, Facilities Management and Planning will send a notification to the groups listed above as soon as possible, in order for the details to be forwarded to self-registered persons with disabilities.

(6) Training

The University will provide training to all faculty, staff, volunteers and others who deal with the public on behalf of the University, and all those who are involved in the development and approval of accessibility-related policies, practices and procedures and anyone who provides goods, services or facilities to customers on the University's behalf.

[The University will keep records of the training provided, including the dates training is provided and the number of persons trained.](#)

[The training will be delivered in a variety of formats and will be provided to new faculty, staff, volunteers and others as soon as practicable after the commencement of their duties and on an ongoing basis for faculty, staff, volunteers and others so as to ensure that they remain current and up to date with changes in policies, practices and procedures.](#)

(7) Feedback Process

[Comments on how well the University's service delivery meets the expectations of its students, faculty, staff and other users are welcomed and appreciated and will help to identify barriers and respond to concerns.](#)

[Feedback about the manner in which the University provides goods, services and facilities is delivered to persons with Disabilities can be provided in person, by telephone, in writing, by email or otherwise.](#)

[General feedback about deficiencies should be directed to the Accessibility Institute \(Contact - Accessibility\)](#)

[Complaints shall be directed to the Department of Equity and Inclusive Communities which will follow the complaint procedures and processes outlined in Human Rights Policy. \(Contact – EIC\)](#)

[All feedback will be reviewed for possible action that can be taken to improve services.](#)

[The University will ensure that its feedback process is accessible to people with Disabilities by providing or arranging for accessible formats and communication supports, on request.](#)

(8) Notice of Availability of Documents

[Carleton University shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. The University will consult with the person making the request to determine the suitability of the format or communication support. The University will provide the accessible format in a timely manner and at no additional cost to the individual.](#)

(9) Transportation

[Carleton University is not primarily in the business of transportation, however, when transportation is provided, such as for field trips and team trips, every effort shall be made to ensure that accessible vehicles or equivalent services are made available upon request.](#)

5. ROLES AND RESPONSIBILITIES

[All Carleton University members share the University's responsibility under the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act* for accommodation of Carleton community members with disabilities. This policy encourages dialogue between parties providing the service and those requesting the accommodation as to how the needs of individuals can be met within the terms of legislation and the Ontario Human Rights Commission's guidelines in the area. All such dealings require mutual understanding and respect from the parties involved in the accommodation process.](#)

Deleted: POLICIES

CUSTOMER SERVICE POLICY

Persons with disabilities are permitted to use their own personal supports to access goods and services offered by Carleton University. Personal supports include personal assistive devices; service animals and support persons.

Persons with disabilities and the public will be notified by Carleton University of any service disruptions which may affect access to goods and services on campus.

Purpose:

The objective of this policy is to enable persons with disabilities to access the range of goods and services offered by Carleton University

Assistive devices

Persons with disabilities are permitted to use personal assistive devices to access goods and services offered by Carleton University.

An assistive device is any device that is used, designed, made or adapted to assist a person in performing a particular task. Assistive devices enable persons with disabilities to do everyday tasks such as moving, communicating, reading or lifting.

Examples of assistive devices include, but are not limited to the following:

Wheelchairs

Canes

Walkers

Assistive listening devices (FM systems)

Laptops with screen-reading software or communicating capabilities

Smart phones (i.e. wireless handheld devices)

Hearing aids

Global positioning system (GPS) devices

Digital audio players

Teletypewriters (TTY)

Portable oxygen tanks

Personal digital assistants

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Communication devices, such as voice-output systems or pictures/symbols

Assistive devices are permitted in *all* areas of Carleton to which students, staff, faculty and the public normally have access with a few exceptions, for example; the use of assistive devices which have a clearly audible output cannot be used in areas of the Library designated as 'silent' study areas. The Library's Joy Maclaren Centre for Adaptive Technologies permits use of assistive devices and also has a wide range of adaptive technologies and assistive devices to help students with their studies.

Service Animals

Persons with disabilities are permitted to use service animals to access goods and services offered by Carleton University subject to the procedure set out in the Domestic Animals on Campus Policy.

A service animal is any guide dog, signal dog or other animal individually trained to assist a person with a disability. An animal is a service animal if it is readily apparent that the animal is used by a person for reasons relating to his or her disability.

The Provost and Vice-President, Academic is responsible for the oversight of this policy and for monitoring progress and addressing issues that arise in its execution.

The Department of Equity and Inclusive Communities is responsible for providing expert advice on the duty to accommodate and accessibility matters to staff, students and faculty members and for providing guidance on complaints related to harassment and/or discrimination, including discrimination based on disability, in accordance with the Human Rights Policy.

6. CONTACTS

Associate Vice-President & University Advisor, Equity and Inclusive Communities

7. RELATED POLICIES

Academic Accommodation Policy

Academic Accommodation for Students with Disabilities

Human Rights Policy

Domestic Animals on Campus Policy



Deleted: [LINKS TO RELATED POLICIES](#)



Domestic Animals on Campus Policy

