

Policy Name:	Accessibility for Persons with Disabilities
Originating/Responsible Department:	Department of Equity Services
Approval Authority:	Senior Management Committee
Date of Original Policy:	February 2010
Last Updated:	April 2019
Mandatory Revision Date:	April 2024
Contact:	University Advisor on Equity and Director of Equity Services

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.

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.

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

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

Integration - Integration means 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 - 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.

Scope:

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

The full definition of disability, as stated in the Ontario Human Rights Code, is:

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

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

(1) 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

- 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.

(2) 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 or if the person has a letter from a health professional verifying that the animal is required for reasons relating to his or her disability.

In this policy, a health professional means:

- 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

Each animal is trained to perform various tasks and provide a range of services.

- A guide dog serves as a travel aid for a person with vision loss.
- A hearing or signal animal alerts a person with hearing loss when a sound occurs, such as knock on the door or alarm.
- Mobility assistance animals may carry, fetch, open doors, ring doorbells, activate elevator buttons, pull a wheelchair, steady a person while walking or help someone get up after a fall.
- A seizure response animal warns a person of an impending seizure or provides aid during a seizure such as going for help or standing guard over the person.
- Service animals aid people with cognitive or psychological disabilities by bringing a phone to the person in emergency, calling 911 or the suicide hotline, turning on the lights, fetching medication, barking for help in emergency or assisting a person with panic disorder coping in crowds.

Service animals are permitted in *all* areas of Carleton to which students, staff, faculty and the public normally have access. There are only a few exceptions where a service animal would be excluded by law, as in these examples.

- The *Health Protection and Promotion Act* (1990) does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. However, the Act does contain specific exemptions for service dogs only, allowing them to accompany their owners into areas where food is normally served, sold or offered for sale.
- Should municipal by-laws restrict certain breeds of animals or dogs from the municipality and these by-laws apply even if the animal is acting as a service animal.

In unique situations where the presence of the animal presents a significant risk for another person (e.g. severe allergies), the university is required to meet the needs of both persons in these situations and must devise an accommodation plan that strives to accommodate both persons to access services and goods accordingly.

(3) 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.

Support persons 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

(4) 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:

- Department of University Safety for the emergency notification system

- Paul Menton Centre
- Carleton Disability Awareness Centre
- Residence Attendant Care
- Joy Maclaren Centre for Adaptive Technologies
- Carleton Top 5

With the exception of *Carleton Top 5*, 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.

ACCESSIBLE FORMATS AND COMMUNICATIONS SUPPORTS POLICY

Carleton University shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. This will be done in a timely manner and at a cost that is no more than the regular cost charged to other persons.

TRANSPORTATION POLICY

Carleton University is not primarily in the business of transportation, however, when transportation is provided, such as for field trips and team trips, accessible vehicles or equivalent services will be made available upon request.

FEEDBACK PROCEDURE

To provide feedback on this policy, community members should follow the process set out at the Carleton University Accessibility website related to Feedback/Comments.

LINKS TO RELATED POLICIES

[Domestic Animals on Campus Policy](#)