

BUSU Accessibility Policy

October 2023

PURPOSE

Under the Accessibility for Ontarians with Disabilities Act 2005, all public and private sector organizations must meet the requirements of accessibility standards established by the Integrated Accessibility Standards Regulation (IASR). This policy establishes the requirements of Brock University Students' Union (BUSU) under the IASR and addresses how the Company will achieve accessibility by meeting these requirements. This policy functions in addition to its Accessible Customer Service Policy. BUSU will post this policy on our website and will provide it in accessible formats upon request. This policy and plan will be reviewed and updated at least once every five years.

STATEMENT OF COMMITMENT

BUSU is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

DEFINITIONS

Below is a list of definitions in alphabetical order used in this policy and plan:

Accessible Formats: formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, and audio electronic formats such as DVDs and CDs.

Communication Supports: supports that individuals with disabilities may need to access information. Some examples include plain language formats, sign language, as well as reading out loud, captioning, or using written notes to communicate.

Conversion Ready: refers to an electronic or digital format that assists conversion into an accessible format such as Braille, large print, CDs, DVDs, etc.

Have regard for: organizations must consider what accessibility features they could build-into their kiosks to best meet the needs of their customers and clients.

IAP: stands for Individualized Accommodation Plan

IASR: stands for Integrated Accessibility Standards Regulation

Internet Website: a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier and is accessible to the public.

Kiosk: an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

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New Internet Website: either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

Redeployment: the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated.

GENERAL PROVISIONS

Training

BUSU will provide training to; employees, volunteers, all persons who participate in developing the organizations policies, and all other persons who provide goods, services, or facilities on behalf of the organization. The training will be on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided as soon as practical and in a way that best suits the duties of employees, volunteers and other staff members. BUSU will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws.

- 1) Incorporate accessibility training into orientation and their Health and Safety and Customer Service training for new employees.
- 2) BUSU will utilize online training providers that have modules which meet all legislated requirements in their content.
- 3) BUSU will maintain a record of the dates training was provided and to whom.
- 4) Employees will receive on-going training in respect of any changes to accessible policies through our online training platform.

Kiosks

BUSU will take the following steps to ensure employees have regard for the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

- 1) All staff are to consult with the Assistant General Manager in regards to accessibility needs prior to procuring or acquiring any self-service kiosks.
- 2) Respective department managers will consult with the Assistant General Manager in regards to accessibility needs prior to re-designing or renewing the lease for existing kiosks such as ATM's and polling stations.

INFORMATION AND COMMUNICATION STANDARD

BUSU is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Accessible Emergency Information:

BUSU is committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary. BUSU will take the following steps to achieve these goals:

- 1) All publicly available emergency information will be made into a Conversion Ready Format.

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- 2) BUSU will include Brock University's Persons Requiring Assistance Evacuation Procedure in its Operating Policies and Procedures document.
- 3) All workplace specific employee emergency information will be made into a Conversion Ready Format
- 4) Information will be given to all employees informing them of BUSU's commitment to provide individualized emergency response information upon request and where to send requests.

Accessible Websites and web content

BUSU has ensured that our websites and content conform with WCAG 2.0, Level AA standards. We will ensure we continue to conform to these standards by:

- 1) Performing regular accessibility testing with our web and content partners.
- 2) The Director, Events and Marketing will be provided any resources reasonably required to make BUSU web content meet WCAG 2.0, Level AA regulations.
- 3) The Director, Events and Marketing will keep up to date with training from Accessibility Services Canada, and train anyone who posts content for the organization on the latest regulations.
- 4) All staff will consult the Director, Events and Marketing prior to making any significant changes to web content on BUSU websites or social media channels.

Feedback

BUSU will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request.

- 1) Create feedback forms in a conversion ready format so they can be made accessible in a timely fashion upon request.
- 2) BUSU will add information to our website indicating a variety of available feedback options to meet varying needs.

Accessible formats and communication supports

BUSU will take the following steps to make sure all publicly available information is made accessible upon request.

- 1) BUSU shall consult with the person making the request in order to determine the suitability of an accessible format or communication supports.
- 2) BUSU shall provide accessible formats to persons with disabilities in a timely manner and at no additional cost.
- 3) BUSU shall notify the public about the availability of accessible formats and communication supports by posting the information on its website.
- 4) If BUSU determines they are unable to convert the information or communications into an accessible format, they will need to explain to the person why they are unable to do so and provide a summary of the content.

EMPLOYMENT STANDARD

BUSU is committed to fair and accessible employment practices. BUSU will meet all of the below employment standard requirements.

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Recruitment, Assessment or Selection Process

We will take the following steps to notify the public and staff about the availability of accommodation for applicants and employees with disabilities during the recruitment and assessment processes and when people are hired.

- 1) A statement indicating such will be added to all job postings.
- 2) A statement indicating such will also be added to our job postings website.
- 3) Individual notification will be provided to job applicants selected to participate in an assessment or selection process.
- 4) If a selected applicant requests an accommodation, BUSU shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Employee Notification

BUSU will take the following steps to ensure that all employees are informed of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

- 1) BUSU will inform new employees of the existence of its accessibility policies and place them in our documents library in our HRIS.
- 2) BUSU will update employees via staff memos or meetings of any changes to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Accessible Formats and Communication Supports

In addition and where an employee with a disability requests it, BUSU will consult with the employee to provide or arrange for the provision of accessible formats and communication supports as per the following :

- 1) Information that is needed in order to perform the employee's job.
- 2) Information that is generally available to employees in the workplace.
- 3) If an employee has an individualized accommodation plan, then the accessible formats and/or communications supports that will be provided to the employee will be included in the plan.

Individual Accommodation Plans

BUSU will develop a written process for the development of documented individual accommodation plans for employees with disabilities.

This process shall include all of the following elements:

- 1) The manner in which an employee requesting accommodation can participate in the development of the IAP.
- 2) The means by which the employee is assessed on an individual basis.
- 3) The manner in which the employer can request an evaluation by an outside medical or other expert, at the employers expense, to determine if an how accommodation can be achieved.
- 4) Where required the process for handling workplace representatives.
- 5) The steps that will be taken to protect the privacy of the employee's personal information.

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- 6) The frequency with which the IAP will be reviewed and updated.
- 7) If an IAP is denied, the manner in which the reasons for the denial will be provided to the employee.
- 8) The means of providing the IAP in a format that takes into account the employee's accessibility needs due to disability.
- 9) Provide for the inclusion of any information regarding accessible formats and communications supports into the IAP.
- 10) Provide for the inclusion of individualized workplace emergency response information if required.
- 11) Identify any other accommodation that is to be provided.

Return to Work Process

BUSU will develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. This process will be:

- 1) Documented
- 2) Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work.
- 3) Will make use of individual documented accommodation plans where needed.

Performance Management, Career Development and Advancement, and Redeployment

BUSU will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if BUSU is using performance management, career development and redeployment processes.

- 1) Review an employee's IAP to understand the employee's accommodation needs and determine whether it needs adjusting to improve his or her performance on the job.
- 2) Make documents related to performance management available in accessible formats.
- 3) Provide informal and formal coaching and feedback in a manner that takes into account an employee's disability.
- 4) When using career development or redeployment processes, BUSU will work with any employees with disabilities to determine what accommodation they may need in order to succeed elsewhere in the organization or to take on new responsibilities in their current position.

For More Information

For more information on this accessibility policy and plan,

Please contact BUSU's Assistant General Manager at:

Phone: 905-688-5550 Ext 6007

Email: kswiatek@brockbusu.ca

Accessible formats of this document are available free upon request.