McMaster University

DATE: July 20, 2011

SUBJECT: McMaster Accessibility Council - Second Annual Report

TO: Patrick Deane, President
              Ilene Busch-Vishniac, Provost and Vice President (Academic)
              Roger Couldrey, Vice-President (Administration)

FROM: McMaster Accessibility Council (MAC)

Please find enclosed, for your review, the second annual report from the McMaster Accessibility Council (MAC).

The Council is required to submit an annual report to the President through the Provost & Vice-President (Academic) and the Vice-President (Administration). This report summarizes the activities of the Council in its second year of operation.

Any questions or concerns regarding the enclosed report can be directed to Mary Law, Professor, Rehabilitation Science and Chair of MAC.

Executive Summary

This second Annual Report of the McMaster Accessibility Council (MAC) highlights the achievement of MAC to date and sets a course for continued accessibility accomplishments in the year ahead.

This past year saw the full implementation of the training required under the Customer Service Standard of the *Accessibility for Ontarians with Disabilities Act* (AODA). At the time of writing this Report, approximately 10,500 members of the McMaster community, including Faculty, staff, students and external contractors, have completed the mandatory training. The purpose of the training is to raise awareness of accessibility in the context of receiving or providing services across campus. As of July 1, 2011, the Integrated Accessibility Standards Regulation (IASR) came into force. The IASR addresses accessibility in the context of Employment, Information & Communications and Transportation. The rolling compliance dates attached to the various elements of this standard provide MAC with an opportunity to strategize for the effective implementation of the compliance requirements. The AODA standards have provided the University, under the direction of MAC, with the opportunity to demonstrate its commitment to accessibility and promoting McMaster as a truly inclusive and diverse community.

In recognition of the need to coordinate efforts across the University community to promote and enhance accessibility MAC supported the creation of a full-time Accessibility Specialist position to be housed within the office of Human Rights & Equity Services. This request, along with funding to eliminate identified barriers to accessibility as noted in the Barrier Removal Action Plan was submitted to the Budget Committee. Budgetary approval of these two requests reflects an institutional commitment to addressing issues of accessibility at McMaster.

As a means of monitoring the University's progress on accessibility initiatives and compliance with AODA standards, MAC refined its Accessibility Plan to reflect

accessibility achievements as well as ongoing and evolving initiatives and commitments. The Accessibility Plan is a publicly available document that is used to track implemented and outstanding accessibility initiatives. As a compendium to the Accessibility Plan, MAC also oversaw the development of Implementation Guidelines, as an internal document which details the specifics relating to the implementation of the various accessibility initiatives across campus. With the necessary action plans in place, MAC will continue to provide advice and direction on the full actualization of McMaster's accessibility commitments and aspirations.

1.   Introduction & Background

1.1 Disability awareness and accessibility are important priorities at McMaster University.   This is supported through McMaster's Refining Directions strategic development plan, which identifies the University's third goal to "build an inclusive community with a shared purpose".

1.2 In 2001, the *Ontarians with Disabilities Act* (ODA) was enacted and the University responded by forming the McMaster University Committee for Disability Access (MUCDA).   This Committee was established to better understand the disability and accommodation issues at the University and to comply with the legislation through the development of an annual Accessibility Plan.   In the 2003-04 academic year, MUCDA developed its first accessibility plan; this plan outlined specific recommendations which reduced barriers to persons with disabilities.   While the annual Accessibility Plans resulted in some improvements to accessibility, it was understood that many more steps were needed to ensure the University becomes a barrier free environment.

1.3   In 2005, the provincial government enacted the Accessibility for Ontarians with Disabilities Act, (AODA).   The goal of this Act is to make Ontario fully accessible to persons with disabilities by 2025.   Businesses and organizations that provide goods and services to people in Ontario have to meet standards in five important areas:

- Customer service (compliance January 2010)
- Information and communication
- Employment
- Transportation
- Built environment

2. **About the McMaster Accessibility Council (MAC)**

2.1 MUCDA members recognized that as an advisory committee, it would not be sufficiently able to ensure University wide compliance with the new AODA. Consequently, MUCDA was disbanded and the McMaster Accessibility Council (MAC) was formed in the summer of 2009. MAC was formed to serve as a long standing Council, with the goal to lead the University through each of the five AODA standards to final compliance in 2025. The Council is comprised of senior officials, including Assistant Vice-Presidents and senior directors from a cross section of the University. Refer to Appendix A for a full member listing.

2.2 The MAC Terms of Reference, (*refer to Appendix A*) state that the purpose of the Council is to provide "a mechanism for planning, reviewing and evaluating the implementation of the AODA Accessibility Standards within the University" and that the Council shall report to the President via the Provost in the form of an annual report.

2.3 The Council serves as the governing body for accessibility issues on campus, and works in collaboration with several departments and advisory groups supporting accessibility initiatives; these include the President's Advisory Council on Building an Inclusive Community (PACBIC) and its working groups (*please see Appendix B for a chart of the current framework*). The advisory role of MUCDA was inherited by Access & Accommodation, one of PACBIC's working groups, refer to Appendix C for Terms of Reference.

2.4 Since its inception in 2009, MAC has worked on the implementation of the AODA. Initial tasks have included the development of a university accessibility policy and implementation of the AODA Customer Service Standard. The Council worked in cooperation with external and internal partners, including the Council of Ontario Universities, University Technology Services (UTS), Human Rights & Equity Services, Human

Resources Services and the Centre for Student Development. Representatives from MAC assisted Queen's University and the COU with the development of the online customer service training tool, which is now utilized by all Ontario universities.

3.   McMaster Accessibility Policy and Website

3.1   In its first year of operation, MAC developed the McMaster University Policy on Accessibility, (*refer to Appendix D*) which was passed by the Board of Governors on March 4th 2010. The policy details the University's dedication to creating a fully accessible environment, in accordance with the AODA and the Customer Service standard. It outlines official university protocol and recommends guidelines for the use of service animals, support persons and assistive devices on campus, as well as the handling of notifications of temporary service disruptions.

3.2   The University continues to identify and promote best practices for providing notice of service disruptions across campus. Special attention is drawn to the efforts of the McMaster Libraries in providing notice of service disruptions, including full and partial library closings and materials relocation, on their website.

3.3   An official McMaster website designated solely for accessibility at the University was first unveiled in late 2009 to provide the public and campus community members with information about the AODA. The site also serves as the central portal for the online Customer Service training.

3.4   The central McMaster University Accessibility website currently provides information relating to the AODA generally and the Customer Service online training module in particular. As the remaining Accessibility Standards come into effect, McMaster is preparing to transform the accessibility website to a "one-stop-shop" for all information on services and resources regarding accessibility.

3.5 The overall objective of the centralized website is to harmonize the multitude of initiatives, resources and programs on accessibility at McMaster. The project has been undertaken by the Community of Practice (CoP) Accessibility Website Working Group and has adopted a community-based approach to the development of the site. Representatives from across the McMaster community are working together to build a prototype for website accessibility, both in content and in form. Integrating website accessibility standards into the Accessibility website will provide a working, live example of the features and functionality of a fully accessible website. Once complete, the project will meet the objectives of the legislative requirements under the Information & Communications part of the Integrated Accessibility Standards Regulation.

4. Implementation of Customer Service Standard

4.1 MAC has overseen the implementation of the Customer Service Standard at McMaster University. The accessibility website outlines the implications of the Customer Service standard, general accessibility information, and serves as a portal to the online Customer Service Standard Training.

4.2 The University implemented its mandatory AODA training in February 2010, and the tracking of training compliance is ongoing. The Integrated Accessibility Standards Regulation (IASR) to address the areas of information and communication, employment and transportation became law on July 1, 2011, and MAC is in the process of developing a Work Plan to meet these requirements in accordance with the rolling compliance dates.

4.3 As of the date of this 2nd Annual Report, The Built Environment Standard has not been finalized, however, being cognizant of the requirements that will likely be contained in these regulations, MAC has been prioritizing areas

for focus and strategizing over how the University will best meet the requirements of this legislation once in effect.

4.4   The online training provided by the Council for Ontario Universities (COU), was launched on February 8, 2010. As of July 2011, over 10,200 employees, graduate students and other members who serve the public on behalf of the University, have been trained on the basic principles of accessible customer service. This number includes approximately the entire full-time employee population. Extensive communication plans and the roll-out of mandatory training have improved the McMaster community's general knowledge of accessibility.

4.5   Providing accessible customer service training is now an on-going requirement at the University, one that needs to be monitored and tracked like other mandatory training. MAC is also continuing to improve the current accessibility feedback and temporary service disruptions notification systems. In addition, changes have been made to include accessibility training requirements for contractors. Now, in order to bid on work at McMaster, the Requests for Proposals (RFP's) process includes a requirement that contractors complete accessibility training.

5.   Additional MAC Activities

5.1   Perhaps the largest success of the Council has been the significant increase in awareness of accessibility throughout the campus. In its first year of operation alone, McMaster Accessibility Council helped spread the importance of, and organizational commitment to accessibility wherever possible. In fact many divisions of McMaster, like the School of Social Work, have also responded positively to the AODA and hosted such events as Disabilities Awareness Day and a Spring Field Form titled "Disabilities

Matter: It's the New Law". The Centre for Student Development (CSD)[1] has continued to develop and implement various disability awareness initiatives. Also, McMaster's Athletics and Recreation department organized an All Abilities Awareness Week, again in 2011, in which it informed the public of fitness opportunities for persons with disabilities and placed important attention on the Special Olympics and Paralympics.

5.2   In its continued effort to consolidate information, responsibility and action on matters of accessibility, MAC devised its Implementation Guidelines as a compendium document to the Annual Accessibility Plan. The Implementation Guidelines function as an internal tool document that tracks progress on accessibility initiatives across the University community.

6.   Upcoming Initiatives

6.1   As the McMaster Accessibility Council enters its third year of operation, it will continue the implementation of the AODA. This will be accomplished by preparing for the forthcoming standards. Already, employment policies and protocols are under review by Human Resource Services to ensure compliance with the Employment component of the IASR. Plans are also underway to review the University's information and communication protocols and assess the level of accessibility with a goal of making proactive changes.

6.2   In anticipation of the finalization of the Built Environment standard, faculty and students from McMaster's School of Rehabilitation Science have conducted an Accessibility Audit of McMaster's physical environment and applied them to create Accessibility Guidelines. These guidelines are intended for use by all departments involved in the planning, design, construction and maintenance of physical facilities, including buildings,

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[1] As of June 1, 2011, the name of the Centre for Student Development was formally changed to Student Accessibility Services (SAS).

parks and open spaces, and any other space that is to be open and fully accessible. MAC reviewed these Guidelines and determined that they could be used as a compendium Reference Manual to the Built Environment Standard once it becomes law.

7. Conclusion

7.1   In its second year of operation, the McMaster Accessibility Council continued to build on its success of its first year regarding the intense implementation of the Customer Service standard, which entailed widespread customer service training for McMaster's many representatives, as well as its contribution to a substantial increase in accessibility awareness throughout campus. In particular, MAC oversaw concerted efforts to make noticeable progress on the Barrier Removal Action Plan (BRAP), a 2007 document detailing accessibility concerns on campus and outlining strategies, timelines and budgetary implications for resolution. The identified outstanding priorities were submitted to the Budget Committee in 2011 and an amount of $200,000 was approved to address accessibility issues across campus.

7.2   MAC gave its overwhelming endorsement to a funding proposal submitted to the federal government by the Chief Librarian to enhance accessibility services to students, as well as a proposal from the office of Human Rights & Equity Services to consolidate coordination and oversight of accessibility initiatives in the position of Accessibility Specialist.

7.3   In order to assist the University in meeting its commitments with respect to promoting and enhancing accessibility, MAC submitted a request to the budget commit for funding to address identified priorities in the Barrier Removal Action Plan. Ideally the coordination of the implementation of these priorities would be done through the Accessibility Specialist position, for which MAC also submitted a funding request. Both requests were

approved by the Budget Committee, and as a result, 2011-2012 will likely result in significant accessibility enhancements across the University.

7.4 The Council is looking forward to progressing with implementation of the remaining AODA standards and addressing the specific needs and concerns of McMaster's community with a continued passion and commitment for accessibility-related matters.

8.0 Recommendations

8.1 As MAC completes its second year of activities, it would like to use this Report as an opportunity to make some recommendations to the University to solidify its commitment to accessibility and facilitate the attainment of continued accessibility accomplishments.

8.2 The recommendations below are based on the assessment and analysis of identified priorities based on the expertise and analysis applied by MAC:
- adopt a formal policy on campus lifts
- adopt the Accessibility Guidelines
- develop a New Building/Construction protocol for accessibility
- develop a policy/strategy to ensure accessible event planning

8.3 The formal adoption of the recommendations above will provide MAC with the needed direction and authority to better meet the University's accessibility commitments and reflect best practices as a employer and educational service provider in enhancing accessibility and inclusion throughout the McMaster community.

Appendix A - McMaster Accessibility Council Terms of Reference

McMASTER UNIVERSITY
McMASTER ACCESSIBILITY COUNCIL
TERMS OF REFERENCE

McMaster Accessibility Council and its Members is responsible for ensuring the University's adherence to AODA Accessibility Standards. The Council provides a mechanism for planning, reviewing and evaluating the implementation of the AODA Accessibility Standards within the University.

RESPONSIBILITIES:

1. To guide the development of plans for the implementation of the AODA Accessibility Standards at the University.

2. To receive plans and reports related to the implementation of AODA Accessibility Standards from the appropriate University personnel and committees.

3. To make recommendations to the University regarding policies and institutional changes required to ensure adherence to the AODA Accessibility Standards.

4. To monitor progress of AODA Accessibility Standards implementation across the University.

5. To oversee the filing of the required accessibility reports to the Ontario government regarding the University's compliance with AODA.

ACCOUNTABILITY:

The Council will report to the President through the Provost & Vice-President (Academic) and the Vice-President (Administration). The Council will prepare an annual report of its activities. The Terms of Reference will be reviewed every five years.

MEMBERSHIP:

Membership of the Council will be reviewed periodically to ensure that all areas of the University are appropriately represented:

Carrie Allen (Consultant)
Manager, Employee Health Services

Jewel Amoah (Consultant)
Human Rights Officer, Human Rights & Equity Services

TBD
Assistant Vice-President (Facility Services)

John Kearney
Chief Information Officer (represented by Julia Kraveca, Manager Client Services, UTS)

Mile Komlen
Director, Human Rights & Equity Services

Mary Law (Chair)
Associate Dean and Director Rehabilitation Science

Mark Haley
Chief Human Resources Officer (represented by Wanda McKenna Director, Human Resources Services)

Tim Nolan (Consultant)
Manger, Disability Services

Peter Smith
Associate Vice-President (Academic)

Phil Wood
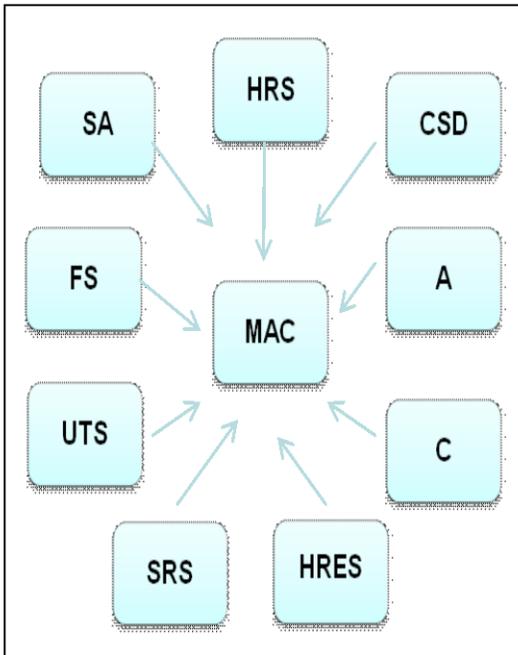Associate Vice-President (Student Affairs) and Dean of Students

MEETINGS:

The Council will meet on a monthly basis with the exception of July and August. The recording of minutes of meetings will be provided by the Executive Assistant to the Associate Vice-President (Student Affairs).
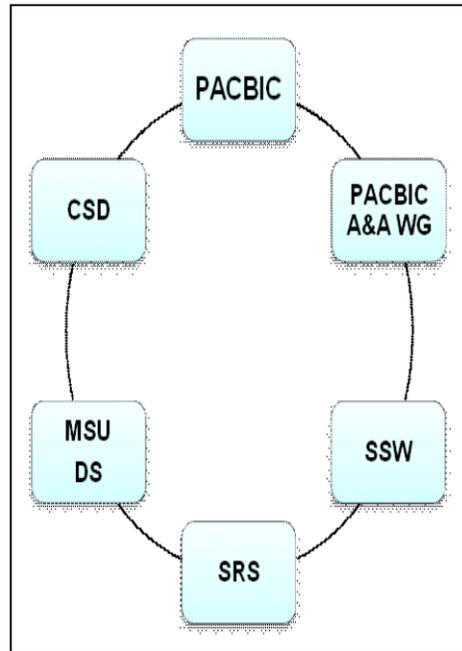
Appendix B - Chart of Accessibility Committees

ACCESSIBILITY COMMITTEES AT McMASTER UNIVERSITY *

COMPLIANCE

ADVISORY GROUPS

McMaster Accessibility Council (MAC)

Offices of Council Members

SRS - Associate Dean and Director, Rehabilitation Sciences – Chair
SA - Associate Vice-President and Dean of Students, Student Affairs
FS - Assistant Vice-President, Facility Services
UTS - Chief Information officer, University Technology Services
A - Associate Vice-President, Academic
HRES - Director, Human Rights & Equity Services
C - Consultants:
CSD - Manager, Disability Services & University Advisor on Disability Issues, Centre for Student Development
HRS - Human Resources Services
HRES - Human Rights Officer

Advisory Groups

PACBIC - President's Advisory Committee On Building an Inclusive Community
PACBIC
A&A WG - PACBIC Access and Accommodation Working Group
SSW - School of Social Work
SRS - School of Rehabilitation Sciences
MSU
DS - McMaster Students Union Diversity Services
CSD - Centre for Student Development

* As of March 2010

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Appendix C - Access & Accommodation Working Group Terms of Reference

PACBIC Access & Accommodations Working Group - Terms of Reference

A. **Background**

The *Ontarians with Disabilities Act*, 2001 S.O. 2001, c.32 (ODA) and the *Accessibility for Ontarians with Disabilities Act*, 2005 S.O. 2005, c.11 (AODA) promote the full participation of persons with disabilities in the province of Ontario. McMaster University is equally committed to this vision, taking active steps to respond to the needs of the University, local, provincial and national communities. In facilitation of its commitment, the University created the McMaster University Committee on Disability and Access (MUCDA) to assist the University in its mission, and to also promote full participation of persons with disabilities in the life of the campus community. In 2009 MUCDA was replaced by the Access and Accommodation Working Group of the President's Advisory Committee on Building an Inclusive Community (PACBIC).

B. **Mandate**

To identify and recommend to the University the prevention and removal of the various barriers that persons with disabilities encounter on the main campus and other McMaster sites as well as through programs, policies, practices, and services provided by the University.

The Working Group shall develop in consultation with stakeholders, including persons with disabilities, recommendations to continuously improve upon the conditions of access at the University. This shall be achieved in accordance with the standards outlined in the AODA.

C. **Function**

1) Identify the barriers to inclusion for persons with disabilities in the University community;
2) Determine actions that will decrease barriers and increase inclusion and participation of students, staff and faculty with disabilities;
3) Report and make recommendations to PACBIC;
4) Assess progress and implementation of recommendations

D. **Working Group**

The committee shall consist of a cross-section of members of the three main campus constituencies, namely, students, faculty, and staff as well as

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representatives from the various student, employee and faculty groups. Membership is ad hoc and therefore open to members from any sector of the University. Whenever possible, term of office should be 3 years.

The working group shall include a Convener, a Consultant, and a Resource (from the Human Rights & Equity Services Office). The Committee structure and terms of office shall be reviewed annually to ensure full representation from persons with disabilities and University departments.

E.   **Operations**

1. The Working Group will, normally, meet monthly between September and June each year;
2. The Working Group shall keep and circulate minutes to group members;
3. The Working Group will report to PACBIC at the PACBIC general meetings

Appendix D – University Policy on Accessibility

Policies, Procedures and Guidelines

Complete Policy Title:
McMaster University Policy on Accessibility

Policy Number (if applicable):
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Approved by:
Board of Governors

Date of Most Recent Approval:
January 20th 2010

Date of Original Approval:
dated:
March 4th 2010

Supersedes/Amends Policy

-

Responsible Executive:
Human Rights & Equity Services

Enquiries:
Human Rights & Equity Services

DISCLAIMER: If there is a Discrepancy between this electronic policy and the written copy held by the policy owner, the written copy prevails.

STATEMENT OF COMMITMENT:

1.   McMaster University is committed to accessibility as expressed in the *Accessibility for Ontarians with Disabilities Act* (hereinafter referred to as the AODA), which places a legal obligation on organizations to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

2.   McMaster University is committed to fostering, creating and maintaining a barrier-free environment for all individuals providing equal rights and opportunities, including:

   a. promoting a respectful attitude for persons with disabilities;
   b. promoting awareness of the needs and abilities of persons with disabilities;
   c. informing the University community about the services available to persons with disabilities and seeking to ensure that such services are delivered in ways that promote equity; and
   d. providing support services, subject to certain limitations.

3.   McMaster University recognizes that barriers to participation exist and that adjustments to policies and practices of the University are required. This is accomplished through the prevention, identification and removal of barriers within the University systems, structures and policies. It is understood that where this Policy refers to "barriers" it is referring to barriers such as a physical barrier, an architectural barrier, and information or communications barrier, an attitudinal barrier, a technological barrier, or a policy or practice.

4.   The commitments in this Policy are intended to ensure that accessibility remains a priority in McMaster University's decision-making process and will serve to assist in ensuring that decisions are improving accessibility and not inadvertently creating barriers.

PURPOSE & SCOPE:

5.   This Policy provides a framework within which accessibility plans and initiatives are to be created in order to move the University towards the goal of building an inclusive community with a shared purpose. It is also the purpose of this Policy to endeavour to provide the foundation to create an environment that provides the widest feasible scope of access, which is the right or opportunity to reach, use or participate in the University's systems, facilities and services.

6.   This Policy applies to:

> ➢ McMaster University students,
> ➢ McMaster University employees,
> ➢ Applicants for employment with McMaster University, who may require employment accommodation through the recruitment, assessment, selection, and hiring process,
> ➢ Visitors and volunteers, and
> ➢ Contractors and subcontractors engaged by McMaster University.

PRINCIPLES:

7.   In order to meet the needs of persons with disabilities, the principles of approach are:

> ➢ Dignity - service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
> ➢ Independence - when a person is able to do things on their own without unnecessary help or interference from others.
> ➢ Integration - service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way as other individuals, unless an alternate measure is necessary

> to enable the individual to access goods or services.

> ➢ Equal Opportunity - service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.

> ➢ Reasonable Efforts – taking approaches that meet the required needs of the individual.

ACCESSIBILITY PLAN

8.   The University will work to improve accessibility by developing an Accessibility Plan that conforms to this Policy. The University will also establish targets and goals related to improved accessibility and initiatives to achieve those targets. The University will monitor and report regularly on the implementation of the Accessibility Plan and the progress of achievement of specific goals and objectives.

9.   The University will identify and implement training and education requirements or opportunities to increase the awareness of accessibility and remove attitudinal barriers.

ACCOUNTABILITY

10.   All members of the University community are responsible for adhering to and following the commitments set out in this Policy. The Office of Human Rights & Equity Services is the administrative unit responsible for the administration of this policy.

11.   The University will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required. The University will also report on performance in relation to established accessibility goals and targets.

12.   The Policy will be communicated to the University community and the University will make the Policy publicly available on its website.

GUIDELINES:

13.   McMaster University provides Guidelines on specific accessibility considerations with respect to the application of this Policy. This guide will be updated as required by Human Rights & Equity Services, in consultation with the McMaster Accessibility Council.

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1. Use of Assistive Devices Guideline

Personal assistive devices are often used by persons with disabilities to help them with daily living. They are usually devices that people bring with them to the University and may consist of any auxiliary aids such as communication aids, cognition aids, personal mobility aids and/or medical aids.

In accordance with the Accessibility for Ontarians with Disabilities Act, people may use their own personal assistive devices while accessing goods and services at McMaster University, subject to certain limitations.

Assistive devices may include but are not limited to:
- Manual and motorized wheelchairs, scooters, canes, crutches, walkers,
- hearing aids and personal TTYs
- magnifiers,
- oxygen tanks,
- computers and adaptive technology.

Principles:

McMaster University is committed to enhancing the accessibility of its education delivery, websites, telecommunications and other infrastructure. As part of this commitment, the University will ensure that persons with disabilities are permitted to use their own assistive devices to access goods and services of the University, subject to reasonable limitations.

Protocol:

Upon request, McMaster University will be prepared to assist, or arrange for assistance, while individuals are using goods or services of the University, subject to reasonable limitations.

Availability of Assistive Devices:

The University provides measures to assist persons with disabilities to benefit from the equivalent level of service, in the same place and in a similar way, as other individuals. Where an assistive device or support does not exist on campus, the University will make reasonable efforts to ensure that appropriate devices or supports are made available, subject to reasonable limitations.

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2. Guidelines for Service Animals & Support Persons

Purpose:

Service animals and support persons required to assist a person with a disability will be present and welcome at campus locations except where excluded by law.

Definitions:

Service Animal: Any guide dog, signal dog, or other animal individually trained to provide assistance to a person with a disability. If they meet this definition, animals are considered service animals. A service animal is not a pet.

Service animals perform some of the functions and tasks that the person with a disability cannot perform for themselves.

For example, guide dogs used by some individuals who are blind, alerting persons with hearing impairments to sounds, pulling wheelchairs or carrying and picking up things for persons with mobility impairments, assisting persons with mobility impairments with balance.

Support Person: Any person who provides assistance to a person with a disability.

Principles:

McMaster shall not prohibit the use of a service animal by a person with a disability in the conduct of regular business or activities except where excluded by law, these include, but are not limited to, the following:
> - Locations that would be deemed as a health and safety risk (e.g. operating rooms, nuclear reactor) and,
> - Location where an education placement is performed and the owner/lessor of such locations has a policy or practice governing service animals or support persons contrary to McMaster's Policy.

Protocol:

Within the parameters of the Principles noted above, the service animal or support person must be permitted to accompany the individual with a disability to all areas of the University where members of the public (as applicable) are normally allowed to go. An individual with a service animal may not be segregated from other individuals.

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If goods, services or facilities are defined as off-limits to service animals or support persons, the University will make every effort to provide alternate ways for persons with disabilities to access such goods, services and facilities.

To find out if a specific area is off-limits to service animals or support persons contact the designated department head.

The University will provide notice in advance about whether an admission fee will be charged for support persons, if applicable.

In order to respect employees or students whose health may be impacted by the presence of service animals at McMaster, these individuals may request reasonable accommodation suitable to their health needs.

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3.   Notice of Temporary Disruptions in Service

Purpose:

The University will provide notice to members of the public when there is a temporary disruption of facilities or services (planned or unexpected) that are usually used by persons with disabilities at the University.

Scope:

Service disruptions shall include information related to facilities (e.g. elevators, building ramps, accessible washrooms) or goods/services (e.g. events, lectures, amplification systems, TTY services).

Disruptions to all services, such as during a power outage or during a labour dispute, do not require this special notice. For information on large-scale business disruptions, please reference the University's Business Continuity Plan.

For information relating to University closure due to inclement weather please reference the University's Storm Policy.

Protocol:

Where a service disruption is unavoidable the University shall:
  ➢ Post a notice at the location, for example if an elevator disruption then a notice will be posted at the site on all floors,
  ➢ Provide advance notice, where possible, to all building occupants and/or affected participants using email distribution lists, website, internal electronic signage

All service disruption notices shall include:
  • Name of the service/event impacted
  • expected duration of disruption,
  • any alternate means of accessing the facility or service,
  • who to contact for assistance, and
  • any other relevant information for accessing the facility or service

In such cases, the person may be offered the following as a means of accessing the facility, event or service, such as:
• the goods and service delivery agent may provide the goods or service directly to the person with a disability at an alternate place and time, as deemed appropriate; or
• any other assistive measures available and deemed appropriate to deliver goods and services.

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Individuals can be added to building email distribution lists via the Department of Facility Services, http://ppims.services.mcmaster.ca/pplant/alerts.html

4.   Guideline for Providing Feedback & Complaints

Purpose:

In accordance with the Accessibility for Ontarians with Disabilities Act, McMaster University is required to establish a mechanism for receiving and responding to feedback from persons with disabilities about accessibility in relation to the way the University provides its services to them.

Protocol:

Complaints involving accessibility issues may follow the Anti-Discrimination Policy, which contains provisions for managing complaints alleging discrimination related to disability.

Where persons with disabilities have concerns or feedback regarding the services provided by the University they may bring such feedback forward to the following individuals/areas:

Students:
- Their Faculty office,
- Residence manager, if applicable or,
- Centre for Student Development, http://csd.mcmaster.ca

Employees:
- Their supervisor,
- Human Resources Services, www.workingatmcmaster.ca and/or union/employee association, if applicable

For both students and employees:

Human Rights & Equity Services	Ombuds Office
McMaster University, 1280 Main St. W.	McMaster University, 1280 Main St. W.
MUSC Room 212	MUSC Room 210
Hamilton, Ontario, L8S 4M4	Hamilton, Ontario, L8S 4M4
Phone: 905-525-9140, ext. 27581	Phone: 905-525-9140 ext. 24151
Email: hres@mcmaster.ca	Email: ombuds@mcmaster.ca

Any feedback provided by an individual must be addressed in a timely manner.

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All responses must be provided to the originator in a format, which meets their needs.

Other applicable legislation and McMaster University policies include:
- Ontario Human Rights Code
- Occupational Health and Safety Act of Ontario R.S.O. 1990,
- Accessibility for Ontarians with Disabilities Act, 2005
- Personal Health Information Protection Act (PHIPA),
- Personal Information Protection & Electronic Documents Act (PIPEDA),
- Employment Accommodation Policy
- McMaster Policy on Academic Accommodation for Students with Disabilities
- McMaster University Anti-Discrimination Policy
- Employment Equity Statement
- Freedom of Information and Protection of Privacy Act
- McMaster University Risk Management Manual, RMM#1002 Return to Work Program July 2009, and
- McMaster University Risk Management Manual, RMM#111 Contracting Work Safety Program / Due Diligence Program January 2009

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