

Accessibility at King's

Guideline for Accessible Goods and Services

Preamble

King's University College is committed to providing goods and services in a manner that respects the dignity and independence of persons with disabilities.

King's is committed to ensuring that persons with disabilities have an equal opportunity to access goods and services. King's will integrate the provision of goods and services to persons with disabilities into its practices and procedures unless an alternative, separate measure is necessary to enable persons with disabilities to obtain, use and benefit from the provided goods and services.

King's encourages open communication with persons with disabilities in order to ensure that its goods and services are accessible.

Without limiting the requirements or expectation for accessibility, specific consideration shall be given to the following:

Assistive Devices

1. King's welcomes persons with disabilities to use assistive devices to obtain, use or benefit from our goods and services.

Service Animals

2. King's welcomes persons with disabilities who are accompanied by a service animal onto the parts of our premises that are open to the public and commits to finding alternatives to the use of service animals if the service is provided in a location in which animals are prohibited by law (e.g. health or safety reasons).

Support Persons

3. King's welcomes persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the College's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person, provided that the interaction between the person and his/her support person does not compromise academic integrity by removing or otherwise undermining essential requirements of courses or academic programs.
4. In the case where a fee will be charged for the admission of a support person, the fee will be communicated and posted accordingly by the Unit/Department through their website, brochure or other public methods.

Temporary Disruptions to Service

5. King's will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities to access the school's goods and services.
6. A notice regarding a temporary disruption will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed in relevant conspicuous locations on our premises and, when appropriate, shall be placed on King's Accessibility website.

Training

7. King's will provide training about accessible goods and services to faculty and staff members, contractors, volunteers, and others who interact with members of the public who wish to obtain, use or benefit from goods and services provided by the College. Members of the public include, but are not limited to, students, alumni, retirees, visitors and employees of the College when acting in the role of a student, alumnus, visitor, etc. Training will also be provided to every person involved in the development of policies, practices and procedures regarding the provision of goods and services.
8. Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures. Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.
9. Training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, the requirements of the Customer Service standard, and information about the following matters:
 - a. How to interact and communicate with people with various types of disabilities.
 - b. King's policies, practices and procedures relating to the provision of goods and services to persons with disabilities.
 - c. How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
 - d. How to use equipment or devices available at King's that may help with the provision of goods or services to a person with a disability.
 - e. What to do if a person with a disability is having difficulty accessing the college's goods and services.
10. King's will keep records of the training provided, including dates on which training is provided and the number of individuals to whom it is provided.
11. Further information regarding training may be found at www.kings.uwo.ca/aoda

Feedback

- 12.** King's welcomes feedback regarding the way in which the College provides goods and services to persons with disabilities. Information regarding the College's feedback process may be found at: www.kuc-aoda@uwo.ca