



Northern Ontario
School of Medicine
École de médecine
du Nord de l'Ontario
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Procedure or Guideline

ACCESSIBLE CUSTOMER SERVICE PROCEDURE					Class: B
Approved By:	Management Steering Group				
Approval Date:	2017 12 14	Effective Date:	2017 12 14	Review Date:	2020 09 01
Responsible Portfolio/Unit/ Committee:	Administration				
Responsible Officer(s):	Chief Operating Officer				

1.0 Purpose

The Northern Ontario School of Medicine (NOSM) is committed to equity and accessibility and assuring compliance with the Accessibility for Ontarians Act, 2005 (AODA, 2005) and Ontario Integrated Accessibility Standards Regulation, 165/16. NOSM is committed to providing goods and services in such a manner that respects the dignity and independence of persons with disabilities. Further, the School will ensure that all persons with disabilities have equal opportunity to access the School's good and services. Consequently, the School will integrate the provision of goods and services to persons with disabilities into its practices and protocols except when an alternative measure is required on either a permanent or temporary basis, to enable persons with disabilities to obtain and/or benefit from the provided goods and services. The School will encourage and support open communication with persons with disabilities in order to ensure accessible provision of goods and services.

2.0 Scope

This procedure applies to all members of NOSM including staff, faculty, learners, members of the Board of Directors, members of standing and ad-hoc committees established by the School, contractors, service providers, researchers, volunteers and visitors on campus. All affiliation agreements and contractual relationships entered into by the School are governed by a standard compliance clause which states that stakeholders and contractors must comply with this procedure.

3.0 Definitions

3.1 Disability

A disability (Ontario Human Rights Code, Section 10) is:

- (a) any degree of 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 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 developmental disability,
- (c) a learning disability, or a 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 are claimed or were received under the insurance plan, established under the Workplace Safety and Insurance Act, 1997.

3.2 Guide Dog or Service Animal (IASR,165/16)

A guide dog or a service animal is for a person with a disability, if:

- (a) the dog or animal can be readily identified as one that is being used by the person for reasons relating to the person's, as a result of visual indicators such as a vest or harness worn by the animal; or
- (b) the person provides documentation from a regulated health professional confirming the person requires the dog or animal for reasons relating to the disability.

3.3 Support Persons (IASR,165/16)

Support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

4.0 Procedures

This procedure establishes that goods and services provided by Northern Ontario School of Medicine shall be provided to persons with disabilities in accordance with the following key principles:

a) Dignity

Service is provided in a respectful manner consistent with the needs of the individual.

b) Independence

Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

c) Equity/Equality of Outcome

Service outcomes are the same for persons with disabilities as for persons without disabilities.

d) Integration

Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.

4.1 Assistive Devices

All persons with disabilities shall be permitted to use assistive devices to obtain, use or benefit from NOSM's goods and services. In the event that person with a disability is hindered from accessing good or services, the School after consulting with the person, will accommodate the person by providing alternative assistive technology where possible.

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

4.2 Support Persons

Any person with a disability and accompanied by a support person will be welcome to enter any building, class or School premise with his/her support person. The interaction between the person with a disability and their support person must not compromise academic integrity by removing the essential requirements of a course or academic programs.

Prior to making a decision to require a support person, the School will:

- a) consult with the person with a disability to understand their needs;
- b) consider health and safety reasons based on the available evidence; and
- c) determine if there are other reasonable ways to protect health and safety of the person or others on school property.

Any admission fee for the support person shall be waived.

4.3 Guide Dogs and Service Animals

Persons with disabilities will be permitted to be accompanied by a guide dog or service animal onto the premises that are open to the public. NOSM will ensure alternatives to the use of service animals, if the services are provided in locations in which animals are prohibitive (e.g., health and or safety reasons).

4.4 Temporary Disruptions to Service

The School will provide notice in the event that a planned or unexpected disruption occurs in the School's facilities, services, programs or goods that are usually used by persons with disabilities.

The notice of a temporary disruption will include specific information about the reason for the disruption, its anticipated duration and a description of alternative facilities, goods or services, if available. The notice will be posted in open and public premises of the School as well as posted on NOSM's website and/or social media.

4.5 Training

NOSM will provide accessibility training to all faculty and staff members, contractors, volunteers and others. The training will be delivered in a variety of formats and will be provided on an ongoing basis for faculty and staff in order to stay current with changes in policies, practices and procedures. The training will include a review of the purposes of the AODA 2005, IASR 165/16 and the Ontario Human Rights Code including the following:

The School will keep records of the training provided and ensure on-going training is provided.

4.6 Feedback

The School will provide a method which allows the public to provide feedback on the manner in which NOSM provides programs, goods and services to people with disabilities. The feedback process will permit the person to provide feedback in person, by telephone, in writing, or by email. The feedback process will detail NOSM's process for receiving and responding to feedback including timelines and contact information and will be made available on the School's website in hope to strengthen service.

All feedback pertaining to students and to the public will be directed to Learner Affairs. Feedback pertaining to staff and faculty will be directed to their appropriate affiliation. Any complaints received will be dealt with in the standard means for dealing with complaints. Individuals in most cases will receive a response to their feedback within five working days. |

5.0 Roles and Responsibilities

