

INTERNATIONAL BUSINESS UNIVERSITY (IBU)

POLICY CONTROL

Policy Number	1006 (previously 216)
Policy Title	Accessibility Policy
Policy Owner / Responsible Offices	Human Resources
Approval Authority	Board of Directors
Applies To	Students, faculty, employees, visitors, volunteers, contractors, subcontractors
Approval Date	February 22, 2021
Effective Date	September 2021
Review Date/s	August 30, 2023 (1st review)
	August 28, 2025 (2nd review)
Revision Date/s	—
Revision Implementation Date/s	—

1. INTRODUCTION AND BACKGROUND

IBU is committed to excellence in serving everyone including people with disabilities. We respect the independence, dignity, integration and equal opportunity of students, faculty, employees, visitors, volunteers, contractors and subcontractors.

2. PURPOSE

This policy describes the various policies and procedures developed by IBU to achieve or continue to achieve accessibility through meeting its requirements as expressed in the Accessibility for Ontarians with Disabilities Act (“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.

IBU wants to ensure a consistent positive experience for those with and without disabilities, by operating in accordance with the AODA and the Ontario Human Rights Code.

3. POLICY STATEMENT

IBU will provide its services to persons with disabilities consistent with the core principles of independence, dignity, integration and equality of opportunity. Active steps have been taken to reasonably accommodate the needs of our community and to offer facilities that provide equal opportunity to goods and services.

IBU is committed to offering assistance wherever possible on an ongoing basis. Providing an accessible and barrier-free environment for all individuals is a shared effort, and as an organization, IBU is committed to working with the necessary parties to make accessibility for all a reality.

Referral to “barriers” in this Policy is understood as to barriers such as a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, or a policy or practice barrier.

4. APPLICABILITY

This policy applies to all members of the IBU community, including students, faculty, employees, visitors, volunteers, contractors and subcontractors, in relation to goods, services, facilities, accommodation, employment, buildings, structures and premises.

5. DEFINITIONS

Barrier

A physical, architectural, information or communications, attitudinal, technological, or policy or practice barrier that prevents full participation by persons with disabilities.

Disability

As defined under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

6. POLICY

All IBU community members are responsible for and expected to comply with the commitments set out in this Policy.

ASSISTIVE DEVICES

IBU ensures that faculty and staff members are trained and familiar with the various assistive devices available on site, or that are provided, that may be brought and used by individuals with disabilities to help them with daily living.

Personal assistive devices may include any auxiliary aids such as personal mobility aids, communication aids, cognition aids and/or medical aids.

IBU ensures faculty and staff members are trained on how to interact with individuals using assistive devices and can offer alternative service methods if desired. Staff members are available to help navigate through IBU premises as needed.

Subject to reasonable limitations, IBU will ensure that persons with disabilities are permitted to use their own assistive devices.

COMMUNICATION

All faculty, staff members, volunteers and third parties will be trained, where necessary, on how to communicate with people with disabilities.

We will communicate in ways that take into account the particular disability of the people we are servicing. If an alternative method of communication is required and readily available, it will be fulfilled as promptly as possible.

We will work with the person with a disability to determine what method of communication works for them.

SERVICE ANIMALS

Individuals with disabilities accompanied by a service animal are welcome on all parts of our premises open to the public except where excluded by law.

A service animal includes any guide dog, signal dog or other animal individually trained to assist individuals with disabilities. An individual with a service animal may not be segregated.

Where health concerns exist, reasonable accommodation may be requested by others.

SUPPORT PERSONS

Persons with disabilities accompanied by a support person are permitted to enter University premises together and must not be prevented from accessing their support person.

Communications must be directed to the individual, not the support person. IBU may charge an admission fee for support persons, if applicable, with prior notice.

NOTICE OF TEMPORARY DISRUPTION

IBU will notify the public promptly of planned or unexpected disruptions to services or facilities used by individuals with disabilities.

Notices will include the reason, anticipated duration, and alternative options where available. Disruptions to all services (e.g., power outages) do not require special notice.

7. ROLES AND RESPONSIBILITIES

All faculty, staff, volunteers, third parties, and individuals acting on behalf of IBU are responsible for complying with this policy and participating in required training.

8. REVIEW

This policy will be reviewed in accordance with the posted review cycle and in alignment with AODA requirements and institutional governance processes.

9. COMPLIANCE PROCEDURES

IBU will ensure compliance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Failure to comply with this policy may result in corrective action in accordance with institutional procedures.

10. EVALUATION AND QUALITY ASSURANCE

TRAINING

IBU will provide ongoing training to faculty, employees, volunteers, policy developers, and service providers on AODA and the Ontario Human Rights Code.

Training includes:

- Overview of AODA and service standards

- IBU's Accessibility Plan
- Communication with people with disabilities
- Use of assistive devices, service animals and support persons
- Responding to access difficulties

Training will be provided as part of orientation and upon policy changes.

FEEDBACK

IBU welcomes and appreciates feedback from persons with disabilities about accessibility in relation to the way the University provides its services to them.

Individuals who wish to provide feedback regarding the way in which IBU provides goods and services to people with disabilities can do so in person or through any of the following means:

- **By telephone at:** 1-866-923-3111 ext 1305
- **By email on:** studentservices@ibu.ca
- **Electronically through the link on our website at:** www.ibu.ca

All feedback, including complaints, will be handled in accordance with our privacy policies. Any feedback provided by an individual will be addressed in a timely manner. Individuals may leave their contact information and can expect contact within two (2) business days of receiving the feedback, should a response be required. All responses will be provided in a format that meets the individual's needs.

MULTI-YEAR ACCESSIBILITY PLAN

IBU will maintain and review a Multi-Year Accessibility Plan at least once every five years. The plan addresses:

- Information and Communication Standards
- Employment Standards
- Design of Public Spaces and Customer Service Standards

The Accessibility Plan is posted on IBU's website and available in accessible formats upon request.

RECRUITMENT AND CAREER DEVELOPMENT

IBU will notify applicants and employees of accommodation availability throughout recruitment, assessment, employment, performance management, career development, redeployment, and return-to-work processes.

ACCOMMODATION POLICY AND PLANS

IBU will develop written policies and individual accommodation plans, including workplace emergency response information and accessible formats as required.

11. RELATED DOCUMENTS

- Accessibility for Ontarians with Disabilities Act (AODA)
- Ontario Human Rights Code
- IBU Accessibility Plan