
Automotive Training Centre

Name of Institution

00745

Institution Number

Accessibility Policy

Name of Policy

Effective Date

Revision Date

The Automotive Training Centre (“ATC”) is committed to providing an accessible teaching, learning, living and working community that is barrier-free and inclusive for all individuals. The purpose of this policy is to ensure practices and procedures are consistent with the accessibility standards the *Canadian Charter of Rights and Freedoms*.

Scope

This policy applies to all members of the ATC community, including students, employees, contractors, vendors, volunteers and visitors.

Key definitions

Accessibility

The conscious design of devices, services, products, or environments to create barrier-free access for individuals with disabilities.

Accommodation

Preventing and removing barriers that place individuals with disabilities at a disadvantage from participating fully in the educational environment.

The principle of accommodation involves three factors: dignity, individualization, and inclusion to create a responsive environment that addresses the unique circumstances of individuals with disabilities.

Assistive device

External devices designed, made, or adapted to assist individuals with disabilities in carrying out their daily activities.

Authorized animal

An animal is an “authorized animal” for a person with a disability if it meets the definition and criteria set by the *British Columbia Human Rights Commission*:

The animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the

animal; and the person provides documentation from one of the regulated health professionals listed in the Integrated Accessibility Standards, appropriately confirming that the person requires the animal for reasons relating to the disability.

An authorized animal is otherwise defined as an animal that has been authorized, in accordance with the Authorized Animal Policy, through the registration process Appendix 1. This can include emotional support animals.

A “service dog” means a dog that is trained as a guide for a person with a disability and that has the qualifications prescribed in Regulation 58: Guide Dogs, under the *Blind Persons’ Rights Act, 1990*.

Customer Service

ATC’s commitment to making reasonable efforts to remove barriers that prevent individuals with disabilities from accessing teaching, learning and other services they need. Barriers may be due to physical obstacles, technology, information and communication, practices or procedures.

*Disability

Covers a broad range and degree of conditions, some visible and some not visible. A disability may have been present from birth, caused by an accident or developed over time. There are physical, mental and learning disabilities, mental disorders, hearing or vision disabilities, epilepsy, mental health disabilities and addictions, environmental sensitivities and other conditions.

Reasonable accommodations

Accommodations that do not impose undue hardship on ATC in the form of significant alteration to the fundamental nature of the learning outcomes and/or the academic standards of a program or course; significant alteration to a work process that would disadvantage other employees; substantial economic hardship to a ATC program or department that would affect its economic viability; significant adverse impact on learning opportunities for other students; the health and safety of other students or employees and/or safety hazards to other people or property or significant disruption of ATC operations.

Support person

A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Policy

1. Statement of commitment

1. ATC commits to:

- ensuring equal access and participation for people with disabilities in a way that allows them to maintain their dignity and independence

- fostering a community of integration to meet the needs of people with disabilities by removing and preventing barriers to accessibility by following the accessibility requirements.
- upholding current and ongoing obligations under the British Columbia Human Rights Code respecting non-discrimination
- understanding that the obligations under the AODA and its accessibility standards do not substitute or limit those provided under the *British Columbia Human Rights Code* or obligations to people with disabilities under any other law
- striving for excellence in serving and providing education, services or facilities to members of the ATC community, including people with disabilities.

2. Training

1. ATC is committed to training all permanent employees (including all those who participate in developing policies) and employees contracted for six months or longer in accessible customer service British Columbia accessibility standards and aspects of the *British Columbia Human Rights Code* that relate to people with disabilities. Training must be completed within ninety (90) days of hire.
2. Training includes:
 - the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the requirements of the Customer Service Standards
 - the relationship between the *Integrated Accessibility Standards Regulation* (IASR) and the *British Columbia Human Rights Commission* as it applies to ATC and people with disabilities
 - the various types of disabilities that exist and understanding of the challenges faced by persons with disabilities
 - how to effectively remove barriers, interact with and support people with disabilities
 - how to identify AODA compliance requirements for people with disabilities, information and communications, employment, transportation and design and public spaces
 - how to interact and communicate with people with various types of disabilities
 - how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
 - how to use the equipment or devices available on site or otherwise that may help with providing teaching and learning, services or facilities to people with disabilities.
3. ATC will provide faculty with additional accessibility awareness training related to accessible programs or course delivery and instruction.

4. Training of employees and volunteers on accessibility will relate to their specific roles and in respect of any changes to the policies.
3. Assistive devices
 1. People with disabilities may use their assistive device(s) when accessing ATC goods, services, or facilities.
 2. In cases where the assistive device(s) presents a significant and unavoidable health or safety concern or may not be allowed for other reasons, ATC will use other measures to ensure access to goods, services or facilities.
 3. ATC employees that provide accommodation services will be trained and familiar with various assistive devices that may be used by people with disabilities while accessing goods, services or facilities.
4. Communication
 1. ATC will provide, or arrange for the provision of, accessible formats and communication supports upon request for people with disabilities, in a timely manner that considers the person's accessibility needs due to disability.
 2. ATC will consult with the person making the request in determining the suitability of an accessible format or communication support.
 3. ATC will notify the public about its commitment to the availability of accessible formats and communication supports through its website.
 4. If it is not technically feasible to convert the information or communications, or if the technology to convert the information or communications is not readily available and it is determined that information or communications are unconvertible, ATC will provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible along with a summary of the unconvertible information or communication.
5. Authorized animals
 1. Authorized animals will be allowed on ATC premises.
 2. ATC may ask for documentation from a healthcare provider to confirm the person needs the authorized animal for reasons relating to their disability.
6. Support persons
 1. A person with a disability may be accompanied by a support person while on ATC premises.
 2. In some instances, a person with a disability may need to be accompanied by a support person for health or safety reasons. ATC will:
 - consult with the person with a disability to understand their needs

- consider health or safety reasons based on available evidence
 - determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.
3. If it is determined that a support person is required for a person with a disability to access ATC premises, any applicable fees will be waived for the support person

7. Notice of temporary disruption

1. In a planned or unexpected disruption to services or facilities, ATC will promptly provide notice to those affected. The notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available.

8. Feedback process

1. ATC will encourage feedback on its accessible customer service to identify and address barriers and respond to concerns. Employees will be able to provide feedback in various ways. These feedback resources will be publicly accessible.
2. ATC will follow up on feedback received, including providing any required documentation within five (5) business days in a format that considers the person's disability.
3. ATC will ensure its feedback process is accessible to individuals with disabilities by providing or arranging for accessible formats and communication supports upon request.

9. Procurement

1. ATC incorporates accessibility criteria and features when procuring or acquiring goods, services or facilities.
2. ATC will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

10. Emergency evacuation procedures, plans or public safety information

1. Information on Emergency Response Procedures, including fire and evacuation, is accessible through the [Security and Emergency Management Services](#) webpage on the ATC website. ATC emergency response plans are available on the ATC website, in print and on the ATC SAFE app. They are also available in an alternative format or with communication supports upon request.
2. ATC will provide the following:
- upon request from an individual employee, supervisor or Human Resources department, dedicated emergency response plans to individuals who require specific responsibilities or support during an emergency

- as part of the dedicated emergency response plan and with the employee's consent, information to the person designated (by the hiring manager) to assist the employee
- individualized workplace emergency response information after the hiring manager becomes aware of the need for accommodation
- a review of the dedicated emergency response plan when an employee moves to a different location, when the overall accommodation needs or plans are reviewed, and when ATC's general emergency response plans are reviewed.

11. Accessible websites and web content

1. Websites and web content will follow the *World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0*, Level A and increasing to Level AA. This includes all web-based applications and web content that are controlled directly or through a contractual relationship.

12. Educational and training resources

1. ATC will provide educational, training resources or materials in an accessible format upon request and will do so in a way that considers the accessibility needs of an individual's disability.
2. This obligation includes educational, training resources or materials produced by ATC and the provision of student records and information on program requirements, availability and description in an accessible format for people with disabilities.
3. In accordance with these regulations, ATC will adhere to accessibility standards and principles when designing, adopting and procuring educational materials and resources for the delivery of course curricula. This includes e-books, course packs, e-learning platforms, online networking/conferencing platforms, interactive and instructive online management systems, audio-visual and multimedia.
4. ATC meets this obligation through the procurement process or through obtaining by other means an accessible or conversion ready electronic format of the educational or training resources or materials where available.
5. In the case that the materials cannot be procured or obtained by other means or converted into an accessible format, ATC is committed to ensuring that it makes the necessary arrangements for the provision of a comparable resource.

13. Employment

1. ATC will notify employees, job applicants and the public that accommodations can be made during recruitment and hiring.
2. Job applicants, once selected, will be invited to participate in an assessment or selection process with accommodations available upon request. If needed, ATC staff will consult with the applicant to provide or arrange for suitable accommodation.

3. ATC will notify successful job applicants of policies for accommodating employees with disabilities and of supports available when making offers of employment.
4. Updated information will be provided to employees whenever there is a change to existing policies on the provision of job accommodation and their accessibility needs due to a disability.
5. ATC will consult with employees when arranging for the provision of suitable accommodation in a manner that factors in the accessibility needs due to disability.
6. ATC will consult with employees making requests in determining the suitability of accessible formats or communication supports that are needed to perform duties.
7. ATC has a written process to develop individual accommodation plans for employees.
8. A plan will be provided in writing to employees who have been absent from work due to a disability and require disability-related accommodations to return to work.
9. Individual development plans, career development and redeployment processes will consider the accessibility needs of employees.

14. Accommodations for students with disabilities

1. ATC Accessible Learning Services will work with students with disabilities and academic departments to ensure that academic accommodations are in place in a timely manner (e.g., in advance of starting a term where possible).
2. Students will not have to provide a diagnosis to access or receive support from Accessible Learning Services. They will be asked to provide documentation that describes the nature of their functional limitations.
3. ATC will make every reasonable accommodation based on the student's documented functional limitations due to their temporary or permanent disabilities.
4. Requests for retroactive academic accommodations will be reviewed and given meaningful considerations on a case-by-case basis per the British Columbia Human Rights Code.

15. Design of public spaces

1. Accessibility laws will be followed when new buildings are designed or there are significant changes to ATC campuses including:
 - Indoor and outdoor public eating areas
 - accessible off-street parking
 - service-related elements like service counters, fixed queueing lines and waiting areas.
2. ATC will ensure that public space design and construction meets the accessibility requirements *for the Built Environment*, and all provisions included within the *British Columbia Building Code*.

17. Changes to existing policies

1. Any of ATC's policies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.