



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

Background

In 2005, the government of Ontario passed the *Accessibility for Ontarians with Disabilities Act* (AODA) which requires that Ontario be an accessible province by 2025.

To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas:

- Customer Service
- Information and Communications
- Employment – Transportation
- Built Environment

The accessibility standard for Customer Service came into force in 2008.

The Information and Communications, Employment, and Transportation Standards have now been enacted as *Ontario Regulation 191/11* – the Integrated Accessibility Standards (IASR). These standards are being phased in over time.

The standard for the Built Environment, which applies to facilities and outdoor spaces, is still in development.

Commitment to Accessibility

Stanford International College of Business and Technology supports the intent of the AODA and its goal of achieving accessibility for Ontarians with disabilities with respect to Customer Service, Information and Communications, Employment and the Built Environment on or before Jan 1, 2026.

Stanford International College is committed to ensuring equal access, participation and excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and *Ontario Regulation 191/11*.

Stanford International College understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the *Ontario Human Rights Code* or obligations to people with disabilities under any other law. We will develop, implement, and maintain policies to achieve accessibility through these requirements.



Training

We are committed to training all employees and volunteers regarding the requirements of Ontario's accessibility standards and on the aspects of the *Ontario Human Rights Code* that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services, or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

Training will include:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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 goods, services, or facilities to people with disabilities.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Educational Resources

1. If notification of need is given, we will provide educational or training resources or materials in an accessible format that considers the needs of the disability of the person to whom the material is to be provided by:
 - a) Where available, purchase or obtain by other means an accessible or conversion ready electronic format of educational or training
 - b) arrange for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format
2. Provide student records and information on program requirements, availability, and descriptions in an accessible format to persons with disabilities.



Communication

We communicate with people with disabilities in ways that consider their disability. This may include the following:

- Telephone, toll-free, TDD, email, in-person, Facebook, Twitter, Instagram, You Tube, LinkedIn

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

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, considering the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If we determine that information or communications are unconvertible, we will provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications

Information or communications are considered unconvertible if:

- a) it is not technically feasible to convert the information or communications; or
- b) the technology to convert the information or communications is not readily available

We will notify the public about the availability of accessible formats and communication supports on the Stanford International College website.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other reasonable measures will be used to ensure the person with a disability can access our goods, services or facilities. It is the responsibility of the customer with



the disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

We will ensure that our staff are trained and familiar with various assistive devices we may have on site or that may be used by customers with disabilities while accessing our goods, services or facilities.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, Stanford International College may require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises



Before deciding, Stanford International College 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

If Stanford International College determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

Feedback Process

Stanford International College welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Stanford International Colleges ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Feedback may be provided in the following ways:

1. Customers wishing to provide formal feedback will be asked to first speak with the Campus Manager or Staff member in charge via phone, mail or email. Should the customer wish to submit additional verbal or written feedback it should be directed to:

Human Resources Department
416-383-1608
930 Progress Avenue, Scarborough, ON M1G 3T3
hr@scbt.ca / info@scbt.ca

Negative Feedback will be addressed according to the College's formal complaint procedure. Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted. Feedback will be responded to in the format in which it was received, and it will only outline actions that are appropriate.

Notice of Availability of Documents

Stanford International College notifies the public that documents related to accessible customer service, are available on the college website www.scbt.ca.

We will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.



Self-service Kiosks

We will incorporate accessibility features/consider accessibility for people with disabilities if/when we design, procure or acquire self-service kiosks.

Employment Standards

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when we review our general emergency response policies

Changes to Existing Policies

Any college policy that does 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.