

**ACCESSIBILITY AT FLEMING COLLEGE**  
**ACCESSIBLE CUSTOMER SERVICE STANDARD (AODA)**  
**DISRUPTIONS IN SERVICE PROCEDURES**

**Statement of Organizational Commitment to Accessibility**

At Sir Sandford Fleming College, we are committed to building an inclusive and accessible learning and working environment. We believe in and promote the rights of all persons with disabilities as enshrined in the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, and the Accessibility for Ontarians with Disabilities Act (AODA, 2005) and its related Accessibility Standards Regulations. The College supports the intent of the AODA and its goal of achieving accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodations, employment, buildings, structures and premises. The College also affirms the rights of all persons, including those with disabilities, to have access to equal opportunity in employment, education, accommodation or business dealings with the College.

These procedures are in accordance with the Accessible Customer Service Standard, Ontario Regulation 429/07 and are related to the following policies:

*#3-341 – Accessibility for Persons with Disabilities*

*#7-701 – Access and Accommodation for Students with Disabilities*

At Fleming College, we are committed to providing timely notice in the event of a planned or unexpected disruption in college facilities or services that may be used by persons with disabilities. These will include:

- Physical facilities such as accessible entrances, outages to elevators, areas designated for repairs or servicing, pathways, or accessible washrooms
- Accessible Education Services
- Departmental closures
- Power outages or external emergencies

## **Timelines for communications:**

### **Planned Disruptions**

- The notification will be provided 5 days in advance wherever possible by email
- The above notifications will be used on the day of the disruption

### **Unanticipated Disruptions**

- Notification methods referenced below will be used to advise persons with disabilities about service impacts, the expected duration, and alternative services if available

## **Procedures**

Initial notification will be made by Facilities to designated stakeholders including Community Living, CICE Program Coordinator, Accessible Education Services, ISG and the individuals below, who will in turn provide the following information to the community in accordance with the Accessible Customer Service Standard:

1. The reason for the disruption
2. The expected duration
3. A description of alternate facilities or services, if available

<b>Notification Method</b>	<b>Individual Responsible</b>
<b><u>External Website</u></b> Yellow "Service Disruption" banner on main webpage linking to description of the disruption	Web Developer (Marketing)
<b><u>myCampus Web Portal</u></b> Notices on login page and home page describing the service disruption in detail using content from the initial notification email from Facilities.	Portal Administrator (ITS)
<b><u>Emails</u></b> Sent to all staff and students at affected campus.	Communications Officer (Marketing)
<b><u>SMS Texts</u></b> Service disruption text messages sent by myCampus to community members who have signed up for alerts from "Facilities Alerts"	Security / Information Booth
<b><u>Signage</u></b> Conspicuous postings on easels or written notices	Facilities / Security

Additionally, phone calls may be made to individuals with disabilities who will be directly impacted in certain exceptional circumstances.

## **Sample Notification Message**

### **D-Wing Elevator Non-Operational - Sutherland Campus**

Please be advised that the D-wing elevator is currently out of order. Repairs have been requested; however information on when the elevator will be operational is not yet available. This message will be updated within four hours or when more information is available.

If you require an alternate route please contact security at X8000 or [security@flemingcollege.ca](mailto:security@flemingcollege.ca) and they will assist you.

Last Updated: December 05, 2014 at 12:02 AM

### **Giving Feedback**

Fleming College welcomes your feedback on the accessibility of our facilities, programs and services including these procedures. We will be happy to reply to you either in person, by phone or by email. If you have a concern or comment to share, please contact:

[accessibility@flemingcollege.ca](mailto:accessibility@flemingcollege.ca) or 705-749-5530 ext. 1935