

Regis College Service Policy for People with Disabilities

1. Our mission

Inspired by the charism of St. Ignatius of Loyola and faithful to the Roman Catholic tradition, Regis College serves women and men called to minister to people of many faiths and cultures. Our community seeks an integrated spirituality, a faith that does justice, critical dialogue and academic excellence.

In fulfilling our mission, Regis College is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. It supports the Ontarian with Disabilities Act (ODA), 2001 and the Accessibility for Ontarians with Disabilities Act (AODA), 2005. This Service Policy for People with Disabilities aligns with the policies of the University of Toronto and the Toronto School of Theology.

2. Our commitment

In fulfilling our mission, Regis College seeks at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and to benefit from the same services as others visiting the college.

3. Providing goods and services to people with disabilities

Regis College is committed to excellence in serving students, faculty, staff and visitors including people with disabilities. We carry out our functions and responsibilities in the following areas:

3.1 Communication

We communicate with people with disabilities in ways that take into account their disability. We train staff and faculty on how to interact and communicate with people with various types of disabilities.

3.2 Telephone services

We are committed to providing fully accessible telephone service to our students, employees and visitors. We train staff to communicate with customers over the telephone clearly, slowly and in plain language.

We offer to communicate with customers by mail, email or FAX if telephone communication is not suitable to their communication needs or it is not available.

3.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We ensure that our faculty and staff are familiar with various assistive devices that may be used by visitors with disabilities while accessing our goods or services.

3.4 Billing

We are committed to providing accessible invoices to all who need them. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and email. We will answer any questions about the content of the invoice in person, by telephone or email.

3.5 Classrooms

Classrooms are outfitted with projectors, amplifiers, and wireless internet access for computers.

3.6 Learning Accommodations for Non-Conjoint Students

Non-conjoint students requiring learning accommodations may approach the Regis College Basic Degree Director to document their need, develop strategies to achieve their educational goals and receive an accommodation letter, which they may share with their instructor(s). Any nature of illness or diagnosis disclosed by a student requesting an accommodation will be held in the strictest of confidence.

In case of a disagreement about the nature of the accommodation or its application, the student may appeal to the Dean of Regis College or a designate in the event there is a potential conflict of interest, who will issue a response within fourteen days.

4.0 Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We ensure that all faculty, staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Regis College's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees will not be charged for support persons for admission to Regis College's premises.

5.0 Notice of temporary disruption

Regis College provides notices in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice includes information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice is placed at all public entrances and service counters on our premises.

6.0 Training

Regis College provides training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approval of service policies, practices and procedures. Individuals in the following positions are trained: Faculty, Staff and volunteers.

This training is provided in the first month after faculty or staff commence their duties.

Training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- 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;
- What to do if a person with a disability is having difficulty in accessing Regis's services and; and
- Regis's policies, practices and procedures relating to the service policy standard.

Applicable faculty and staff are trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Faculty and staff are also trained on an ongoing basis when changes are made to these policies, practices and procedures.

7.0 Feedback process

The ultimate goal of Regis College is to meet and surpass the expectations of students and visitors while serving those with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

We inform persons with disabilities of the choices available for them to provide feedback. Feedback may be provided in person, by telephone/TTY, in writing, by email or by any other communication technology as required. If anyone with disabilities would prefer to give their feedback, and receive a response to it, using an alternate method than the one offered, they may request it.

Feedback regarding the way Regis College provides goods and services to people with disabilities can be made verbally or by the suggestion box in the Student Lounge. All feedback should be directed to the to the Office of the President.

8.0 Modifications to this or other policies

We are committed to developing service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Regis College that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9.0 Questions about this policy

This policy exists to achieve excellent service to people with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Office of the President of Regis College.

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