

University of Waterloo

Provision of University Services and Goods to Persons with Disabilities Policy

The University of Waterloo has a long standing commitment to support the participation and access to university programs, services, and facilities by persons with disabilities. To continue with this commitment and to honor obligations set by the Accessibility for Ontarians with Disabilities Act (AODA), the University will strive to undertake reasonable efforts to provide goods or services in a way that respects the dignity and independence of persons with disabilities.

The University will ensure that customer service training is provided to staff, faculty and student leaders who interact with the public and that procedures regarding use of assistive devices, service animals, access to support persons, notice of temporary disruption of services, and what to do if a person is having difficulty accessing university goods or services is communicated to the public.

Please reference university Policy 33 at <http://www.adm.uwaterloo.ca/infosec/Policies/policy33.htm>

Additional University of Waterloo initiatives to promote:

Accessible Customer Service for Students and Campus Visitors with Disabilities

Policies, Procedures and Practices

- 1) Academic Calendar notice

<http://ugradcalendar.uwaterloo.ca/?pageID=10802>

- 2) Academic Accommodations message to students with disabilities (sample in calendar)

<http://www.ahs.uwaterloo.ca/rec/undergraduate/UGpolicies.html>

- 3) Access to support and services for students and campus visitors with disabilities

<http://www.studentservices.uwaterloo.ca/disabilities/Services/index.html>

- 4) Employment Equity Policy statement for Students, Staff and faculty

<http://www.secretariat.uwaterloo.ca/Policies/policy65.htm>

- 5) Equal and fair treatment for all in university community (OHRC statement)

<http://www.adm.uwaterloo.ca/infosec/Policies/policy33.htm>

- 6) Graduation: Accommodating guests with special needs:
http://www.registrar.uwaterloo.ca/convocation/relatives_friends.html#accommodations
- 7) Housing for students with disabilities

Housing: <http://www.housing.uwaterloo.ca/general-info/disabilities.html>

Chart of Special Needs accommodations:
http://www.housing.uwaterloo.ca/Pdf_files/Special-Accommodation.pdf
- 8) Library Services for Students with Disabilities

<http://www.lib.uwaterloo.ca/access/>
- 9) Student Handbook outlines process and procedures for students with disabilities

<http://www.studentservices.uwaterloo.ca/disabilities/Students/studenthandbookcontents.html>
- 10) University map for campus visitors

http://www.uwaterloo.ca/map/map_colour.pdf