

The following measures have been taken to ensure equitable access to university goods and services by people with disabilities.

1) Assistive Devices

The University of Waterloo will make every effort to ensure that people with disabilities are allowed to use their own personal assistive devices to access goods and use services. We will also ensure that staff are aware of devices and technology available through the Office for Persons with Disabilities to support persons with disabilities, such as access to FM Systems to amplify sound for those with hearing impairments, TTY's, audio recorders, wheelchairs, etc. If you require assistance or would like more information please contact the University of Waterloo Office for Persons with Disabilities.

2) Communication

The University will communicate with a person with a disability in a manner that takes into account his or her disability and right to an equal opportunity.

3) Notice of Temporary Disruption of Service

The University disseminates information regarding a temporary disruption in services such as elevators, washroom facilities, access to IT etc. We will ensure that notices are posted including estimated timelines and that every effort is made to ensure that the public is notified. Please note that classroom change or cancellations will be disseminated via UW ACE wherever possible.

4) Access to Service Animals

The University allows people with disabilities to be accompanied by their guide dog or service animal in areas that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law in certain areas eg. food service preparation, we will use other measures to provide services to the person with a disability.

5) Access to Support Persons

The University permits people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties. Where admission fees are charged, we will provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.

6) What to do if you experience a barrier in customer service

The University has established a feedback process so that persons with disabilities are able to comment on the provision of goods or services provided to them. If you have experienced a barrier to access goods or services please contact the Office for Persons with Disabilities (OPD) by phone, email or in person. The OPD will collaborate with you and all university academic departments and services to remedy the barrier and to create a reasonable outcome with the goal to create an equitable opportunity for all customers of the university.