

<b>College of Kinesiologists Policies and Procedures Manual</b>		
<b>SECTION:</b> Client Services		<b>Policy # 2</b>
<b>POLICY:</b> Accessibility for Persons with Disabilities		<b>COVERAGE:</b> Council, College
<b>CREATED:</b> December 2014	<b>REVISED:</b>	<b>NEXT REVIEW:</b> 2015

**Policy statement:** The services of the College must be accessible to all persons and be provided in a manner that respects the dignity and independence of persons with disabilities.

### **Use of assistive devices, support persons or animals**

The College shall make every reasonable effort to accommodate the needs of persons using assistive devices, support persons or animals.

#### **(a) Examination**

A person, who requires the use of an assistive device, or a support person, or support animal while sitting the College of Kinesiologists of Ontario Examination, may contact the College and, upon providing the necessary proof of needs, be accommodated (See Examination Handbook- Accommodation).

#### **(b) Application to the College**

The College shall make accessible to all persons the electronic application form with changeable font size. For those unable to complete the electronic application form due to a disability, the College shall provide an alternate format or upon request, reasonable assistance in completing the form.

#### **(c) Making an enquiry**

The College shall receive enquiries in person, in writing and/or by telephone. Should a person require the assistance of a support person, this need will be accommodated.

#### **(d) Making a complaint**

A person may submit a complaint to the College in person, in writing and/or by telephone. Should a person require the assistance of a support person, this need will be accommodated.

#### **(e) Providing testimony/evidence**

A person with a disability who is to provide evidence to an investigator or testimony at a hearing, who requires the use of an assistive device, or a support person, or support animal due to the disability, will be accommodated as far as is reasonably possible. This will include

moving a hearing to a location better able to accommodate the needs of the person with disabilities.

### **Communications**

The College shall make every reasonable effort to ensure that it may provide communications in more than one format.

- (a) The website of the College shall offer multiple font sizes to allow for enlargement.
- (b) Published documents intended for public consumption shall be set at a reading level of Grade 8-9. Different formats and different levels of comprehension will be provided upon request, including large font documents. Assistance will be provided upon request to complete forms or surveys.
- (c) Staff of the College shall be trained in telephone customer service etiquette and in how to assist callers. Specifically, training will focus on speaking slowly; using straightforward, courteous language; and offering opportunities to callers to seek clarification or repetition, or offering communication alternatives.

### **Providing support to persons with disabilities who attend at the College**

The College shall make every reasonable effort to ensure that persons with disabilities who attend at the College for services or meetings are treated with dignity and respect and provided with comfortable and appropriate accommodation.

- (a) Staff of the College and those providing services on behalf of the College shall be trained in how to interact with persons using a service animal, support person or assistive devices. Training will be provided on what assistance may be offered and how to help individuals who are having difficulty.
- (b) The College has ensured that a wheelchair accessible washroom is available within the premises of the College. The Registrar shall ensure that this washroom is equipped properly for the safety and dignity of persons with disabilities.
- (c) In the event that there is a disruption in the ability of the College to provide access for persons with disabilities, this will be posted on the College website, and the concierge of the building will be informed of how to address enquiries from any person with disabilities. Information to be provided will include:
  - i. Cause of disruption
  - ii. When it started and expected time/date when full accessibility will be restored.
  - iii. Options for contacting the College for immediate service