



## POLICY ON ACCESSIBILITY AND ACCOMMODATION FOR STUDENTS AND EMPLOYEES

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**Effective Date:** May 19, 2022

**Approval Authority:** Provost and Vice-President, Academic

**Supersedes /Amends:** April 2, 2003

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### PREAMBLE

Concordia University (the “University”) is committed to the inclusion and participation of Students and Employees with Disabilities (as such expressions are defined below). This commitment includes facilitating the prevention, identification and/or removal of Barriers (as defined below) for persons with Disabilities to ensure access to services, events, activities, facilities, premises and buildings, employment, digital structures, and University processes and Accommodation (as defined below).

### SCOPE

This Policy applies to all Members (as defined below) of the University community, prospective Students, and job applicants who may have Disabilities. The Policy also applies to online activities, and to all settings and events including athletic, research, co-op, experiential learning, internship, class activities, and employment activity or workshops.

### PURPOSE

The purpose of this Policy and its Procedures related to Student (“[Student Procedures](#)”) and Employee (“[Employee Procedures](#)”) Accessibility (as defined below) is to outline the respective roles and responsibilities of the University for current and prospective Students and Employees with Disabilities with respect to Accessibility and Accommodation.

### DEFINITIONS

For the purposes of this Policy, the following definitions shall apply:

“Accessibility” means product, device, service or environment which is available to as many people as possible. Accessibility is concerned with inclusiveness and Barrier-free design, including the identification, removal, and prevention of Barriers. Accessibility can be viewed as a person’s access to and benefit from a system or entity in a way that upholds the principles of dignity, independence, integration, and equality of opportunity.

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“Accessible Format” means alternate media that can be used by persons with Disabilities and can include, but is not limited to, large print, web content, recorded audio, electronic formats, closed captioning and braille.

“Accommodation” means identifying and implementing reasonable adjustments and/or auxiliary aids, and/or modifying practices, procedures or facilities in response to a Disability requiring an accommodation up to the point of Undue Hardship (as defined below) for the University.

“Assistive Devices” means any device that is used, designed, made or adapted to assist a person with a Disability in performing a particular task. Assistive Devices enable persons with Disabilities to do everyday tasks such as moving, communicating, reading or lifting. Assistive Devices may include wheelchairs, assistive listening devices, laptops with screen reading software or communicating capabilities.

“Barrier(s)” means anything that prevents a person with a Disability from fully participating in all aspects of society because of their Disability, including, but not limited to, physical Barriers, architectural Barriers, information or communication Barriers, attitudinal Barriers and technological Barriers.

“Communication Supports” means aids that facilitate effective communication and can include, but are not limited to, captioning, alternative and augmentative Communication Supports, plain language and sign language.

“Disability(ies)” means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation whether permanent, temporary or episodic in nature, evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

“Employee(s)” means a full-time, part-time or temporary employee of the University, including staff, faculty, postdoctoral fellows, researchers, members of the administration, stagiaires and interns; any individual engaged by the University on a consulting basis or in virtue of any other contractual agreement; and appointees (including volunteers) of the University.

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“Instructor(s)” means any Employee who is teaching, advising, supervising, mentoring, overseeing the allocation of resources to, and/or coaching Students. Such Employees include, but are not limited to, full and/or part-time faculty Members, faculty administrators, librarians, laboratory or other Instructors, principal investigators as well as teaching assistants, research assistants, staff Members, and graduate Student supervisors, and coaching staff.

“Member(s)” means and is used in this Policy interchangeably with the expression “Students and Employees”.

“Student(s)” means any person registered in a course or program on a full or part-time basis, for credit or not, and includes undergraduate and graduate students, independent students as well as visiting students, exchange students and interns.

“Undue Hardship” refers to factors considered when assessing whether a given Accommodation is reasonable or not. The assessment must consider, among others, the burden on the University’s financial and material resources, the impact on the University’s operation, security, safety and rights of others.

### POLICY

#### Roles and Responsibilities

1. The University provides an inclusive and welcoming environment and makes available for Members with Disabilities the relevant services and supports, including the University Access Centre for Students with Disabilities (ACSD) and Human Resources, and reduces Barriers to entry for prospective Students and job applicants.
2. The University ensures that this Policy, the [Student Procedures](#) and the [Employee Procedures](#) are communicated to all Members
3. The University creates an accessible and inclusive environment through minimizing of Barriers and in the Accommodation processes. All Members, according to their different roles and responsibilities, will participate and engage in creating an accessible and inclusive University environment, and will make themselves aware of the Policy, including by participating in training and education opportunities dedicated to Accessibility.

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4. The Accessibility Committee is dedicated to Accessibility and includes Students and Employees appointed by the Executive Director of the Equity Office. The mandate of the Accessibility Committee will include ensuring the implementation and communication of this Policy, advising on this Policy, making recommendations on campus initiatives supporting Accessibility, and the communication of efforts to address Accessibility at the University.

### Intersectionality

5. The University is a diverse community and every effort to address Accessibility must be grounded in an understanding that each person's experience is impacted by many factors. The University recognizes that a person's perspective or circumstance (such as ethnicity, national origin, sexual orientation, gender identity, age, religion, faith, indigeneity, immigration status, language ability and/or socio-economic factors) could impact their needs, options and choices. The University also recognizes that systemic oppression, including, but not limited to, sexism, racism, colonialism, ableism, homophobia and/or transphobia, can impact the Accommodation and/or resources a Member with a Disability may feel comfortable to request. The needs of each Member with a Disability vary, and corresponding consideration will be taken regarding the types and forms of support and Accommodation.

### Assistive Devices

6. The University makes reasonable effort to ensure that Members with Disabilities can use their own personal Assistive Devices to access services. If unable to accommodate the use of personal Assistive Devices, the University will work with the Member to provide an Accommodation

### Universal Design

7. Universal design, as in universal design for learning, or the built environment, refers to the creation of sustainable approaches focusing on the Accessibility of the environment rather than the needs of specific individuals and seeks to ensure a greater level of Accessibility for all. To this end, the University is committed to the principles of universal design to guide the continuing work on Accessibility and inclusion throughout the University.

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### Service Dogs

8. Service dogs are permitted in accordance with the *Animals on University Premises Policy* ([VPSS-22](#)). Service dogs are trained and certified dogs that provide assistance to Members with visual or hearing impairments; motor or neurological impairments.

### Facilities

9. The University is committed to working towards ensuring its facilities are as accessible as possible. To that end, the University is committed to ensuring that new building projects are designed with an awareness of the needs and requirements of persons with Disabilities. The University will continue to renovate existing facilities to achieve greater Accessibility. The University complies with building codes and Accessibility provisions therein and will endeavour to elevate Accessibility standards when building or making changes to spaces.

### Procurement

10. The University will incorporate Accessibility criteria and features when procuring or acquiring goods, services, or facilities.

### Communication

11. The University provides or arranges for the provision of Accessible Formats and Communication Supports for persons with Disabilities. Additionally, the University will design and create websites that are accessible for people with Disabilities and/or who use Assistive Devices, the whole in compliance with applicable standards and legislation.

### Education and Training

12. Through training and dissemination of educational materials on Accessibility for Members, the University aims to identify, prevent and minimize Barriers within the University.

### Privacy and Confidentiality

13. Personal information concerning a Member's Disability or that of a prospective Student or job applicant is held in the strictest of confidence and cannot be shared without prior

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consent of the concerned Member. Personal information is managed in a manner that is consistent with University policies and applicable legislation, specifically the *Policy Concerning the Protection of Personal Information (SG-9)* and the [Act respecting Access to documents held by public bodies and the Protection of personal information, COLR, chapter A.2-1](#). Personal information is shared confidentially with the internal units or persons who are responsible for processing or implementing an Accommodation.

### Students

14. The University's commitment to providing equal educational opportunities to all Students includes Students with Disabilities. To demonstrate full respect for the academic capacities and potential of Students with Disabilities, the University seeks to remove Barriers that may hinder or prevent qualified Students with Disabilities from participating fully in University life.

### Prospective Students

15. Prospective Students with Disabilities will be given equitable consideration for admission to any program offered by the University. Additionally, support can be provided in the application process.

### Internships and External Academic Placements

16. The University will provide support to requests for Accommodation by Students with Disabilities for the performance of internships and other similar academic-related external placement activities when such requests are made to external organizations. The support of the request cannot guarantee that the Accommodation will be provided by the external organization and such organization shall be solely responsible for the provision of the requested Accommodation.

### Access Centre for Students with Disabilities

17. Accommodation for Students creates an accessible learning environment that enables them to meet the academic requirements of University courses and programs, and to participate in University activities. The ACSD provides support services and Accommodations to Students with documented Disabilities. The ACSD coordinates

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services, supports Students with self-advocacy, and collaborates with Employees on the implementation of academic and classroom accommodations. Students have the responsibility to register with the ACSD, provide the required documentation regarding their Disability and/or needs for Accommodation and keep the ACSD up to date on any changes to their situation.

### Instructors

18. Instructors are responsible for collaborating with the ACSD. The ACSD notifies the relevant Instructor and/or department of the need to provide Accommodation, and Instructors, advisors and program directors are responsible for implementing the Accommodation with the advice and support of the ACSD.

### Employees

19. The University is committed to facilitating the prevention, identification and/or removal of Barriers to participation by Employees with Disabilities. Decisions made with respect to Employees who require Accommodation in the workplace will be made taking into consideration the Employee's needs and limitations and the requirements of the position, as determined by the University.

### Human Resources

20. Human Resources coordinates services, supports Employees with self-advocacy, and collaborates with internal and external partners, such as Employee and Labor Relations, Environmental Health and Safety, Disability Management Services, Office of the Provost, Facilities Department, union, employee groups and health care professionals, as applicable. Human Resources ensures that recruiting and hiring is conducted in accordance with University policies, procedures, and collective agreements, and advises job applicants and Employees of the same, including the mechanisms available to them for pursuing solutions.

### Managers and Supervisors

21. Managers and supervisors are responsible for collaborating with Human Resources and the Employee to implement the Accommodation.

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Policy Responsibility and Review

22. The overall responsibility for implementation and recommending amendments to the Policy shall rest with the Provost and Vice-President, Academic.



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**APPENDIX A: Support Services**

[Access Centre for Students with Disabilities](#)

[Campus Wellness and Support Services](#)

[Campus Security](#)

[Centre for Teaching and Learning \(responsible for training of Faculty\)](#)

[Counselling & Psychological Services](#)

[Disability Management Services \(DMS\)](#)

[Employee & Labour Relations](#)

[Environmental Health & Safety](#)

[Exams Office](#)

[Facilities Management](#)

[Human Resources](#)

[Instructional & Information Technology Services \(IITS\)](#)

[Mental health and wellness](#)

[Office of Rights and Responsibilities](#)

[Ombuds Office](#)

[Sexual Assault Resource Center \(SARC\)](#)

[Student Services](#)

[Student Success Centre](#)

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**APPENDIX B: Resources**

[ACSD Exam FAQs for Students](#)

[ACSD How to register with our services](#)

[Campus Map – SGW](#)

[Campus Map - Loyola](#)

[Concordia Shuttle Bus](#)

[Enable Montreal: Inclusive Innovation Guide – key considerations  
for making social innovation activities more accessible](#)

[Hospitality Services – planning an event on campus](#)

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**APPENDIX C: Legislation and existing guidelines and processes**

[Accessible Canada Act, S.C., 2019, c 10](#)

[Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school, and workplace integration, CQLR, \(2004\) chapter E-20.1](#)

[Employment Equity Act, S.C., 1995, c. 44](#)

[Quebec Charter of Human Rights and Freedoms, R.S.Q., chapter C-12.](#)