

Attention Suppliers to Sheridan:

This training resource is for providers of goods, services or facilities on Sheridan's behalf and is intended as training to meet the requirements of Section 7 and Section 80.49 of the Integrated Accessibility Standards, O. Reg. 191/11 issued under the Accessibility for Ontarians with Disabilities Act, 2005.

As a supplier to Sheridan assigned to provide goods, services or facilities on Sheridan's behalf we require that you and your employees undertake the following training **prior** to commencing work at Sheridan.

As such we request that you:

- Read the following training document (Accessibility at Sheridan – Training Document for Suppliers to Sheridan) to understand your obligation as a provider of goods, services or facilities on Sheridan's behalf.
- Maintain records of the dates on which this training material was distributed and the number of employees to whom it was distributed, and keep this record. **You maybe contacted by Sheridan for the record of training at any time during the year and will be required to produce the document within 14 working days.**

Questions about this training resource or if you require this document in an accessible format please contact accessibility@sheridancollege.ca

This document has been adapted from material obtained from "Accessible Service...Accessible Brock" ([Brock University](#)), and the [Council of Ontario Universities Accessibility Resources](#) website.

Accessibility at Sheridan – Training Document for Suppliers to Sheridan

Sheridan Accessibility Policy Statement

Sheridan will at all times undertake reasonable efforts to provide our goods, service or facilities in a way that respects the dignity, independence, integration and equality of opportunity of persons with disabilities. Keep these four principles in mind when interacting with Sheridan students and employees with disabilities:

Dignity: a person maintains his or her self-respect and the respect of others

Independence: a person is able to do things individually, without unnecessary help

Integration: a person is able to benefit from the same goods, services or use of facilities, in the same place and in the same way as others

Equal opportunity: a person has the same opportunity to benefit from goods, services or use of facilities as anyone else

Sheridan’s commitment to carrying out our responsibilities to meet the accessibility needs of our students, employees and visitors to campus in a timely manner is outlined in the [Sheridan Accessibility Policy](#).

[Sheridan’s Procurement Policy and Contract Signing Authority](#), updated in 2019 also outlines how Sheridan will ensure accessible procurement and our required training obligation when a person, business or organization is providing goods, service or facilities on our behalf.

Describing ‘disability’

Disability is not a common experience and there are varying degrees of disability. Some of us live with disabilities that have been present from birth, caused by an accident or developed over time, while some of us may experience disabilities that are temporary, such as recovering from an injury or surgery, or coping mentally and emotionally with life’s periodic setbacks. Some disabilities may be visible, some are not.

Disability as defined in the [Ontario Human Rights Code](#)

The Ontario Human Rights Code and Persons with Disabilities

The Ontario Human Rights Code (the “Code”) provides for equal rights and opportunities and prohibits discrimination on the basis of disability (and other protected Grounds). The Code states that people with disabilities must be free from discrimination where they work; live and receive services, and their needs must be accommodated.

The goal of the Code is to create a feeling of respect where everyone feels part of the community and can contribute fully.

What is the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standards Regulation?

The [Accessibility for Ontarians with Disabilities Act, 2005](#) (“AODA”) is provincial legislation set on achieving accessibility for Ontarians with disabilities by January 1, 2025 through the development, implementation and enforcement of accessibility standards.

The AODA establishes specific requirements issued under the [Integrated Accessibility Standards \(Ontario Regulation 191/11\)](#) (“IAS”) for Ontario colleges and universities in the following six areas:

- [general requirements](#)
- [information and communications](#)
- [employment](#)
- [transportation](#)
- [design of public spaces \(accessibility standards for the built environment\)](#)
- [customer service](#)

Working together – The Code and the IAS

The Code and the AODA work together to foster equality of opportunity and accessibility, however the Code has primacy. What does this mean?

This means Ontario laws (with some exceptions¹) have to follow the Code, including the AODA. In fact, the AODA spells out where there is a conflict between it or any Act or regulation, the law with the highest level of accessibility will come first. (AODA, Section 38).

How to interact with persons with disabilities

At first we may be unsure of how to interact with persons with various disabilities.

These general tips below are a good place to begin:

- Ask “May I help you?”
- Don’t make assumptions about a person’s disability or intelligence
- Speak directly to the person, not the companion, support person or interpreter
- Speak in a normal tone and volume without sounding impatient
- If you don’t understand a person, don’t pretend. Ask the person to repeat what was said or use an alternative means of communication

- Use the right words – use “disability” not “handicapped”
- Put the person first – say a “person with a disability” rather than a “disabled person”
- When appropriate reference specific disabilities – such as a person who is blind, or a person who uses a wheelchair. Avoid phrases such as suffers with, victim of, confined to a wheelchair or stricken with a disability. Here are some [additional tip sheets on how to interact with persons with disabilities](#)

How to interact with a person at Sheridan who uses an assistive device

Assistive devices are devices and technologies that increase mobility, hearing, vision and communication capacities of persons with disabilities.

Some examples: wheelchairs, canes, walkers, white cane, portable magnifiers, screen reading software, notetaking devices, hearing aids and speech generating devices.

An assistive device is an extension of a person’s personal space – don’t lean or reach over a person or the device. Touch only if asked to and don’t move the device out of a persons reach.

If you want further information about equipment and/or assistive devices at Sheridan or provided by Sheridan that may help with the provision of goods, services or facilities to persons with disabilities please contact accessibility@sheridancollege.ca

How to interact with a person at Sheridan who uses a guide dog or service animal

- Guide dogs or service animals are welcome at Sheridan
- Please do not distract the animal – this includes, talking, petting or feeding
- Consult the [Guide to Service Animals](#) for more information

How to interact with a person with a disability who uses a support person

A support person accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to our goods, service or facilities at Sheridan.

The support person can be a personal support worker, volunteer, friend or family member. Please welcome the support person, but direct all communication to the person with a disability.

When you host an event, meeting, conference or other activity at Sheridan where admission or participant fees are charged, **you must post advance notice** of the amount payable, if any for the support person. Consider waiving the fee for a support person.

Doing so would enhance accessibility to your event, meeting, conference or other activity.

What to do if a student, employee or campus visitor with a disability is having difficulty accessing Sheridan goods, services or facilities? What if I see something that may interfere with accessibility?

- If you are unsure, the best place to start is with the person. Have a positive, flexible and willing attitude and ask: “May I help you?”
- If you see a facility or related service that is not working notify [FM Help Desk TRAF](#) for the Trafalgar location, contact [FM Help Desk DAVIS](#) for the Davis and HMC locations
- Questions regarding web accessibility can be directed to [web support](#) for Sheridan websites
- Advise the person of the [Accessibility Feedback](#) process at Sheridan if the issue cannot be resolved.

Other important Sheridan information

If a student is looking for assistance to request accommodation for their academic courses please send them to the [Accessible Learning Services](#) offices at Sheridan.
