

Statement of Organizational Commitment

The Central Student Association (CSA) at the University of Guelph is committed to ensuring equal access for people with disabilities and treating people with disabilities in a way that allows them to maintain their dignity and independence and embodies the principles of integration and equal opportunity.

The CSA is committed to be a barrier-free environment for persons with disabilities in employment, in its communications and information, in the delivery of goods and services and in its built environment. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws in a timely manner.

The CSA is committed to ensuring that all its employees are aware of their responsibilities to foster an accessible and inclusive environment with, and for, persons with disabilities.

The CSA's AODA Policies, Practices and Procedures

In accordance with the Customer Service Standards and the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*, the CSA maintains policies, practices, procedures and documentation with respect to the following:

- Maintenance of an accessible environment for persons with disabilities;
- Provision of accessible information and communication supports;
- Use of guide dogs, service animals and support persons;
- Notice of service disruptions;
- Provision of information about emergency procedures, plans and public safety;
- Maintenance of web content that conforms with the required standards;
- Accommodation of applicants throughout the recruitment process;
- Accommodation of employees throughout their employment;
- Training of employees and other individuals who provide services; and
- Receipt of feedback regarding the provision of goods, services or facilities to persons with disabilities.

AODA Feedback

The CSA is committed to meeting accessibility requirements and continuously taking steps to improve its services and website to comply with the AODA and its regulations. We will continue to identify and correct barriers which prevent access to our goods, services, websites and content.

To help us do this, the CSA welcomes your comments and suggestions. Feedback can be provided to the CSA Vice President Academic, Chair of the Accessibility Working Group, at csavpacademic@uoguelph.ca or the CSA President at csapresident@uoguelph.ca.



Nicole Walker
CSA President 2021-2022
Central Student Association