

University of Windsor: Overview of Accessible Policy, Guidelines, and Processes

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Background

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the O. Reg. 191/11: Integrated Accessibility Standards (IAS), public sector organizations must prepare documentation with summaries of various policies, guidelines, and processes. To improve to this information, a single accessible document has been created.

If this document is required in an alternative accessible format, please contact the Office of Human Rights, Conflict Resolution and Mediation (OHRCRM):

- By phone: 519-253-3000, ext. 2046
- Or by email: hrcrm@uwindsor.ca

Accessibility Policies and Guidelines

Follow this link to find a listing of [accessibility policies and guidelines](#) described below.

University of Windsor Accessibility Policy

The University of Windsor is committed to fostering an inclusive environment where students, employees, and visitors with disabilities can study, work, and participate fully in campus life. In alignment with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards (IAS), the University aims not only to meet but, where possible, exceed legislative requirements. This policy provides a framework for accessible programs, services, and practices, and applies to all members of the University community.

University of Windsor Policy on Academic Accommodations for Students with Disabilities

This policy covers the provisions of academic accommodations for students with documented disabilities, in accordance with the Ontario Human Rights Code and other relevant legislation. The accommodation process is led by Student Accessibility Services and is determined on a case-by-case basis through collaboration between students, faculty, and Student Accessibility Services, with a focus on maintaining academic integrity while addressing individual needs.

University of Windsor Guidelines on Accommodation in Employment for Persons with Disabilities

The University of Windsor is committed to providing accommodations for employees and job applicants with disabilities, in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA). These guidelines ensure that individuals can perform the essential duties of their roles or participate fully in the hiring process. Accommodations are determined on a case-by-case basis, with a focus on dignity, inclusion, and equal opportunity. The guidelines apply to all University employees and applicants and reinforce the University's broader commitment to accessibility and equity in the workplace.

University of Windsor Service Animal on Campus Policy

The University of Windsor is committed to supporting individuals with disabilities by allowing the presence of service animals on campus, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. This policy ensures that students, employees, and visitors who rely on service animals can access University facilities and services without discrimination. The University promotes an inclusive environment by recognizing the essential role service animals play in supporting independence and accessibility.

University of Windsor Scent-Free Guidelines

The University of Windsor promotes a scent-free environment to support the health and well-being of individuals with chemical sensitivities and related disabilities. These guidelines encourage all members of the campus community to avoid using scented products in shared spaces, helping to create a more inclusive and accessible environment for students, staff, faculty, and visitors. The

initiative reflects the University's commitment to reducing barriers and fostering respectful, safe, and accommodating spaces for everyone.

Other Policies

- **University of Windsor Human Rights Policy**

The University of Windsor is committed to fostering a safe, inclusive, and respectful environment free from discrimination and harassment. Guided by the Ontario Human Rights Code and related legislation, the [Human Rights Policy](#) applies to all members of the University community and prohibits discrimination based on protected grounds such as race, gender, disability, sexual orientation, and more. It outlines the University's responsibility to prevent, address, and respond to incidents of discrimination and harassment through fair procedures, education, and accountability. The policy also emphasizes the importance of procedural fairness, confidentiality, and support for those affected, reinforcing the University's dedication to equity and human dignity across all campus settings.

- **University of Windsor Procurement Policy**

The [University of Windsor's Procurement Policy](#) ensures that all purchases of goods and services are conducted ethically, transparently, and in compliance with applicable legislation, including the Accessibility for Ontarians with Disabilities Act (AODA). The policy applies to all University employees and outlines procurement thresholds, competitive bidding processes, and accountability standards. It emphasizes value for money, risk mitigation, and responsible use of public funds. Importantly, the policy mandates that accessibility criteria be considered in all procurement decisions, ensuring that goods, services, and facilities are inclusive and barrier-free for individuals with disabilities.

Accommodation Resources

Resources for Employee: Workplace Accommodations

[Workplace Accommodation Resources | Human Resources](#)

This page provides details on the accommodation process for employees at the University of Windsor through Human Resources. It includes request forms and guidance for employees seeking accommodations.

Resources for Students: Academic Accommodations

[Student Accessibility Services](#)

This office supports students through the facilitation of accommodations to navigate disability related barriers to advance academic learning and performance. The SAS team, in collaboration with faculty and others, strives to create a barrier-free environment that promotes an equitable student experience.

Mandatory Accessibility Training

The University is required to provide mandatory training under the Integrated Accessibility Standards. The first training covers the Ontario Human Rights Code and how it works with the AODA (section 7). The second is Accessible Customer Service Training (section 80.49).

Summary: The Code and the AODA Working Together

Link: [AODA and Human Rights Code Training | Office of Human Rights, Conflict Resolution and Mediation](#)

Purpose of the Training:

The module is designed to help organizations understand their legal responsibilities under both the Code and the AODA, especially regarding accessibility and human rights for people with disabilities. It fulfills the training requirement under **Section 7 of the Integrated Accessibility Standards Regulation (IASR)** [1].

Key Concepts Covered:

1. Legal Framework

- **The Code** ensures equal rights and freedom from discrimination for people with disabilities in employment, housing, and services.
- **The AODA** aims to make Ontario fully accessible by 2025 by removing barriers in key areas of daily life.
- **IAS** is a regulation under the AODA that includes standards for customer service, employment, information and communications, and transportation.

2. Primacy of the Code

- The Code has primacy. It overrides the AODA and other provincial laws when there is a conflict. In fact, the AODA states that if there's a conflict between it and any other Act or regulation, the law offering the higher level of accessibility comes first.. [1].

3. Shared Definitions

- Both laws use the same definition of disability and apply to all Ontario organizations, except federally regulated entities (e.g., banks, airlines).

How the Code and AODA Work Together

- The Code informs and guides how AODA standards should be implemented.
- The AODA sets minimum accessibility standards, while the Code requires individualized accommodations based on dignity, inclusion, and respect.

Responsibilities of Organizations

- Under the Code: Organizations must respond to accommodation requests individually and ensure non-discrimination.

- Under the AODA: Organizations must meet specific accessibility standards based on their size and type.

[1] [Working Together: The Code and the AODA - Ontario Human Rights Commission](#)

Summary: Accessible Customer Service Training

Link: [Accessible Customer Service Training | Office of Human Rights, Conflict Resolution and Mediation](#)

Purpose & Scope

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) aims to identify, remove, and prevent barriers for people with disabilities, with a goal of full accessibility in Ontario by 2025. The **Customer Service Standard** sets legal requirements for providing accessible goods, services, and facilities. This training covers:

- Purpose of the AODA and Customer Service Standard
- How to interact with people with various disabilities
- How to support people using assistive devices, service animals, or support persons
- Steps to take if a person has difficulty accessing services

Who Must Be Trained

- All employees, volunteers, policy developers, and anyone delivering services on behalf of the organization.

Core Principles

- **Dignity** – Respect every customer’s worth.
- **Independence** – Support self-service when possible.
- **Integration** – Provide the same service for all, whenever possible.
- **Equal Opportunity** – Offer fair access to goods, services, and facilities.

When Access Difficulties Arise

- Start by asking: “How can I help you?”
- Be flexible—offer alternative service locations, delivery, assistance retrieving items, or accessible formats.
- Small, practical solutions often improve customer experience significantly.

In Conclusion

Accessible customer service is about removing barriers, respecting individual needs, and creating equal opportunities for people with disabilities. It requires awareness, flexibility, good communication, and adherence to the legal standards under the AODA.

Maintenance and Temporary Disruptions

The University's [Facility Services](#) provides services to plan, operate and maintain the buildings, grounds, and infrastructure. Ensuring that the building structures are operational and that University properties are properly maintained is the mandate of this department and part of daily operations.

In the event that someone from the campus community notes that repair or maintenance is needed in the physical environment, or if there is an issue with snow removal, there are avenues to contact this department. Please review the list of options below to ensure that your concerns are addressed in the most expeditious manner possible.

- **Barriers to Physical Facilities:** Items such as an out-of-service elevator, a non-functioning door opener, washroom fixtures that are broken or in need of repair should be reported with as much detail as to location (building/floor/room etc.) and the accessibility issue following the [Maintenance Service Request Process outlined on the Facilities Services website](#).
- **Snow Removal Preventing Access:** Issues with snow accumulation or removal should be reported through the [Facilities Services website](#).

Temporary Disruptions

The University has several means to notify the campus community of temporary disruptions. These notifications include start and end dates, building and areas affected, details of the interruption or project, and steps to remediate.

- Facility Services lists all [Notice of Service Interruptions/Projects Centre](#) on their website.
- The [University of Windsor's homepage](#) has an Accessibility link in the footer. This link leads to the [Accessibility landing page under OHRCRM](#), where Notice of Service Interruptions (NOSI) and Projects are listed.
- A NOSI is sent via email to all staff and employees of the University from Facility Services.

Feedback Process

Follow the link to the OHRCRM website to [Report a Barrier/Provide Feedback](#).

If you encounter a barrier to accessibility, please review the list of options below to ensure that your concerns are reviewed and, where appropriate, addressed in the most expeditious manner possible.

- **Accessible Formats:** Students requiring alternate format textbooks should visit the [Student Accessibility Services website](#) for assistance.
- **Barriers to Physical Facilities:** Items such as an out-of-service elevator, a non-functioning door opener, washroom fixtures that are broken or in need of repair should be reported with as much detail as to location (building/floor/room, etc.) and the accessibility issue following the [Maintenance Service Request Process outlined on the Facilities Services website](#).
- **Community Safety and Security:** In an emergency, call Campus Community Police at ext. 4444 or 911 from any campus phone. From cell phones, call (519) 253-3000 ext. 4444. Visit the [Campus Community Police website](#) for information on emergency phone locations.
- **Snow Removal Preventing Access:** Issues with snow accumulation or removal should be reported through the [Facilities Services website](#).
- **Technology Service Disruption:** To report barriers regarding university websites or technology, such as FM transmitters in classrooms which are not functioning, please open a ticket with [Information and Technology Services](#) or contact the Information Technology Services help desk at ext. 4440.

If you would like to share with us suggestions for ways to improve accessibility and inclusion, or if you would like to share your experience of how inclusion and accessibility at the University of Windsor made a difference, please complete the [Accessibility Feedback Form](#).

The information received will be reviewed by the Office of Human Rights, Conflict Resolution and Mediation (OHRCRM). The Office will maintain the confidentiality of information collected, except to track and disseminate feedback to relevant units for follow-up and content sharing. If required, a representative from the office will contact the individual who completed the form.

If you require the information above in an alternate format or if you need assistance with completing any of the forms above, please contact OHRCRM:

- By email: hrcrm@uwindsor.ca
- Or, by Phone: (519) 253-3000, ext. 3400

Accessibility Report and Multi-Year Accessibility Plan

Under the Accessibility for Ontarians with Disabilities Act (AODA) and its Integrated Accessibility Standards Regulation (IASR), all designated public sector organizations (including universities) are required to:

- Develop, implement, maintain, and document a Multi-Year Accessibility Plan.
- The plan must outline the organization's strategy to prevent and remove barriers and meet the requirements of the IASR.
- It must be reviewed and updated at least once every five years

University of Windsor's Accessibility Report & Multi-Year Plan

The University of Windsor publishes an Annual Accessibility Report along with its Multi-Year Accessibility Plan through the Office of Human Rights, Conflict Resolution and Mediation (OHRCRM). These [accessibility reports are published online](#) and are available in accessible formats upon request.