

**The University of Windsor**  
**Accessible Employment & Customer Service Committee**

**Terms of Reference**

The University of Windsor strives to create and foster an academic environment that is barrier-free, accessible and inclusive and which respects the rights and dignity of the individual. All members of the University community are obligated to interact on the basis of mutual respect, and to promote an environment which illustrates our commitment to undertake reasonable efforts in providing equity in opportunity.

**1. Purpose**

The Accessible Employment & Customer Service Committee (AECSC) reviews the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Standards and ensures the University's compliance with the portions of the legislation that relate to the provision of employment and customer service. The University strives to meet and where possible surpass the requirements of the legislation in order to identify and remove barriers for persons with disabilities and attain the goal of a fully-inclusive community.

In working towards these goals the Committee will:

- a) Identify and explore the specific issues surrounding barriers experienced by people with a range of disabilities in the area of employment and customer service on the University of Windsor Campus. This area includes, but is not limited to the ongoing commitment to the University's Accessible Customer Service Policy;
- b) Propose remedial action;
- c) Provide the Accessibility Coordinating Committee (ACC) with recommendations and priorities of proposed remedial action;

- d) Follow through on recommendations as applicable;
- e) Identify and promote proactive means of ensuring the University's employment and customer service systems and standards are accessible.

## **2. Membership**

The Committee will normally include an appointee from the following:

- a) Chairperson - as confirmed by the Office of Human Rights, Equity and Accessibility
- b) Accessibility and Human Rights Manager (Vice-Chairperson)
- c) Representative from Student Accessibility Services
- d) Food and Catering Services Department Head
- e) Representative for Residence Services
- f) Campus Recreation Manager
- g) Representative from Human Resources or Office of the Provost
- h) Student Representative(s), including students with disabilities
- i) Other persons as approved by the ACC

## **3. Reporting**

The Committee will report to the ACC and the Chair shall sit on the ACC. The Vice-Chair will work with the Chair to provide a verbal update of the Committee's work at each ACC meeting and provide written reports on an as-needed basis.

The Vice-Chair will work with the Chairperson to include achievements of the previous year and goals for future years in the University's Annual Accessibility Report and Multi-Year Plan.

## **4. Meetings**

The Committee shall meet on a quarterly basis and at the call of the Chair. The Committee must meet two (2) weeks or more in advance of each ACC quarterly meeting.



**5. Quorum**

A quorum consists of a third (33%) of the membership.

**6. Minutes**

The Office of Human Rights, Equity and Accessibility shall be responsible for ensuring a Secretary is present at each meeting to take minutes.

**7. Agenda**

Except in unusual circumstances, agenda items and supporting documentation should be forwarded to the Accessibility and Human Rights Manager. The Manager has the responsibility for preparing the agenda and circulating it with all supporting documentation no later than seven (7) calendar days prior to the quarterly meetings.

**8. Decision Making of the Committee**

Decisions and recommendations will be based on the consensus of the Committee. Meetings and decision-making will be conducted in accordance with Robert's Rules of Order.

**9. Changes to the Membership and Terms of Reference:**

- a) Changes to the membership must be approved by the ACC.
- b) Changes to the mandate must be approved by the President's Committee on Diversity and Inclusion, (PCDI).

**10. Mandate Review**

The mandate of the Committee shall be reviewed on an annual basis.

# The University of Windsor Accessibility Reporting Structure

