



## MUFA Policy regarding Accessibility for Ontarians with Disabilities Act (AODA)

The McMaster University Faculty Association (MUFA) is committed to excellence in serving all members/visitors (called customers in AODA) including people with disabilities.

### Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by members/visitors with disabilities while accessing our goods or services.

### Communication

We will communicate with people with disabilities in ways that take into account their disability.

### Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for members/visitors with disabilities, MUFA will notify members (visitors, as necessary) promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed on the mufa website ([www.mcmaster.ca/mufa](http://www.mcmaster.ca/mufa)); on Departmental message boards (through the MUFA Council); and sent out on **g-mufa@mcmaster.ca**.

### Training and Records

#### ■ Content of Training

Training will include:

- A review of the purpose of the Act and requirements of the Standard.
- A review of the Policy and Customer Service Related Policies.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- What to do if a person with a disability is having difficulty accessing our premises and/or services.

HAMILTON, ONTARIO  
L8S 4K1  
HAMILTON HALL  
ROOM 103A

905-525-9140  
EXT. 24682

FAX: 905-522-8320  
mufa@mcmaster.ca

MUFA on the WEB  
<http://www.mcmaster.ca/mufa>

### ■ **Timing of Training**

MUFA will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Executive Director
- Administrative Assistant

This training will be provided to staff using McMaster University's Online Training Tool (<https://pinjap01.mcmaster.ca/accessibility/>) as soon as practicable after he or she is assigned the applicable duties.

### ■ **Documenting Training**

Records of the training provide, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Standard.

*[The Executive Director and Administrative Assistant of the Faculty Association completed AODA training using the McMaster University Online Training Tool on May 19, 2010.]*

## **Feedback Process**

### ■ **Receiving Feedback**

Members/visitors who wish to provide feedback on the way MUFA provides goods and services to people with disabilities can do so as follows:

- In person at Hamilton Hall Room 103A
- By Telephone at 905-525-9140, ext. 24682
- In writing to MUFA; 1280 Main Street West, HH 103A; Hamilton, Ontario L8S 4K1
- Electronically to [mufa@mcmaster.ca](mailto:mufa@mcmaster.ca)

### ■ **Responding to Complaints**

Where possible, we will respond to complaints within two (2) weeks of the date that the complaint is received.

In certain circumstances we may be required to take more action to effectively address the complaint. In such circumstance the member/visitor will receive an acknowledgment that the complaint has been received within two (2) weeks and we will respond to the complaint as soon as is practicable thereafter.

## **Modifications to This or Other Policies**

Any policy of the McMaster University Faculty Association that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **McMaster University**

As a member of the McMaster University community, the McMaster University Faculty Association endorses and is bound by the University's policies regarding accessibility on campus:

**McMaster University Policy on Accessibility**  
**Policy and Procedures on Employment Accommodation**  
**Anti-Discrimination Policy**

*Approved by MUFA Executive  
December 14, 2011*