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| **UPEI Student Union** | **Policy No.** UPEISU24 | **Revision No.** 1 |
| **Policy Title:**Inclusion Policy | **Page:**1 of 4 |
| **Creation Date:**February 28th, 2016 | **Version Date:**February 28th, 2016 | **Review Date:**Annually (summer) |
| **Authority:**UPEISU Council | **Responsibility:**General Manager |

**Introduction/ Overview:**

This policy establishes that the UPEISU is committed to providing a barrier-free environment for its customers, students, employees, job applicants, suppliers, visitors, and other stakeholders who enter its premises, access its information, or use its services.

1. **Anti-Harassment and Anti-Discrimination Standard**
	1. Discrimination and harassment based on any and all grounds protected under the Prince Edward Island Human Rights Act will not be tolerated at any events sponsored by the UPEISU or in any space operated by the UPEISU.
	2. Discrimination and harassment may take the form of:
		1. Barriers that prevent UPEISU members living with disabilities from participating in student union programming and activities
		2. Remarks, including jokes or innuendos, that are based on racist, sexist, ableist, homophobic, or transphobic sentiments
		3. Promotional materials, events, or performances that use stereotypes based on any and all grounds protected under the Prince Edward Island Human Rights Act
		4. Offensive comments and/or actions which demean, humiliate, or threaten an individual or group
		5. Printed or digital material, displays, and graffiti which demean, humiliate, or threaten an individual or group
		6. Sexual harassment, including remarks, jokes or innuendos about a person’s body, attire, age, marital status, gender, sexuality, sexual orientation, perceived sexual orientation or perceived gender identity.
	3. The Executive and council are responsible for ensuring that the services, events, advocacy, campaigns and other programs of the UPEISU represent the diversity of its membership.
2. **Accessible Customer Service Standard**
	1. Persons with disabilities are permitted to use their own personal supports to access goods and services offered by the UPEISU. Personal supports include personal assistive devices, service animals, and support persons.

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* + 1. The UPEISU believes that devices should be permitted in all areas of its operations to which students, staff, faculty and the public normally have access. Personal assistive devices include, but are not limited to, the following:
			1. Mobility aids such as wheelchairs, scooters, walkers, canes, crutches, prosthetic devices, and orthotic devices
			2. Hearing aids and other assistive listening devices
			3. Computer or electrical assistive devices
			4. Computer software and hardware designed to help people with mobility and sensory impairments use computer technology
			5. Automatic page turners, book holders, and adapted pencil grips among other technologies that allow learning with disabilities to participate in educational activities
			6. Portable oxygen tanks
			7. Communication devices such as voice-output systems
		2. Service animals
			1. In accordance with the University of Prince Edward Island Policy No. admss\_gn10002 section 5.12 (Use of Service Animals) persons with disabilities accompanied by a certified service animal may access University-owned or operated premises that are open to the public or other third parties and may keep the animal with them except where excluded by law; where the service animal is disruptive and may affect the health and safety of other persons, and all efforts have been made to meet the needs of both parties, the University has the right to exclude the service animal.
		3. Support persons
			1. Persons with disabilities are permitted to use support persons to access goods and services offered by the UPEISU. A support person is someone either hired or chosen to help a person with a disability. A support person can be a personal support worker, a volunteer, a family member or spouse or a friend of the person with the disability. The UPEISU believes that a support person, in some cases, does not necessarily need to have special training or qualifications.
			2. When a support person accompanies a person with a disability to a UPEISU event for which there is an admission fee, ***the support person will not be charged admission.***

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* + - 1. Support persons may provide one or more types of assistance including but not limited to the following:
				1. Transportation
				2. Guiding a person with a vision loss
				3. Adaptive communication (e.g., intervener for someone who is deaf/blind)
				4. Personal care assistance
				5. Support persons in the event of a seizure
				6. Interpretation (e.g. English interpreter)
				7. Note-taking, scribe, or reading services (usually coordinated by Accessibility Services)
1. **Training**
	1. The UPEISU will deliver training to all persons to whom this policy applies. The amount and format of training given will be tailored to suit each person’s interactions with members of the UPEISU and/or customers and their involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.
	2. Training will include the following:
		1. How to interact and communicate with people with various types of disabilities
		2. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
		3. How to use appropriate language in the workplace as per UPEISU standards
2. **Communication**
	1. The UPEISU will strive to communicate with persons with disabilities in ways that take into account their disability.
		1. The UPEISU shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. This will be done in a timely manner and at a cost that is no more than the regular cost charged to other persons.
	2. The UPEISU will strive to communicate with its members using language that is appropriate, inclusive, and respectful to all persons within the community.
3. **Accommodations for UPEISU events and activities**

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* 1. The Union shall include contact information on all promotional material for students wishing to seek accommodations for events and activities undertaken by the UPEISU. The UPEISU will undertake all reasonable efforts to meet accommodation needs within its control.
1. **Service Disruptions**
	1. Persons with disabilities and the public will be notified of any service disruptions that come to the attention of the UPEISU which may affect access to goods and services on campus.
2. **Modifications to this or other policies**
	1. The UPEISU is committed to developing operating policies that respect and promote the dignity and participation of people with disabilities and members of minority groups. Therefore, no changes will be made to this policy before considering the impact on people with disabilities and members of minority groups.
	2. Any policy of the UPEISU that does not respect and promote the dignity and participation of people with disabilities and members of minority groups will be modified or removed.
3. **Complaints**
	1. Members of the Union who believe the Union has in some way violated this policy can forward a complaint to the UPEISU Ombudsman.
		1. The Ombudsman shall convene a meeting with the complainant within fourteen (14) days. The UPEISU will respond in writing to the complainant within fourteen (14) days of the meeting, including if the Union will take any further action.
			1. Actions the Union may take could include:
				1. a public statement on behalf of the Union
				2. a change in policy or procedure
				3. a meeting with concerned parties
				4. any other remedy that may from time to time be determined.
	2. Complaints will remain confidential unless the complainant permits disclosure.