# University of Waterloo Initiatives: Accessible Customer Service for Students and Campus Visitors with Disabilities

## Policies, Procedures and Practices

1. Academic Calendar notice and Course Syllabus

<http://ugradcalendar.uwaterloo.ca/page/uWaterloo-Course-Outlines>

1. Academic Accommodations message to students with disabilities

<http://ugradcalendar.uwaterloo.ca/SearchResults?SearchText=academic%20accommodations>

1. Access to support and services for students and campus visitors with disabilities

<https://uwaterloo.ca/disability-services/>

1. Employment Equity Policy statement for Students, Staff and faculty

<http://www.secretariat.uwaterloo.ca/Policies/policy65.htm>

1. Equal and fair treatment for all in university community (OHRC statement)

<http://www.adm.uwaterloo.ca/infosec/Policies/policy33.htm>

1. Graduation: Accommodating guests with special needs:

<http://www.registrar.uwaterloo.ca/convocation/relatives_friends.html#accommodations>

1. Housing for students with disabilities

<https://uwaterloo.ca/disability-services/future-students/housing>

1. Library Services for Students with Disabilities

<http://www.lib.uwaterloo.ca/access/>

1. Student Handbook outlines process and procedures for students with disabilities

<https://uwaterloo.ca/disability-services/current-students/student-handbook>

1. University map for campus visitors

<http://uwaterloo.ca/map/>