

LOYALIST COLLEGE
POLICY AND PROCEDURE MANUAL

SUBJECT: Customer Service Policy: Providing Goods and Services to People with Disabilities	NO.: 116 DATED: MARCH 24, 2010
ISSUED BY: President	PAGE: 1 of 3
SUPERSEDES: New	PROCEDURE ATTACHED YES..... NO...X...

1. PURPOSE

The purpose of this policy is to outline responsibilities of employees, volunteers and others who deal with the public or other third parties on behalf of Loyalist College in providing goods and services to people with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act, 2005.

2 SCOPE

This policy applies to all employees, volunteers and others who deal with the public or other third parties on the College's behalf.

3. POLICY

3.1 Our commitment

Loyalist College strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3.2 Providing goods and service to people with disabilities

Loyalist College is committed to excellence in serving all customers including people with disabilities. This commitment is demonstrated in the areas of:

3.2.1 Communication

We communicate with people with disabilities in ways that take into account their disability. We train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

3.2.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our staff is trained and familiar with various

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assistive devices that may be used by customers with disabilities while accessing our goods or services

3.2.4 Billing

We are committed to providing accessible invoices to all of our customers. Invoices will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

3.3 Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Loyalist College's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

3.4 Notice of temporary disruption

Loyalist College provides customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

4. PROCEDURE:

4.1 Training for staff

Loyalist College provides training to all employees, volunteers and others who deal with the public or other third parties on our behalf. Training is developed and delivered in various formats to all staff including administrators, support staff and faculty, all full time and part time staff as well as all volunteers.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to learn about the use of various assistive devices
- What to do if a person with a disability is having difficulty in accessing Loyalist College's goods and services
- Loyalist College's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

4.2 Feedback process

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The ultimate goal of Loyalist College is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. A Customer Feedback Form (sample attached) is available by e-mail at accessibilityfeedback@loyalistic.on.ca or can be mailed, faxed or e-mailed by calling 613-969-1913 ext. 2169, TTY 613-962-0633 or in person by arranging an appointment. All feedback will be directed to the Manager of Disability Services. Customers can expect to hear back within ten business days.

4.3 Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All Loyalist policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.

4.4 Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. Questions about this policy can be directed to the Manager of Disability Services at Loyalist College at accessibilityfeedback@loyalistic.on.ca or by calling 613-969-1913 ext. 2169 TTY 613-962-0633.

This policy is available in alternate formats upon request.