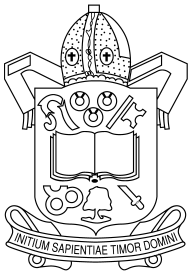
Thorneloe University



Policy on Accessibility Standards for Customer Service

Category:	Governance
Administrative Authority:	President and Provost
Approval Authority:	The Executive Committee of the Board of Governors
Approval Date:	March 31, 2010
Effective Date:	March 31, 2010
Latest Revision Date:	March 29, 2010
Next Review:	3 years

OVERVIEW:

Thorneloe University's ("University") Mission commit the institution to equity and accessibility. In advancement of this mission, the University is dedicated to providing equal access to goods and services and is committed to compliance with the Accessibility Standards for Customer Service, O. Reg. 429/01 and the Accessibility for Ontarians Act, 2005 ("AODA").

PURPOSE:

The University is committed to providing goods and services to University students, faculty, staff and other users in a way that respects the dignity and independence of people with disabilities. The University strives to ensure that persons with disabilities have equal opportunity to access our goods and services in an integrated manner, and where possible without the need for adaptation, unless alternate measures are necessary. Existing policies will be applied in a manner that is consistent and

compliant with all legal requirements, including the Accessibility Standards for Customer Service.

SCOPE:

This policy applies to all University students, faculty, staff and other users.

DEFINITIONS:

Any definitions listed below apply to this policy only.

In this policy:

"Disability". The AODA uses the Ontario Human Rights Code definition of disability which is defined as:

1. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impairment, or physical reliance on a guide dog, or other animal or a wheelchair or other remedial appliance or device;
2. a condition of mental impairment or developmental disability;
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
4. a mental disorder; or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

"Guide dog" means a guide dog as defined in the AODA.

"Service animal" means a service animal as defined in the AODA.

"Support person" means a support person as defined in the AODA.

POLICY STATEMENT:

1. Our Mission Statement:

"Situated on the Laurentian University campus in Sudbury, Ontario, Thorneloe University is an interdisciplinary centre of teaching, learning and research in the humanities, the arts and theology. A founding member of the Laurentian University federation and affiliated with the Anglican Church, Thorneloe provides an accessible education, fostering critical inquiry in a student-focused environment."

2. Our commitment

In fulfilling our mission, Thorneloe University 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. Providing goods and services to people with disabilities

Thorneloe University is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

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

We will train staff and faculty who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone services

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

We will offer to communicate with customers by email, fax, mail, social networking (e.g. facebook, Twitter, Skype) if telephone communication is not suitable to their communication needs or is not available.

3.3 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 will ensure that our staff and

faculty are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will also ensure that staff and faculty know how to use the following assistive devices available on our premises for customers, including powered doors, an elevator, and key-cards.

3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: in large print and by printed or electronic copy. Payment of outstanding accounts may be made through online banking, by cheque or by VISA.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

4. 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, faculty, 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 Thorneloe University'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.

Fees will not be charged for support persons for admission to Thorneloe University's premises unless those persons are procuring services for which a fee is normally charged (e.g., taking classes for university credit, attending a theatre production, etc.). Customers will be informed of this by a notice that will be posted in Thorneloe University's premises and on its website.

5. Notice of temporary disruption

Thorneloe University will provide 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.

The notice will be placed at all public entrances and service counters on our premises.

6. Training for staff and faculty

Thorneloe University will ensure that all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures complete the Accessible Customer Service Online Training (available at www.aoda.laurentian.ca). Individuals in the following positions will be trained:

- All faculty, both part-time and full-time.
- All staff, both part-time and full-time.

This training will be provided within three months after staff and faculty commence their duties.

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 use the email, fax, mail, social networking (e.g. facebook, Twitter, Skype), powered doors, elevator, and key-cards.
- What to do if a person with a disability is having difficulty in accessing Thorneloe University's goods and services
- Thorneloe University's policies, practices and procedures relating to the customer service standard.

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

7. Feedback process

The ultimate goal of Thorneloe University 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.

Feedback regarding the way Thorneloe University provides goods and services to people with disabilities can be made by mail, email, telephone, fax or verbally. All feedback will be directed to the President and Provost of the University (email: thorneprov@laurentian.ca). Customers can normally expect to hear back within a week.

8. 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. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

9. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the President and Provost of Thorneloe University (email: thorneprov@laurentian.ca).

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USE OF PERSONAL INFORMATION UNDER THIS POLICY

Thorneloe University respects the privacy of their students, faculty, staff, alumni and donors and will make every effort to protect the personal information that is collected, used or held by the University.

To ensure that all personal information is dealt with appropriately, Thorneloe University will comply with the Personal Information Protection and Electronic Documents Act (PIPEDA) as it applies to the university sector.

RELATED POLICIES, PROCEDURE, LEGISLATION AND OTHER DOCUMENTS

- Accessibility for Ontarians with Disabilities Act, 2005 ("AODA")
- Ontario Regulation 429/07 (Accessibility Standards for Customer Service)
- Human Rights Code (Ontario)
- Policy on Accessibility Standards for Customer Service (Laurentian University)
- Policies and Guidelines on Students with Special Needs (Laurentian University)
- Policy on a Respectful Workplace and Learning Environment (Laurentian University)
- Statement of Student Rights and Responsibilities (Laurentian University)

History of Revisions

There are no previous versions of this Policy.