

POLICY:

**Customer Service Policy:
Providing Goods and Services to People with
Disabilities**

APPROVED BY EXECUTIVE COMMITTEE: March 10, 2010

SUPERSEDES POLICY: September 11, 2009

PURPOSE:

Sault College strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.

SCOPE:

All College operations.

PROCEDURE:

Provision of goods and service to people with disabilities:

The College is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following ways:

1. Communication

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

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

We will provide alternate methods of communication when requested and as quickly as possible including electronic format for standard written documents, large print or Braille. Other forms of communication requested are provided if available in the Disability Services Office.

2. Telephone Services

The College is committed to providing fully accessible telephone service to our customers. Staff will communicate with customers over the telephone in plain language, and will speak clearly and slowly.

We will offer to communicate with customers by another appropriate means of communication such as email or TTY if telephone communication is not suitable to their communication needs or is not available.

3. Assistive Devices

The College is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

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

4. Billing

The College is committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in accessible formats upon request.

Questions customers may have about the content of the invoice will be answered in person, by telephone or email as is appropriate.

5. Use of Service Animals and Support Persons

The College is 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.

The College is 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 College premises with his or her support person.

6. Notice of Temporary Disruption

The College 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. Service disruptions that may affect students with disabilities will be brought to the attention of the Disability Services Office.

The notice will be placed in affected areas, the student portal or public entrances as appropriate.

7. Training for Staff

The College will provide training to 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. This training will be provided as part of the initial orientation of staff or within one month **after** staff 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, a support person or an interpreter

- How to learn about the use of various assistive devices
- What to do if a person with a disability is having difficulty in accessing the College's goods and services

8. Feedback Process

The College wishes 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, and concerns can be communicated by completing and forwarding the attached Barrier Identification Form (Appendix A) to the Director of Student Services.

Feedback regarding the way Sault College provides goods and services to people with disabilities can be made by email to the Director of Student Services, the student portal or CQI boxes, and in person to the Director of Student Services. All feedback will be directed to the Director of Student Services.

9. 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 that does not respect and promote the dignity and independence of people with disabilities should be brought to the attention of the Director of Student Services for review.

10. 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 Director of Student Services of Sault College.

Disability Services Barrier Identification Form

Sault College supports the Ontarians with Disabilities Act, Bills 125 and 118, the Accessible Standards as completed, and is committed to expanding its access and support to all persons with disabilities, by having as its goal a barrier-free learning and working environment to enable academic and employment success. Please provide us with detailed information about your particular concern.

Customer Name:

Date:

Phone Number: (705)

E-mail Address:

Issue of Concern:

Describe How the Issue Impacts You:

Recommended Solution:

Signature