

 COLLEGE POLICY	Number: 1-1-12	# of Pages: 2
	Originator:	Ontarians with Disabilities Committee
	Approved By:	College Planning Committee
	Replaces:	NEW
	Effective Date:	September 16, 2009
SERVICE TO PERSONS WITH DISABILITIES		

1. OUR MISSION

Confederation College strives to provide exceptional service to all customers, including people with disabilities. To do so we will facilitate the implementation of the Accessibility for Ontarians with Disabilities Act 2005 (AODA), and Ontario Regulation 429/07 (Accessibility Standards for Customer Service).

2. OUR COMMITMENT

Confederation College is committed to providing people with disabilities equal access to, and benefit from, its goods and services. To ensure this outcome, all operational policies and procedures for every department of the College are developed under the guidelines of dignity, independence, integration and equality of opportunity, in compliance with the Accessibility for Ontarians with Disability Act (AODA), 2005.

3. PROVIDING GOODS AND SERVICE TO PEOPLE WITH DISABILITIES

To meet our commitment we will carry out our functions and responsibilities in the following areas:

3.1 Communication

Confederation College will ensure that staff communicate with people with disabilities in ways that will take into account their disability. In order to achieve this goal, all staff will be trained on how to effectively interact and communicate with people with various types of disabilities. In addition, the College will provide alternate methods of communication upon request and as quickly as possible including electronic format for standard written documents, large print, or Braille.

3.2 Assistive Devices

If a person with a disability requires assistive technology to access programs, goods or services at the College, they are allowed to use such devices. When available, the College will provide assistive technology in order to allow people with disabilities to access College programs, goods and services while on the premises conducting business. The College will promote staff awareness on the various forms of assistive technology and devices that may be used by people with disabilities. Assistive technology is defined as any item, piece of equipment, or product that is used to increase, maintain or improve functional capabilities of individuals with disabilities.

4. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

Confederation College is committed to welcoming people with disabilities who are accompanied by a service animal. Such individuals will be permitted to keep the animal with them unless it is otherwise excluded by law from the premises. In such cases, the College will look to alternate available measures to enable the person to obtain, use or benefit from the Colleges goods and services.

Confederation College is also committed to welcoming people with disabilities who are accompanied by a support person. The College may require a person with a disability to be accompanied by a support person while on the premises in order to protect the health or safety of the person with a disability or the health or safety of others.

5. NOTICE OF TEMPORARY DISRUPTION

Confederation 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. The notice will be placed at all public entrances, service counters, and other areas as deemed appropriate.

6. TRAINING FOR STAFF

6.1 Confederation College will provide training to all staff and volunteers on how to provide excellent customer service to people with disabilities. The training will extend to all new staff as a condition of employment. The College will provide training about the provision of its programs, goods and services to persons with disabilities. The College will also provide ongoing training, when needed, to reflect changes to policies, practices and procedures impacting people with disabilities.

6.2 Accessibility Awareness Training will include the following:

- (a) A review of the purposes of the AODA and the requirements of the customer service standard;
- (b) How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- (c) How to interact and communicate with persons in a manner that takes into account their disabilities;
- (d) How to interact with persons with disabilities who use assistive devices or require the assistance of a guide dog, service animal or a support person to access goods and services;
- (e) How to use equipment or devices available on College premises or provided by the College that may help with the provision of goods and services for people with disabilities;
- (f) The process for people to provide feedback to the College about the provision of goods and services to persons with disabilities, and how the College responds to the feedback and takes action on any complaint; and,
- (g) What to do if a person with a disability is having difficulty accessing the College's programs, goods or services.

6.3 Records of staff who have received training will be maintained in Human Resources Services.

7. NOTICE OF AVAILABILITY OF DOCUMENTS

This document and other policies and practices related to the provision of goods and services for people with disabilities will be advertised through a variety of methods to ensure the public of their existence. These documents will be made available on request and in a format that takes into consideration the person's disability.

8. FEEDBACK PROCESS

The ultimate goal of Confederation 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.

Feedback regarding the way Confederation College provides goods and services to people with disabilities can be made known using various methods and will take into consideration the fact that individuals with disabilities may require access to different modalities of communication depending on their disability. This means that feedback can be given by email, telephone, in writing, in person or through a third party.

Concerns regarding service to persons with disabilities should be forwarded to the Director, Student Success and/or the Director, Human Resources Services.