



<b>Policy Name:</b>	Accessible Customer Service Plan
<b>Type of Policy:</b>	General
<b>Effective Date:</b>	August 15, 2019
<b>Date Last Reviewed:</b>	August 15, 2019
<b>Scheduled Review Date:</b>	Annually
<b>Application:</b>	All
<b>Approved by:</b>	The Board of Directors
<b>Policy Owner:</b>	The President, Executive Director, Human Resources Generalist

**1. PURPOSE:**

The purpose of this policy is to outline the Mohawk Student Association's (MSA) commitment to providing excellent service to all customers. Specifically, this policy highlights our commitment to respecting the dignity and independence of persons with disabilities.

**2. SCOPE:**

This policy applies to all individuals who interact with the MSA as a customer or visitor, as well as all members of the organization and individuals that work with MSA.

**3. DEFINITIONS:**

**"MSA"** is an acronym for the Mohawk Students' Association.

**"Service Animal"** is any animal used by a person with a disability for reasons relating to the disability in the following circumstances:

- (a) If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; and/or
- (b) If the person provides a letter from an accepted regulated health professional confirming that the person requires the animal for reasons relating to the disability.

**“Support Person”** is any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to assist with communication, mobility, personal care or medical needs, or with access to goods or services.

**“Assistive Device”** is an auxiliary aid such as communication aid, cognition aid, personal mobility or medical aid (e.g. Canes, crutches, wheelchairs, hearing aids, etc.).

**“Disability”** is defined as:

- a. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal (service animal) or on a wheelchair or other remedial appliance or device;
- b. A condition of mental impairment or a development disability;
- c. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. A mental disorder; or
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*.

#### **4. RESPONSIBILITIES:**

##### **4.1 Working with Mohawk College**

The MSA is a tenant within Mohawk College and are members of the College’s AODA Advisory Committee. We work closely with the College on the development of our Accessible Customer Service Policy and Plan.

## **4.2 Accessible Emergency Information**

The MSA is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. In this case, as it is overseen by Mohawk College, we will refer or make available that information when necessary.

## **4.3 Assistive Devices**

We will ensure that our staff are trained and familiar with the various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods and services. These assistive devices are available at the College accessibility services department.

## **4.4 Communication**

We will communicate with people with disabilities in ways that take into account their disability. Our website ([www.mohawkstudents.ca](http://www.mohawkstudents.ca)) conforms to SCAG 201, level A.

We will ensure that our policy is posted on our website and available at our desk in various formats should it be requested.

## **4.5 Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. If law excludes the animal, the MSA will ensure that other measures are made available to enable persons with disabilities the same opportunities. If it is not readily apparent that the animal is a service animal, confirmation may be requested.

An animal is considered a service animal for a person with a disability if,

- (a) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- (b) The person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
  - (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
  - (ii) A member of the College of Chiropractors of Ontario;
  - (iii) A member of the College of Nurses of Ontario;
  - (iv) A member of the College of Occupational Therapists of Ontario;
  - (v) A member of the College of Optometrists of Ontario;
  - (vi) A member of the College of Physicians and Surgeons of Ontario;
  - (vii) A member of the College of Physiotherapists of Ontario;

- (viii) A member of the College of Psychologists of Ontario;
- (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O.Reg. 165/16, s.16.

#### **4.6 Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

The MSA may also require a person with a disability to be accompanied by a support person when on the premises, but only if accompaniment by a support person is necessary to protect the health and safety of the person with the disability or the health and safety of others on the premises. Before making a decision, the MSA will:

- a) Consult with the person with a disability to understand their needs
- b) Consider health or safety reasons based on available evidence
- c) Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

In such a situation any applicable admission fees or fares for the support person, will be waived.

#### **4.7 Kiosks**

Any new kiosks will consider people with disabilities when designing, procuring or acquiring.

#### **4.8 Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers and customers with disabilities, The Student Centre will provide notice of the planned or unplanned disruption of services, including information about the reason for the disruption, the anticipated duration and a description of alternative facilities or services, that may be available.

In the case of an unexpected temporary disruption, where advanced notice is not possible, notice will be provided as soon as reasonably possible.

This will be done by posting notice(s) in conspicuous place(s) on the premises of The Student Centre (G wing) and/or on the MSA website or by other reasonable methods in the circumstances. This notice will include the reason for the disruption and all available information about the disruption anticipated duration, description of alternate facilities or services, if available; and contact information.

## **4.9 Employment**

The MSA is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested that our positions available will be posted as able to accommodate people with disabilities during the recruitment process.

1. The notice will be put on all job advertisements
2. The candidate will be verbally advised during the interview process

The MSA will take the following steps to develop and put in place a process for developing individual accommodation plans and return to work polices for employees that have been absent due to a disability;

1. We will work with the employee and the college return to work department to establish a plan that works for everyone

We will do a regular walkthrough as part of our health and safety team to determine if there are any accessibility barriers identified so that they can be fixed.

## **4.10 Training**

The MSA will provide training to employees, elected executives, volunteers and others who deal with the public or other third parties on our behalf as soon as practical following commencement of their duties. Training will also be provided on an on-going basis, in connection with any changes to the policy and in support of procedures and practices that govern the provision of goods and services to persons with disabilities. This training piece has been developed by Mohawk College.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The MSA/Mohawk Colleges service plan policy related to 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 equipment or devices that are on The Student Centre premises or are provided by The Student Centre that may assist with the provision of goods and services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing The MSA's goods and services
- What services does Mohawk provide to support customers with disabilities?

Staff will also be trained when changes are made to accessible customer service plan policy.

## **5. REFERENCES:**

- 5.1 Accessibility for Ontarians with Disabilities Act
- 5.2 Ontario Human Rights Code
- 5.3 Code of Ethics
- 5.4 Code of Expectations
- 5.5 Mohawk College Accessibility (AODA) Policy

## **6. QUESTIONS:**

Questions regarding this policy can be directed to the President.

## **7. PROCEDURE:**

### **7.1 Feedback Process**

Customers who wish to provide feedback on the way the MSA provides goods and services to people with disabilities can be provided in person, by telephone, in writing, by e-mail or any other method of communication that is accessible to the person(s). Where possible, feedback will be addressed immediately. Some complaints, suggestions or recommendations may, however, require more effort to address and must be reviewed for action. Feedback will be reviewed and responded to within 14 days or as soon as reasonably possible.

#### *In person:*

Deliver your letter to the Front desk in the Student Centre in room G109.

#### *By telephone:*

Referring to Accessibility Policy, you may arrange to provide your comments by calling 905-575-2393

#### *By email:*

Attach your letter to an email message to [wendy.rolfe@mohawkcollege.ca](mailto:wendy.rolfe@mohawkcollege.ca)

#### *By mail:*

Send your letter to:

Wendy Rolfe  
MSA Interim Executive Director  
135 Fennell Ave West  
Hamilton, Ontario  
L9C 1E9

## Modifications to this or other policies

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

Approved by:	<input type="checkbox"/> MSA Board of Directors <input checked="" type="checkbox"/> MSA Policy Committee <input type="checkbox"/> MSA Executive Director
Approval Date:	
Effective Date:	
Printed Name:	
Position:	
Signature	