

Policy Title:	Accessibility Policy -- Customer Service For Persons With Disabilities
Category:	Institutional
Approved by:	Institutional Affairs Committee
Date approved:	November 2010
Effective date:	November 2010
Replaces (Policy name &/or date approved):	

1 POLICY

CMCC will provide reasonable accommodation to people with limited abilities in a way that respects their dignity, independence, integration and provides them with equal opportunity to access goods and services offered by CMCC.

- 1) **Communication:** CMCC employees will communicate with people with disabilities in ways that will take into account their disabilities. CMCC will make reasonable alternate methods of communication available upon request and in a timely manner.
- 2) **Assistive Devices:** Persons requiring assistive technology to access programs or services at CMCC will be allowed to do so as long as there is no interference with regularly provided services.
- 3) **Use of Service Animals:** CMCC will provide access to people with disabilities who are accompanied by a service animal to the areas of its premises that are open to the public and other third parties. Such individuals will be permitted to keep the animal with them unless it is otherwise excluded by law.
- 4) **Use of Support Persons:** CMCC will provide access to people with disabilities who are accompanied by a 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.
 - a) CMCC 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) **Training for Staff:** CMCC will provide training to all employees and students who interact with the public on behalf of CMCC, and to all those who are involved in the development and approvals of customer service policies, practices and procedures.
- 6) **Notice of Temporary Disruption:** CMCC will provide 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.

- 7) **Feedback Process:** Feedback regarding the way CMCC provides services to people with disabilities can be provided using various methods and will take into consideration the fact that individuals with disabilities may require access to different forms of communication depending upon their disability. This means that feedback can be given verbally, by email, by telephone, via suggestion box, in writing, or through a third party.

Any complaints will be dealt with through the normal channels for dealing with complaints (Student Services – Student issues; Clinic Management Team – Clinic issues; and Human Resources – employee issues).

2 PURPOSE

To comply with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07* for private organizations.

3 SCOPE

All individuals receiving or using CMCC facilities and services.

4 INFORMATION AND COMPLIANCE PLANS

- *Accessibility for Ontarians with Disabilities Act 2005 (AODA)*
- *Accessibility Standards for Customer Service, Ontario Regulation 429/07*

5 RESPONSIBLE

Executive: Vice President, Administration and Institutional Planning

Lead: Director, Human Resources

6 RELATED POLICIES

Students with Learning Disabilities Policy
Occupational Health and Safety Policy

7 DEFINITIONS AND EXAMPLES

Disabilities: Disabilities could be physical (visible) or non-physical. Non-physical disabilities include intellectual, learning and cognitive, mental health issues, and speech impediments.

8 PROCEDURES

CMCC will oversee the implementation and oversight of the AODA through an Accessibility Act Standards Team (AODA Team) which will review complaints and responses on quarterly basis.

CMCC Managers are responsible for ensuring their departmental/divisional policies incorporate their response to AODA Customer Service Standards policy.

Records of training will be kept in the CMCC's Human Resources department.

Training will include the following:

- Objective(s) 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 support person or a service animal.
- Where assistive devices are available on the premises, staff in these areas will know how to use the devices to assist individuals with disabilities.
- What to do if a person with a disability is having difficulty in accessing services.