

# **Mohawk Students' Association**

## **Accessible Customer Service Plan Policy**

### ***Providing Goods and Services to People with Disabilities***

#### **Mission Statement**

The MSA is committed to excellence in serving all customers including people with disabilities and we will at all times provide its goods and services in a way that respects the dignity and independence of persons with disabilities.

#### **Assistive devices**

We will ensure that our staff is 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 or services.

#### **Communication**

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

#### **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.

#### **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. If an amount is payable by a support person for admission to any event on campus, The MSA will ensure that notice is provided in advance regarding the amount, if any, payable in respect of the support person. Such notice, if any, shall be included with registration information when applicable. We will notify customers of this through a notice posted on the advertisement of activity in question.

## **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, if any, 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.

## **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.

### **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

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

## **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 the questionnaire, you may arrange to provide your comments by calling 905-575-2393**

### **By email:**

**Attach a completed electronic copy of this questionnaire to an email message to [wendy.rolfe@mohawkcollege.ca](mailto:wendy.rolfe@mohawkcollege.ca)**

### **By mail:**

**Send your completed questionnaire to:**

**Wendy Rolfe**

**MSA Student Services Manager**

**135 Fennell Ave West**

**Hamilton, Ontario**

**L9C 0E5**

## **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.

## Definitions

**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 a physician or nurse 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*.