

# **GEORGE BROWN COLLEGE**

## **AODA, CUSTOMER SERVICE STANDARD POLICY STATEMENT: Providing Goods and Services to People with Disabilities**

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### **1.0 Introduction**

In accordance with the Ontarians with Disabilities Act (ODA, 2001) and the Accessibility for Ontarians with Disabilities Act (AODA, 2005), the College has developed a policy to ensure that persons with disabilities have equal access to programs, services, and activities at George Brown College.

### **2.0 Mission Statement**

One of the core values of George Brown College is the dedication to diversity and respect, ensuring that as a College community we show mutual respect for each other within the community of GBC, including all of our stakeholders, in all our behaviour. This assurance to a college culture of inclusion is necessary in fostering a rich learning and working environment.

As one of the most diverse colleges in Canada, George Brown College is dedicated to promoting an equitable environment for students and employees and opportunities for members of the community to have access to and participate in all aspects of college life.

In accordance with the Accessibility Standards for Customer Service (CSS) (Regulation 429/07), George Brown College entrusts to developing policies, practices and procedures in providing goods and services to people with disabilities in a way that respects the dignity and independence of people with disabilities. George Brown College is dedicated to providing people with disabilities the same opportunity to access and in doing so contributes to an accessible Ontario for all.

### **3.0 Providing goods and services to people with disabilities**

George Brown College is committed to excellence in serving all students, staff and the college community and will carry out our functions and responsibilities in the following areas:

#### **3.1 Communication**

- The College is committed to communicating with people with disabilities in ways that take into consideration their disability.
- The College trains employees of the College in how to interact and communicate with people with disabilities guided by the principles of dignity, independence and integration of equality.
- The College provides alternative methods of communication and technology upon request as promptly as feasible.

#### **3.2 Telephone Services**

- We are committed to providing fully accessible telephone service to our customers.
- We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- We offer to communicate with customers by email, TTY, Textnet (on-line TTY), Bell Relay Service, if telephone communication is not suitable to their communication needs or is not available.

### **3.3 Assistive Devices**

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.
- We will ensure our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- We also ensure that staff knows how to use the following assistive devices available on our premises for customers: UbiDuo, Generic FM units, Kurtzweil, Dragon Naturally Speaking and any other devices that may become available.
- We are committed to purchasing additional technology as required to ensure accessibility in accordance with the AODA and all associated regulations.

### **3.4 Billing**

- We are committed to providing accessible invoices to all of our customers and will make every effort to provide alternative formats of invoices in a timely manner upon request.

### **3.5 Other Policies**

#### Disability Services Policy

- The College has a policy ensuring that students with disabilities are able to access academic accommodations as required. This policy ensures access to these services is provided under the guiding principles of dignity, independence, and integration of equality of opportunity.

#### E-Information Accessibility Policy

- The College is committed to the development, purchase, and distribution of electronic and web-based products that can be accessed by everyone.
- The College is committed to providing equal access to electronic information including but not limited to, course-related web sites, distance learning, instructional and productivity software.

#### Captioned Media & E-Text Policy

- The College is committed to ensuring all media resources purchased and used in the College are captioned or captionable and that all text books used for instructional purposes must be available in an e-text format.
- The College is committed to ensuring all instructional, information, marketing and promotional audio-visual materials produced by the College are produced with captions on the master tape to ensure all subsequent copies will be captioned.

#### **4.0 Use of Service Animals and Support Persons**

- We are committed to welcoming people with disabilities who are accompanied by a service animal.
- We are committed to ensuring our staff and volunteers are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- We are 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 all areas of the premises with his or her 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 while on our premises.

#### **5.0 Notice of temporary disruption**

- George Brown College ensures all service areas will provide customers with appropriate 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.

#### **6.0 Training for staff**

George Brown 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.

Training will be provided to all employee groups of the College, volunteers, part time, sessional and contract employees. This training will be provided as a condition of employment to all new staff and on an on-going basis for staff to ensure all staff stays current with any policy or procedural changes as it relates to the AODA, CSS.

Training is available in accessible formats and in multiple formats.

The training will include:

- 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 or a support person
- How to use the assistive devices available on the premises that may assist with the provision of goods or services to people with disabilities such as but not exclusive; Ubi Duo, Generic FM units.
- What to do if a person with a disability is having difficulty accessing goods and services at George Brown College in any area or department.
- Current policies, practices and procedures relating to the customer service standard.

## **7.0 Feedback Process**

The ultimate goal of George Brown College is to meet and surpass customer expectations while service customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the way George Brown College provides goods and services to people with disabilities can be made by contacting the AODA Coordinator of the College. Customers can expect to hear back within 5 business days. Feedback can be provided by email, verbally or in person by setting up an appointment.

Complaints will be addressed to our Diversity, Equity and Human Rights Services Office of George Brown College, through direct contact to the Human Rights Advisor to the President. A response back to the customer that the complaint has been received and that the matter will be looked into will be provided within 2 business days. Complaints can be provided to the Human Rights Advisor to the President by email, verbally or in person by setting up an appointment.

## **8.0 Modifications to this or other policies**

George Brown College is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. George Brown College develops and updates policies, procedures and practices in such a manner as to respect and promote the dignity and independence of people with disabilities, as well as integration and equality of opportunity. All policies of the College are available in alternative formats upon request.

## **9.0 Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has questions about the policy, or if the purpose of the policy is not understood, an explanation should be provided by or referred to, the AODA Coordinator of the College.

This document is available in alternative format upon request