

<b>Title:</b>	<b>Customer Service Policy Statement: Providing Goods and Services to People with Disabilities</b>
<b>Type:</b>	Administrative
<b>Policy #:</b>	GC100-01
<b>Responsibility:</b>	Institute for Global Citizenship and Equity
<b>Approved by:</b>	
<b>Effective date:</b>	
<b>Revised:</b>	
<b>Review date:</b>	

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## 1. Our Mission

Centennial College and its Board of Governors value and embrace diversity, equity and inclusion as fundamental to our mission to educate students for career success within a context of global citizenship and social justice.

Centennial College makes every decision to support the career and development of its learners for success. The curriculum, teaching and services demonstrate that Centennial College values the diverse profiles of its learners.

## 2. Our Commitment

In fulfilling our mission, Centennial College strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Centennial College is committed to providing services and goods to people with disabilities in a manner that:

- Accommodates disability-related needs
- Reflects principles of dignity and independence
- Promotes and implements human rights

## 3. Providing Goods and Services to People with Disabilities

Centennial College is committed to service excellence in serving all customers which includes people with disabilities with respect, dignity and inclusion and we will carry out our functions and responsibilities in the following areas:

### 3.1 Communication

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

We train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

We provide alternate methods of communication when requested and as quickly as possible.

### 3.2 Telephone Services

We are committed to providing fully accessible telephone service to our customers. We train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We offer and have the ability to communicate with customers in formats which is appropriate for them.

### 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. Assistive devices are available in designated areas. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### 3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in other possible formats upon request including hard copy, electronic invoice and large print.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

## 4. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. Service animals are not permitted in the areas where food is prepared and where otherwise excluded by law.

We ensure that all staff, volunteers and others dealing with the public are trained in how to interact with people with disabilities who are accompanied by a service animal.

Where service animals are restricted by law every possible measure will be taken to ensure accessibility of goods and services to the person with disability which includes but is not limited to:

- Delivery of good or service at an alternate place
- Other assistive measures

Where the person is able to be separated from the service animal, a safe space will be identified as to where the service animal can wait.

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 Centennial College's 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.

No fees will be charged for support persons for admission to the premises of Centennial College. The only fees to be charged is for parking or any fees that is payable to a third party in case of admission to an event.

## **5. Notice of Temporary Disruption**

Centennial College provides customers with notice in the event of a planned or unexpected disruption in the facilities or services, like elevators, lift outage, pathways and devices, 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, visible locations close to the services and facilities, college website and service counters on our premises.

## **6. Training for Staff**

Centennial College provides 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. Individuals in the following positions will be trained:

- Support Staff - full time and part time,
- Faculty - full time, part time, partial load, sessional and all Continuing Education instructors
- College Administrators – full time and contract
- Volunteers
- Student Employees
- Contractors, as applicable

This training will be mandatory and all new employees will be provided training as soon as reasonably possible after they commence their duties.

Training includes the following:

- 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 various assistive devices available on the premises
- What to do if a person with a disability is having difficulty in accessing Centennial College's goods and services
- Centennial College's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained or

informed on an ongoing basis when changes are made to these policies, practices and procedures.

## **7. Feedback Process**

The ultimate goal of Centennial 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/complaints regarding the way Centennial College provides goods and services to people with disabilities can be made by telephone, e-mail, writing or personally. The feedback may be submitted at [igce@centennialcollege.ca](mailto:igce@centennialcollege.ca) or call 416-289-5000 ext. 2464. All feedback will be directed to the Dean of the Institute for Global Citizenship and Equity. The response time will depend on the complexity of the issue.

## **8. Modifications to This or Other Policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

All Centennial College policies and procedures will be developed or upgraded so as to respect and promote the dignity and independence of persons with disabilities, as well as integration and equality of opportunity.

## **9. Questions about this Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Dean of the Institute for Global Citizenship and Equity of Centennial College.

This policy is available in alternate formats upon request.