

## **Policies and Procedures Manual**

### **Accessible Customer Service Plan Policy**

#### Policy Statement

The NCSAC 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.

#### 1. Assistive devices

1.1 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.

#### 2. Communication

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

#### 3. Service animals

3.1 We welcome people with disabilities and their service animals.

3.2 Service animals are allowed on the parts of our premises that are open to the public. If law excludes the animal, the NCSAC will ensure that other measures are made available to enable persons with disabilities the same opportunities.

3.3 If it is not readily apparent that the animal is a service animal, confirmation may be requested.

#### 4. Support persons

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

4.2 The NCSAC 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.

4.3 If an amount is payable by a support person for admission to any event on campus, The NCSAC 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.

## 5. Notice of temporary disruption

5.1 In the event of a planned or unexpected disruption to services or facilities for customers and customers with disabilities, the NCSAC 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.

5.2 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 Centres (NOTL, WC), NCSAC offices, and Kerrio Room (NF) and/or on the NCSAC website or by other reasonable methods in the circumstances.

5.3 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.

## 6. Training

6.1 The NCSAC will provide training to office staff, Student Centre staff, elected executives, and others who deal with the public or other third parties on our behalf as soon as practical following commencement of their duties.

6.2 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.

6.3 Training will be done through Niagara College and their AODA modules on Blackboard.

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

## 7. Feedback process

7.1 Customers who wish to provide feedback on the way the NCSAC 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).

7.2 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.

7.3 Feedback will be reviewed and responded to within ten (10) business days or as soon as reasonably possible.

## 8. Procedure for Feedback

8.1 In person: deliver your letter to the front desk in the SAC office(s) in Room SA205, Welland, in Room N005, NOTL, and in the Kerrio Room at NF.

8.2 By telephone: you may arrange to provide your comments by calling (905) 735-2211 x 7659.

8.3 By email: submit your feedback in an email message to [jhowarth@niagaracollege.ca](mailto:jhowarth@niagaracollege.ca)

8.4 By mail: send your feedback questionnaire to:  
Jennifer Howarth  
NCSAC Executive Director  
300 Woodlawn Road, SA 205  
Welland, ON L3C 7L3