

Accessibility Standard for Customer Service

The Accessibility Standard for Customer Service policy governs how the Dominican University College (DUC) provides goods and services to members of the public or other third party organizations in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Accessibility Standard for Customer Service, which aims to establish accessibility standards for people with disabilities.

DUC is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our employees are trained and familiar with 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.

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. Fees will not be charged for support persons who accompany a person with a disability to a DUC event for which there is an admission fee.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities DUC will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Services/Facilities include, but are not limited to elevators, building access, and obstructions to pathways.

The notice will be made publicly available on DUC's website, or in a pertinent location on the premises, or another method that is reasonable given the circumstances.

Training

DUC will provide accessible customer service training to faculty and administrative staff, contracted employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Employees will be trained on the Accessibility Standard for Customer Service within a month after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements of the Accessibility Standard for Customer Service
- DUC's plan 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 the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include all of the elevators and the wheelchair lift.
- What to do if a person with a disability is having difficulty in accessing DUC's goods and services

Employees will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way DUC provides goods and services to people with disabilities can provide feedback by telephone, in person, in writing, in electronic format (e.g. e-mail) or through other relevant methods.

All feedback received, including complaints, will be directed to Peter Foy, Vice-President, Finance and Administration, who can be reached at:

303-96 Empress Avenue
Ottawa, Ontario K1R 7G3
Telephone: 613-233-5696 ext. 303
Fax: 613-233-6064
E-mail: peter.foy@dominicancollege.ca

Customers can expect to hear back within 30 working days.

Notice of availability

DUC will notify the public that our documents related to accessible customer service, are available upon request by posting a notice on our website and at the entrance to the premises.

Modifications to this or other policies

Any policy, practice or procedure of DUC that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.