

Upper Canada College
Section: 11.4 Accessibility Standards for Customer Service Policy
Item: Accessible Customer Service Policy
Revision Date: Aug 31, 2017

1. Our Mission

Upper Canada College provides transformational learning experiences that foster the development of head, heart, and humanity and inspire each boy to make a lasting and positive impact on his world.

2. Our Commitment

In fulfilling our mission, Upper Canada College is committed to providing our service in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our community and allowing them to benefit from the same opportunities, as much as reasonably possible, in the same place and in a similar way as other members of the community. Under the Ontario Human Rights Code, and in accordance with the Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005, Upper Canada College is committed to providing service in a way that respects the dignity and independence of people with disabilities. In the event an employee requires an alternative format of the policy, the College will provide it.

3. Providing services to people with disabilities

Upper Canada College is committed to excellence in serving our community including those with disabilities and we will carry out our functions and responsibilities in the following areas:

a. Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train our staff who communicate with members of the community and the broader general public on how to interact and communicate with people with various types of disabilities.

b. Telephone services

We will train our staff on how to interact and communicate with members of the UCC community over the telephone in a clear, plain language and to speak clearly and slowly.

We will offer to communicate with members of the UCC community by other methods, i.e. email, if telephone communication is not suitable to their communication needs or is not available.

c. Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our College. If barriers to the use of an assistive device exist at any premise, these barriers, where reasonably possible, will be removed.

d. Billing

Upper Canada College is committed to providing accessible invoices for all parents/members of the UCC community of the College. For this reason, invoices will be provided in alternative formats upon request.

e. Other

When teaching our students, staff will take into account the diverse needs of people with disabilities. For example, teaching styles may be adjusted, material presented in an alternative method fitting of the person's needs, etc. For further information please refer to UCC "Learning Diversity Policy" available on Bluenet.

4. Use of Service Animals and Support Persons

Service Animals

Persons with a disability may enter Upper Canada College premises accompanied by a service animal and keep the animal with them, if the public has access to such premises, and the animal is not otherwise excluded by law. While visiting the campus, it is the responsibility of the person with a service animal to control the animal at all times.

In the event a member of the staff or community is allergic to animals, alternative arrangements will be negotiated.

Support Person

Where a person with a disability requires the accompaniment of a support person, the College will ensure both the persons are permitted to enter the College campus together. Where seating and availability prevents the persons from sitting beside each other, the College will make every reasonable attempt to resolve the issue. Consent from the person with a disability is required when communicating private issues related to a person with a disability in the presence of a support person.

5. Notice of Temporary Disruption

Upper Canada College will make reasonable effort to provide members of the UCC community with notice in the event of a 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. We will not be able to give adequate notice in case of an emergency temporary disruption.

In order to make information accessible any signs and posted notices should be clearly laid out, of sufficient size and easily readable.

The signs and printed notices will be displayed prominently at the entrance of the College, on the College website, voice messaging or any other reasonable alternative in a particular circumstance. It is expected that consideration will be given to which people with disabilities will be most affected by the disruption and steps will be taken to ensure the information about the disruption will be communicated in a way that best matches these needs.

6. Customer Service Training

The College will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. In addition, training

will be provided to employees as part of the orientation for new employees, and on a continuing basis as required.

The training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of Regulation 429/07 and address the following matters:

- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or support person;
- how to use equipment or devices available on College premises, if any, that may assist with the provision of services; and
- What to do if a person with a particular disability is having difficulty accessing College services.

Training must be provided to each person as soon as practicable after assignment of applicable duties. Ongoing training must also be provided in connection with any changes to the policies, practices and procedures relating to the provision of services to people with disabilities. Records of the training will be kept including, the dates on which the training is provided and the number of individuals to whom it was provided.

#### 7. Feedback Process

Any person wishing to provide feedback to the College about the manner in which it provides service to people with disabilities may do so in a variety of ways, including, in person, by telephone, in writing by email, hard copy, or fax, or by some other method of communication.

Upon receipt of a complaint, the complaint is to be forwarded to the College's Human Resources Department, to the attention of the Director of Human Resources. Upon receipt of a complaint the matter will be reviewed by the Director or designate, and a response will be provided to the person making the complaint either verbally or in writing, as appropriate, concerning their complaint and any action which may have been taken as a result.

#### 8. Questions about this policy

The purpose of this policy is to provide a framework through which the College can achieve excellent service for people with disabilities. If anyone has questions about this policy please contact Human Resources at Upper Canada College:

Human Resources, Upper Canada College, 200 Lonsdale Rd, Toronto, ON  
M4V 2X8, Tel: 416-488-1125