



McMaster University Faculty Association

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MUFA POLICY

Accessibility Standards for Customer Service

1. PURPOSE AND POLICY STATEMENT

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

The Accessibility Standards for Customer Service (“the Standard”) has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

MUFA strives to make its services accessible to persons with disabilities. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

2. APPLICATION

The Policy applies to all persons who, on behalf of MUFA, deal with members of the public or other third parties. This includes our employees, volunteers, agents and contractors.

The Policy also applies to all persons responsible for the development, implementation or oversight of MUFA policies, practices and procedures.

3. DEFINITIONS

- i. **Accessibility Report** – The report required to be filed pursuant to section 14 of the Act.
- ii. **Assistive Device** - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- iii. **Disability** – Has the same definition as is provided under the Act and *Human Rights Code*, R.S.O. 1990, c. H.19.

- iv. **Guide Dog** - means a guide dog as defined in section 1 of the *Blind Persons' Rights Act*
- v. **Service Animal** - An animal is a service animal for a person with a disability,
 - (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- vi. **Support Person** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to services.
- vii. **“We”, “Our” and “Staff”** means MUFA and its employees, volunteers, agents and contractors.

4. CORE PRINCIPLES OF THE POLICY

We endeavor to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- i. **Dignity** - Persons with a disability should be treated as valued person as deserving of service as any other person.
- ii. **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- iii. **Integration** - Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other person. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. **Independence** –Services should, where possible, be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist a person with a disability but will not do so without the express permission of the person.

5. IMPLEMENTATION

MUFA is responsible for:

- i. Developing and implementing policies, practices and procedures to ensure the accessible provision of services to persons with a disability.

- ii. Developing and implementing an accessibility training program as required by the Standard.
- iii. Developing a feedback procedure as required by the Standard.

6. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

I. Policies, Practices and Procedures

A. Policies, Practices and Procedures

MUFA shall make all reasonable efforts to ensure that its policies, practices and procedures which impact the delivery of its services to the public or to other third parties (“Customer Service Related Policies”) are consistent with the principles of dignity, equality of opportunity, integration and independence as defined above.

I. Communication

1. Accessible Mediums of Communication

MUFA strives to communicate with members of the public in a manner that is accessible.

Communicating with Persons with a Disability

MUFA strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

II. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make reasonable efforts to provide an alternative means of assistance to the person with a disability.

III. Service Animals

Persons with a disability may enter the MUFA premises accompanied by a Service Animal or Guide Dog, and keep the Service Animal or Guide with them, if the public has access to such premises and the Service Animal or Guide Dog is not otherwise excluded by law.

If a Service Animal or Guide Dog must be excluded by law, we will explain why this is the case and explore alternative ways to meet the person's needs.

V. Support Persons

A person with a disability may enter MUFA's premises with a Support Person and have access to the Support Person while on the premises.

MUFA may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

MUFA occasionally holds functions for which it charges attendees an admission fee. We will ensure that, if a separate admission fee is to be charged for a Support Person, advance notice is provided of the existence and the amount of the admission fee to be charged.

VI. Notice of Temporary Disruptions

MUFA will send out a notice if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our services. The notice will be posted at the entrance of the applicable premises and on the home page of the MUFA's website.

The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

7. TRAINING

MUFA will provide training, and ongoing training as required under the Standard, to all persons to whom this Policy applies.

A. Content of Training

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.
- ii. A review of the Policy and Customer Service Related Policies.
- iii. How to interact and communicate with persons with various types of disabilities.
- iv. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services.

B. Timing of Training

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.

8. FEEDBACK PROCEDURE

A. Receiving Feedback

MUFA welcomes and appreciates feedback regarding how it delivers services to persons with disabilities. Feedback can be provided in the following ways:

- i. In person at the MUFA office.
- ii. By telephone at (905) 525-9140 ext. 24682/20297.
- iii. In writing to 1280 Main Street West, Hamilton Hall, 103A, Hamilton, ON L8S 4K1
- iv. Electronically to mufa@mcmaster.ca or on disk.

B. Responding to Complaints

Where possible, we will respond to complaints within two (2) weeks of the date that the complaint is received.

In certain circumstances we may be required to take more action to effectively address the complaint. In such circumstances the complainant will receive an acknowledgement that the complaint has been received within two (2) weeks and we will respond to the complaint as soon as is practicable thereafter.

9. QUESTIONS ABOUT THIS POLICY

For more information about the Policy or for questions regarding MUFA's Customer Service Related Policies for accessible customer service please contact:

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Approved by the MUFA Executive May 3, 2017