

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Bronte College is committed to excellence in serving all customers, including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with the various assistive devices that we have or may provide on site that may be used by customers with disabilities while accessing our services. We also allow our customers to use their personal assistive devices.

Communication

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

Billing

Bronte College is committed to providing accessible invoices for all of our customers. Therefore, invoices will be provided in alternative formats upon request.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed in areas of our premises that are open to the public. Staff will be notified about service animals in advance, in case of allergies.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them while on our premises. Fees will not be charged for support persons. We will notify customers of this policy by posting a notice in the following locations:

- For our Senior Campus, the notice will be available at the Front Desk and in the Business Office.
- For our Junior Campus, the notice will be available in the Main Office.

The notice will also be available online on the Bronte College website.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services and/or facilities for customers with disabilities, Bronte College will notify customers promptly. A clearly printed notice will be posted and it will include information about the disruption, its anticipated length of time and a description of alternative facilities and/or services if available.

Services/Facilities include:

- Accessible Washrooms
- Elevators
- Automatic Doors
- Wheelchair-accessible areas
- Parking spaces designated for people with disabilities
- Public Address (PA) systems
- Accessible Public pathways (ramps, sidewalks, etc.)

The notice will be made publicly available. For our Senior Campus, the notice will be available at the Front Desk and in the Business Office. For our Junior Campus, the notice will be available in the Main Office. They will also be available online on the Bronte College Website.

Training

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

Individuals in the following areas will be trained: Maintenance, Human Resources, Teachers, Front Desk, Residence Staff, Cafeteria Staff and other areas related to the operations of our goods and services.

New staff will receive training on Accessible Customer Service within the first three months of their probation period after being hired.

Our training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard.
- Bronte College's plan in regards 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 assist in providing goods and services to people with disabilities. These include: Automatic doors, Washrooms accessible to people with disabilities and Elevators.
- What to do if a person with a disability is having difficulty accessing Bronte College's goods and services.
- An overview of the various barriers that individuals with disabilities face.

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

Feedback Process

Customers and/or other parties who want to provide feedback on the way Bronte College provides goods and services to people with disabilities can provide feedback in the following ways:

- Verbally, in person at our Junior and Senior Campus locations.
- By telephone.
- By email.
- By completing and submitting our Accessible Customer Service Feedback form (available at our Junior Campus, Senior Campus and online).

All feedback, including complaints, will be directed to the Human Resources Generalist of Bronte College. Once the feedback has been received, it will be thoroughly examined and a detailed response will be sent promptly to the source of the feedback.

Customers can expect a response to their feedback within 1-2 weeks.

Notice of Availability

Bronte College will notify the public that our policies are available upon request either through the Bronte College website or from the designated areas at our Junior and Senior Campus. At our Senior Campus, our policies will be available at the Front Desk or in the Business Office. At our Junior Campus, the policies will be available in the Main Office. Our policies will also be provided in accessible formats upon request.

Modifications of this Policy or Others

Any policy of Bronte College that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.