

The Salvation Army
William and Catherine
BOOTH UNIVERSITY COLLEGE

ACCESSIBLE CUSTOMER SERVICE POLICY

STATEMENT OF COMMITMENT

Booth University College is dedicated to making every reasonable effort to ensure an accessible environment for students and visitors with disabilities. Barring undue hardship for the institution, supports and services will be provided to persons who have identified the nature of their disability to a representative from Student Services or Administration.

POLICY

Booth University College is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to uphold the duty to reasonably accommodate individual needs as defined by The Human Rights Code (Manitoba) in a timely manner by preventing and removing barriers to accessibility and meeting accessibility requirements. This policy is applied jointly with the *Booth University College - Policy for Students with Learning Disabilities*, as written in the current Academic Calendar, for students with disabilities who are enrolled in Booth University College academic programs.

In accordance with applicable legislation and regulations, this Policy on Accessible Customer Service will be reviewed annually, revised appropriately and posted on the Booth University College website with printed copy available on request.

DEFINITIONS

Disability -

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defects or illness and without limiting the generality of the foregoing includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;



BOOTH
UNIVERSITY
COLLEGE

The Salvation Army
William and Catherine
BOOTH UNIVERSITY COLLEGE

ACCESSIBLE CUSTOMER SERVICE POLICY

- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder;
- An injury or disability for which benefits were claimed or received under the insurance plan established under workers' compensation acts.

Accessibility barrier - is anything that limits or prevents a person from being able to receive information, services and goods, or to access space or activities. These include attitudinal, architectural & physical, information or communication, technologic, systemic barriers.

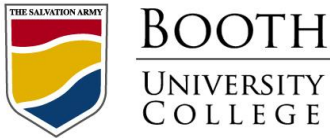
Worker - is defined as a person who performs work or provides services to Booth University College. This includes all employees and volunteers.

Student - is defined as anyone who is registered in a program of study at Booth University College or who attends class(es) at Booth University College.

Visitor – is defined as anyone who receives a service from Booth University College, but who is not registered in a program of study. This includes, but is not limited to, individuals on campus to attend a conference or event at Booth University College, individuals visiting Booth University College workers or students, and individuals contacting the institution to ask about Booth University College services.

Workplace - is defined as any place where a worker performs work, or is likely to be engaged in any work. This may include, for instance, a motor vehicle. The definition of workplace may be interpreted differently under statutes such as Human Rights and Workers' Compensation Acts.

Supervisor - is defined as a person who has charge of a workplace or authority over a worker.



The Salvation Army
William and Catherine
BOOTH UNIVERSITY COLLEGE

ACCESSIBLE CUSTOMER SERVICE POLICY

ACCESSIBLE CUSTOMER SERVICE POLICY PROGRAM - PROVIDING ACCESSIBLE CUSTOMER SERVICE TO PEOPLE WITH DISABILITIES

Communication

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

Supervisors will train workers who communicate with students and visitors on how to interact and communicate with people with various types of disabilities.

Telephone services

Booth University College is committed to providing fully accessible telephone service to students and visitors. Workers will communicate with students and visitors over the telephone in an understandable manner, taking into account the individual's disability.

Booth University College will use reasonable efforts to ensure that the University College will offer to communicate with students and visitors by other means of communication that may be appropriate for an individual, for example, by email and the use of relay services.

Assistive devices

Booth University College is committed to serving people with disabilities who use assistive devices in order to obtain, use or benefit from our services. Booth University College will train workers, when relevant, to be familiar with various assistive devices that may be used by students or visitors with disabilities.

Billing

Booth University College is committed to providing accessible invoices to all of our students and visitors with whom the institution conducts business. For this reason, invoices will be provided in the alternative formats upon request, for example hard copy, large print and e-mail.



ACCESSIBLE CUSTOMER SERVICE POLICY

Booth University College will answer any questions that students or visitors may have about the content of the invoice, in person, by telephone or in writing.

Use of service animals and support persons

Booth University College welcomes students and visitors with disabilities who are accompanied by a service animal. Workers dealing with the public will be properly trained on how to interact with students and visitors with disabilities who are accompanied by a service animal.

Booth University College welcomes students and visitors with disabilities who are accompanied by a support person. Students with a disability who are accompanied by a support person will be allowed to enter the classroom with their support persons. At no time will students or visitors with a disability, accompanied by a support person, be prevented from having access to their support person while on campus.

Notice of temporary disruption

Booth University College will provide students and visitors with notice in the event of a planned or unexpected disruption in the facilities or services usually used by students or visitors 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.

The notice will be placed at all public entrances and service counters on campus.

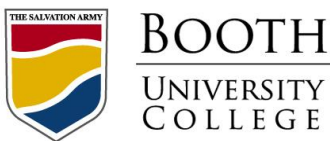
Training for workers

Supervisors will provide training to all workers who interact with the public and/or are involved in the development and approval of customer service policies, practices and procedures.

This training will be provided upon orientation and refresher courses will be made available as appropriate.

Training will include the following:

- How to interact and communicate with people with various types of disabilities;



The Salvation Army
William and Catherine
BOOTH UNIVERSITY COLLEGE

ACCESSIBLE CUSTOMER SERVICE POLICY

- 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 equipment or devices available on campus, or other mechanisms that may help with the provision of services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing Booth University College services and how to report customer service feedback;
- Policies, practices and procedures relating to the accessible customer service standard for facilities and equipment.

Accessible Customer Service Feedback Process

The ultimate goal of Booth University College is to meet and surpass expectations while serving persons with disabilities. Comments on our services are welcome and appreciated.

Feedback regarding the way Booth University College provides services to people with disabilities can be made by e-mail, in writing or verbally. All feedback will be directed to the Vice President Administration. Students and visitors should receive a response within three business days.

Each student or visitor may complete an Accessible Customer Service Complaint and Feedback Form. These forms will be available and submitted electronically at www.boothuc.ca and printed copies will be available at the Webb Place campus (Student Services Front Desk) and Petersen Hall Campus Reception.