

Accessible Customer Service Project Report 2010

As a public sector organization, Fleming is required to be in compliance with the provincial Customer Service Accessibility Standards by **January 1, 2010**. The following report lists the actions Fleming College committed to undertake in 2009 in order to achieve this goal, as well as the outcomes as of January 2010.

The following document identifies the initiatives to be addressed by Fleming College between September 2009 and January 1st 2010. It was developed by Audrey Healy, in consultation with the Fleming Accessibility Working Group and the champions listed herein.

This document articulates:

- each of the Customer Service Standards;
- what Fleming must do in order to comply with each standard;
- whether the tasks necessary to achieve compliance need to be done just once for the whole college or by individual departments;
- which individuals will take lead responsibility (or “champion”) for each task;
- the task completion deadline;
- the outcomes as of January 2010.

The Customer Service Standards are generally listed in order in this document with some exceptions. Standards that speak to our documentation requirements have all been clustered at the end of the document. This is done to be consistent with the format and sequencing in the *Guide: Accessibility Standards for Customer Service, Ontario Regulation 429/07*.

For more information about Customer Service Standards or any other accessibility issue, please contact Debbie Harrison, Diversity Coordinator, Human and Organizational Development at debharri@flemingc.on.ca or 705-749-5530 ext. 1179.

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Customer Service Standards related to Policies, Practices and Procedures (*Guide* pp. 22-33)

Customer Service Standard

3. (1) Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.

3. (2) The provider shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

1. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

3. (3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so.

What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
Establish policies, practices and procedures on how we will provide our goods & services to people with disabilities.	Once for the whole college			
Review the "Access & Accommodation for Students With Disabilities Policy" to ensure it is consistent with the principles articulated in 3(2); add a policy statement about customer service, the principles and use of assistive devices (from 3(3)), citing <i>Standards for Customer Service, Ontario Regulation 429/07</i> .	Once for the whole college	Audrey Healy & Hilary Nunes	July 31, 2008	<input checked="" type="checkbox"/>

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<p>Review the "Return to Work" Policy and other related HOD policies (Harassment & Discrimination prevention?).</p>	<p>By HOD department</p>	<p>Brenda Tyler</p>	<p>Feb. 28th, 2009</p>	<p><input checked="" type="checkbox"/></p>
<p>Develop a new Accessibility Policy that can be amended as necessary, as other new standards become legislation (Employability, Information and Communication, Built Environment). Ensure policy contains a complaints process.</p>	<p>Once for the whole college</p>	<p>Audrey Healy, Debbie Harrison & Pat Kraft</p>	<p>Feb. 28th, 2009</p>	<p><input checked="" type="checkbox"/></p>
<p>Task will be complete when Board of Governors approves revised &/or new policies.</p>		<p>Board of Governors</p>	<p>Mar. 31st, 2009</p>	<p><input checked="" type="checkbox"/> Approved March 25, 2009, Policy NO. 3-341</p>
<p>With respect to practices and procedures, we need to:</p>				
<p>i) Develop a checklist for admin staff which explains that practices and procedures within their departments must be consistent with the principles outlined in 3(2). The checklist must also contain info explaining the need for organizations we contract with (e.g. Securitas, Chartwells) to also be compliant with Customer Service Standards. Ensure the checklist includes standard 4(6) regarding fees as well as employee training.</p>	<p>Once for the college</p>	<p>Audrey Healy, Debbie Harrison and Pat Kraft</p>	<p>May 31st, 2009</p>	<p><input checked="" type="checkbox"/></p>
<p>ii) Put the checklist on the website and portal.</p>	<p>Once for the college</p>	<p>Scott Ramsay & Sandy Dennison</p>	<p>June 30th, 2009</p>	<p><input checked="" type="checkbox"/></p>
<p>iii) Communicate to admin staff that they will need to complete the checklist.</p>	<p>Once for the college</p>	<p>Karen Sjolín & Sonia Crook</p>	<p>June 30th, 2009</p>	<p><input checked="" type="checkbox"/></p>
<p>iv) All admin staff complete the checklist and make any changes needed within their departments to ensure their practices are compliant.</p>	<p>By departments</p>	<p>All Admin staff</p>	<p>Aug. 30, 2009</p>	<p><input checked="" type="checkbox"/></p>

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Customer Service Standard 3. (4) When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.				
What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
Nothing; this is covered in training related to 6(2).1				

Customer Service Standards related to Service Animals and Support Persons (*Guide pp. 34-44*)

Customer Service Standard 4. (1) This section applies if goods or services are provided to members of the public or other third parties at premises owned or operated by the provider of the goods or services and if the public or third parties have access to the premises.				
4. (2) If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.				
4. (3) If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.				
4. (4) If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.				
4. (5) The provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.				

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What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
Ensure Accessibility Policy speaks to the issues of Service Animals and Support Persons.	Once for the college	Audrey Healy, Debbie Harrison & Pat Kraft	Feb. 28 th , 2009	<input checked="" type="checkbox"/>
Task will be complete when revised policy is approved by Board of Governors.		Board of Governors	March 31 st , 2009	<input checked="" type="checkbox"/>

Customer Service Standard				
4. (6) If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the provider of goods or services shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.				
What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
The only obvious fee is tuition. We don't require support persons to pay tuition, so we may simply need to put a statement to that effect in the Accessibility Policy.	Once for the college	Audrey Healy & Hilary Nunes	Feb. 28 th , 2009	<input checked="" type="checkbox"/>
This task will be complete when revised policy is approved by Board of Governors.		Board of Governors	Mar. 31 st , 2009	<input checked="" type="checkbox"/>

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<p>We also need to identify if there are any other circumstances where we charge admission fees (e.g., Foundation fundraising events). If there are any such circumstances, the Admin staff responsible for that area will need to determine how they will comply with this requirement.</p> <p>This task will be complete when all departments have identified whether they charge admissions fees to any of their activities and what their practice will be to ensure that notice is given in advance about the amount, if any, payable in respect of the support person (see checklist).</p>	By departments	All heads of Departments and Schools, in particular: Registrar's Office, Foundation, Sports & Wellness Centre	Aug. 30, 2009	<input checked="" type="checkbox"/>
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Customer Service Standards related to Disruptions in Service (*Guide pp. 45-47*)

<p>Customer Service Standard</p> <p>5. (1) If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public.</p> <p>5. (2) Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p> <p>5. (3) Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>				
What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
Nothing, this will be covered under 5(4) re documentation.				

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Customer Service Standards related to Training (*Guide* pp. 48-52)

Customer Service Standard

6. (1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.
2. Every person who participates in developing the provider’s policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

6. (2) The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.
2. 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 the assistance of a support person.
3. How to use equipment or devices available on the provider’s premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider’s goods or services.

6. (3) The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.

6. (4) Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
Re 6(1).1 - every person who deals with members of the public: Assess whether Colleges Ontario will be successful in producing a web-based training tool for colleges that can be used at Fleming in 2009.	Once for the college	Audrey Healy Debbie Harrison	Dec 31, 2008	<input checked="" type="checkbox"/> Algonquin College training module provided in summer 09

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<p>If not, develop a WebCT-based training program for individuals to complete online.</p>	<p>Once for the college</p>	<p>Alana Callan Audrey Healy Debbie Harrison</p>	<p>March 31st, 2009</p>	<p>Not required</p>
<p>Create a critical path including all the resource people to be involved; Trudy, Alana, Library, a learning designer (Susan Markanen?), Audrey, Debbie, AV supports.</p>	<p>Once for the college</p>	<p>Alana Callan Debbie Harrison</p>	<p>Dec. 31st, 2008</p>	<p>Not required</p>
<p>Create a blueprint of the proposed content as well as a training session that could support group discussion (i.e. for frontline service staff). Build in pieces that can be adapted as needed later.</p>	<p>Once for the college</p>	<p>Audrey Healy & Debbie Harrison Alana Callan</p>	<p>Dec. 31st, 2008</p>	<p>Not required</p>
<p>Decide how to evaluate satisfactory completion of module and develop a mechanism for central recording of who has completed the training. (This relates to 6(6) in the next table).</p>	<p>Once for the college</p>	<p>Alana Callan & Debbie Harrison</p>	<p>March 31st, 2009</p>	<p><input checked="" type="checkbox"/></p>
<p>Develop a strategy for communicating to all admin staff about the training program and the rationale for making it mandatory.</p>	<p>Once for the college</p>	<p>Karen Sjolin or Sonia Crook</p>	<p>March 31st, 2009</p>	<p><input checked="" type="checkbox"/></p>
<p>Identify how to handle cases of employee non-compliance.</p>	<p>Once for the college</p>	<p>Sonia Crook</p>	<p>March 31st, 2009</p>	<p><input checked="" type="checkbox"/></p>
<p>Each manager ensures each of his/her direct reports has completed the training.</p>	<p>By department</p>	<p>All admin staff</p>	<p>Dec 31, 2009</p>	<p><input checked="" type="checkbox"/></p>
<p>Each manager ensures that any company they contract work to, who provides goods or services to the public, has completed the training.</p>	<p>By department</p>	<p>All admin staff</p>	<p>Dec 31, 2009</p>	<p><input checked="" type="checkbox"/></p>
<p>Develop a strategy for ensuring that anyone hired after January 1, 2010 receives the training.</p>	<p>Once for the college</p>	<p>Sonia Crook</p>	<p>Dec 31, 2009</p>	<p><input checked="" type="checkbox"/></p>

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<p>Task is complete when all employees, and any organizations contracted by the college have completed the training and the college has a mechanism that ensures any future employees or new organizations we contract with receive the training.</p>	<p>By department</p>	<p>All admin staff</p>	<p>Dec 31, 2009</p>	<p><input checked="" type="checkbox"/> See AODA Training Report Jan. 2010</p>
<p>Re 6(1).2 - every person who participates in developing the provider's policies, practices and procedures</p> <p>No additional tasks need to be completed but the training program should include a component related to ensuring that all policies, practices and procedures at the college be consistent with the principles listed in 3(2).</p>				<p><input checked="" type="checkbox"/> See Training module for Administrators</p>

<p>Customer Service Standard 6. (6) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>				
<p>What Needs to be Done</p>	<p>Do it once for the whole college or by department(s)</p>	<p>Task Champion</p>	<p>Completion Deadline</p>	<p>Status</p>
<p>Develop a mechanism for central recording of who has completed the training. (This is also listed under 6(1).1 in the previous table).</p>	<p>Once for the college</p>	<p>Alana Callan</p>	<p>March 31st, 2009</p>	<p><input checked="" type="checkbox"/></p>
<p>Ensure results are reported in public documentation</p>	<p>Once for the college</p>	<p>Debbie Harrison</p>	<p>Dec. 31, 2009</p>	<p><input checked="" type="checkbox"/></p>

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Customer Service Standards related to Feedback (*Guide* p. 53)

Customer Service Standard				
7. (1) Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public. (2) The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise. (3) The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received.				
What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
Confirm that our current feedback process meets all of the requirements listed in the standard. This includes: <ul style="list-style-type: none"> <input type="checkbox"/> Information about how to provide feedback is readily available to the public, including on the portal and the external website). <input type="checkbox"/> The process permits feedback in all formats listed (in person, by telephone/TTY, in writing, e-mail, on diskette). <input type="checkbox"/> The process specifies what the college will do if a complaint is received. 	Once for the whole college	Grant Meadwell Scott Ramsey Sandy Dennison	Dec 31, 2008	<input checked="" type="checkbox"/>
If it does not, add any missing components.	Once for the college	Grant Meadwell	May 31, 2009	<input checked="" type="checkbox"/>

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Customer Service Standards related to Document Requirements (*Guide* pp. 54-58)

Customer Service Standard				
3. (5) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person.				
What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
With respect to policy, we don't have to do anything not already identified earlier in CSS 3.				
With respect to practices: In an organization as large as Fleming we have thousands of informal practices, the vast majority are unwritten. Solicit administrator input on the new Accessibility Policy to ensure it encompasses all practices and procedures of all departments.	Once for the college	Debbie Harrison	May 31 st , 2009	<input checked="" type="checkbox"/>

Customer Service Standard				
4. (7) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.				
What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
Nothing additional; this is covered under 4(1) – 4(5) above – including language about service animals and support persons in our accessibility policy.				

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Customer Service Standard				
<p>5. (4) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document that sets out the steps to be taken in connection with a temporary disruption and, upon request, shall give a copy of the document to any person.</p>				
What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
<p>This is not something we already have all in one place although we do have set practices for notifying students or the college community of various expected and unexpected closures (e.g., departments closing for a day, class cancellations, building closures, computer networks going offline). So, we need to create a document that articulates all of our closure practices.</p> <p>Steps: Each ELT member ensures that all of the closure notification practices in each of the departments he/she is responsible for are written and sent to Janice Coughlin for collating.</p> <p>All practices are collated into one document.</p> <p>The document is posted on the web or portal.</p>		Karen Sjolin & Janice Coughlin		
	By departments	ELT members & Admin staff	Apr 30, 2009	<input checked="" type="checkbox"/>
	Once for the college	Janice Coughlin	June 30 2009	<input checked="" type="checkbox"/>
	Once for the college	Scott Ramsay	Aug 31, 2009	<input checked="" type="checkbox"/>

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Customer Service Standard 6. (5) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its training policy, and the document must include a summary of the contents of the training and details of when the training is to be provided.				
What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
Once we have developed the training program, we need to:				
Create a document that contains a summary of the contents of the program and informs employees that the training is available anytime online.	Once for the college	Debbie Harrison	April 1 st , 2009	<input checked="" type="checkbox"/>
Post this document on the website and portal.	Once for the college	Scott Ramsay & Sandy Dennison	April 1 st , 2009	<input checked="" type="checkbox"/> Only posted on portal

Customer Service Standard 7. (4) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person.				
What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
Once our current feedback process meets all of the requirements listed in 7(1) – 7(3), post it on the website and internal portal.	Once for the college	Grant Meadwell, Scott Ramsay & Sandy Dennison	Aug 31, 2009	<input checked="" type="checkbox"/>

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<p>Customer Service Standard</p> <p>8. (1) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.</p> <p>8. (2) The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>				
What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
<p>Update the Accessibility webpage with a list of all of the documents required by the Regulation, with links to the actual documents. This list includes:</p> <ul style="list-style-type: none"> <input type="checkbox"/> documents describing our policies, practices and procedures (i.e., from CSS 3(5) and included in the Accessibility Policy) <input type="checkbox"/> documents describing its policies, practices and procedures with respect to service animals and support persons (i.e., from CSS 4(7) and included in the Accessibility Policy) <input type="checkbox"/> the document that sets out the steps to be taken in connection with a temporary disruption (i.e., from CSS 5(4); scheduled to be complete and posted on the web Aug 31, 2009) <input type="checkbox"/> the document that contains a summary of the contents of the training program and describes that the program is available anytime online (from CSS 6(5); scheduled to be complete and posted on the web Feb 28, 2009) <input type="checkbox"/> the document that describes our feedback process (from CSS 7(4); scheduled to be completed and posted on the web Aug 31, 2009) 	Once for the college	Scott Ramsay & Debbie Harrison	Aug. 31 st , 2009	<input checked="" type="checkbox"/>

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This CSS doesn't specifically require us to do so, but it would be best if we included the statement, "These documents are available in alternate formats upon request."				
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<p>Customer Service Standard</p> <p>9. (1) If a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.</p> <p>9. (2) The provider of goods or services and the person with a disability may agree upon the format to be used for the document or information.</p>				
What Needs to be Done	Do it once for the whole college or by department(s)	Task Champion	Completion Deadline	Status
Nothing right now. Any document that we develop may be requested in an alternate format by a person with a disability. That does not mean we have to have all of our documents pre-printed in all formats. This may change when the Information and Communications Standards are enacted.				