

 University College of the North <b>Policies &amp; Procedures Manual</b>	<b># Pages:</b> Page 1 of 3	<b>Policy Number:</b> AD-02-05
	<b>Approved by:</b> President's Council	
<b>Section:</b> <b>ADMINISTRATION - ACCESSIBILITY</b>  <b>Title:</b> <b>ACCESSIBLE CUSTOMER SERVICE</b>	<b>Effective Date:</b> March 8, 2021	
	<b>Replaces:</b> New	

## POLICY STATEMENT

University College of the North (UCN) is committed to inclusion, to building and maintaining a diverse organization, and respecting all people's abilities. UCN is committed to ensuring all people are treated with fairness and dignity, and this includes providing accessible customer service to ensure equal opportunity for all by meeting the needs of those who face accessibility barriers.

## PURPOSE OF POLICY

The purpose of this policy is to ensure all members of the UCN community are aware of the Customer Service Standard Regulation under The Accessibility for Manitobans Act (AMA) (<http://www.accessibilitymb.ca/>) and their responsibilities in relation to this Standard. This policy provides guidance on how accessible customer service is to be provided at UCN to ensure a barrier-free environment.

## PROCEDURES

1. The policy applies to all employees, students and members of the Governing Council, Learning Council and the Council of Elders, and all others who provide goods, services or facilities on behalf of UCN.
2. UCN will seek to provide barrier-free access to goods and services provided. If existing barriers are identified which cannot reasonably be removed, UCN will work with persons who have self-identified with a disability to provide access to the good or service by alternate means on a temporary or permanent basis.
3. UCN will take into account a person's disability when communicating with the individual. UCN will use accessible signage and plain language on all documents to the extent possible. All written documents provided by UCN will be made available in alternate formats upon request.
4. People with disabilities may use assistive devices to remove or reduce barriers to access good and services. In such cases, UCN will make every effort to reasonably accommodate the use and provision of assistive devices. Where assistive devices are made available by UCN, the relevant employees will be trained on their use in order to assist any person with a disability.
5. Individuals with a disability may require a support person when accessing goods or services. UCN welcomes persons disabled by barriers and their accompanying support person, however, given the nature of information which may be discussed with the person with a disability, UCN may require consent in order to discuss certain information in the presence of the support person. In circumstances where fees are charged, UCN will provide advance notice of any fees, if any, which will be required for a support person of a person with a disability to be in attendance.

6. Service animals may be used in all areas of UCN unless otherwise prohibited by law. In the event a service animal is excluded by law, UCN will inform the individual and discuss alternate measures for accessibility. Service animals must remain under the care and control of the individual at all times. Where the service animal is disruptive and the animal's owner is not able to effectively control the animal, the animal will not be allowed at UCN. It is reasonable that where an animal cannot easily be identified as a service animal, employees may ask in a respectful manner if the animal is assisting the person with a disability. Employees do not inquire about the specific disability.
7. UCN will ensure an accessible built environment to the point of undue hardship. The accessible built environment will facilitate barrier-free access to goods and services and includes such provisions as the availability of ramps, accessible door, washroom and elevator access, and ensuring all passageways are clear and unobstructed at all times.
8. Where there is to be a temporary disruption of services or facilities that are typically used by persons with disabilities, advance notice (where possible) will be posted in a conspicuous location at or near the site of the disruption, on UCN's website and through any other method that is reasonable. The notice will contain the duration of the disruption and specific information about alternative services or facilities where available.
9. UCN will provide online and in-person training related to the Customer Service Standard Regulation under The Accessibility for Manitobans Act (AMA) to all employees, students and management, including members of the Governing Council, Learning Council and the Council of Elders.
10. UCN is committed to protecting the privacy of all individuals, while at the same time, UCN will require sufficient information to reasonably evaluate and respond to a request for accommodation. All such information will be governed by privacy legislation, including the Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Information Health Act (PHIA).
11. UCN welcomes feedback on how accessible customer service is provided. Feedback can be offered directly to the representative of UCN who is communicating with the person with a disability, directly to the office of the President and Vice-Chancellor, or as follows:

Employees and prospective employees can contact HR:

E-mail: [employmentaccess@ucn.ca](mailto:employmentaccess@ucn.ca)  
Phone: 1.800.627.8500  
Extension 8611  
Fax: 204.623.4414

Students and prospective students can contact the Accessibility Resource Officer:

E-mail: [accessibility@ucn.ca](mailto:accessibility@ucn.ca)  
Phone: 1.800.627.8500  
Extension 8541  
Fax: 204.627.8666

12. UCN will ensure that the feedback process is accessible to persons disabled by barriers by providing accessible format and communication supports upon request.
13. Where UCN receives feedback or an inquiry in relation to accessible customer service which requires a response (as opposed to feedback for information only), the individual requesting the response can expect an answer in a timely manner, and within no longer than 2 business days of the initial contact.