

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA), CUSTOMER SERVICE STANDARD POLICY

POLICY STATEMENT:

Providing Goods and Services to People with Disabilities

1. Introduction

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), triOS College Business Technology Healthcare Inc. (triOS College) has developed a policy to ensure that persons with disabilities have equal access to programs, services and activities at the College.

2. Our vision

The vision of triOS College is to improve lives by sharing our knowledge of information and technology.

3. Our commitment

In fulfilling our vision, triOS College strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

4. Providing goods and services to people with disabilities

triOS College is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

4.1 Communication

When requested, we will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities guided by the principles of dignity, independence and equality.

Upon request, customers with disabilities will be offered alternative communication formats that will meet the needs of the customer within a reasonable time frame.

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and respectful manner.

We will offer to communicate with customers via alternative forms of communication if telephone communication is not suitable to their communication needs or it is not available.

4.2 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our employees and volunteers are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Exceptions may occur in situations where triOS College has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. As a result of this, if a customer with a disability is prevented from accessing goods or services at triOS College, triOS College will accommodate the customer by providing an alternative solution, in a timely manner, when and where feasible.

It is the responsibility of the customer with the disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

4.3 Billing / Student Enrolment Contracts

We are committed to providing accessible invoices to all of our customers. We will make every effort to provide our customers with invoices in alternative accessible formats in a timely manner upon request.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

5. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Service animals are not permitted where food preparation is being undertaken or as otherwise disallowed by law.

In the event a service animal is to be denied access to a facility, classroom or meeting room, other accommodations may be afforded, such as:

- Alternate meeting / class formats i.e. teleconferencing or online meeting where technology permits;
- Delivery of goods or service at an alternate time or location;
- Other assistive measures available to deliver a good or service to ensure quality of the outcome.

We are committed to welcoming people with disabilities who are accompanied by a support person(s). Any person with a disability who is accompanied by a support person(s) will be allowed to enter triOS College's premises with his or her support person(s). At no time will a person with a disability who is accompanied by a support person(s) be prevented from having access to his or her support person(s) while on our premises.

The customer shall determine whether a service animal or support person(s) is necessary, however, where an employee or volunteer believes that a support person(s) should be in attendance to protect the health and safety of the customer or others, the following criteria shall be used in consulting with the customer:

- When there is a significant risk to the health and safety of the person with a disability or to others;
- When the risk cannot be eliminated or reduced by other means;
- When the assessment of the risk is based on consideration of the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm;
- When the assessment of the risk is based on the individual's actual characteristics, not merely on generalizations, misperceptions, ignorance or fears about a disability.

Workshops and seminars sponsored by triOS College or by third parties outside of daily classroom use do occur at our facilities. For such events, service animals or support person(s) shall be permitted entry to triOS College's facilities and meeting rooms that are open to the public, except: when there are fees applied by a third party and the support person(s) was not pre-registered and / or no vacancy exists. If admission to a workshop / seminar is permitted and fees are payable to a third party, the support person(s) will be permitted to attend the event at their own cost. Costs for services (i.e. food, etc.) will be the responsibility of the support person(s). If admission to a workshop / seminar to an event is permitted and fees are payable to triOS College the support person(s) is permitted to attend at no cost for admission. Cost for other services (i.e. food, etc.) will be the responsibility of the support person(s).

If a service animal or support person(s) is necessary for the health and safety of a person with disabilities, or for the health and safety of other persons, triOS College will require the accompaniment of a service animal or support person(s) on triOS College premises.

Students are required to provide their own service animal or support person(s). Students are expected to inform their Admissions representative at the time of enrolling in a program with triOS that they will be attending classes with a service animal or support person(s). The Admissions representative will inform the Campus Director that the new student will be attending classes with a service animal or support person(s).

6. Notice of temporary disruption

triOS College will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people 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.

triOS College will make customers aware of the disruption by:

- Placing notices at all public entrances and service counters on our premises.
- Campus Directors and Instructors will inform students of the service disruption.
- Messages regarding the disruption will be posted on the student web and the triOS College internet website at www.trios.com.

If an unexpected disruption occurs, persons with disabilities will be accommodated by the use of other means to deliver the goods and services, including:

- triOS College may provide an alternative location and time to provide the customer with the disability with the goods or services (i.e. an alternative classroom location, etc.);
- Any other appropriate assistive measures available to deliver the goods and services.

7. Training for staff

triOs College will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

AODA customer service training will be provided to all full-time, part-time and contract employee's as well as all volunteers. This training will be provided as a condition of employment to all new employees, contractors and volunteers. Training will be provided on an annual basis for current staff to ensure all employees, contractors and volunteers remain current with all policy and procedural changes.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 assistive devices available on the premises that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing triOS College's goods and services
- triOS College's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

8. Feedback process

The ultimate goal of triOS College is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way triOS College provides goods and services to people with disabilities can be made in person, by phone, by mail or by email. Customer feedback forms can be found at all main reception desks at each triOS College location as well as on our website.

All comments should be directed to:

Director of Human Resources
triOS College Business Technology Healthcare Inc.
6755 Mississauga Rd., Suite 103
Mississauga, Ontario
L5N 7Y2

Phone: (905) 814-7212 ext. 1020

Email: hrmanager@trios.com

Feedback will be responded to in the format in which the feedback was received. The feedback will only outline actions that are appropriate.

9. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

10. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Director of Human Resources of triOS College.

This document is available in an alternative format upon request.