

<b>STATEMENT of POLICY and PROCEDURE</b>			
Section:	<b>ACCESSIBILITY STANDARDS</b>	Issued:	November 30, 2011
Subject:	<b>CUSTOMER SERVICE</b>	Effective:	January 1, 2012
Policy Number	6.01	Page:	1 of 6
Issued by:	Human Resources	Replaces Policy Dated:	New

## **1 POLICY**

### **1.01** Tyndale is committed to:

- Excellence in serving all customers including persons with disabilities.
- Ensuring that its working, living and learning environments are maintained free from discrimination.
- Providing accessible service for its employees and customers.

### **1.02** Tyndale will, to the extent possible, make efforts to ensure that:

- Tyndale's goods and services are provided in a manner that respects the dignity, self-respect and independence of persons with disabilities.
- The provision of Tyndale's goods and services to persons with disabilities is integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from Tyndale's goods or services.
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain use or benefit from Tyndale's goods and services.

### **1.03** Tyndale encourages open two-way communication and expects persons with disabilities to communicate their need for accommodation or assistance if it is not readily apparent how that need can be met.

## **2 PURPOSE**

To establish programs and procedures for developing, implementing and enforcing accessibility standards (as expressed in the Accessibility for Ontarians with Disabilities Act - AODA), in order to achieve accessibility for persons with disabilities with respect to the goods and services provided by Tyndale.

## **3 SCOPE**

This policy applies to all Tyndale employees at Tyndale's workplace. (See definition of employee in Section 5.06)

## **4 RESPONSIBILITY**

### **4.01 Responsibility of employees:**

- a) Take all training offered regarding this policy and keep up to date with any new policies and procedures.
- b) Report any disruption in service to Supervisors, Campus Operations and Human Resources department, as appropriate.
- c) Keep informed of any modifications made to the policy and the changes in training that may result.



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Section:	<b>ACCESSIBILITY STANDARDS</b>	Issued:	November 30, 2011
Subject:	<b>CUSTOMER SERVICE</b>	Effective:	January 1, 2012
Policy Number	6.01	Page:	2 of 6
Issued by:	Human Resources	Replaces Policy Dated:	New

**4.02 Responsibility of Supervisors:**

- a) Encourage all employees to take the training that is offered by Tyndale in respect to this policy.
- b) Ensure employees follow the guidelines set out by Tyndale in this matter
- c) Inform the Human Resources Department if there is any further training needed.
- d) Undergo training themselves and actively seek information in this matter/keep informed of changes
- e) Understand the programs, procedures, and policies that are being implemented.
- f) Ensure accessibility procedures pertaining to their area are in place
- g) Have signs and posters, as may be required, that are easy for persons with disabilities to read.

**4.03 Responsibility of Human Resources:**

- a) Ensure all policies are up-to-date and communicate the same to all employees
- b) Ensure policies are posted in a conspicuous place.
- c) Ensure all relevant programs, policies, procedures are implemented.
- d) Make training available for all employees (see 5.06 for the definition of employee).
- e) In collaboration with Campus Operations (and other departments, as appropriate), ensure accessibility procedures are functioning, take corrective action when they are not and post information on disruptions to service in the affected location.

**5 DEFINITIONS**

**5.01 “Disability” means:**

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect 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 co-ordination, blindness or visual impediment deafness or hearing impediment, muteness or speech 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;
- 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, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

**5.02 “Accessible”** means capable of being entered or reached, approachable; easy to get at; capable of being influenced, obtainable; able to be understood or appreciated.

**5.03 “Assistive Device”** means a device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the customer Service Standard.



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Section:	<b>ACCESSIBILITY STANDARDS</b>	Issued:	November 30, 2011
Subject:	<b>CUSTOMER SERVICE</b>	Effective:	January 1, 2012
Policy Number	6.01	Page:	3 of 6
Issued by:	Human Resources	Replaces Policy Dated:	New

- 5.04** “**Customer**” a person (including students) to whom Tyndale provides a service
- 5.05** “**Dignity**” means respecting and treating every person including persons with a disability as valued and as deserving of effective and full service as any other customer.
- 5.06** “**Independence**” means freedom from control or influence of others, freedom to make your own choices
- 5.07** “**Employee**” includes part-time and full-time faculty and staff, secondees, volunteers, and consultants for the purposes of this policy.
- 5.08** “**Guide Dog**” means a dog trained as a guide for a person who is blind and having the qualifications prescribed by the regulations.
- 5.09** “**Goods and Services**” means goods and services provided by Tyndale.
- 5.10** “**Service Animals**” means animals that are used as a service animal for a person with a disability.
- 5.11** “**Support Person**” means an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

## **6 PROCEDURE**

### **6.01 Communication**

Tyndale is committed to communicating with persons with disabilities in ways that take into consideration their disability. To ensure this:

- a)** Tyndale staff will be trained in how to interact and communicate with customers with disabilities guided by the principles of dignity, independence and equality.
- b)** Customers with disabilities will be offered alternative communication formats that will meet the needs of the customer as promptly as feasible.
- c)** Documents will be provided to customers in an alternative format that will meet the needs of the customer, as required.
- d)** If telephone communication is not suitable for a customer’s needs, alternative forms of communication will be offered, as required.

### **6.02 Use of Service Animals, Assistive Devices, and Support Persons**

Tyndale will ensure that the access, use and benefit of goods or services are not compromised for persons with disabilities who require assistive devices, or who are accompanied by a service animal, guide dog or support person.



<b>STATEMENT of POLICY and PROCEDURE</b>			
Section:	<b>ACCESSIBILITY STANDARDS</b>	Issued:	November 30, 2011
Subject:	<b>CUSTOMER SERVICE</b>	Effective:	January 1, 2012
Policy Number	6.01	Page:	4 of 6
Issued by:	Human Resources	Replaces Policy Dated:	New

#### **a) Service Animals**

Service animals, such as, but not limited to Guide dogs, Hearing dogs, Seizure Response dogs, and other certified service animals shall be permitted entry to all Tyndale's facilities and class/meeting rooms that would normally be accessible to the individuals who need such assistance, the only exception being as follows:

Service animals are not permitted where food preparation is being undertaken or, as otherwise disallowed by law. In the rare case where a service animal is to be denied access to a facility or meeting room, other accommodations may be afforded, such as alternate meeting format, e.g. teleconference, where technology permits; delivery of goods or service at an alternate time or location; other assistive measures available to deliver goods or service to ensure equality of outcome.

#### **b) Assistive Devices**

- i) Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. Exceptions may occur in situations where Tyndale 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. In these situations, if a person with a disability is hindered from accessing goods or services, Tyndale will accommodate the customer by providing an alternative where possible.
- ii) It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.
- iii) Tyndale will ensure that staff is trained as required to use assistive devices available on our premises.

#### **c) Support Persons**

- i) Tyndale is committed to welcoming customers with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Tyndale's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the Tyndale premises. Tyndale holds conferences, events, and workshops sponsored by Tyndale or by third parties, that are outside of daily classroom use. For such events, support persons shall be permitted entry to all Tyndale facilities and meeting rooms that are open to the public, except: when there are fees applied against participants by a third party and the support person was not pre-registered and/or no vacancy exists.
- ii) If admission to an event is permitted and fees are payable to a third party, the support person is permitted to attend the event at their own cost. Cost for services



<b>STATEMENT of POLICY and PROCEDURE</b>			
Section:	<b>ACCESSIBILITY STANDARDS</b>	Issued:	November 30, 2011
Subject:	<b>CUSTOMER SERVICE</b>	Effective:	January 1, 2012
Policy Number	6.01	Page:	5 of 6
Issued by:	Human Resources	Replaces Policy Dated:	New

(e.g. food, lodging, etc.) will be the responsibility of the support person. If admission to an event is permitted and fees are payable to Tyndale, the support person is permitted to attend at no cost for admission. Cost for other services (e.g. food, lodging etc.) will be the responsibility of the support person. If a support person is necessary for the health and safety of a person with disabilities, or for the health and safety of other persons, Tyndale will require the accompaniment of a support person on the premises. The customer shall determine whether a support person is necessary, however, where an employee believes that a support person 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 the 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, and ignorance or fears about a disability
- iii) Students are required to provide their own support person (s). Students are expected to inform instructors/ facilitators that they will be attending classes with a support person.

## **7 Notice of Temporary Disruption to Facilities or Services**

In the event that a planned or unexpected service disruption occurs that would limit a person with a disability from gaining access to Tyndale's facilities, goods or services, Tyndale will provide appropriate notice to make the disruption known to staff, students, and visitors in the following ways:

- i) Where possible, the person(s) with disability will be directly informed of the disruption.
- ii) The Campus Facilities department will post a notice of the service disruption on the premises where the service disruption occurs.
- iii) Messages will be posted on the Tyndale web site at [www.tyndale.ca](http://www.tyndale.ca) and [www.mytyndale.ca](http://www.mytyndale.ca), as required
- iv) Notices of service disruption will be announced over Tyndale's voicemail and email systems, as required.

## **8 Feedback Process**

Tyndale's goal is to meet the needs of its customers, while paying attention to the unique requirements of their customers with disabilities. Feedback regarding the manner in which Tyndale provides goods and services to people with disabilities can be made through the Customer Service Standard Feedback Form (Attachment A). Feedback can also be



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Section:	<b>ACCESSIBILITY STANDARDS</b>	Issued:	November 30, 2011
Subject:	<b>CUSTOMER SERVICE</b>	Effective:	January 1, 2012
Policy Number	6.01	Page:	6 of 6
Issued by:	Human Resources	Replaces Policy Dated:	New

provided in person, by telephone, through email, or by other means as appropriate.

Feedback in person, by telephone or through E-mail should be directed to:

Address: Director, Human Resources  
Tyndale University College & Seminary  
25 Ballyconnor Court  
Toronto, Ontario  
M2M 4B3

Telephone: 416 226 6620 – Ext. 2149 or 2103

E-mail: [hr@tyndale.ca](mailto:hr@tyndale.ca)

Students may also send their feedback to:

Address: Dean of Student Life (UC/Seminary)  
Tyndale University College & Seminary  
25 Ballyconnor Court  
Toronto, Ontario  
M2M 4B3

Telephone: 416 226 6620 – Ext. 2168

E-mail: [Stulifehelp@tyndale.ca](mailto:Stulifehelp@tyndale.ca)

## **9 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

Accessibility for Ontarians with Disabilities Act, 2005  
Ontario Human Rights Code  
Occupational Health and Safety Act  
Staff Policy Manual  
Faculty Handbook

## **10 ATTACHMENTS**

**Attachment A** - Customer Service Standard Feedback Form

**Attachment B** - Interacting with Persons with Disabilities - General Guidelines

