

## 3.7 WUSC Customer Service Accessibility Policy and Plan

### 3.7.1 Context

WUSC is committed to providing appropriate services to people with disabilities. The WUSC Customer Service Accessibility Policy (CSAP) outlines WUSC’s accessibility standards for customer service. It is based on the core principles of independence, dignity, integration and equality of opportunity for people with disabilities and complies with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The WUSC CSAP applies to all personnel (employees, interns, volunteers and contractors) who provide services within WUSC, or on its behalf.

WUSC personnel are expected to respond to people requiring accessible customer service in a respectful manner and with the appropriate accessibility tools that WUSC has available.

### 3.7.2 Practices and Procedures

WUSC is committed to using reasonable efforts in providing services to all, including people with disabilities, and will carry out its functions and responsibilities in the following areas:

#### (i) Communication

WUSC is committed to ensuring that its personnel is aware of how to interact and communicate with people with various types of disabilities in ways that take into account the person’s disability and will provide appropriate training.

#### (ii) Personal Assistive Devices

WUSC is committed to ensuring that required personnel are aware of and familiar with various assistive devices that may be used by people with disabilities while accessing our services.

WUSC will ensure that its personnel receive training/familiarization on how to interact with people who may utilize various assistive devices while accessing our services.

#### (iii) Guide Dogs and Service Animals

WUSC is committed to ensuring that its personnel welcome people with disabilities who are accompanied by a guide dog or service animal in the areas of our premises that are open to the public. A “guide dog” is a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations under the Blind Persons’ Rights Act. An animal is a “service animal” for a person with a disability, if it is readily apparent that the animal is used by the person for reason relating to their disability or if the person provides a letter from a physician or a nurse confirming that the person

requires the animal for reasons relating to the disability.

WUSC will ensure that required personnel are trained on how to interact with people with disabilities who are accompanied by a guide dog or service animal.

#### (iv) Support Persons

WUSC is committed to ensuring that its personnel welcome people with disabilities who are accompanied by a support person in the areas of our premises that are open to the public. A “support person” is a person who accompanies a person with a disability to help with communication, mobility, personal care, medical needs or with access to goods and/or services.

WUSC will ensure that required personnel are trained on how to interact with people with disabilities who are accompanied by a support person.

#### (v) Notice of Temporary Disruption

WUSC will provide notice in the event of a planned or unexpected temporary disruption in the facilities or services usually used by people with disabilities.

When this type of disruption occurs, WUSC will ensure that a notice will:

- be placed at all entrances and include information about the reason for the disruption
- include its anticipated duration
- include a description of alternative facilities or services, if available.

#### (vi) Confidentiality

All interactions between WUSC personnel and the public regarding the application of this policy will be considered confidential and will be disclosed only as required to provide appropriate customer service or as required by law.

#### (vii) Feedback Process

Feedback regarding WUSC’s provision of services to people with disabilities can be made by: email at [wusc@wusc.ca](mailto:wusc@wusc.ca), toll free phone number at 1-800-267-8699 ext. 3644, or in writing to WUSC-Human Resources, 1404 Scott, Ottawa, ON, K1Y 4M8. All feedback will be directed to the Human Resources department. Response will be provided within thirty days of receipt.

#### (viii) Documentation Available

This document will be made available to any member of the public upon request. You can view WUSC Customer Service Accessibility Policy, at [wusc.ca](http://wusc.ca) or call us toll free at 1-800-267-8699 to request a copy in a format that takes into account the person’s disability. WUSC and people with disabilities may agree on the format to be used.

### 3.7.3 Training of Personnel

WUSC provides training to all required personnel and all those who are involved in the development and approval of policies, practices and procedures. Training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (OADA) and the requirements of the Accessibility Standards for Customer Service;
- A review of WUSC Customer Service Accessibility Policy, practices and procedures relating to the Accessibility Standards for Customer Service;
- 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 guide dog or service animal or a support person;
- What to do if a customer with a disability is having difficulty in accessing services.

All active employees will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. New employees will be trained within two (2) weeks of their hire date.

Any temporary personnel who are not WUSC employees shall undergo training by their employers as required by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as a condition to providing services on behalf of WUSC.