

**Accessibility for Persons with Disabilities: Customer Service Policy**  
(Approved by the Board of Governors of Knox College February 3, 2010)

**1. Our mission**

The mission of Knox College is to:

Knox College educates women and men for faithful and creative Christian ministries and scholarship through its teaching, research and global partnerships.

We seek to fulfill our mission in a way that ensures that the goods and services we provide are accessible to all persons.

**2. Our commitment**

Knox College seeks to create a community that is inclusive of all persons and treats all members of the community in an equitable manner. In creating such a community, the College aims to foster an atmosphere of understanding and mutual respect for the worth, dignity and independence of all persons.

Knox will strive to provide support for, and facilitate the accommodation of individuals with disabilities, so that all may share the same level of access to the goods and services provided by Knox. The College will work to eliminate or minimize the adverse effects of barriers, including physical, environmental, attitudinal, communication and technological barriers, that may prevent the full participation of individuals with disabilities in the College community. Knox will provide integrated services whenever possible, unless an alternate measure is necessary to enable an individual with a disability to obtain, use or benefit from Knox's services.

The College will provide its employees with education and access to information regarding disability and the College's policies on disability.

At the same time, the College will protect the individual's privacy, confidentiality and autonomy as required by law.

The College affirms that all individuals are expected to satisfy the essential requirements of their program of studies or employment, while recognizing that students and employees with disabilities may require reasonable accommodations to enable them to do so.

The achievement of the College's goal depends on the participation of each and every member of the Knox community, including officers and staff members of the Knox corporation, and students, faculty members, staff members and alumni. Each of us has a role in creating an equitable and inclusive environment.

In working toward its goals under this Statement, the College is committed to acting conscientiously and in keeping with its own policies and existing legislation related to disability. These include:

- TST's policy on *Accommodations for Students with Disabilities* (Paragraph 12 of the BD Handbook)

- Ontario's *Ontarians with Disabilities Act*
- Ontario's *Accessibility for Ontarians with Disabilities Act*
- Ontario *Human Rights Code*

### **3. Providing goods and services to people with disabilities**

**Knox** 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:

#### **3.1 Communication**

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.

#### **3.2 Telephone services**

Knox will make reasonable efforts to provide accessible telephone service to our students and other members of the public. We will train staff members to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will also make our staff members familiar with telephone technologies intended for people with disabilities. We will offer to communicate with customers by regular mail or email if telephone communications is not suitable to their needs.

#### **3.3 Assistive devices**

We are committed to serving people with disabilities who use their own assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will continue our relationship with the University of Toronto's *Accessibility Services* to provide accessible services to our student community.

#### **3.4 Billing**

We will make reasonable efforts to provide accessible invoices to all our customers. For this reason invoices will be provided by email on request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

#### **4. Use of service animals**

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 staff, 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.

#### **5. Support Persons**

We are committed to welcoming people 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 the Knox building 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 our premises. Any support person who is disruptive, refuses to follow Knox's policies while on site, or who poses a danger to property or persons at Knox, will be asked to leave. Knox will use reasonable efforts to make alternate arrangements for support for the disabled person. Normally fees will not be charged for support persons for admission to any event hosted by Knox for which a fee is charged. Advance notice will be given for any events where fees will be charged.

#### **6. Notice of temporary disruption**

Knox **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.

The notice will be placed at all public entrances and service counters on our premises.

#### **7. Training for staff**

**Knox** 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. All Knox employees and persons who volunteer for Knox will be trained:

This training will be provided for each staff member **within a month of his or her commencement of** duties.

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;

- What to do if a person with a disability is having difficulty in accessing Knox's goods and services;
- The accessibility services available to Knox students through the University of Toronto;
- Knox's policies, practices and procedures relating to the customer service standard.

## **8. Feedback process**

Knox welcomes feedback, including feedback about the delivery of library services to persons with disabilities. Feedback should be submitted to the Director of Finance and Administration.

Feedback regarding the way **Knox** provides goods and services to people with disabilities can be made in the following ways:

- in person or by regular mail addressed to:  
Director of Finance and Administration  
Knox College  
59 St. George Street  
Toronto, ON M5S 2E6
- by telephone: 416-946-8537
- by email: [knox.financedirector@utoronto.ca](mailto:knox.financedirector@utoronto.ca)

Students and other members of the public can expect to hear back within seven business days of our receipt of the feedback.

## **9. Modifications to this or other policies**

Knox College is 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. Knox College will make reasonable efforts to modify or amend any policy that does not respect and promote the dignity and independence of people with disabilities.

## **10. Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has questions about this policy, please contact the Director of Finance and Administration (see contact information above).