



# MacLachlan College

## Accessible Customer Service Plan Policies, Practices and Procedures

### Providing Goods and Services to People with Disabilities

MacLachlan College is committed to excellence in serving all customers including people with disabilities.

#### **Assistive devices**

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. As a designated historic building we are not able to be wheelchair accessible however, upon request, we will make every effort to provide access to our services in alternative ways.

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability and offer communications in alternative accessible formats upon request.

#### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

#### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

#### **Training for staff**

MacLachlan College will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on their behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Staff will be trained within one week of being hired.



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Accredited by CAIS Canadian Association of Independent Schools  Member of CIS Conference of Independent Schools of Ontario

**Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- MacLachlan College's plan related to the customer services 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 equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing MacLachlan College's goods and services.
- Staff will also be trained when changes are made to our accessible customer service plan.

**Feedback process**

Customers who wish to provide feedback on the way MacLachlan College provides goods and services to people with disabilities can provide feedback in the following ways: via email, fax, phone or mail.

All feedback, including complaints, will be handled in the following manner: Management team will review all feedback and complaints and take action. Customers can expect to hear back in 2 days.

**Notice of Availability**

MacLachlan College will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following location: on our school website, [www.maclachlan.ca](http://www.maclachlan.ca)

**Modifications to this or other policies**

Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

January 24, 2014