

Approved at the October 18, 2012 UTFA Council

Accessible Member Service Plan

Providing Goods and Services to People with Disabilities

The University of Toronto Faculty Association (“UTFA”) is committed to excellence in customer service, including services provided to people with disabilities.

Assistive devices

We will ensure that members of our staff are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for people with disabilities attending meetings or events at UTFA’s office or otherwise organized by UTFA, we will notify attendees promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at relevant locations and where practicable, we will make efforts to contact members by telephone and/or email and/or by notice posted on UTFA’s website.

Training for staff

UTFA will provide training to employees, volunteers and others who deal with the public or other third parties on its behalf, as well as those individuals who oversee the implementation of this policy.

This training will be provided as soon as practicable after this policy is adopted.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the member service standard;
- UTFA's accessible customer service plan;
- 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 UTFA's services.

Training will be updated when changes are made to our accessible customer service plan.

Feedback process

Individuals who wish to provide feedback on the way UTFA provides goods and services to people with disabilities can email, telephone, write or schedule an in-person meeting to provide such feedback. All feedback will be directed to the Executive Committee of UTFA. Individuals submitting such feedback can expect to hear back in a reasonable time period.

Modifications to this or other policies

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

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