



Brock University Students' Union

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Accessibility Standard for Customer Service Policy

Brock University Students' Union is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or 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. Fees will not be charged for support persons

We will notify customers of this through a notice posted on our premises and on our website.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities including accessible washrooms, ramps, or elevators, Brock University Students' Union will notify customers 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 Brock University Students' Union reception area, Skybar and Skybar Lounge, Union Station, and General Brock.

Training for staff

Brock University Students' Union will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained: All front-line staff, including food court, bar, and retail staff. All managers and student coordinators will also be trained.

This training will be provided to staff within two months of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Brock University Students' Union's plan related to 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 Brock University Students' Union's goods and services;
- Staff will also be trained when changes are made to our policies.

Feedback process

Customers who wish to provide feedback on the way Brock University Students' Union provides goods and services to people with disabilities can fill out a comment card and use one of our many suggestion boxes, do so verbally at our reception desk, and/or fill out an online form available on the website.

All feedback will be directed to the Brock University Students' Union Office Operations Manager.

Customers can expect to hear back in 5 days.

Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

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