Carleton University Students Association (CUSA) is committed to providing equal treatment to people with disabilities, with respect to the use and benefit of CUSA services and programs. CUSA does so in a manner that respects the independence, dignity, integration and equality of opportunity of people with disabilities.

Objective

The objective of this Policy is to provide guidelines for delivering CUSA services to people with disabilities, in compliance with requirements made under the *Accessibility for Ontarians with Disabilities Act, 2005*, and the requirements of the Accessibility Standards for Customer Service (Ontario Regulations 429/07).

Application

To ensure excellence in providing service to people with disabilities, CUSA is committed to addressing the following:

- **Assistive devices**

  CUSA will ensure all staff members, who deal with the public, are trained and familiar with various assistive devices that may be used by people with disabilities. Examples of Assistive devices include elevators, Teletypewriter (TTY) or TTY relay services.

- **Service & Personal Support animals**

  CUSA welcomes people with service and personal support animals, as long as they are visually identified as service or personal support animals. Service and personal support animals are allowed on the parts of our premises open to the public and at CUSA Conferences.

- **Support persons**
A person with a disability who is accompanied by a support person will be allowed to have that support person accompany them on our premises and on the premises of any off-site location. Should an individual with a disability require a support person to accompany them to an CUSA event, that one support person will not be charged the event fee.

- **Communications**

  CUSA will communicate with people who have disabilities in ways that take into account their disability. We will endeavor to provide assistance and/or assistive devices to persons with disabilities, where possible, upon request.

- **Notice of service disruption**

  In the event of a temporary disruption in the availability of facilities, services or goods used by persons with disabilities (e.g. temporary loss of elevator service), CUSA shall advise visitors of the reason for the disruption, the date(s) and anticipated duration of the disruption(s), and a description of alternative facilities or services, if any.

**Training**

All CUSA employees, who deal with the public, shall receive training on accessible customer service. Human Resources shall ensure training records are maintained, including dates when training is provided and the number of employees who received training, and that individual training records are entered into the employee’s file. Training will include:


- Sign-off by the employee to acknowledge that training was completed.

**Feedback**

The Contact us page on our website can be used to collect feedback about how services are delivered to people with disabilities. This information will be forwarded to Member Services, and responded to, documented and tracked. Feedback can also be collected by phone, by email (cusa@cusaonline.ca) and in person at

401 University Centre
1125 Colonel By Drive
Ottawa, ON K1S 5B6.

All feedback will be responded to within five (5) business days.

**Responsibilities**

CUSA’s Human Resources Department is responsible for reviewing this policy annually and recommending amendments to ensure ongoing compliance with regulated accessibility standards and legislated obligations.