



The University of Windsor Accessible Customer Service Committee

Terms of Reference

The University of Windsor strives to create and foster an academic environment that is accessible and which respects the rights and dignity of the individual. All members of the University community are obligated to interact on the basis of mutual respect, and to promote an environment which illustrates our commitment to undertake reasonable efforts in providing equity in opportunity.

Within the context of the University community, “Customer” refers to students, employees, volunteers, and visitors.

1. Purpose

The Accessible Customer Service Committee (ACSC) reviews the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Standards and ensures the University’s compliance with the portions of the legislation that relate to customer service. The University strives to meet and where possible surpass the requirements of the legislation in order to identify and remove barriers for persons with disabilities and attain the goal of a fully-inclusive community.

In working towards these goals the Committee will:

- a) Identify and explore the specific issues surrounding barriers experienced by people with a range of disabilities in the area of customer service on the University of Windsor Campus. This area includes, but is not limited to: ongoing commitment to the University’s Accessible Customer Service Policy and reviewing training methods of accessible customer service education;
- b) Propose remedial action;
- c) Provide the Campus Accessibility Coordinating Committee (CACC) with recommendations and priorities of proposed remedial action;
- d) Follow through on recommendations as applicable;

- e) Identify and promote proactive means of ensuring the University's customer service systems and standards are accessible.

2. Membership

The Committee will normally include an appointee from the following:

- a) Chairperson - as confirmed by the Office of Human Rights, Equity and Accessibility
- b) Accessibility and Human Rights Manager (Vice-Chairperson)
- c) Representative from Student Disability Services
- d) Food and Catering Services Department Head
- e) Residence Life Manager
- f) Campus Recreation Manager
- g) Psychologist, Student Counseling Centre
- h) Student Representative(s), including students with disabilities
- i) Other persons as approved by the CACC

3. Reporting

The Committee will report to the CACC and the Chair shall sit on the CACC. The Vice-Chair will work with the Chair to provide a verbal update of the Committee's work at each CACC meeting and provide written reports on an as-needed basis.

The Vice-Chair will complete an annual report, with the assistance of the Chair. The report will document the achievements of the previous year and the goals for the future years. The information contained in the annual report will be incorporated into the University's Annual Accessibility Report and Plan.

4. Meetings

The Committee shall meet on a quarterly basis and at the call of the Chair. The Committee must meet two (2) weeks or more in advance of each CACC quarterly meeting.

5. Quorum

A quorum consists of a third (33%) of the membership.

6. Minutes

The Office of Human Rights, Equity and Accessibility shall be responsible for ensuring a Secretary is present at each meeting to take minutes.

7. Agenda

Except in unusual circumstances, agenda items and supporting documentation should be forwarded to the Accessibility and Human Rights Manager. The Manager has the responsibility for preparing the agenda and circulating it with all supporting documentation no later than seven (7) calendar days prior to the quarterly meetings.

8. Decision Making of the Committee

Decisions and recommendations will be based on the consensus of the Committee. Meetings and decision-making will be conducted in accordance with Robert's Rules of Order.

9. Changes to the Membership and Terms of Reference:

- a) Changes to the membership must be approved by the CACC.
- b) Changes to the mandate must be approved by the PASC.

10. Mandate Review

The mandate of the Committee shall be reviewed on an annual basis.



The University of Windsor Accessibility Reporting Structure

