

Willowdale Christian School

Accessible Customer Service Policy and Procedure

1. Purpose:

The intent of the Accessible Customer Service Policy (the "Policy") is to ensure accessibility for persons with disabilities by identifying, removing and preventing barriers that might interfere with the ability to obtain good customer service at Willowdale Christian School.

2. Commitment:

Willowdale Christian School strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. WCS is also committed to giving people with disabilities the same services, in the same place and in a similar way as other customers.

3. Application

The policy shall apply to every person who deals with members of the public or other third parties on behalf of Willowdale Christian School, whether that person does so as an employee, independent contractor, agent, volunteer, or otherwise. The policy shall also apply to every person involved in the development of policies, procedures and practices pertaining to the service by Willowdale Christian School.

4. Procedures for Providing Service to People with Disabilities:

Willowdale Christian School is committed to excellence in serving all customers including people with disabilities by removing barriers that might arise in the course of their time in the school as follows:

a) Communication:

We will communicate with people with disabilities in ways that take into account their disability. We are committed to providing fully accessible telephone service to our customers. We will train our employees to communicate with customers over the

telephone in clear and plain language and to speak clearly and slowly. In addition, we will offer to communicate with customers in alternative ways if telephone communication is not suitable to their communication needs or is not available.

b) Assistive Devices:

A person with a disability may provide their own assistive device for the purpose obtaining, using, and benefiting from Willowdale Christian School's services. Exception may occur in situations where Willowdale Christian School has determined that the assistive device may pose a risk to the health and safety of a person with a disability or others on the premises. In such situations, and others, Willowdale Christian School may offer a person with a disability other reasonable measures to assist in obtaining, using, and benefiting from Willowdale Christian School's services, where other measures are available. It is the responsibility of the person with a disability to ensure that the assistive device is operated in a safe and controlled manner at all times.

c) Service Animals:

A person with a disability may enter the premises owned and operated by Willowdale Christian School accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, Willowdale Christian School will ensure that alternate means are available to enable the person with a disability to obtain, use and benefit from Willowdale Christian School's services.

It should be noted that it is the responsibility of the person with a disability to ensure that the service animal is kept in control at all times.

d) Support Persons:

A person with a disability may enter premises owned and operated by Willowdale Christian School with a support person and have access to the support person while on the premises. In addition, Willowdale Christian School may require a person with a disability to be accompanied by a support person while on the premises in situations where it is necessary to protect the health and safety of the person with a disability or of others on the premises.

e) Notice of Temporary Disruption:

Willowdale Christian School will make reasonable efforts to provide prior notice of disruptions, if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruptions, advance notice will not be possible. In all cases,

Willowdale Christian School will notify customers promptly by posting a notice that includes information about the reason for the disruption, its anticipated duration and a description of alternate facilities or service that may be available. The notice will be posted in reasonable places. When possible, disruptions that are known in advance will be posted online.

5. Training:

Willowdale Christian School will provide training to employees, independent contractors, agents, volunteers and others who deal with the public or other third parties on behalf of Willowdale Christian School. In addition, Willowdale Christian School will provide training to persons involved in the development of policies, procedures and practices, as applicable.

The format of the training given will be tailored to suit each person's interactions with the public or third parties or involvement in the development of policies, procedures and practices, as applicable.

The content of the training will include:

- An overview of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*
- An overview of the requirements of the customer service standard;
- Instruction on Willowdale Christian School's policies, procedures and practices pertaining to the provision of services to persons with disabilities;
- How to communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use assistive devices or who require the assistance of a service animal or support person;
- How to use equipment or devices that are provided which may help people with disabilities access goods and service provided by Willowdale Christian School
- What to do if a person with a particular type of disability is having difficulty accessing Willowdale Christian School's services.

Training will be provided to each person as soon as practical after being assigned the applicable duties. Training will also be provided on an ongoing basis in connection with changes to the policies, practices, and procedures governing the provision of services to persons with disabilities.

6. Feedback Process:

Willowdale Christian School is committed to providing high quality service to all of its customers. Feedback from customers and/or third parties is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of services to persons with disabilities may be provided by telephone, in person, in writing, in electronic format, or through other methods. All feedback should be directed to the principal who is the Group Accessibility Officer. If they wish to be contacted about their feedback, persons must provide their name and contact information.

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Complaints will be addressed according to the procedure already established in Willowdale Christian Schools' dispute resolution policy.