

## **Accessible Customer Service Plan**

### **Providing Goods and Services to People with Disabilities**

**Mt. Salem Christian School** is committed to excellence in serving all customers including people with disabilities.

#### **Assistive devices**

We will ensure that our staff is 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 only be charged to the support person for admission to events where a fee is charged.

#### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **Mt. Salem Christian School** 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 in our newsletter and in the main office.

#### **Training**

**Mt. Salem Christian School** will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

**All staff, teaching and non-teaching.**

This training will be provided to staff at orientation in August of every school year.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Mt. Salem Christian School'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 **Mt. Salem Christian School's** goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

### **Feedback process**

Customers who wish to provide feedback on the way **Mt. Salem Christian School** provides goods and services to people with disabilities can email [info@mtscs.ca](mailto:info@mtscs.ca), call: 519-765-3555, or speak with someone in either office.

All feedback, including complaints, will be directed to the principal.

Customers can expect to hear back in 5 business days.

### **Notice of availability**

**Mt. Salem Christian School** will notify the public that our policies are available upon request by posting a notice in our newsletter and in the main office.

### **Modifications to this or other policies**

Any policy of **Mt. Salem Christian School** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.