



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT POLICY FOR WHITE OAKS MONTESSORI SCHOOL STUDENTS

Our Commitment

In fulfilling our mission, White Oaks Montessori School strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other students.

Providing Goods and Services to People with Disabilities

White Oaks Montessori School is committed to excellence in serving all students including those with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with students on how to interact and communicate with people with various types of disabilities.

Customer Service Policy Statement:

Providing Goods and Services to People with Disabilities

Telephone Communications

We are committed to providing fully accessible telephone service to our students. We will train staff to communicate with students over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with students by e-mail, if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by students with disabilities while accessing our services.

Billing

We are committed to providing accessible invoices to all of our parents. For this reason, invoices will be provided in the following formats upon request: hard copy, large print or e-mail.

We will answer any questions parents may have about the content of the invoice in person, by telephone or e-mail.

Use of Service Animals and Support Persons

At this time, we are not able to accommodate people with disabilities who are accompanied by a service animal in the classrooms. On the parts of our premises that are open to the public and other third parties, as well as our office area, we will accommodate people with disabilities who are accompanied by a service animal. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter White Oaks Montessori School's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Temporary Disruption

White Oaks Montessori School will provide students with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

Training for Staff

White Oaks Montessori School will provide training to all employees, volunteers and others who deal with people with disabilities. This training will be provided as required by enrolled students.

Training Will Include the Following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 support person
- How to use an assistive device that are required by our students
- What to do if a person with a disability is having difficulty in accessing the classroom or any teaching materials therein
- White Oaks Montessori School's policies, practices and procedures relating to the customer service standard

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of White Oaks Montessori School is to meet and surpass customer expectations while serving students with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Please submit any comments to admin@woms.ca.

Feedback regarding the way White Oaks Montessori School provides services to people with disabilities can be made by email at admin@woms.ca. All feedback will be directed to the Principal. Students can expect to hear back in 5 business days. Complaints will be addressed according to categories already established in our school complaint management procedures.

Modifications to This or Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on students with disabilities.

Any policy of White Oaks Montessori School that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions About This Policy

This policy exists to achieve service excellence to students with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Principal.