



ST. MICHAEL'S COLLEGE SCHOOL

Under the direction of the Basilian Fathers

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

St. Michael's College School is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are 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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, St. Michael's College 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 at various locations throughout the school.

Training for staff

St. Michael's College School will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf. This training will be provided to staff within the 1st 3 months after hiring.



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Accessible Customer Service Plan continued

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- St. Michael's College Schools 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

- How to use various assistive devices
- What to do if a person with a disability is having difficulty in accessing St. Michael's College School's goods and services.

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

Feedback process

Customers who wish to provide feedback on the way St. Michael's College School provides goods and services to people with disabilities can contact the School via our web-site.

All feedback will be directed to Human Resources Department. Customers can expect to hear back promptly within 5 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of St. Michael's College School that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.