

ABC Montessori

Accessible Customer Service Policy

2014 / 2015

COMMITMENT

ABC Montessori 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 we have on site or that we provide that may be used by customers with disabilities while accessing our 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 where students are not present.

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, we 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.

Training

ABC Montessori will provide accessible customer service training to employees.

Individuals in the following positions will be trained:

- Teachers
- Supervisors
- Administrative staff

Training will include:

1. An overview of the Accessibility for Ontarians with Disabilities Act 2005 and the requirements of the customer service standard.
2. ABC Montessori's plan related to the customer service standard.
3. How to interact and communicate with persons with various types of disabilities.
4. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
5. How to use equipment or devices available on the companies premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
6. What to do if a person with a particular type of disability is having difficulty accessing the companies' goods or services.

Staff will be trained on Accessible Customer Service within a month of being assigned their duties.

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

Feedback process

Customers who wish to provide feedback on the way ABC Montessori provides goods and services to people with disabilities can provide feedback in the following ways:

- In person
- By telephone
- In writing
- By email

All feedback, including complaints, will be handled in the following manner:

Customers will be contacted and asked how they would like to discuss their feedback or complaint, either in person or by telephone. ABC Montessori will investigate, in case of a complaint or use the feedback to improve service.

Notice of availability

ABC Montessori will notify the public that our documents related to accessible customer service are available upon request by posting a notice on notice boards in all campuses.

Modifications to this or other policies

Any policy, practice or procedure of ABC Montessori that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.