

# Rowntree Montessori Schools

## Accessibility Policy

### Policy Statement

Rowntree Montessori Schools [RMS] is committed to providing equal treatment to people with disabilities with respect to the use and benefit of RMS services and programs in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to customers, employees, volunteers and members of the general public with visible or non-visible disabilities.

### Purpose

This policy is intended to provide the overarching framework to guide the review and development of other government policies, standards, procedures, By-laws and guidelines to comply with the standards developed under the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11. (AODA).

### Application

This Policy applies to all Rowntree Montessori School customers, employees, volunteers, and to any individual or member of the general public.

### Principles

Rowntree Montessori Schools programs and services and facilities, are to be available to people with disabilities in a manner that:

- Is free from discrimination;
- Accessible Formats and Communication Supports
- Seeks to provide integrated services;
- Provides an opportunity equitable to others to obtain, use and benefit from the programs or services, and;
- Takes into consideration a person's disability

## **Policy Requirements**

### **General Standards**

Rowntree Montessori Schools is considered a large private organization under the AODA and is committed to meeting the accessibility needs of people with disabilities.

### **Establishment of Accessibility Plans and Policies**

Rowntree Montessori Schools shall produce a multi-year Accessibility Plan. The plan will be posted on the school's website and shall be made available in an accessible format and with communication supports, upon request. Progress on the plan shall be provided annually upon request. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five (5) years.

Rowntree Montessori Schools maintains policies governing how RMS shall meet its requirements under the AODA, and RMS will provide policies in an accessible format, upon request.

### **Accessible Formats and Communication Supports**

Except as otherwise provided by the AODA, Rowntree Montessori Schools shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons, in accordance with the Accessible Formats and Communication Supports Procedures.

This does not apply to unconvertible information or communications and information that the school does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the school shall provide the person requesting the information or communication with:

- a. an explanation as to why the information or communications are unconvertible;
- b. a summary of the unconvertible information or communications

## Training

All Rowntree Montessori Schools employees and volunteers will receive accessibility training.

This training shall include:

- A review of the purposes of the AODA and the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and instruction about the following matters:
  - How to interact and communicate with persons with various types of disability;
  - 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;
  - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability;
  - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services; and,
- A review of the requirements of the accessibility standards referred to in the AODA Integrated Accessibility Standards (Ontario Regulation 191/11) and on the Human Rights Code as it pertains to persons with disabilities.

The training provided shall be appropriate to the duties of the employee or volunteer. Training shall take place as soon as is practicable and upon completion, the school shall keep a record of the training provided including the dates on which accessibility training took place.

## **Feedback**

Feedback on how services were delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback shall be collected and shall be accepted in accessible formats and with other communication supports as required.

## **Documentation**

Documentation that describes this Policy and each of its requirements shall be maintained at the schools administration office and provided to individuals, upon request, in the appropriate format or communication support.

## **Customer Service Standards**

### **Assistive devices**

Rowntree Montessori Schools' employees and volunteers shall accommodate the use of personal assistive devices including but not limited to, wheelchairs, canes, walkers, scooters and Braille display boards.

### **Service animals**

RMS employees and volunteers shall accommodate the use of service animals by people with disabilities who are accessing Rowntree Montessori Schools services and programs. [See Definitions for a detailed description of Service Animals.](#)

### **Support persons**

Where a person with a disability accessing Rowntree Montessori Schools services and programs is accompanied by a support person, RMS employees and volunteers shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access

the support person while on the premises. See [Definitions](#) for a detailed description of [Support Persons](#).

## **Notice of service disruption**

In the event that there is a temporary service disruption in the availability of facilities, programs or services used by persons with disabilities (e.g., temporary loss of elevator service), the school shall give notice to the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Such notice may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the affected premises and/or on the school's website ([www.rowntreemontessorischool.com](http://www.rowntreemontessorischool.com)).

## **Information and Communication Support Standards**

### **Communication**

When communicating with a person with a disability, school employees and volunteers shall do so in a manner that takes into account the person's disability. Guidelines for communicating with people who have various types of disabilities are provided in the AODA Customer Service training video.

### **Accessible Websites and Web Content**

Internet websites and web content controlled directly by Rowntree Montessori Schools shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

### **Emergency Procedures, Plans and Information**

The school shall provide all existing public emergency procedures, plans and public safety information, upon request in an accessible format or with appropriate communication supports in a timely manner.

## **Employment Standards**

### **Recruitment**

Rowntree Montessori Schools shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available, upon request. Rowntree Montessori Schools shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the school's policies for accommodating employees with disabilities as part of their offer of employment

### **Employee Supports**

Rowntree Montessori Schools will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. The school will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

### **Accessible Formats and Communication Supports for**

#### **Employee**

Upon an employee's request, the school shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- a. information that is needed in order to perform the employee's job; and
- b. information that is generally available to employees in the workplace.

The school will consult with the employee making the request in determining the suitability of an accessible format or communication support. See [Communications Supports](#) .

## **Workplace Emergency Response Information**

If an employee's disability is such that workplace emergency response information is necessary and the school is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the school reviews its general emergency response plan.

## **Documented Individual Accommodation Plans**

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communications supports. If requested, the plans shall include individualized workplace emergency response information.

## **Return to Work Process**

The school shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the school shall take to facilitate the return to work.

## **Performance Management and Career Development and Redeployment**

The school shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career

development, performance management and when considering redeployment

## Responsibilities

The School Management is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

- The School Management shall provide advice and direction on the implementation of this Policy.
- Supervisors and managers shall ensure that they and their staff are familiar with and comply with this Policy.

## Monitoring /Contraventions

The Failure to comply with the AODA regulations can result in administrative penalties.

Supervisors and managers shall monitor current practices to ensure compliance.

Failure to comply with this Policy may result in disciplinary action, up to and including dismissal.

## References

- [AODA](#)
- [AODA Customer Service Regulation](#)

## Legislative and Administrative Authorities

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

Accessibility Standards for Customer Service, O. Reg. 429/07

Integrated Accessibility Standards, O. Reg. 191/11

Human Rights Code, R.S.O. 1990, c. H.19



## Definitions

**Accessible Formats** - may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

**Communication Supports** - may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications

**Disability** - is defined, per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Human Rights Code, R.S.O. 1990, c. H.19, as follows:

- a. “any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b. a condition of mental impairment or a developmental disability
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.”

**Service Animals** – are defined, per Section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

“an animal is a service animal for a person with a disability:

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.”

**Support Person** – is defined, per Section 4(8) Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

“a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.”

Unconvertible - information or communications are unconvertible if it is not technically feasible to convert the information or communications or the technology to convert the information or communications is not readily available

- Accommodations, Disability-related
- Disability
- Personal Support Workers
- Service Animals
- Support Person

## **Enquires**

For further information regarding this Policy, contact:  
Rowntree Montessori Schools Administration  
[admin@rowntreemontessori.com](mailto:admin@rowntreemontessori.com)