



## Accessible Customer Service Plan

Rowntree Montessori Schools is committed to excellence in serving all families, including people with disabilities. We will ensure that our staff are trained and familiar with various assistive devices that may be used by families with disabilities while accessing our educational services. We will communicate with people with disabilities in ways that take into account their disability. We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to families. A person with a disability who is necessarily accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for those support persons. We will notify families of this through this Student Handbook, which is provided to all families in advance of registration.

In the event of a planned or unexpected disruption to educational services for people with disabilities, Rowntree Montessori Schools will notify families promptly. This notification will include information about the reason for the disruption, its anticipated length of time, and a description of alternative educational services, if available. This notice will be posted in the front hall/front door area to all affected families.

Rowntree Montessori Schools will provide training to staff and others who deal with families on the school's behalf. All staff will be trained. This training will be provided to staff during the staff training week at the commencement of each and every school year. Training will include:

- (i) an overview of the ***Accessibility for Ontarians with Disabilities Act, 2005*** and the requirements of the customer service standard;
- (ii) Rowntree Montessori Schools' plan related to the customer service standard;
- (iii) how to interact and communicate with people with various types of disabilities;
- (iv) how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- (v) how to use the wheelchair ramp available at the front entrance of the school; and
- (vi) what to do if a person with a disability is having difficulty in accessing Rowntree Montessori School's educational services.

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

Families who wish to provide feedback on the way Rowntree Montessori Schools provides educational services to people with disabilities can e-mail [admin@rowntreemontessori.com](mailto:admin@rowntreemontessori.com). All feedback will be directed to Scott Moore.

Families can expect to hear back within 10 instructional school days. Complaints will be addressed according to the school's regular complaint management process.

Any policy of Rowntree Montessori Schools that does not respect and promote the dignity and independence of people with disabilities will be corrected.