ACCESSIBILITY POLICY

Rowntree Montessori Schools Inc. (the "School") is committed to providing educational services and facilities to persons with disabilities in a way that is consistent with the principles of independence, dignity, integration and equal opportunity. The School's goal is to provide all students, staff, and visitors, including those with disabilities, with the same opportunity to access and use the School's services. If a barrier to accessing the School's services cannot be removed, the School will seek alternative ways to access educational facilities and services.

This Accessibility Policy applies to the delivery of all services by the School in the province of Ontario. This Policy applies to all the School's staff who work in Ontario, as well as third parties who provide services or facilities on behalf of the School.

The following policies and practices are intended to meet the current and ongoing requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA"), the Ontario *Human Rights Code* (the "OHRC"), and Ontario's accessibility laws. The School's obligations under the AODA do not substitute or limit the School's obligations under the OHRC.

Communication
The School will communicate with students, staff, and visitors with disabilities in ways that take their disability into account. The School will work with the person with disabilities to determine what method of communication works for them.

Information and Communications
The School has a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.
The School communicates with people with disabilities in ways that take into account their disability. When asked, the School will provide information about the School and its services, including public safety information, in accessible formats or with communication supports:

a) in a timely manner, taking into account the person's accessibility needs due to disability; and
b) at a cost that is no more than the regular cost charged to other persons.

The School will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the School will provide the requestor with:

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

The School notifies the public about the availability of accessible formats and communication supports posting on the School's website.

The School will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Notice of Availability of Documents
The School notifies the public that documents related to accessible educational service, are available upon request by posting a notice in the following location(s)/way(s):
Website

The School will provide these documents in an accessible format or with communication support, on request. The School will consult with the person making the request to determine the suitability of the format or communication support. The School will make best efforts to provide the accessible format in a timely manner and, at no additional cost.

Assistive Devices
Persons with disabilities will be permitted to obtain or use services or facilities through the use of their own assistive devices. If an assistive device may pose a risk to the health and safety of the student, staff, or visitor on the premises, the School will accommodate the student, staff, or visitor by providing an alternative where possible.

The School will ensure that employees are trained and familiar with various assistive devices that may be used by students or visitors with disabilities when accessing its facilities.

Service Animals
The School welcomes service animals that accompany people with disabilities. Services animals are free to access all areas of our premises that are open to the public except as otherwise prohibited by law.

Where it cannot be easily identified that the animal is a service animal, the School may ask the individual to provide documentation from a regulated health professional confirming that the individual needs the service animal for reasons relating to their disability.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If a service animal is prohibited by another law, then the School will explain why the service animal is excluded and will provide alternative measures to enable the student, staff, or visitor with a disability to obtain, use or benefit from its services or facilities.

The School will ensure that all School staff dealing with the public are trained in how to interact with people with disabilities who are accompanied by a service animal.

Support Persons
Support persons that accompany someone with a disability are permitted the same access to the School's facilities as the person they are accompanying. Any person with a disability who is accompanied by a support person will be allowed to enter the School's premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on the School premises.

Training
To create awareness and ensure compliance, the School will provide accessibility training to all of its staff who work in Ontario and provide services, and all those who are involved in the development and approvals of educational service policies, practices and procedures.
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 service animal or support person.
- How to use personal assistive devices on-premises to help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty accessing the School's goods and services.
- The School's policies, practices and procedures relating to accessible educational services.

Training will be provided during orientation and on an ongoing basis when changes are made to these policies, practices and procedures.

The School maintains records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Employment
The School notifies employees, job applicants and the public that accommodations can be made during recruitment and hiring. Job applicants are notified when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. The School consults with the applicants and provides or arranges for suitable accommodation.

Successful applicants are notified of policies for accommodating employees with disabilities when making offers of employment.

Staff are notified that supports are available for those with disabilities as soon as practicable after they begin their employment. The School provides updated information to staff whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

When arranging for the provision of suitable accommodation, the School will consult with employees and arrange accommodation in a manner that takes into account the accessibility needs due to disability in accordance with the OHRC. The School will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically 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

Where required, the School will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, the School will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency. Information will be provided as soon as practicable after it becomes aware of the need for accommodation due to the employee's disability.

The School will review the individualized workplace emergency response information:

a) when the employee moves to a different location in the organization;
b) when the employee's overall accommodations needs or plans are reviewed; and
c) when the employer reviews its general emergency response policies.

Design of Public Spaces
The School will meet accessibility laws when building or making major changes to public spaces.

The School has procedures in place to prevent service disruptions to the accessible parts of public spaces.

Self-service Kiosks
The School does not have any self serve kiosks. However, the Swill incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Transportation
We meet accessibility laws when making our transportation services accessible. Our accessible transportation services include providing an option for alternate accessible transportation services for students.

Notice of Temporary Service Disruption

In the event of a planned or unexpected disruption to services or facilities for students, staff, or visitors with disabilities, students, staff, and visitors will be notified. Notice of the temporary interruption will be placed on the School's website or another conspicuous location, and include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

Feedback

All documents relating to accessible customer service will be made available, upon request, in a format that takes into account the customer's disability needs.
Staff, students, and visitors may provide feedback about the accessibility of our goods, services and facilities by contacting Darlene Schewske, Head of School using one of the following methods:

Phone: 905-790-3838
Email: admin@rowntreemontessori.com
Mail: 3 Sunforest Drive, Brampton, ON L6Z 2Z2

The School will respond to feedback requests within 30 business days.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

The School reserves the right to change, modify or delete the provisions of this Policy without notice, subject to applicable legislation.

This document is publicly available. Accessible formats are available upon request.