

# OTTAWA CHRISTIAN SCHOOL

## AODA ACCESSIBLE CUSTOMER SERVICE POLICY

### Our Commitment

At Ottawa Christian School, we are committed to doing things in a Christian manner which includes providing excellent customer service to everyone who visits our school or attends our school functions, including people with disabilities.

This commitment means that we do our best to provide our goods and services to people with disabilities in a manner that respects their dignity and independence, while at the same time gives them the same opportunity to access our goods and services, and allows them to benefit from the same services, in the same place and in a similar way, as all other customers.

### Policies, Practices and Procedures

As part of this commitment, we have established various policies, practices and procedures for how our goods and services are provided to people with disabilities. These include the following areas:

#### **1. Assistive Devices**

We are committed at Ottawa Christian School to serving people with disabilities who use, or who may benefit from the use of, assistive devices; whether to access our goods or services, or for other reasons because of their disability. Our employees have been trained and are familiar with various types of assistive devices that may be used by customers with disabilities while accessing our goods and services. Presently at OCS these devices include:

Lift/Elevator

Front Door Activate Switch

Accessible washrooms

#### **2. Communication**

We recognize that people with disabilities may communicate differently because of their disability. We are committed at Ottawa Christian School to communicating with customers with disabilities in ways that take the nature of their disability into account.

### **3. Service Animals**

We welcome people with disabilities who use service animals. Service animals are allowed on any part of Ottawa Christian School's premises that are open to the public or other third parties (except where otherwise prohibited by law).

Most of the time, our employees will be able to easily identify whether an animal is being used as a service animal or not. In the rare situation when it is not readily apparent, our employees may ask for a letter from a physician or nurse confirming that the service animal is required for reasons relating to disability.

### **4. Support Persons**

We also welcome people with disabilities who are accompanied by support persons. Ottawa Christian School recognizes that some people with disabilities may have support people – e.g. paid professionals, volunteers, family members or friends – to help them with communication, mobility, personal care or medical needs, or with accessing our goods and services.

Support persons are allowed on any part of Ottawa Christian School's premises that are open to the public or other third parties. At no time will a person with a disability be prevented from having access to his/her support person while on such premises.

Ottawa Christian School does not charge any admission fees to school events that would apply to support persons.

### **Temporary Disruptions**

We recognize that people with disabilities often rely on certain facilities or services being available at Ottawa Christian School (e.g. accessible washrooms; lifts; disabled parking; etc.).

As part of our commitment to providing accessible customer service, we promptly notify customers whenever there is a temporary disruption – whether it is planned or unplanned – in such facilities or services. This notice includes the reason for the disruption, its anticipated duration, and any alternative facilities or services available.

More details about Ottawa Christian School's notice of temporary disruption process are posted on our webpage at [www.OCSchool.org](http://www.OCSchool.org).

### **Employees Training**

We are also committed to providing training to all employees, volunteers and others who deal with the public or other third parties on behalf of Ottawa Christian School. This same training is also provided to others at Ottawa Christian School who are

involved in establishing the policies, practices and procedures for how our goods and services are provided to people with disabilities.

This training includes:

An overview of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of its 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 any equipment or devices available at Ottawa Christian School or otherwise that may help provide our goods and services to people with disabilities; and

What to do if a person with a disability is having difficulty accessing our goods and services.

We strive to have this accessible customer service training provided to all employees within 30 days of being hired or transferred into an applicable position. After that, we provide updated training on an ongoing basis whenever changes are made to how our goods and services are provided to people with disabilities.

### **Feedback Process**

When it comes to providing accessible customer service, we will always try our best and will certainly learn from any mistakes. This is why we encourage and appreciate hearing about how we are doing – both good and bad.

Feedback may be provided in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise.

Feedback may be provided:

**By Mail to:** The Principal, Ottawa Christian School

255 Tartan Drive  
Ottawa, Ontario, Canada K2J 3T1

Telephone: 613-825-3000

Fax: 613-825-4008

Email: [p.triemstra@ocschool.org](mailto:p.triemstra@ocschool.org)

**In Person** to the School Principal at Ottawa Christian School.

More details about Ottawa Christian School's feedback process are posted on our accessibility webpage at [www.OCSchool.org](http://www.OCSchool.org).

### **Availability of Accessible Customer Service Documents**

When it comes to accessible customer service, we have no secrets. All of our Accessible Customer Service Documents are available to the public upon request, and we are happy to share them with you. Just ask!

More details about the availability of our Accessible Customer Service Documents are posted on our accessibility webpage at [www.OCSchool.org](http://www.OCSchool.org)