



Redeemer

CHRISTIAN HIGH SCHOOL

Our Commitment

Redeemer Christian High 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 events. We are committed to eliminating barriers for employees, students and visitors with disabilities and improving accessibility in a manner that respects their dignity, independence and integration.

Every reasonable effort will be made by REDEEMER to ensure that:

1. Persons with disabilities have equal access to services provided by REDEEMER;
2. Service is provided in a manner which respects the dignity and independence of persons with disabilities;
3. The provision of service to persons with disabilities is provided in the same manner as service is provided to other individuals unless an alternate approach is required to facilitate full access to the service;
4. Communications with an individual with a disability are conducted in a manner that fully takes into account the individual's disability;
5. Individuals who may require assistive devices (i.e. service animals, support persons etc.) in order to access REDEEMER's services may do so as necessary.

Definitions

Persons with Disabilities shall mean those individuals who are afflicted with a disability as defined under the Ontario Human Rights Code.

Disability is

1. 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;

2. A condition of mental impairment or a developmental disability;
3. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
4. A mental disorder, or
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Assistive device is an auxiliary aid, such as a technical aid, communication device, cognition aid (reading, listening, talking aids), personal mobility aid and medical aid (i.e. canes, crutches, wheelchairs, hearing aids etc.), that is used to increase, maintain, or improve the functional abilities of people with disabilities to access and benefit from the services offered by REDEEMER.

Barrier, as defined by the Ontarians with Disabilities Act, 2005, is anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, procedure, or a practice.

Service animal is an animal trained to assist people with disabilities in the activities of normal daily living, to enhance quality of life and mitigate their disabilities. The animal provides a variety of services, including but not limited to, guiding individuals with impaired vision; alerting individuals who are hearing impaired to sounds; providing companionship; pulling a wheelchair; alerting to seizures; opening/closing doors; or retrieving dropped items. A service animal may access all places open to the public when accompanying its human partner, as required by law (health and safety guidelines). Service animals may include dogs, cats, rabbits, etc.

Service equity is a process designed to result in consistent and fair quality of service to people who have been historically excluded from receiving equitable service, and in elimination of barriers to access of service.

Support person is a person designated to accompany a person with disabilities. Persons with disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public when accessing services provided by REDEEMER. If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. If there is confidential information to be disclosed, consent must be received from the person with the disability.

Service Disruption is a disruption in accessibility. In the event of a planned disruption to facilities, services or systems that are relied upon by persons with disabilities to access REDEEMER's services, notice of the disruption shall be provided in advance. Notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems, if any, that may be available.

Notice may be given by posting the information in a conspicuous place on REDEEMER's premises or on the website or such other method as is reasonable under the circumstances.

Information related to temporary disruption of local services (such as washrooms, elevators) will be available in person and by telephone. Staff located at the premises will provide verbal information about suspension of such services. If requested, and where available, a staff person will guide the person to the alternative service available.

In the event of an unexpected disruption, notice will be provided as soon as possible.

Employee Training

REDEEMER is committed to establishing, implementing and maintaining a program for training on how to provide customer service to people with disabilities.

REDEEMER shall ensure that the following positions will receive training about the provision of its services to persons with disabilities:

1. Employees, families, visitors and any other person who may interact with the public on behalf of REDEEMER.

The training shall include but not be limited to:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005
- The requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with persons 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;
- What to do if a person with a disability is experiencing difficulty in accessing REDEEMER's services.

Employees will be trained on an ongoing basis when changes are made to policies, practices and procedures dealing with the provision of services to the public and other third parties. New employees, including volunteers and students will receive training.

Feedback Process

REDEEMER will maintain a feedback process to enable members of the public to comment on the provision of services to persons with disabilities. Feedback for the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback shall be received in any form (i.e. in person, by telephone, in writing, fax, or in electronic format including email) and all such feedback will be logged for reporting purposes.

All feedback received shall be maintained in strict confidence and used solely to improve customer service. All feedback will be reviewed and forwarded to the Chief Operating Officer/Principal for follow-up.

REDEEMER is committed to improving accessibility for People with Disabilities and complying with the mandatory Customer Service Accessibility Plan addressed in Ontario Regulation 429/07 (“Customer Service Standard”) under the *Accessibility for Ontarians with Disabilities Act* (“AODA”).

REDEEMER encourages feedback on the way that it supports accessibility and inclusiveness in its workplace, and for the clients and visitors. In particular, REDEEMER invites input on how it can improve accessibility in providing goods or services to people with disabilities, so it can continually enhance its capabilities and support to the community. Those who wish to provide such feedback are encouraged to do so, in any of the following ways:

- In writing: Redeemer Christian High School 82 Colonnade Road, Ottawa, Ontario K2E 7L2
- By telephone: (613) 723-9262
- By delivering an email to info@rchs.on.ca
- By fax: (613)723-9321

All feedback will be directed to the Chief Operating Officer/Principal.

REDEEMER will provide timely responses to feedback submitted, whenever possible.

Availability of Accessible Customer Service Documents: REDEEMER shall prepare any additional documents describing its policies, practices and procedures as may be required and shall give a copy of such documents to any person upon request. Further, REDEEMER shall notify persons to whom it provides services that the documents required are available upon request. REDEEMER shall give the person the documents, or the information contained in the documents described above, in a format that takes into account the person’s disability.

Modifications to this or other policies: REDEEMER is committed to developing policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. REDEEMER will consider the modification or removal of any policies that do not respect and promote the dignity and independence of people with disabilities on an ongoing basis.

Responsibilities

REDEEMER will

- ensure compliance with the Accessibility Standards for Customer Service;
- include considerations for accessibility in annual planning processes;
- budgeting for accessibility requirements;
- communicate all policies, procedures and practices to staff, and work with relevant committees to develop policies, procedures and practices;
- identify and coordinate required training requirements;
- support staff attendance at required training;
- maintain training records;
- establish and maintain an ongoing training program to ensure all staff are trained in providing Accessible Customer Service as part of their orientation process;
- communicate, coordinate and/or provide service to a person with a disability regarding the use of, or who may use, a service animal, a support person or an assistive device;
- provide notification of service disruptions;
- provide all documentation in appropriate formats upon request by a person with a disability.