

ROBERT LAND ACADEMY

ACCESSIBLE CUSTOMER SERVICE PLAN

Policy Statement

Robert Land Academy (hereafter referred to as "the Academy") is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities accessing our goods and services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. If there is a fee for a support person to attend the premises, the Academy will ensure that notice is given in advance regarding the specific amount to be charged.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities typically used by customers with disabilities, the Academy will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Notice may be given by posting information at the premises, on the Academy website, voice messaging or any other reasonable alternative which best matches the needs.

Training

The Academy will provide training to employees, volunteers or others who deal with the public or other third parties on our behalf, and to decision makers who review this policy. Training will be provided to new staff as soon as reasonably possible after being hired.

Training will include:

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- the Academy's plan related to 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 a support person;
- how to use those assistive devices that may be provided by the Academy;
- what to do if a person with a disability is having difficulty accessing the Academy's goods and services.

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

Feedback Process

Customers who wish to provide feedback on the way the Academy provides goods and services to people with disabilities may do so in a variety of ways, including in person, by telephone, or in writing (email, hard copy, fax). All feedback will be forwarded to the Administration Officer for review. Feedback must include the name of the person providing the feedback and the person's contact information. All feedback, including complaints, will be referred to the Administration Officer. A response, if required, may be provided to the person providing the feedback either verbally or in writing, as appropriate.

Modifications to This or Other Policies

Any policy of the Academy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions About This Policy

Any questions about this policy may be forwarded to:

Administration Officer
Robert Land Academy
6727 South Chippawa Rd.
Wellandport, ON L0R 2J0
905-386-6203
Email Contact Form: www.rla.ca/contact

Reviewed: January 25, 2016

Revised: August 21, 2014