



BRANKSOME HALL

Accessibility at Branksome Hall

Our Commitment:

Branksome Hall is committed to providing services in a manner that, as much as reasonably possible, respects the dignity, independence, integration and equality of opportunity of all individuals, including those with disabilities. In our ongoing efforts to strive for accessibility, the school endorses the *Accessibility for Ontarians with Disabilities Act, 2005* and the regulations supporting this Act. We aim to ensure that people with disabilities are given the same opportunity as others to obtain and benefit from services offered by the school.

Communication

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

Service Animals

Service animals are allowed to enter premises with any person with a disability, except where animals are not allowed by law (for example, where food is being prepared). Where an animal is not allowed by law, alternative options will be explored to provide the service to the person with a disability. The animal must be under the care and control of the individual at all times. Where there is a risk to the health and safety of another person as a result of the presence of a service animal, consideration must be given to options available prior to the exclusion of a service animal.

Support Persons

Support persons are allowed to accompany any person with a disability in any area on school premises. If there is an admission fee payable as a result of the person's attendance at the premises, notice shall be given in advance about the amount, if any, payable by the support person.

Notice of Temporary Disruption

If there is a temporary disruption of facilities or services typically used by people with disabilities, notice of the disruption will be provided. Notice will include information about the reason for the disruption, the anticipated duration of the disruption, and a description of alternative facilities or services, if any are available.

Notice may be given by posting information at the premises and on the school website, and by recorded voice messaging on our telephone system, or any other reasonable alternative in the particular circumstances. It is expected that consideration will be given to those people with disabilities who will be most affected by the disruption, and steps will be taken to ensure that the information about the disruption will be communicated in a way that best matches these needs.

Customer Service Training

Branksome Hall will ensure that all persons to whom this policy applies receive the training required under the Act.

The training will include a review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of Regulation 429/07 and address the following matters:

- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal, or a support person;
- how to use equipment or devices available on school premises, if any, that may assist with the provision of services; and
- what to do if a person with a particular disability is having difficulty accessing school services.

Training must be provided to each person as soon as practicable after assignment of applicable duties. Ongoing training must also be provided in connection with any changes to the policies, practices and procedures relating to the provision of services to people with disabilities. Records of the training will be kept, including the dates on which the training is provided and the number of individuals to whom it was provided.

Feedback Process

Any person wishing to provide feedback to the school about the manner in which it provides service to people with disabilities may do in person, by telephone, in writing by e-mail, hard copy, fax, or by some other communication method. Should you have questions about this policy please contact Human Resources at Branksome Hall or e-mail hr@branksome.on.ca.

Upon receipt of a complaint, the matter will be reviewed by the Director or designate. A response will be provided to the person making the complaint, either verbally or in writing, as appropriate, concerning the complaint and any action that may have been taken as a result.