



ACCESSIBILITY AT MATTHEWS HALL

Providing Goods and Services to Persons with Disabilities

1. OUR COMMITMENT

Matthews Hall (the “School”) is committed to providing its services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other students.

2. PROVIDING SERVICES TO PERSONS WITH DISABILITIES

The School is committed to excellence in serving our community (students, teachers, administrators, parents, Board members, alumni and members of the public) including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

a. Communication

- We will communicate with persons with disabilities in ways that take into account their disability.
- We will train employees who communicate with our community on how to interact and communicate with people with various types of disabilities.

b. Telephone services

- We are committed to providing fully accessible telephone service to our community. We will train employees to communicate over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with our community by email or in person if telephone communication is not suitable to their communication needs or is not available.

c. Assistive devices

- We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by members of our community with disabilities while accessing our goods or services.

d. Billing

- We are committed to providing accessible invoices. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, or e-mail.
- We will answer any questions about the content of the invoice in person, by telephone or e-mail.

3. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the School's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

4. NOTICE OF TEMPORARY DISRUPTION

The School will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at public entrances and at reception on our premises.

5. TRAINING FOR STAFF

The School will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act (AODA), 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 persons with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing the School's goods and services
- The School's policies, practices and procedures relating to the customer service standard.

Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

6. FEEDBACK PROCESS

The ultimate goal of the School is to meet and surpass expectations while serving our community with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the School provides goods and services to persons with disabilities can be made by e-mail, verbally or formal feedback process. All feedback will be directed to the School's administration (see below). People providing feedback can expect to hear back within 5 business days.

7. MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing customer service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities.

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

8. QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

Ric Anderson
Head of School

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