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**Title of Policy:** Accessible Service Policy

**Date Approved:** December 2012

**Approved By:** Administration

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**Purpose:** The purpose of this policy is to outline Rockway Mennonite Collegiate's ("Rockway") commitment to meet the compliance requirements of *Ontario Regulation 429/07, Accessibility Standards for Customer Service* under the *Accessibility for Ontarians with Disabilities Act, 2005* and to articulate what people may expect from Rockway in regards to this effort.

**Scope:** This policy applies to every person who deals with members of the public or third parties on behalf of Rockway whether the person does so as an employee, agent, volunteer or otherwise.

**Policy:** As a Christian organization, Rockway believes that all persons, irrespective of disabilities or limitations, are equal before God and deserving of hospitality, dignity, respect, and to the extent possible, access to goods and services provided by Rockway. Rockway will ensure that practices and procedures related to accessibility are guided by the principles of independence, dignity, integration and equality of opportunity.

#### **Communication with Persons with Disabilities**

When communicating with a person with a disability, Rockway employees, volunteers, agents and other representatives will do so in a manner that takes into account the person's disability. Interactions dealing with accommodating persons with disabilities will be done with sensitivity and discretion.

#### **Notice of Disruption in Services**

In the event of a planned or unexpected service disruption, Rockway will take reasonable steps to report such disruption in a timely fashion through appropriate information channels. Such channels include, but are not limited to, the Rockway website, physical postings and/or communication via email or telephone to affected individuals. The notice will include:

- Time, date and location of the disruption;
- Information about the reason for the disruption;
- Anticipated duration of the disruption; and
- Descriptions of alternative facilities or services, if any.

#### **Assistive Devices**

Personal assistive devices are permitted in all Rockway facilities. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure access of Rockway services.

#### **Service Animals**

Persons with a disability who are accompanied by a service animal are allowed on the parts of Rockway's premises that are open to the public. Where a service animal is excluded by law, the reason

why the animal is excluded shall be explained to the person with a disability. In such instances, Rockway will ensure that alternate means are available within reasonable time and location to provide persons with a disability access as necessary.

There may be circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter a premises accompanied by a service animal needs to be considered. An example of such a situation may include where a person is allergic to animals and adversely affected if they are in close proximity to a service animal. If deemed necessary, a risk assessment will be conducted by a Rockway employee. The risk assessment will include identifying the risks inherent with the service animal being in the area of concern and identify alternate measures available to enable the person with a disability to access the area. In so doing, a Rockway employee may ask a person with a service animal to provide verification of the animal's duty. Rockway will work together with the persons involved to try to find a solution that meets the needs of both individuals.

The control, safety and, wherever possible, clean up of the service animal is the responsibility of the person with a disability.

### **Support Persons**

Rockway welcomes constituents who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them in order to assist in accessing goods or services and/or for the purpose of providing support with mobility, personal assistance and/or communication. At no time shall 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 Rockway's premises.

Individuals who are accompanied by a support person are encouraged to inform relevant Rockway persons of their participation. If there is confidential information to be disclosed to the person with a disability, it is the responsibility of the person with a disability to instruct the support person to be present or absent during the disclosure of confidential information.

Support persons shall be permitted entry to all Rockway facilities that are open to the public. Where there are admission fees for an event organized by Rockway, prior notice will be provided by Rockway for any admission fees applicable to support persons who accompany persons with disabilities. Where a registration process takes place for a particular activity, the support person may be required to register. The support person may, at the sole discretion of Rockway, be charged a fee for direct costs including, but not limited to, food, lodging, and transportation.

### **Training**

Rockway will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to every person involved in the development of policies, practices and procedures regarding the provision of Rockway's goods and services. Training shall include as follows:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 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 people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the equipment or devices that are available at Rockway or that Rockway provides that may help persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing Rockway's goods and services; and
- Rockway's policies, procedures and practices pertaining to providing accessible service to those with disabilities.

Rockway will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or other representatives who deal with the public or act on Rockway's behalf. Ongoing training will be provided in the event of changes to legislation, procedures and/or practices.

Rockway shall keep a record of training that includes the dates training was provided and the number of employees, volunteers, agents and/or other representatives who have completed the training.

### **Feedback**

Feedback about the delivery of services to persons with disabilities is welcomed and appreciated as it may identify areas that require change and assists in continuous service improvement. Such feedback may be by telephone, in person, in writing or by email. Privacy will be respected and Rockway will make best efforts to provide a response in the same format in which the feedback was received. Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. In such instances, Rockway will endeavour to respond within five business days.

Feedback may be provided directly to:

Business Manager  
110 Doon Road  
Kitchener ON N2G 3C8

Tel: 519-743-5209

Fax: 519-743-5935

Email: [accessibility@rockway.ca](mailto:accessibility@rockway.ca)