

TMS SCHOOL

Accessible Customer Service Policy

Policy Statement

TMS School (TMS) is committed to providing accessible customer service to people with disabilities, consistent with the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario Regulation 429/07 – Accessibility Standard for Customer Service.

Provision of Services

The provision of a high quality experience is an important hallmark of TMS School. To this end, TMS will ensure that all reasonable efforts will be made to ensure that:

- Services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The services provided to persons with disabilities are integrated with the provision to others unless an alternate measure is necessary to allow a person with a disability to benefit from the service. The alternative measure may be temporary or permanent;
- Communication with a person with a disability is conducted in a manner that takes into account his or her disability;
- People with disabilities may use assistive devices, service animals, and support persons as is necessary to access TMS services. If a service animal is excluded either by law or by reasonable safety concerns from an area, other measures will be made available for the person with a disability to access the services.

Assistive Devices - An assistive device is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities. Persons with disabilities may use assistive devices as required in accessing services provided by TMS, unless otherwise prohibited by law.

Support Persons - In this policy, a support person means another person who accompanies a person with disability, to help him or her with communication, mobility, personal care, medical needs, or with access to services.

- Persons with disabilities are allowed to be accompanied by their support person when accessing services provided by TMS
- Support persons are required to undergo a vulnerable sector screening check if such a check would be applicable to other persons in similar circumstances

- A fee may be charged for the support person, but only to the extent of incremental costs incurred by TMS for the support person. When applicable, advance notice of the fee will be made available if possible
- TMS may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or of others on the premises. This will only occur after consultation with the person with a disability, and/or their parent/guardian, and when it is the only reasonable means to allow the person with a disability to access TMS services.

Service Animals - In this policy, an animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse practitioner confirming that the person requires the animal for reasons relating to the disability.

- Persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them when accessing services provided by TMS. Exceptions are where the service animal is either prohibited by law or excluded due to reasonable safety concerns.
- In the event that a service animal is prohibited from an area, where possible, TMS will ensure that other measures are available to enable the person with a disability to obtain, use, or benefit from TMS services
- It is the responsibility of the person using the service animal to ensure that the service animal is kept in control at all times.

Service Disruptions

In the event of a planned service disruption to facilities, services, or systems that are relied on by people with disabilities to access TMS services, notice of the disruption shall be provided in advance.

Notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities, services, or systems that may be available.

Notice may be given by posting the information in a conspicuous place on the premises, and/or by posting on the TMS website or by such other method as is reasonable under the circumstances.

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

Training

As required by Ontario Regulation 429/07, the following individuals will receive training on a number of topics as outlined in the regulation:

- Staff, volunteers, agents/contractors and any other individuals who participate in the development of TMS policies, practices, and procedures governing the provision of services; and,
- Staff, volunteers, agents/contractors and any other individuals who interact with TMS families, the public, or other third parties on behalf of TMS.

The amount and format of training will depend on the person's interactions with TMS families and the public.

Training will include the following topics:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of Ontario Regulation 429/07;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device, service animal or a support person;
- How to use the equipment or assistive devices available at TMS premises;
- What action to take if a person with a disability is having difficulty accessing TMS services; and
- TMS policies, practices, and procedures governing the provision of services to people with disabilities.

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to TMS policies, procedures, and practices governing the provision of services to persons with disabilities.

As required by Ontario Regulation 429/07, TMS will keep records of the training provided.

Feedback Process

TMS shall create and maintain a feedback process so that members of the TMS community and the public are able to comment on the provision of services to people with disabilities.

The feedback process shall allow for comments in person, by telephone, in writing or by e-mail, or by other reasonable method.

The feedback process shall specify the actions that will be taken by TMS if complaints or suggestions are received.