

**JOHN KNOX CHRISTIAN SCHOOL**  
**Accessibility Standards Policy**

**Part I – GENERAL STATEMENTS**

**OUR COMMITMENT**

John Knox Christian School (JKCS) is committed to providing education and doing things in a Christian manner which includes providing a quality facility and excellent services for everyone that visits our school, including people with disabilities.

This commitment means doing our best to provide access to all services to people with disabilities in a manner that respects their dignity and independence, and in a manner that allows them to benefit in a similar way as all other students, parents/guardians, our staff and the public, free from barriers and biases.

**DEFINITIONS:**

Disability

The definition of disability under the Accessibility for Ontarians with Disabilities Act, 2005 is the same as the definition of disability in the Ontario Human Rights Code. This definition is adopted herein. For clarity, the definition of disability that applies to the JKCS customer service standard is:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- b) A condition of mental impairment or a developmental disability.
- c) A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- d) A mental disorder.
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature, the effects of which may come and go.

### Support Person

Any person (whether a paid professional, volunteer, family member or friend) who accompanies a person with a disability to provide services or assistance with communication, mobility, personal care or medical needs, or with access to services.

A support person is distinct from an employee who supports a student at JKCS.

### Assistive Devices

Any device that people bring with them or that is already on the premises and is used to assist people with disabilities in carrying out activities or in accessing JKCS goods and services. Such devices include, but are not limited to, communication, cognitive, personal mobility or medical aids such as wheelchairs, walkers, canes used by people who are blind or have low vision, note taking devices, portable magnifiers, recording machines, assistive learning devices, personal oxygen tanks and devices for grasping.

### Service Animal

Any animal that is specifically trained to assist a person with a disability, where it is either readily apparent that the animal is used by the person for reasons relating to his/her disability (e.g. a hearing dog wearing a harness), or the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. For greater certainty, a service animal includes a dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Person's Rights' Act* to act as a guide dog for people who are blind.

### Temporary Disruption

Any planned or unplanned disruption in the facilities or services of JKCS that are usually used by people with disabilities to access its goods and services.

## **SUMMARY OF POLICIES, PRACTICES AND PROCEDURES**

As part of our commitment, we have established various policies, practices and procedures to define how our services are provided to people with disabilities. These include the following areas:

1. Assistive devices

At JKCS, we are committed to serving people with disabilities who use, or who may benefit from the use of assistive devices, whether to access our services, or for other reasons because of their disability. Our employees have been trained and are familiar with various types of assistive devices that may be used by customers with disabilities while accessing our services.

Our employees have also been trained on how to use the following assistive devices available for our customers

- EpiPen (as provided to JKCS by the user)

## 2. Communication

We recognize that people with disabilities may communicate differently because of their disability. Here at JKCS, we are committed to communicating with students, parents/guardians, visitors and users of our services who have, or may have, disabilities in ways that take the nature of their disability into account.

## 3. Service Animals

We welcome people with disabilities who use service animals. Service animals are allowed on any part of JKCS' premises that are open to the public. Most of the time, our employees and/or representatives will be able to easily identify whether an animal is being used as a service animal or not. In the rare situation, when it is not readily apparent, our employees and/or representatives may ask for clarification confirming that the service animal is required for reasons related to disability.

## 4. Support Persons

We also welcome people with disabilities who are accompanied by support persons. JKCS recognizes that some people with disabilities may have support people, e.g. paid professionals, volunteers, family members or friends, to help them with communication, mobility, personal care or medical needs, or with accessing our goods and services.

Support persons are allowed on any part of JKCS's premises that are open to the public. At no time will a person with a disability be prevented from having access to his/her support person while on such premises.

JKCS does not charge additional fees to support workers who are attending with a disabled person at one of our workshops or other events.

## Temporary Disruptions

We recognize that people with disabilities often rely on certain facilities or services being available at JKCS; such as our accessible washroom, accessible entrance, etc.

As part of our commitment to providing accessible customer service, we will promptly notify customers whenever there is a temporary disruption, whether it is planned or unplanned, in such facilities or services. This notice will include the reason for the disruption, its anticipated duration, and a description of any alternative facilities or services available.

Notices of disruption, if any, as set out above, will be posted at our facility and on our website at [www.jkcs-oakville.org](http://www.jkcs-oakville.org).

## Employee Training

We are also committed to providing training to our employees and representatives who are expected to, from time to time, act on behalf of JKCS, including, but not limited to, teachers, administrative staff and members of the Board of Representatives. This same training is also provided to others at JKCS who are involved in establishing the policies, practices and procedures for how our goods and services are provided to people with disabilities.

This training includes:

- a) An overview of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the requirements of its Customer Service Standard.
- b) A review of this Policy and JKCS' plan related to accessibility standards for customer service.
- c) How to interact and communicate with people with various types of disabilities.
- d) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
- e) How to use any equipment or devices available at JKCS or otherwise that may help provide our goods and services to people with disabilities.
- f) What to do if a person with a disability is having difficulty accessing our goods and services.

We strive to have this accessible customer service training provided to all employees, representatives, members of the Board of Representatives and volunteers within a reasonable period of time after being hired and/or appointed. After that, we provide updated training on an ongoing basis whenever changes are made to how our services are provided to people with disabilities.

All employees will receive a copy of this Policy and have a copy included in the Teacher's Manual of JKCS.

A record will be kept in the offices of JKCS of the dates of any and all training in regards to the Accessibility Standards for Customer Service, and the dates upon which employees, representatives, members of the Board of Representatives and volunteers received their training.

### **General Tips for Providing Accessible Service**

Keep this overall service **P.A.C.T.T.**:

**P**ay calm, individual attention to the other person.

- Avoid making assumptions about a person's capabilities.
- Adjust posture or sit down as needed for face-to-face service.

**A**sk "How may I help?"

- Usually, a person with a disability knows what works best for him or her.
- Before ending your interaction, ask "Does this information answer your question?"

**C**ommunicate clearly and patiently to ensure shared understanding.

- Allow the person to finish what he/she is saying without interruption.
- Provide one piece of information at a time; repeat or rephrase as necessary.
- As needed, ask if another method of communicating would be easier – e.g. always have a pen and paper available.

**T**reat the other person with respect.

- Focus on the person as a unique individual.
- Pay attention to his or her dignity, independence, sense of integration and equality.

**T**ry to see the world in terms of accessibility.

- Take into account the ways persons with disability experience your services.
- Know the location of nearby ramps, elevators, automatic doors, accessible washrooms, etc.

### **Modification of this or other Policies**

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

## **PART II – ASSISTIVE DEVICES, SERVICES AND ALTERNATE SERVICE METHODS**

### **PURPOSE**

JKCS is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from JKCS services and programs while being sensitive to an individual's needs and allowing them to maintain their independence and dignity. The purpose of this procedure is to provide guidelines regarding the use and availability of assistive devices, services and alternative service methods when accessing our services and programs in order to allow those with disabilities to access our goods, services and programs in a manner that is integrated with our students, parents/guardians, staff and users, unless an alternative measure is necessary. All students, parents/guardians, staff and members of the public will receive the same level of service, but not the exact same service.

### **PROCEDURE**

#### **Use of Personal Assistive Devices**

JKCS allows people with disabilities to use their personal assistive devices to access its facilities, services and programs. JKCS representatives will consult with the Principal or Vice-Principal when they are uncertain about the use of assistive devices.

There may be circumstances, however, where the use of a personal assistive device may be prohibited by law or may be determined by JKCS to pose a significant safety risk to the person with a disability or others. In those circumstances, JKCS will offer assistive services and/or alternate service methods in consultation with the individual.

#### **Inventory of Assistive Devices, Assistive Services and Alternate Service Methods**

At present, JKCS does not have any assistive devices available. As it becomes clear which assistive devices are required at JKCS, they will be provided by JKCS staff, in consultation with the person with a disability, wherever possible.

#### **Providing Access to Assistive Devices, Assistive Service and Alternate Service Methods**

All JKCS employees and/or representatives will be trained on the use of equipment or assistive devices as they are purchased or obtained by JKCS for use on the school premises.

## **PART III – SUPPORT PERSONS**

### **PURPOSE**

JKCS is committed to serving people with disabilities who are accompanied by a support person. The purpose of this procedure is to provide guidelines regarding the provision of JKCS services and programs for people with disabilities when they are accompanied by a support person.

## **PROCEDURE**

### **Identifying Support Persons**

A support person may be a personal support worker, volunteer, friend, or family member hired or chosen to accompany a person with a disability. He or she may help a person with a disability with communicating, mobility, personal care or medical needs, or with access to services and programs.

In some situations, it may not be clear which person is the support person. A person with a disability might not introduce his/her support person. To determine who is the support person, JKCS employees and/or representatives should take the lead from the person who is requesting the services or ask. When it is determined who is the individual seeking to access the services or program (as opposed to the support person), a JKCS Representative should speak directly to that individual, not to the support person.

### **Areas Open to Support Persons**

A person with a disability and his/her support person are permitted to enter those areas of JKCS' premises that are open to the public. Unless otherwise requested by the person with a disability, the support person will be permitted to remain with the person with the disability throughout the entire duration of the time he/she is accessing JKCS services and/or programs.

### **Confidential Information**

When a JKCS representative must discuss confidential information with a person with a disability who is accompanied by a support person, the JKCS employee and/or representative will ask the person with a disability whether they wish for the support person to remain present. If the person with a disability chooses not to have the support person present, the JKCS employee and/or representative will offer a close, comfortable location where the support person can wait.

### **Lack of Adequate Space**

If there is not adequate space for both the person with a disability and his/her support person to be present while accessing JKCS' services and/or programs, the JKCS employee and/or representative will arrange for an alternate location with adequate space. If an alternate location is not available, the JKCS employee and/or representative will:

- Make a reasonable effort to accommodate both the person with a disability and the support person within the available space.
- If reasonable, offer a close, comfortable location where the support person can wait, preferably where the person with a disability and his/her support person can remain within sight of each other.

### **Appropriate Behaviour**

Support persons are required to adhere to the same rules, and demonstrate appropriate behaviour, as are all other persons accessing JKCS services and programs.

### **Admission Fees for Support Persons**

JKCS will not charge any fees for support people to access events for which a registration fee has been set.

### **When a Support Person is Required**

JKCS may require a support person to accompany a person with a disability on its property and premises, if the support person is necessary to protect the health or safety of others, on such property.

## **PART IV – SERVICE ANIMALS**

### **PURPOSE**

JKCS is committed to serving people with disabilities who use service animals. The purpose of this procedure is to provide guidelines regarding the use of service animals by people with disabilities when accessing JKCS goods and services.

### **PROCEDURE**

#### **Identifying Service Animals**

Service animals are typically recognized by a harness or a sign. If it is not readily apparent that the animal is used by the person for reasons related to his/her disability, a JKCS representative may request that the person with the disability provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Examples of service animals include, but are not limited to:

- A guide dog;
- Hearing alert animals;
- Animals trained to alert persons to oncoming seizures; and
- Animals trained to assist people with autism, mental health disabilities, physical disabilities and other disabilities.

#### **Service Animals are Not Pets**

Service animals are working animals. They are not considered pets. For this reason, they are not to be treated like a pet. When a person with a service animal is attempting to access JKCS services, a JKCS representative should not:

- Touch the service animal;
- Make eye contact with the service animal;
- Talk to the service animal;
- Attempt to feed the service animal; or
- Give the service animal any form of attention.

The person with the service animal will be responsible for maintaining the care and control of the animal at all times while accessing JKCS services. This includes keeping control of the animal while present on the property, and cleaning any messes created by the service animal on JKCS property.

#### **Areas Open to Service Animals**

Service animals may enter those areas of JKCS property that are open to the public.

#### **Areas Closed to Service Animals**

Service animals may not enter any areas of JKCS premises that are designated as private work spaces.

#### **Allergies & Service Animals**

It is the duty of JKCS to provide the greatest amount of accommodation for the person with the service animal; however, this should not be at the expense of another person. In all situations where a person announces that he/she is allergic to a service animal, JKCS representatives should discuss the situation with the affected person(s) and make every effort to meet the needs of all parties.

If a JKCS representative is allergic to a service animal, the representative will:

- Seek an alternate qualified JKCS representative to provide the goods or services to the person with the service animal;
- Seek a reasonable alternate location to provide the goods or services to the person with the service animal; or
- If an alternate qualified JKCS representative is not reasonably available and if the person is willing to be separated from the animal, offer a safe location where the animal can wait and offer assistance to the person while separated from the service animal. For example, a person with vision loss might need someone to guide him/her.

If a member of the public or a third party is allergic to a service animal, the JKCS representative will seek an alternate location to provide the goods or services to the person with the service animal, or invite the person with the allergy to wait in a different location until the person with the service animal has vacated the area of service. If being relocated to an alternate location would provide greater accommodation for the person with the service animal, the JKCS representative will invite the person with the service animal to relocate. If a person has to remove him/herself from a waiting area due to an allergic reaction, the JKCS representative will make reasonable efforts to ensure that he/she does not lose his/her place in the sequence.

## **PART V – TEMPORARY DISRUPTIONS**

### **PURPOSE**

JKCS recognizes that people with disabilities may use particular facilities or services of JKCS in order to access its services and, as such, JKCS is committed to providing notice of temporary disruptions in those facilities and services. The purpose of this procedure is to provide steps to be taken in connection with providing notice of such temporary disruption.

### **PROCEDURE**

1. JKCS will provide notice of any actual or anticipated future temporary disruption in its facilities and services. Such notice will include the following information:
  - a. Reason for the temporary disruption;
  - b. Anticipated duration of the temporary disruption;
  - c. Description of alternate facilities or services, if available; and
  - d. Contact information.
2. In the case of an unplanned temporary disruption, the notice (See Appendix II) will be posted at no less than one conspicuous place at the physical location of the temporary disruption as soon as practical. Depending on the duration of the temporary disruption, JKCS may also post the notice to its accessibility link on our webpage [www.jkcs-oakville.org](http://www.jkcs-oakville.org)



3. In the case of a planned temporary disruption, JKCS will post the notice (See Appendix II) prior to the temporary disruption at no less than one conspicuous place at the physical location of the temporary disruption, on its accessibility link on our webpage ([www.jkcs-oakville.org](http://www.jkcs-oakville.org)) and, if appropriate, advertise the temporary disruption with local media outlets. The notice will be posted with sufficient time to inform customers of the temporary disruption.
4. Depending upon the type and duration of temporary disruption, JKCS may elect to also provide information about the temporary disruption on its voicemail system, and/or contact any persons with disabilities known to JKCS who are likely to be detrimentally affected by that specific temporary disruption.

## **PART VI – AVAILABILITY OF “ACCESSIBLE CUSTOMER SERVICE FOR THOSE WITH DISABILITIES” DOCUMENTS**

### **PURPOSE**

JKCS is committed to making all documents required under the *Accessibility for Ontarians with Disabilities Act, 2005* Customer Service Standards available to the public upon request. The purpose of this procedure is to set out how JKCS will notify persons to whom it provides services about the existence of such documents, as well as the manner and format by which such documents will be made available to them.

### **PROCEDURE**

#### **Documents Available in Accessible Formats**

JKCS will ensure that the policies, procedures, and appendices in this document are available in accessible formats, upon request.

#### **Accessible Formats**

When providing any of the “*Accessible Customer Service for those with Disabilities*” documents to a person with a disability, JKCS will provide the document, or the information contained therein, in a format that takes into account the person’s disability.

#### **Providing Notice of Availability of Accessibility Documents**

JKCS will notify the public and other third parties about the availability of the “*Accessible Customer Service for those with Disabilities*” documents by posting this information on its accessibility link on our webpage [www.jkcs-oakville.org](http://www.jkcs-oakville.org)

Such notice will:

- Indicate that these documents are available in accessible formats;
- Provide a link to an electronic, plain-text version of these documents; and
- Explain how to request alternate accessible formats of these documents.

JKCS will also place a general notice in a conspicuous location(s) in its premises regarding the availability of the “*Accessible Customer Service for those with Disabilities*” documents.

### **Requests for “Accessible Customer Service for those with Disabilities” Documents**

Request for copies of the “Accessible Customer Service for those with Disabilities” documents may be made in person, by telephone, in writing, or by delivering an electronic text by email or online, or by facsimile, directed to the attention of the JKCS Principal. When such request is received, JKCS will:

- Ask the person making the request if he/she required the requested document in an alternate format because of his/her disability and, if so, ask the person’s preferred format;
- If the requested document:
  - a) can be readily produced in the requested alternate format, provide the person with the document as soon as practical, confirming that the alternate format is acceptable; or
  - b) cannot be readily produced in the requested alternate format, the JKCS Principal will consult with the person making the request to determine a different alternate format that is acceptable. When the person receives the document, the Principal will confirm that the alternate format is acceptable to that person.

The Principal will make every reasonable effort to ensure requests for alternate accessible formats of “Accessible Customer Service for those with Disabilities” documents do not take significantly longer than requests for the same documents in standard print.

## **PART VII – FEEDBACK PROCESS**

### **PURPOSE**

JKCS is committed to meeting and surpassing expectations while serving members of the school and the broader community, including persons with disabilities, and, as such, comments on the manner in which JKCS provides its services to people with disabilities are encouraged and appreciated. The purpose of this procedure is to set out the process established by JKCS to obtain such feedback.

### **PROCEDURE**

The following process has been established for receiving and responding to feedback about the manner in which JKCS provides services to people with disabilities, and how JKCS makes information about that process readily available to the public.

1. People may provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise.
2. People providing such feedback are strongly encouraged to provide as much information as possible to JKCS about the event/concern, including where the event/concern took place, so that it can be readily identified by the Principal. Such information may include dates, times, names, contact information, a description of the event/concern, etc.
3. Feedback may be provided:

**By Mail** to: John Knox Christian School  
2232 Sheridan Garden Drive, Oakville, ON L6J 7T1  
Telephone: 905-829-8048 x 222  
Fax: 905-829-8056  
Attention: Principal  
Email: [gpetrusma@jkcs-oakville.org](mailto:gpetrusma@jkcs-oakville.org)

**In Person** to: John Knox Christian School, Principal

More details about JKCS feedback process are posted on our accessibility link on our webpage at [www.jkcs-oakville.org](http://www.jkcs-oakville.org)

or in person the Principal or Vice-Principal at JKCS. All feedback received will be promptly forwarded to the Principal for review and reporting purposes.

4. Where possible, feedback will be addressed immediately. Some feedback may, however, require more time to address and may need to be reviewed before action is taken. Specifically, where the feedback is considered to be a complaint about how JKCS provides services to people with disabilities, such complaints will be addressed in a proper and timely manner, subject to, and in accordance with JKCS complaint management procedures then in effect.
5. An answer to the feedback is not always practical or possible. However, depending on the situation, the Principal may deem it appropriate to respond to the person providing the feedback. Should a response be deemed appropriate and should the person providing the feedback have chosen to supply his/her contact information, that person may expect a response within a reasonable timeframe (e.g. generally no more than 21 days).
6. JKCS will respond in the same format in which the feedback was received whenever reasonably possible, unless the feedback requests otherwise.
7. JKCS will make this feedback process readily available to the public by, among other things, posting information about this feedback process on the JKCS accessibility link on our webpage at [www.jkcs-oakville.org](http://www.jkcs-oakville.org) and providing a copy of this document to any person who requests such information.

## APPENDIX I - NOTICE OF ACCESSIBLE CUSTOMER SERVICE FOR THOSE WITH DISABILITIES



### ACCESSIBLE CUSTOMER SERVICE FOR THOSE WITH DISABILITIES

At John Knox Christian School, we are committed to doing things the right way – and that includes providing excellent customer service to everyone, including people with disabilities.

To learn more about our commitment to accessible customer service:

- Ask any of our employees;
- Visit our accessibility link at our webpage at [www.jkcs-oakville.org](http://www.jkcs-oakville.org); or
- Request a copy of any of our “*Accessible Customer Service for those with Disabilities*” documents (i.e. training policy; training records; notification of temporary disruption process; feedback process; policies, practices and procedures for providing our services to people with disabilities, including those relating to assistive devices, communication, service animals and support persons).

To help us improve accessible customer service, we appreciate your feedback. Speak to our Principal or Vice-Principal or visit our accessibility link on our webpage at [www.jkcs-oakville.org](http://www.jkcs-oakville.org) for details of our feedback process.

APPENDIX II - NOTICE OF TEMPORARY DISRUPTION



**NOTICE OF TEMPORARY DISRUPTION**

Facility / Service: \_\_\_\_\_

Reason for the Disruption: \_\_\_\_\_

Anticipated Duration: \_\_\_\_\_

Alternatives Available: \_\_\_\_\_

We appreciate your understanding, and regret any inconvenience that this temporary disruption may cause.

If you have any questions or concerns, please call 905-829-8048