

Maranatha Christian Academy Accessibility Policy

Our Commitment

At Maranatha Christian Academy, we are committed to doing things in a Christian manner which includes providing excellent customer service to everyone who visits our school or attends our school functions, including those with disabilities.

This commitment means that we do our best to provide our goods and services to people with disabilities in a manner that respects their dignity and independence, while at the same time gives them the same opportunity to access our goods and services, and allows them to benefit from the same services, in the same place and in a similar way, as all other customers.

Policies, Practices, and Procedures

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

1. Assistive Devices

We are committed at MCA to serving people with disabilities who use, or who may benefit for the use of, assistive devices; whether to access our goods or 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 goods and services.

2. Communication

We recognize that people with disabilities may communicate differently because of their disability. We are committed at MCA to communicating with customers with 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 MCA's premises that are open to the public or other third parties (except where otherwise prohibited by law).

Most of the time, our employees 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 may ask for a letter from a physician or nurse confirming that the service animal is required for reasons related to the disability.

4. Support Persons

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

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

MCA does not charge any admission fees to school events that would apply to support persons.

Temporary Disruptions

We recognize that people with disabilities often rely on certain facilities or services being available (disable parking). 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 includes the reason for the disruption, its anticipated duration, and any alternative facilities or services available.

Employees Training

We are also committed to providing training to all employees, volunteers and others who deal with the public or other third parties on behalf of MCA. The same training is also provided to others at MCA who are involved in establishing the policies, practices and procedures for how our goods and services are provided to people with disabilities.

The training includes:

- An overview of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of its 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 support person;
- How to use equipment of devices available as MCA or otherwise that may help provide our goods and services to people with disabilities, and;
- 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 within 30 days of being hired. After that, we provide updated training on an ongoing basis whenever changes are made to how our goods and services are provided to people with disabilities.

Feedback Process

When it comes to providing accessible customer service, we will always try our best and will certainly learn from any mistakes. This is why we encourage and appreciate hearing about how we are doing – both good and bad.

Feedback may be provided in person, by telephone or in writing.

Feedback may be provided:

By Mail to: The Principal, Maranatha Christian Academy
 939 Northwood Street
 Windsor, Ontario
 N9E 1A2
By Phone to: 519 966 7424

Availability of Accessibility Document

Our Accessibility Document is available to the public upon request.

AODA Training –

Viewed OACS power point presentation on AODA followed by questions and answers.

Name

Signature