



ACCESSIBLE CUSTOMER SERVICE FOR THOSE WITH DISABILITIES

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OUR COMMITMENT

At Smithville Christian High School, we are committed to doing things in a Christian manner. This includes providing excellent service to everyone who visits our office or attends our organizational events, including people 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 others.

Temporary Disruptions

We recognize that people with disabilities often rely on certain facilities or services being available at Smithville Christian High School such as our accessible washroom, elevator, accessible entrances, etc.

As part of our commitment to providing accessible service, we will promptly notify those who might be affected 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 any alternative facilities or services available.

There are no temporary disruptions at this time.

(Read more about our temporary disruption policy, below.)

TEMPORARY DISRUPTIONS

PURPOSE

Smithville Christian High School recognizes that people with disabilities may use particular facilities or services of Smithville Christian High School in order to access its goods and services and, as such, Smithville Christian High School 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.

SCOPE

This procedure applies to every person interacting with members of the public or other third parties on behalf of Smithville Christian High School, whether an employee, a board member or third party contracted by Smithville Christian High School.

PROCEDURE

1. Smithville Christian High School 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.

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 practicable.

2. In the case of a planned temporary disruption, Smithville Christian High School 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 and, if appropriate, advertise the temporary disruption with local media outlets. The notice will be posted with sufficient time to inform those affected of the temporary disruption.
3. Depending upon the type and duration of temporary disruption, Smithville Christian High School may elect to also provide information about the temporary disruption on its voicemail system, and/or contact any persons with disabilities known to Smithville Christian High School who are likely to be detrimentally affected by that specific temporary disruption.

APPENDIX II – NOTICE OF TEMPORARY DISRUPTION

SMITHVILLE CHRISTIAN HIGH SCHOOL

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 905-957-3255
or email us at office@smithvillechristian.ca**