



Accessibility for Ontarians with Disabilities Act, 2005

Glenburnie School promotes a caring and inclusive environment where it is important that services and facilities are available to all students, staff and members of the public, including those with disabilities.

Disabilities can take many forms. They may be permanent or temporary; developmental or physical; severe or mild; for the young or the old; or any combination of disabilities. A person can be born with a disability or someone could become injured resulting in a temporary or permanent disability. Some disabilities are visible and many are non-visible.

Chances are either you or someone in your family, someone you work with or one of your friends has some sort of disability. Every one of us is touched by accessibility or will be at some point in our lives. Approximately 1.85 million people in Ontario have disabilities.

The *Accessibility for Ontarians with Disabilities Act, 2005* AODA sets out the roadmap to make Ontario accessible by 2025. Under this act, accessibility standards are being developed and implemented to break down barriers in key areas of everyday life. These standards will increase accessibility for people with disabilities in the areas of customer

At Glenburnie School, we are committed to excellence in serving all customers including people with disabilities. Glenburnie School will strive to improve accessibility through identifying, removing and preventing barriers, working together within our school in key areas of customer service, employment, communications and information, and the built environment.

Each member of staff is required to complete the On-line training for Accessible Customer Service Requirements and Glenburnie will ensure that all members of our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will communicate with people with disabilities in ways that take into account their disability.

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this will be clearly listed and posted on our website and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will also be placed at all locations.

Customers who wish to provide feedback on the way Glenburnie School provides services to people with disabilities can by way of on-line submission. All feedback will be directed to the Principal at hresources@glenburnieschool.com. Customers can expect to hear back in 3 business days.



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Future Plans

January 2012 – June 2012

- Research regarding Wheelchair Accessibility
- Website available in large font

Report on Achievements

- on-line customer services training for all members of staff



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Customer Survey/Feedback

We welcome your comments and inquiries. Please take a few moments to assist to achieve a higher level of customer satisfaction. If you would like a response to your comments, please provide your contact information in the area provided at the end of the survey.

1. Please tell us the date and time of your visit to Glenburnie School		
2. What was the purpose of your visit? Please check.	Tour	<input type="checkbox"/>
	Assessment	<input type="checkbox"/>
	In-school production	<input type="checkbox"/>
	Community Event	<input type="checkbox"/>
	Other – please specify	<input type="checkbox"/>
3. How satisfied were you with the customer service you received?	Very satisfied	<input type="checkbox"/>
	Satisfied	<input type="checkbox"/>
	Dissatisfied	<input type="checkbox"/>
	Very Dissatisfied	<input type="checkbox"/>
4. Was our customer service provided to you in an accessible manner?	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
Suggestion to improve our service/additional comments		
Would you like a representative to follow-up with you regarding your feedback? Yes/No		
If yes, please fill out your email address:		
<i>Thank you for your input!</i>		