



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Holy Name of Mary College School is committed to excellence in serving all customers, including people with disabilities.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

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

Service Animals

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.

Support Persons

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

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Holy Name of Mary College School will notify customers promptly. This clearly posted notice 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 be placed at various locations throughout the school.

Training for Staff

Holy Name of Mary College School will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf. This training will be provided to staff within the first three months after hiring.

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