

# **Accessibility Ontario Compliance November 2012**

## **Customer Service Standard**

**Mentor College and TEAM School are compliant with the Customer Service Standard. We allow wheelchairs, walkers, oxygen tanks, service animals and support persons to assist our students, employees, parents and guests. Our office staff members and principals are aware of any members of the school community who might require special communication methods. They are also aware of any limitations that someone with accessibility issues may have in our buildings or on our property and communicate these with anyone who asks.**

**Persons wishing to comment on our customer service accessibility are directed to a member of the administrative team (principals and director).**

**The above information is available on the school's websites [www.mentorcollege.edu](http://www.mentorcollege.edu) and [www.teamschool.com](http://www.teamschool.com)**

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## **Educational Materials**

**Mentor College and TEAM School are compliant with the Integrated Accessibility Standards Regulation (IASR).**

**Upon registration in our school, our principals and office staff members know of any students and/or parents with a need for accessible formatting of course materials and student records. We work with the students and parents to ensure that the information is available in the most convenient format and in the most timely fashion.**

**If this formatting is not able to be provided in-house, the school's privacy officer handles the contract to ensure that the personal information of the students and/or parents is protected.**

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## **Accessibility Standard for Information and Communications**

**Mentor College and TEAM School offers accessibility training to its staff members via its administrative staff.**

**Each principal is responsible for training his or her staff to be aware of the different types of disabilities, the needs and barriers facing students with disabilities and the techniques that can improve the learning environment for students with disabilities. This training is done in a general way without dealing with specific disabilities.**

**Students with a pre-existing accessibility issue are identified during the admissions process and the school works with the parents to ensure that the student's teachers are trained in the particular needs of the student.**