

SUBJECT: Accessible Customer Service Plan and Policy

EFFECTIVE DATE: January 1, 2017

COVERAGE: All PowerSchool Canada ULC employees

PURPOSE:

Providing Goods and Services to People with Disabilities.

PowerSchool Canada ULC is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide 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 them on our premises.

Fees will not be charged for support persons.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities including access to the Markham or Burlington Ontario office, PowerSchool Canada 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 the Burlington, Ontario office front door and the Markham, Ontario office front door.

Training

PowerSchool Canada will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained: **all employees**.

The training will be provided to staff once per year and at the beginning of their employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard, workplace emergency response information and all other necessary regulations.
- PowerSchool Canada's plan related to the 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 a support person.
- How to use the wheel chair ramp that is available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing PowerSchool Canada goods and services.

Staff will also be trained when changes are made to our plan or as new legislation takes effect.

Feedback process

Customers who wish to provide feedback on the way PowerSchool Canada provides goods and services to people with disabilities can use the feedback via our website www.powerschool.com or e-mail accessibility@powerschool.com.

All feedback, including complaints, will be directed to Human Resources and customers can expect feedback within five (5) business days.

Modifications to this or other policies

Any policy of PowerSchool Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



Sarah Nash

Senior Human Resources Business Partner