



A special place for your children
to learn, to grow and to be happy

HUMBERSIDE MONTESSORI SCHOOL *LTD.*

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ACCESSIBILITY for ONTARIANS with DISABILITIES ACT, 2005

COMPLIANCE WITH THE ACCESSIBILITY STANDARDS

1. Accessibility Policy for Customer Service Standard
2. Best Practices and Guidelines for Implementation of the Customer Service Standard – Accessibility Policy
3. Accessibility Policy – Integrated Accessibility Standards
4. Multi-Year Accessibility Plan – Integrated Accessibility Standards

HUMBERSIDE MONTESSORI SCHOOL'S ACCESSIBILITY POLICY
FOR
CUSTOMER SERVICE STANDARD

Humberside Montessori School ("Humberside") is committed to providing excellent customer service in a manner that, as much as reasonably possible, respects an individual's dignity, independence, integration and equality of opportunity, including, for those with disabilities. In its ongoing efforts to strive for accessibility, the school endorses the *Accessibility for Ontarians with Disabilities Act, 2005* and the regulations supporting this Act.

Application

This policy applies to all employees, volunteers and agents of the Humberside who interact with our customers, be they current and prospective students, current, prospective and past parents/grandparents, alumnae, donors and other users of our services.

Purpose

The purpose of this policy is to outline the practices and procedures approved by Humberside in order to meet the obligations of the *Accessibility for Ontarians with Disabilities Act, 2005* and specifically the Accessibility Standards for Customer Service, Ontario Regulation 429/07. Humberside, through this policy, establishes and implements practices and procedures consistent with its goal of compliance, as well as its commitment to excellent customer service for all.

This policy aims to ensure that people with disabilities, visible or invisible, are given the same opportunity as others to obtain and benefit from services offered by Humberside. Reasonable efforts will be made to ensure that services offered by Humberside are provided in such a way that the key principles of independence, dignity, integration and equality of opportunity for persons with disabilities are respected in the following areas:

(i) *Communication*

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

Humberside will train its staff and volunteers on how to interact and communicate with our diverse community and people with diverse disabilities.

(ii) *Telephone Services*

Humberside is committed to providing fully accessible telephone service to all customers.

Humberside will train its staff and volunteers to communicate over the telephone in plain language and to speak clearly.

(iii) *Assistive Devices*

Humberside is committed to service people with diverse disabilities who use assistive devices to obtain, use or benefit from our services.

Humberside will ensure that its employees and volunteers are aware of trained in the use of the various assistive devices provided by Humberside, for customers with disabilities while accessing its services.

(iv) *Billing*

Humberside is committed to providing accessible invoices to all its customers. For this reason, invoices will be provided in alternative formats, upon request.

(v) *Use of Service Animals*

If a person with a disability is accompanied by a guide dog or other service animal, Humberside will ensure that the person is permitted to enter school premises and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. While visiting Humberside, it is the responsibility of the person with a service animal to control the animal at all times.

If a service animal is excluded by law from school premises, Humberside will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the school's services.

In the event a staff member or student is allergic to animal, alternative arrangements will be negotiated.

(vi) *Use of Support Person*

If a person with a disability is accompanied by a support person, Humberside will ensure that both persons are permitted to enter school premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

Humberside may require a person with a disability to be accompanied by a support person while on school premises, in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the school premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

For those school events where admission fees apply, these fees will be waived for support persons. Humberside will ensure that notice is given in advance of relevant events or activities that admission fees will be waived for support persons.

Notice of Temporary Disruption

Humberside will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Humberside will not be able to give adequate notice in case of an emergency temporary disruption.

In order to make information accessible, the signs and printed notices of sufficient size that are easily readable will be prepared.

The signs and printed notices will be displayed prominently at the entrance to the school, on notice-boards and at service desks.

Telephone messages will be left in clear and concise language.

Training for Staff

Humberside will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service Regulation. Training will be provided to Humberside employees as part of orientation training for new employees. Training will also be provided on an ongoing basis in connection with changes to the policies and procedures governing the provision of goods and services to persons with disabilities.

Humberside will ensure that the following persons receive training about the provisions of services to persons with disabilities:

1. Every person who deals with members of the public or other third parties on behalf of Humberside, whether the person does so as an employee, volunteer or otherwise; and
2. Every person who participates in developing Humberside's policies, practices and procedures governing the provision of goods and services to members of the public.

The training will include a review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the requirements of the Accessibility Standards for Customer Service Regulation.

The amount and format of training will depend on the person's interaction with customers.

A record of training received by staff and volunteers will be kept by the Principal.

Feedback Process

Humberside welcomes feedback, including feedback about the delivery of services to persons with disabilities. Users can submit feedback to the Principal. Alternatively, users can submit feedback to any member of school administration, and it will be forwarded to the appropriate person.

Questions About this Policy

The purpose of this policy is to provide a framework through which Humberside can achieve service excellence for people with disabilities. If anyone has questions about this policy, please contact the Principal.

HUMBERSIDE MONTESSORI SCHOOL
BEST PRACTICES AND GUIDELINES FOR IMPLEMENTATION OF THE
CUSTOMER SERVICE STANDARD - ACCESSIBILITY POLICY

Humberside Montessori School (“Humberside”) is committed to offering its services in ways that respect the dignity and independence of people with disabilities, and strives to allow people with disabilities to obtain the same services, in the same places and in similar ways as other customers. The following best practices and guidelines may assist in providing excellent customer service, while taking into account a person’s disability.

There are a wide variety of disabilities and responding in the most appropriate manner to each person with a disability always requires common sense, patience, respect and a genuine willingness to find the best way to help when serving a person with a disability.

Definitions

Assistive Device: Any device used by people with disabilities to help increase, maintain or improve how a person with a disability can function. Such devices may include, but are not limited to, wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices, elevators, ramps, stair lift etc.

Customer: Any person who uses the goods and services of the school, including students, parents and other members of the school community.

Disability: As defined in the *Accessibility for Ontarians with Disabilities Act, 2005*, section 2, means (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness; (b) a condition of mental impairment or developmental disability; (c) a learning disability or a dysfunction on one or more of the processes involved in understanding or using symbols or spoken language; (d) a mental disorder, or; (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Dignity: Refers to service which is provided in a way that allows the person with a disability to maintain self-respect and the respect of others.

Equal Opportunity: Refers to service which is provided in a way that allows the person with a disability access to goods and service at the same level given to others.

Independence: Allows the person with a disability to do things on their own without unnecessary interference from others.

Integration: Refers to service which is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar manner as other

customers, unless an alternate measure is necessary to enable the person with the disability to access the goods or services.

Service Animal: An animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to help with his or her disability; or if the person provides a letter from a doctor or nurse confirming that the person needs the animal to help with his or her disability.

Support Person: A person who assists a person with a disability with communication, mobility, personal care or medical needs as they access the services of the school. A support person is distinct from an employee who supports a student in the system.

Communication

In all instances take your cues from the person with the disability – do not assume what they can or cannot do, be patient, give the person your full attention and always respect any specific directions that they provide with regard to how best to meet their own specific needs.

Communicate with a person with a disability in manner that takes their specific disability into account. Where possible, ask the person directly how to best communicate with them – this may include using alternate formats such as notes, large print, CD or use of Braille. Staff should speak clearly and directly and be prepared to offer alternative modes of communication, for example pen and paper, internet and to offer to read a document should this be required. The use of appropriate language is critical for persons with disabilities.

Always attract a customer's attention before speaking to them. One way to achieve this may be a gentle touch on the shoulder or gently waving your hand. Speak directly to the person with the disability, not their support person. Excellent communication may also require that you step around a counter or desk to provide service to someone with a physical disability. Some instances may require that you speak very slowly, use clear language and attempt to restrict your questions to yes or no answers, where possible.

Never touch a person who has a disability, such as a vision or hearing disability, without obtaining permission first, unless it is an emergency. You can, however, offer to guide a person, if appropriate, by offering your arm. Again, take your cues from the person with the disability – they are best able to advise you of the most appropriate way to provide them assistance.

Assistive Devices

Staff should inform our customers of the assistive devices Humberside currently has in place, such as wheelchairs, ramps and elevators. Magnifying glasses are also considered assistive devices. Customers may also bring their own assistive devices on the premises. Staff should not interfere with the assistive device without permission of the customer. Humberside will maintain its ramps, wheelchairs and elevators.

If barriers to the use of an assistive device exist at any premises, these barriers, where reasonably possible, will be removed.

Service Animals

Service animals are allowed to go with any person with a disability while they are obtaining services from the school. Where the animal is not allowed by law, other options should be explored. For example, if a guide dog is not allowed in a particular area, someone with low vision or no vision might need a person to guide them while the dog waits in another location. Another option would be to provide the service in another part of the premises. At all times, solutions and options should be discussed with the customer.

As per the *Health Protection and Promotion Act*, section 59(e)(ii) of Ontario Regulation 562 does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. However, section 60 of Ontario Regulation 562 does allow a service dog serving as a guide for a blind person or for a person with another medical disability who requires the use of a service dog to go into places where food is served, sold or offered for sale. Other types of service animals are not included in this exception. Staff may offer suitable alternative arrangements if the animal is prohibited by law.

A number of animals serve as service animals. These can include pigs and snakes. If you are in doubt as to whether an animal is in fact a service animal there are three types of acceptable supporting documentation:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or
- A certificate of training from a recognized guide dog or service animal training school.

If a conflict arises as a result of an allergy that staff or student may have to the service animal, it is up to the Principal or member of school administration to work out a solution.

Do not interact with a service animal without the permission of the owner/user as these are working animals not pets. Do however, assist in providing water upon request and show the user/handler an outdoor area suitable for the animal's needs. The owner/user of the service animal is responsible for maintaining care and control of the animal at all times.

Support Persons

Support persons are allowed to go with any person with a disability while they are obtaining services from the school. Some services, such as meetings with regard to students, should be considered private and confidential. If a person with a disability uses a support person and is attending a confidential meeting or interview, the person with the disability may need to provide permission for the support person to attend. This permission should be documented in writing.

Always direct your attention to the person with the disability, rather than the support person. It is best practice to take your cues from the person with the disability to understand how to best meet their needs.

Training for Staff

Training for Humberside staff will focus on the following areas:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08).
- Information about Humberside policies, procedures, and guidelines pertaining to the provision of services to users with disabilities.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person.
- How to use equipment or devices available on Humberside premises or otherwise provided by the school that may help with the provision of services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing the school's services.

HUMBERSIDE MONTESSORI SCHOOL
ACCESSIBILITY POLICY
INTEGRATED ACCESSIBILITY STANDARDS

Statement of Commitment

Humberside Montessori School (“Humberside”) is committed to meeting the accessibility needs of people with disabilities in a timely manner. In that regard, Humberside has established an accessibility policy and a multi-year accessibility plan to meet its obligations under Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*.

The Humberside vision for accessibility is that people with disabilities, visible or invisible, are given the same opportunity as others to obtain and benefit from services offered by Humberside. Humberside’s goal is to make reasonable efforts to provide services in such a way that the key principles of independence, dignity, integration and equality of opportunity for persons with disabilities are respected.

Application

This policy applies to all employees, volunteers and agents of Humberside who interact with our school community, including current and prospective students, current, prospective and past parents/grandparents, alumnae, donors and other users of our services.

Definitions

Below is a list of definitions in alphabetical order used in this policy, as set out in the Regulation:

Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Communication Supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Information includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Internet Website means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

New Internet Website means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

Redeployment means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated.

Unconvertible means if it is not technically feasible to convert the information or communications. It also means if the technology to convert the information or communications is not readily available.

Web Content Accessibility Guidelines means the World Wide Web consortium recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines” (WCAG) 2.0.

Multi-Year Accessibility Plan

Humberside’s Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and meet its requirements under the Regulation. Humberside will post the plan on the Humberside’s website and will provide it in an accessible format upon request. The plan will be reviewed and updated at least once every five years.

Training

By January 1, 2015, Humberside will ensure that training is provided to all employees, and volunteers, and all persons who participate in developing Humberside’s policies, on the requirements of the accessibility standards referred to in the Regulation and on the *Human Rights Code* as it pertains to persons with disabilities. Training will be provided as soon as practicable. If any changes are made to this policy or the requirements, training will be provided to include those changes. Humberside shall maintain a record of the dates when training was provided and the number of individuals to whom it was provided. Humberside shall ensure that others that provide goods, services or facilities on behalf of the organization have had training.

Information and Communications Standard

Feedback Processes

By January 1, 2015, Humberside will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and with communication supports upon request. Humberside will notify the public about the availability of accessible formats and communication supports.

Accessible Formats and Communication Supports

By January 1, 2016, Humberside will, upon request, provide or arrange for accessible formats and communication supports for persons with disabilities as follows:

- i. In a timely manner that takes into account the person's accessibility needs due to a disability;
- ii. At a cost that is no more than the regular cost charged to other persons;
- iii. Consult with the person making the request and determine suitability of an accessible format or communication support;
- iv. Notify the public about the availability of accessible formats and communication supports.

Unconvertible Information or Communications

If Humberside determines that information or communications are unconvertible, Humberside will provide the person requesting the information or communication with,

- (a) an explanation as to why the information or communications are unconvertible; and
- (b) a summary of the unconvertible information or communications.

Information or communications are unconvertible if,

- (a) it is not technically feasible to convert the information or communications; or
- (b) the technology to convert the information or communications is not readily available.

Emergency Information

If Humberside prepares emergency procedures, plans or public safety information and makes the information available to the public, Humberside shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Website Accessibility

Where practicable, by January 1, 2014 Humberside will make any new internet website and web content on those sites conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA. By January 1, 2021 all internet website and web content backdated to 2012 will conform with WCAG 2.0 Level AA.

Educational and Training Resources and Materials

If notification of need is given, Humberside will provide educational or training resources or materials in an accessible format that takes into account the accessibility needs of the person with a disability to whom the materials are being provided by:

- a. Procuring through purchase or obtaining by other means an accessible or conversion ready electronic format, where available, or
- b. Arrange for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources of materials cannot be procured.

We shall provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.

Training to Educators

Humberside shall provide educators (those involved in program or course design delivery and instruction) with accessibility awareness training related to accessible program course delivery and instruction. Humberside will keep a record of training, including dates will be provided and the number of individuals to whom it is provided.

Libraries of Humberside

By the dates set out in the Regulation, the libraries of Humberside will provide, procure, or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request. Exception from the above requirements will be special collections, archival materials, rare books and donations.

Employment Standard

Humberside will comply with the requirements of the Employment Standards in the Regulation by January 1, 2016. The Employment Standards apply in respect of employees, and not volunteers or other non-paid individuals.

Recruitment

Humberside will notify employees and the public about the availability of accommodations for applicants and employees, as the case may be with disabilities as follows:

- i. In its recruitment processes;
- ii. During the recruitment process, when job applicants are individually selected to participate in an assessment or selection process;
- iii. If a selected applicant requests an accommodation, Humberside will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability;
- iv. When making offers of employment to a successful applicant.

Employee Notification

Humberside shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. Such information will be provided as follows:

- i. To new employees as soon as practicable after they begin their employment;
- ii. To existing employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

Accessible Formats and Communication Supports

Upon request by an employee with a disability, Humberside will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- i. Information that is needed in order to perform the employee's job; and
- ii. Information that is generally available to employees in the workplace.

Humberside will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Individual Accommodation Plan (IAP)

Humberside will develop and have in place a written process for developing a documented individual accommodation plan for employees with a disability. The process will include the following elements:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Return to Work

Humberside will have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes shall be documented and must outline the steps that Humberside will take to facilitate the return to work and include an individual accommodation plan.

Performance Management, Career Development and Advancement and Redeployment

Humberside will take into account the accommodation needs and/or individual accommodation plans of employees when:

- i. Using performance management processes;
- ii. Providing career development and advancement information;
- iii. Using redeployment procedures (if any exist at Humberside).

Workplace Emergency Response Information

Humberside shall provide individualized workplace emergency response information to employees who have a disability in accordance with the following elements:

- i. If the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability;
- ii. If the employee who receives an individual workplace emergency response information requires assistance and with the employee's consent, Humberside shall provide the workplace emergency information to the person designated by Humberside to provide assistance to the employee;
- iii. As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- iv. Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when Humberside reviews its general emergency response policies.

Questions

If anyone has questions about the Humberside accessibility policy and/or accessibility plan, or requires this information in an accessible format, please contact the Principal.

HUMBERSIDE SCHOOL
MULTI-YEAR ACCESSIBILITY PLAN
INTEGRATED ACCESSIBILITY STANDARDS

Activity	Department	Compliance Date in Integrated Accessibility Standards Regulation
POLICIES & PROCEDURES		
Create Policies with Statement of Organizational Commitment in written form.		January 1, 2014
Make available to the Public.		January 1, 2014
ACCESSIBILITY PLAN - MULTI YEAR		
Develop Accessibility Plan.		January 1, 2014
Accessibility Plan - Post to Humberside website.		January 1, 2014
Prepare an Annual Status Report in accordance with section 4 of the AODA.		December 31, each year
Review every 5 years.		Next review December 2019
Provide in alternative format.		

Activity	Department	Compliance Date in Integrated Accessibility Standards Regulation
TRAINING		
All employees & volunteers, policy developers, those providing goods or services on behalf of organization regarding Integrated Accessibility Standards Regulation and <i>Human Rights Code</i> .		January 1, 2015
Develop training content.		
Create training schedule.		
Retain record of attendance at training on each date.		
INFORMATION & COMMUNICATIONS		
If Humberside prepares emergency procedures, plans or public safety information and makes the information available to the public, Humberside will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.		January 1, 2012
Assess training resources and materials available in an accessible format and process for purchasing, obtaining or arranging alternative formats for students so that we are providing them (includes educational materials, student records and course and program information) if requested.		January 1, 2013

Activity	Department	Compliance Date in Integrated Accessibility Standards Regulation
Provide educational resources and materials in alternative format or arranging alternative formats for students (includes educational materials, student records and course and program information) if requested.		January 1, 2013
Develop and deliver training to educators on accessibility awareness (i.e. training related to accessible program or course delivery and instruction). Retain record of attendance at training on each date.		January 1, 2013
Humberside's library will provide, procure or acquire accessible or conversion ready format of print, digital or multi-media resources or materials upon request.		January 1, 2015
Humberside will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and with communication supports upon request. A review of feedback processes and accessibility will be completed. Humberside will notify the public about the availability of accessible formats and communication supports.		January 1, 2015
Provide accessible formats and communication supports upon request to the public in a timely manner at a cost that is no more than the regular cost charged to other persons.		January 1, 2016
Libraries of educational institutions provide, procure or acquire accessible or conversion ready format of print, digital or multi-media resources or materials upon request.		January 1, 2015

Activity	Department	Compliance Date in Integrated Accessibility Standards Regulation
New Humberside websites and content will comply with WCAG 2.0 Level AA.		January 1, 2014
All Humberside internet websites and web content will comply with WCAG 2.0 Level AA.		January 1, 2021
EMPLOYMENT		
Workplace Emergency Response for staff.		January 1, 2012
Recruitment - notify employees and public regarding availability of accommodation.		January 1, 2016
Notify applicant of availability of accommodation upon request for assessments or selection process.		January 1, 2016
Inform employees of policies regarding job accommodations.		January 1, 2016
Providing accessible formats and communication supports to perform job		January 1, 2016
Documented Individual Accessibility Plan.		January 1, 2016
Create a return to work process.		January 1, 2016
Performance management takes into account an employee's accessibility needs.		January 1, 2016

Activity	Department	Compliance Date in Integrated Accessibility Standards Regulation
Career development and advancement process takes into account accessibility needs.		January 1, 2016
Redeployment process, if any exist at Humberside, takes into account accessibility needs.		January 1, 2016

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