



LE CORDON BLEU®

OTTAWA

Accessibility Guidelines

Purpose

Le Cordon Bleu Ottawa is dedicated to providing its services and programs in a manner which preserves each individual's independence and dignity. Pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005*, Le Cordon Bleu Ottawa is committed to preventing and removing barriers to accessibility for persons with disabilities.

Employee Training and Onboarding

All Le Cordon Bleu Ottawa employees, including administrative, teaching, and kitchen support staff, are required to complete accessibility training which will educate them in providing customer service accessibly. This training will cover:

- The *Accessibility for Ontarians with Disabilities Act, 2005*
- The *Human Rights Code* as it pertains to persons with disabilities
- The requirements of the customer service standards within the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11*

All Le Cordon Bleu Ottawa employees who complete said training will be required to provide proof of completion and a record of all training will be kept.

Accommodating Accessibility Needs

Le Cordon Bleu Ottawa is dedicated to meeting its student's accessibility needs, and in order to accomplish this, will meet with students individually to work together and find solutions when feasible. Once a feasible solution is identified, it will then be implemented in a timely manner. Maintaining standards of health and safety of staff and students are also a top priority. In instances where accommodations could potentially prohibit maintaining those standards, we will work with the student to determine if we are able to create alternate solutions.

Communication and Feedback

In addition to communicating with students on a consistent basis and addressing their accessibility concerns when brought forward, Le Cordon Bleu Ottawa has also made available an online feedback form: [AODA Customer Service Feedback Form](#). Individuals are able to use this form to provide feedback on Le Cordon Bleu Ottawa's customer service performance in regards to accessibility. This includes a short questionnaire and an open field where they can leave any additional comments, feedback, or recommendations.



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