

REGULATIONS

SUBJECT: Accessibility Standards – Customer Service

Definitions

Customer: Any person who uses the services of the Board.

Assistive Device: Any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, mobility scooters, white canes, oxygen tanks, electronic communication devices.

Service Animal: An animal that is being used because of a person's disability and this is either readily apparent or is supported by a letter from a medical practitioner.

Support Person: A person who assists or interprets for a person with a disability as the services of the Board are accessed. A support person is distinct from an employee who supports a student in the system.

Third Party Contractor: Any person or organization acting on behalf of or as an agent of the Board (e.g. bus operators).

Barriers to Accessibility: Anything that prevents a person with a disability from fully participating in all aspects of the services of the Board. This includes, but is not limited to, a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier.

Accommodation: A means, through reasonable efforts, of preventing and removing barriers that impede individuals with disabilities from participating fully in the service of the Board.

1. The Board will make reasonable efforts to ensure that all policies, practices and procedures from the date of this policy forward are consistent with the principles of independence, dignity, integration and equality of opportunity to all with particular attention for persons with disabilities.
2. The Board will welcome all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of persons with disabilities. Services include, but are not limited to, the use of assistive devices and service animals.

3. The Board will provide mandatory training for all staff who deal with the public or other third parties on behalf of the Board to ensure greater awareness and responsiveness to the needs of a person with disabilities.
4. Training as identified in No. 3 will be provided to all staff and, when appropriate, to volunteers. As new staff are hired, the training will become a component of their orientation training and will be provided within a reasonable timeframe.
5. The Board will ensure that its policies and procedures related to the *Accessibility for Ontarians with Disabilities Act, 2005* are made available to the public and also ensure there is capacity to provide communication about these policies and procedures in a format that takes into account a person's disability.
6. The Board will post a disruption of service notice on the Board's website when services that are normally provided to a person with a disability are temporarily unavailable.
7. The Board will monitor the effectiveness of implementation of the Accessible Customer Service Standard through the process developed for receiving and responding to feedback. Information about the feedback process is available to the public through the Board's website.
8. The Board and all its managers and school-based administrators will take into account the impact on persons with disabilities when purchasing new equipment, designing new systems or planning a new initiative.

Implementation Date: November 24, 2009

Reference: Board Policy
Board Administrative Procedures
Ontario Regulation 429/07 Accessibility Standards
for Customer Service