



REGULATIONS

SUBJECT: Accessibility Standards – Customer Service

The Lambton Kent District School Board (LKDSB) is committed to

- o providing services that are free of barriers and biases to our students, staff, parents/guardians and school community;
- o ensuring that people with disabilities have the same opportunity of access to our services at no additional cost to the individual; and
- o meeting, in a timely manner, the accessibility needs of people with disabilities in the provision of services including those related to information and communication, employment, and student transportation.

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 its facilities by committing its 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, service animals and technology.
3. The Board will provide mandatory training for all staff and volunteers 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. Mandatory training will be provided to all new staff and volunteers as a component of their orientation.
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 LKDSB 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 LKDSB website and the Annual Accessibility Plan.
8. The Board, Administration, Principals and Central Office Department Managers 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
Revised: February 12, 2013, January 2018

Reference: LKDSB *Policy Accessibility Standards: Customer Service, Information, Communication, Employment and Student Transportation*
LKDSB Administrative Procedures
Ontario Regulation 429/07 Accessibility Standards for Customer Service