

DURHAM CATHOLIC DISTRICT SCHOOL BOARD

<p style="text-align: center;">ADMINISTRATIVE PROCEDURE - AP#434-1</p> <p style="text-align: center;">CUSTOMER SERVICE ACCESSIBILITY STANDARDS</p>
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ADMINISTRATIVE AREA: OPERATIONS

POLICY REFERENCE: ACCESSIBILITY

DATE APPROVED: APRIL 26, 2010

1.0 **PURPOSE**

It is the policy of the Durham Catholic District School Board to provide an environment in all of its facilities that builds independence, dignity and respect for our students, parents/guardians, the public and our staff. Further, the Board is committed to providing people with disabilities the same opportunity of access to our services in the same location and in a similar way as these services are available to all others we serve. The purpose of this Administrative Procedure is to provide an overview of the Customer Service requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and Accessible Ontario- Customer Service: A Guide for School Boards which specifically addresses the standards for disabled members of the public utilizing Board facilities and services.

2.0 **DEFINITIONS**

Customer is any person who uses the services of the school board.

Assistive Device is any device used by people with disabilities to help with daily living.

Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices.

Service Animal is 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 is a person who assists or interprets for a person with a disability as they access the services of the Board. A support person is distinct from an employee who supports a student in the system.

Third Party Contractors is any person or organization acting on behalf of or as an agent of the Board (e.g. bus operators, psychologists).

Barriers to Accessibility means 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 is a means, through reasonable efforts, of preventing and removing barriers that impede individuals with disabilities from participating fully in the services of the Board.

3.0 PROCEDURES

- 3.1 The Board will make all reasonable efforts to ensure that all services, policies, and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity to all with particular attention for persons with disabilities.
- 3.2 The Board will welcome all members of the school and broader community to its facilities by committing staff and volunteers to providing services that respect the independence and dignity of persons with disabilities. Such services will incorporate measures that include but are not limited to the use of assistive devices and service animals.
- 3.3 To ensure greater awareness and responsiveness to the needs of a person with disabilities, the Board will provide appropriate training for all staff and volunteers who interact with the public or other third parties on behalf of the Board. As new staff are hired, the training will become a component of their orientation training and will be provided within a reasonable timeframe.
- 3.4 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.

3.5 The Director/Designate will prepare associated administrative procedures to provide specifically address:

- use of assistive devices
- use of service animals
- use of a support person
- monitoring and feedback on accessible customer service
- disruption of accessible services

3.6 So that adherence to this policy can be achieved efficiently and effectively, the Board, 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 initiatives.

4.0 SOURCES

Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
Accessibility Standards for Customer Service, Ontario Regulation 429/07

5.0 REFERENCES

Accessibility Policy
Accessibility Standards for Customer Service Training Video/Power Point Presentation
"Tips on Serving Customers with Disabilities" - Ontario Education Services Corporation

6.0 RELATED FORMS

Notice of Disruption of Services, AP#434-2
Use of Assistive Devices by the General Public, AP#434-3
Use of Support Person by the General Public, AP434-4
Monitoring and Feedback on Accessible Customer Service, AP#434-5
Use of Service Animals by the General Public, AP#434-6
Use of Service Dogs by Students in Schools, AP434-7