

DURHAM CATHOLIC DISTRICT SCHOOL BOARD

“The Board”

<p>ADMINISTRATIVE PROCEDURE - #AP434-5</p> <p>MONITORING AND FEEDBACK ON ACCESSIBLE CUSTOMER SERVICE</p>
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ADMINISTRATIVE AREA: OPERATIONS

POLICY REFERENCE: ACCESSIBILITY

DATE APPROVED: APRIL 26, 2010

1.0 PURPOSE

- The Board will monitor the effectiveness of implementation of the Accessible Customer Service Standard through a process for receiving and responding to feedback. The purpose of this administrative procedure is to define a process in which information about a public feedback process will be readily available and will allow people with disabilities to participate utilizing their accessible mode of communication. This procedure includes an opportunity for Board stakeholder groups to add their perspective to the implementation review process.

2.0 PROCEDURES

2.1 The Director of Education and/or designate will implement a process for feedback on Accessible Customer Service that includes the following components:

- Information on the Board and school websites inviting users of Board services to provide feedback on their experience with or concerns about access to services for people with disabilities.
- Printed information available through school offices and public offices of the Board to invite people with disabilities to provide feedback on their experience with or concerns about accessibility of services. Consideration will be given to providing information in alternate formats. (Appendix A – Sample Feedback Form)
- Information on how the Board will respond to feedback.

2.2 The Director of Education and/or designate will create a process for reviewing implementation of the policy on Accessibility Standards for Customer Service that includes consultation with various Board stakeholder groups including the Special Education Advisory Committee (SEAC), teacher federations, unions, parents and citizens' groups. Consultation methods could include electronic feedback and focus groups.

2.3 Methods for Feedback

2.3.1 A range of methods for soliciting feedback will be employed to ensure optimum access to the feedback process by people with disabilities.

2.3.2 Methods could include e-mail, verbal input, suggestion box or Feedback card.

The feedback process should include the title(s) of the person(s) responsible for receiving feedback and indicate how the Board's response to the feedback will be made known.

2.4 Proactive Measures for Accessible Customer Service

To ensure ongoing efficient and effective adherence to the Board's policy on Accessibility Standards for Customer Service, the Board, its school-based administrators and its managers including those representing the Board in multi-board consortia will take into account the impact on people with disabilities when purchasing new equipment, designing new systems or planning a new initiative.

3.0 SOURCES

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

4.0 REFERENCES

Accessibility Policy
"Tips on Serving Customers with Disabilities" - Ontario Education Services Corporation

5.0 RELATED FORMS

Customer Service Accessibility Standards, AP#434-1

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

Use of Service Animals by the General Public, AP#434-6

Use of Service Dogs by Students in Schools, AP434-7

Appendix A

Sample Feedback Notice Template

The following message will be provided in a variety of formats to allow for access by individuals with accessibility challenges. This message may also need to be simplified to accommodate individuals with reading level limitations.

The Durham Catholic District School Board is committed to ensuring that its services meet optimum standards of accessibility for people with disabilities using the facilities and services of the Board. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way in which our school board provides services to people with disabilities can be made by [insert the ways feedback can be provided, for example, e-mail, verbally, suggestion box, feedback card, etc.].

All feedback will be directed to [insert title of person responsible for receiving feedback].

Response to your feedback will be provided as follows: [indicate method, e.g., direct response to the individual, summary report on website, etc.].