YORK CATHOLIC DISTRICT SCHOOL BOARD

BOARD POLICY	
Policy Section **Community**	*Policy Number* **601**
Former Policy #	*Page* **1 of 4**
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September 1, 2009	**November 3, 2009** **February 24, 2015**

POLICY TITLE: ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

SECTION A

1. PURPOSE

The York Catholic District School Board as a public sector organization is responsible for providing goods and services that are barrier-free, bias-free and enabling of full integration for those with disabilities. In its ongoing efforts to ensure accessibility for all, the York Catholic District School Board endorses the *Accessibility for Ontarians with Disabilities Act, 2005* and the regulations supporting this Act. The purpose of this policy is to outline the practices and procedures approved by the Board in order to meet the obligations of the Act for the wider community.

2. POLICY STATEMENT

It is the policy of the York Catholic District School Board to fulfil its obligations to the *Accessibility for Ontarians with Disabilities Act* by establishing and implementing necessary practices and procedures for the provision of temporary or permanent supports to any persons, excluding employees and students, who use the services of the Board.

> This policy does not apply to employee or student accessibility needs as they are addressed in Policy 208: Student Disability Accommodation, Policy 309: Assessment and Evaluation of Student Achievement and Policy 411: Workplace Accommodation respectively.

3. PARAMETERS

3.1 In keeping with the expectations of the *Accessibility for Ontarians with Disabilities Act, 2005,* the Board and its employees will make all reasonable efforts to ensure that:

3.1.1 The provision of services respect the dignity and independence of customers with disabilities;

3.1.2 Provisions are in place for interacting with assistive devices and accommodating support persons and service animals to ensure equal access to those customers with disabilities;

3.1.3 Appropriate training, within a reasonable timeframe, is provided for all Board employees (including 3rd party contractors) who may interact with customers;

3.1.4 Policies and procedures related to the *Accessibility for Ontarians with Disabilities Act,* 2005 are made available to the public and that there is capacity to provide communication about these policies and procedures in a format that takes into account a customer's disability;

3.1.5 Disruption of service notices are posted when services that are normally provided to a customer with a disability are temporarily unavailable;

3.1.6 The impact on customers with disabilities shall be taken into account when purchasing new equipment, designing new systems or planning new initiatives; and,

3.1.7 Appropriate mechanisms are established to receive and respond to feedback from the public and various constituency groups.

3.2 The Principal or Manager shall consult with the customer for whom the request for accommodation support is being made in order to collaboratively determine a suitable accommodation that takes into account the accessibility needs due to disability.

4. RESPONSIBILITIES

4.1 Director of Education

4.1.1 To oversee compliance with the Accessibility Standards for Customer Service policy.

4.2 Superintendents

4.2.1 To oversee, monitor and support Principals and Managers with the implementation of the Accessibility Standards for Customer Service policy.

4.2.2 To ensure that practices are consistent with the core principles of independence, dignity, integration and equality of opportunity.

4.2.3 To ensure that all schools and workplaces permit and facilitate the use of assistive devices, service animals and/or support persons by those seeking customer service as outlined in the procedures to this policy.

4.3 Senior Manager of Maintenance and Facilities

4.3.1 To ensure that permit holders are aware of the Board's policy and procedures.

4.4 Human Resources Department

4.4.1 To provide appropriate training and training guidelines for new and current employees and volunteers, within appropriate timelines as it relates to Accessibility Standards for Customer Service.

4.4.2 To report on training requirements to the Ontario government as requested.

4.5 Principals and Managers

4.5.1 To implement the *Accessibility Standards for Customer Service* policy.

4.5.2 To receive requests from customers with disabilities.

4.5.3 To determine, in consultation with the customer and others, the most appropriate accommodation(s).

4.5.4 To forward requests for accommodations (Admin 41) to the attention of the Director's Office for approval.

4.5.5 To direct feedback from customers regarding the *Act* and/or policy to the appropriate Superintendent of Education or Superintendent of Human Resources.

4.5.6 To ensure that staff and volunteers interfacing with customers are trained to know the policy and procedures.

4.6 Employees

4.6.1 To support the implementation of the *Accessibility Standards for Customer Service* policy and procedures.

4.6.2 To participate in required training related to this policy as required.

4.6.3 To direct feedback from customers regarding the *Act* and/or policy to their immediate supervisor.

4.7 Customer

4.7.1 To self-identify as having a disability for which they require assistance in accessing Board services and communicating such to the appropriate Board personnel.

4.7.2 To collaborate with Board staff to determine suitable mode(s) of accommodation/assistance.

5. DEFINITIONS

5.1 Accessible

Something that can be easily accessed or used by a customer with a disability.

5.2 Accommodation

A means, through reasonable efforts, of preventing and removing barriers that impede customers with disabilities from participating fully in the services of the Board.

5.3 Assistive Device

Any device used by an individual with disabilities to help with their daily living such as wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices.

5.4 Barriers to Accessibility

Anything that prevents a customer with a disability from fully participating in an aspect 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, and/or a technological barrier.

5.5 Customer

Any person with a disability, including but not limited to, parents/guardians, permit holders, and/or visitors to the school who are in need of requesting access to the services of the Board. For the purpose of this policy customer does not include Board employees or students.

5.6 Customer Service

The provision of temporary or permanent supports pursuant to the responsibilities set out in the *Accessibility Standards for Customer Service Act.*

5.7 Disability

As defined in the *Access for Ontarians with Disabilities Act, 2005*, Section 2, disability means:

5.7.1 Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness;

5.7.2 A condition of mental impairment or developmental disability;

5.7.3 A learning disability or a dysfunction on one or more of the processes involved in understanding or using symbols or spoken language;

5.7.4 A mental disorder, or;

5.7.5 an injury or disability for which benefits were claimed or received under the *Workplace Safety and Insurance Act, 1997.*

5.8 Services

For the purpose of this policy the term services relates to specific temporary or permanent supports provided to customers upon request, and as defined in the legislated accessibility standards, pertaining to communication, employment, buildings and premises.

5.9 Service Animal

An animal that is being used to support a customer's disability. This is either readily apparent or is supported by a letter from a medical practitioner.

5.10 Support Person

A person who assists or interprets for a customer 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.

6. CROSS REFERENCES

YCDSB Third Party Protocol for External Partnerships
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
Ontario Human Rights Code
Ontario Regulation 429/07
Canadian Charter of Rights and Freedoms

7. RELATED FORMS

YCDSB Admin 41 Accessibility Accommodation Request and Budgetary Approval Form

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