



POLICY

Title: **ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE** Procedure No.: **5012**
Effective Date: **2009 Dec. 15**

Department: Director's Services

Reference(s): Ontario Regulation 191/11
Policy and Procedures

- Supporting Students with Prevalent Medical/Health Conditions in Schools
- Student Use of Guide Dogs and Service Animals

Procedures:

- Monitoring and Feedback on Accessibility Standards for Customer Service
- Notification of Disruption of Service
- Training on Accessibility Standards for Customer Service
- Use of Service Animals by the General Public
- Use of Support Persons
- Supporting Students with Prevalent Medical/Health Conditions in Schools
- Student Use of Guide Dogs and Service Animals

It is the policy of the Thames Valley 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.

The Thames Valley District School Board is committed to providing services that are free of barriers and biases by giving to 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. Our conduct will demonstrate our belief in the strength diversity brings to our communities.

1.0 The Board commits to ensuring that:

- All reasonable efforts are made 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;
- All members of the school and broader community are welcomed to our facilities by providing services that respect the independent and dignity of persons with disabilities, such service to incorporate measures that include, but are not limited to, the use of assistive devices, service animals and support persons;

Administered By: **Director's Services – Corporate Services**

Amendment Date(s): 2021 January 11

- Appropriate training for all staff who deal with the public or other third parties on behalf of the Board will be provided to ensure a greater awareness and responsiveness to the needs of a person with disabilities;
- Training as identified above 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;
- 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;
- When services that are normally provided to a person with a disability are temporarily unavailable such as access to an elevator, a disruption of service notice will be posted at the site;
- A process for receiving and responding to feedback will be provided in order to monitor the effectiveness of implementation of the Accessible Customer Service Standard. Information about the feedback process will be readily available to all stakeholder groups and to the public and will allow people to provide feedback using a number of methods;
- When purchasing new equipment, designing new systems or planning a new initiative, the impact on persons with disabilities will be taken into account.

2.0 The following documents should be read in conjunction with the Accessibility Standards for Customer Service Policy:

Ontario Regulation 191/11

Policy and Procedures

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