

## APG# CS28: Accessibility Standards for Customer Service

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Revised:		Former APG Number (if applicable):	
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### PREAMBLE

The Sudbury Catholic District School Board is committed 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, we are committed to giving 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.

### GUIDELINES

1. The Board will make all reasonable efforts to ensure that all policies, practices and procedures from the date of this APG 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 our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of persons with disabilities, such service to incorporate measures that include but are not limited to the use of assistive device<sup>3</sup>s and service animals.
3. Where an individual with a disability who is accompanied by a support person wishes to attend a school, family of schools or board-organized event for which a fee is charged, the notice of the event will include information as to whether support persons will be charged a fee and specify the amount of the fee.
4. To ensure greater awareness and responsiveness to the needs of a person with disabilities, the Board will provide appropriate training for all staff who deals with the public or other third parties on behalf of the Board.
5. Training as identified in #3 will be provided to all staff and, when appropriate, to volunteers. As new staff is hired, the training will become a component of their orientation training and will be provided within a reasonable timeframe.
6. 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.
7. 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 and on the Board's website that explains the reason, duration and any alternatives available.
8. In order to monitor the effectiveness of implementation of the Accessible Customer Service Standard, the Board will receive and respond (if requested) to feedback made available by submission in person, by telephone, in writing, by e-mail or otherwise.
9. So that adherence to this APG can be achieved efficiently and effectively, the Board and all 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 a new initiative.

10. The Board will create a feedback process that will review the implementation of this policy with the Board's various constituency groups. Examples include Special Education Advisory Council (SEAC), associations, unions, citizen's groups and methods would include use of electronic means such as websites.
11. The Board will also establish a process for consulting with frontline staff and volunteers who have a role in implementing the expectations and procedures established under this APG to review its effectiveness.

#### **LEGAL FRAMEWORK**

Accessibility for Ontarian with Disabilities Act, 2005 (AODA)  
Accessibility Standards for Customer Service, Ontario Regulation 429/7  
Ontario Human Rights Code

#### **CROSS-REFERENCING**

Policy BR150 Accessibility  
Sudbury Catholic District School Board Accessibility Plan  
APG Hr27 Anti-Discrimination  
APG HR13 Workplace Anti-Harassment and Appropriate Conduct