

Accessible Customer Service

Legislation

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 was created under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

The Standard sets out obligations for certain persons, businesses and other organizations to provide goods and services in a way that is accessible to people with disabilities in Ontario.

The Standard applies to:

- Designated public sector organizations (compliance January 1, 2010); and
- Every other person or organization that provides goods or services to the public or to other organizations (third parties) and that has one or more employees in Ontario (compliance deadline January 1, 2012).

Key Principles

- Dignity
- Independence
- Integration
- Equality

Obligations

The Wellington Catholic District School Board is obligated by legislation to provide accessible customer service and is committed to creating an excellent customer service experience to all our stakeholders.

Accessible Customer Service

In meeting the requirements of the Accessibility Standard for Customer Service, the WCDSB will:

1. Use reasonable effort to ensure our policies, practices and procedures follow the principles of dignity, independence, equal opportunity and integration.
2. Set policies that cover the use by persons with disabilities of their own assistive devices to access the Board's services or any other measures the Board offers to enable an individual access to the services.
3. Communicate with a person with a disability in a manner that takes into account the person's disability.

4. If a person with a disability is accompanied by a support person, the Board will ensure that both people are permitted to enter the Board property together and that the person with a disability is not prevented from having access to the support person while on the Board's premises.
5. 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.
6. If a person with a disability is accompanied by a guide dog or other service animal, the Board will ensure that the person is permitted to enter the Board property with the guide dog or other service animal and to keep the animal with him or her, unless the animal is not allowed by law.
7. If there is a temporary disruption in Board property's service or facilities generally used by persons with disabilities, the Board will give notice of the disruption to the public, in accordance with policy.

8. All staff, volunteers and third parties who interact with the public on behalf of the Board will receive accessibility awareness training.
9. Every person who participates in developing the Board's policies, practices and procedures governing the provision of the Board's service to members of the public or other third parties will receive accessibility training.
10. Ensure a process for receiving and responding to feedback about the manner in which the Board provides its services to people with disabilities and make information about the process readily available to the public.

For more information contact the Wellington Catholic District School Board at 519-821-4600 or visit the Board website at www.wellingtoncdsb.ca

Where to find Ontario's Accessible Customer Service Information



www.AccessON.ca



**MINISTRY OF COMMUNITY
AND SOCIAL SERVICES**

<http://www.mcsc.gov.on.ca/mcss/english/pillars/accessibilityOntario/>



**Wellington Catholic
District School Board**
We Have Faith in Education

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