



ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

1.0 Rationale

In compliance with The Accessibility Standards for Customer Service, Ontario Regulation 429/07, created under the Accessibility for Ontarians with Disabilities Act, 2005, District School Board Ontario North East is committed to providing goods and services in a way that is accessible to all customers.

The Board believes that excellence in education is founded on respect for the dignity and humanity of all individuals and the development of human potential, enabling individuals and groups to participate and contribute fully within a diverse society. Equity, valuing diversity and inclusion are related yet distinct concepts which form the foundation of social justice and reflect values such as fairness, empathy, and respect for the dignity of all humans.

Practising equity involves proactively eradicating attitudes, actions, structures and systems that result in discrimination and exclusion. To this end, District School Board Ontario North East is committed to the continual improvement of accessibility and the on-going removal of barriers in order to provide greater equity for all.

2.0 Definitions

Customer: any person who uses the goods and services of the school board.

Assistive Device: any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices.

Service Dog: a dog that is being used because of a person's disability. The dog's certification complies with District School Board Ontario North East's Policy for the 'Use of Service Dogs in Schools.

Support Person: a person who assists or interprets for a person with a disability as he/she access the services of the Board. A support person is distinct from an employee who supports a student in the system.

Third Party Contractors: any person or organization acting on behalf of or as an agent of the Board (e.g. bus operators, psychologists)

Barriers to Accessibility: anything that prevents a person with a disability from fully participating in all aspects 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, or a technological barrier.

Accommodation: a means, through reasonable efforts, of preventing and removing barriers that impede individuals with disabilities from participating fully in the services of the Board.

3.0 Policy

It is the policy of District School Board Ontario North East to provide an environment in all of its facilities that builds independence, dignity, integration, and equality of opportunity 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.