

## Customer Service Operating Procedure

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

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 people with disabilities. Such services incorporate a set of guidelines that deal with measures that facilitate access by people with disabilities to the services and facilities of the Board, including, but not limited to:

- Use of assistive devices
- Use of a support person services
- Use of service animals
- Use of notification of disruption of service
- Feedback on access to services

### Definitions:

<b>Customer</b>	any person who uses the goods and services of the school board.
<b>Assistive Device</b>	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.
<b>Service Dog</b>	a dog that is being used because of a person's disability. The dog's certification complies with the Peel District School Board's Policy for the 'Use of Service Dogs in Schools.'
<b>Support Person</b>	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.
<b>Third Party Contractors</b>	is any person or organization acting on behalf of or as an agent of the Board (e.g. bus operators, psychologists).
<b>Barriers to Accessibility</b>	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.
<b>Accommodation</b>	a means, through reasonable efforts, of preventing and removing barriers that impede individuals with disabilities from participating fully in the services of the Board.

### References:

- Accommodation of Staff with Disabilities Policy #59
- Accessibility Policy #76
- Information and Communication Operating Procedure – *Draft*
- Employment Operating Procedure – *Draft*
- Built Environment Operating Procedure – *Draft*
- Transportation Operating Procedure - *Draft*