



Administrative Guideline

Title: **Accessibility Standards for Customer Service
Monitoring and Feedback on Accessible Customer Standards**

Effective Date: 2010/01/01

Responsibility: Superintendent of Business

Applicable Reference from Accessible Customer Service Policy Statement:

The Board will monitor the effectiveness of implementation of the Accessible Customer Service Standard through a process for receiving and responding to feedback. Information about the feedback process will be readily available to the public and will allow people with disabilities to provide feedback using a number of methods.

The Board will create a feedback process that will review the implementation of this policy with the Board's various constituency groups. Examples include but are not limited to Special Education Advisory Committee (SEAC), Teacher Federations*, Employee unions*, citizens' groups. Methods would include electronic means such as websites.

(*Note: Consultation relates to membership of these groups as **providers** of Accessible Customer Service.)

1.0 Responsibility

1.1 The Director of Education and/or designate will implement a process for Feedback on Accessible Customer Service that has the following components:

- (a) Information on the Board and school websites inviting users of Board services to provide feedback on their experience with or concerns about access to services for people with disabilities
- (b) Printed information available through school offices and public offices of the Board to invite people with disabilities to provide feedback on their experience with or concerns about accessibility of services. Consideration should be given to providing information in alternate formats.
- (c) Information on how the Board will respond to feedback.

1.2 The Director of Education and/or designate will create a process for reviewing implementation of the policy on Accessibility Standards for Customer Service that includes consultation with various constituency groups including Special Education Advisory Committee (SEAC), Federations,

Our mission is to educate learners to their fullest potential in preparation for life-long learning.

unions, citizens' groups. Consultation methods could include electronic feedback and focus groups.

2.0 Methods for Feedback

2.1 A range of methods for soliciting feedback will be employed to ensure optimum access to the feedback process by people with disabilities.

2.2 Methods could include e-mail, verbal input, suggestion box or feedback card.

2.3 The feedback process should include the title(s) of the person(s) responsible for receiving feedback and indicate how the Board's response to the feedback will be made known.

3.0 Proactive Measures for Accessible Customer Service

3.1 To ensure ongoing efficient and effective adherence to the Board's policy on Accessibility Standards for Customer Service, the Board, its school-based administrators and its managers including those representing the Board in multi-board consortia will take into account the impact on people with disabilities when purchasing new equipment, designing new systems or planning a new initiative.

Sample Notice re: Feedback

The Near North District School Board is committed to ensuring that its services meet optimum standards of accessibility for people with disabilities using the facilities and services of the Board. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Near North District School Board provides services to people with disabilities can be made by e-mail, verbally, telephone, etc.

All feedback will be directed to the Director of Education.

Response to your feedback will be provided as follows: direct response to the individual, summary report on website, etc.

Legal Framework

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Ontario Human Rights Code

Cross-Referencing

NNDSB Administrative Guidelines:

- Near North District School Board Accessibility Standards Policy
- Accessibility Standards – Use of Assistive Devices by the General Public
- Accessibility Standards – Use of Service Animals by General Public
- Accessibility Standards – Notification of Disruption of Service
- Accessibility Standards – Use of Support Person by the General Public
- Safe Schools: Interim (Pending appropriate consultation) Code of Conduct for all Persons in Schools
- School Closure/Power Interruption/Plant Disruption/Bus Cancellation
- Volunteers
- Human Rights
- Workplace Harassment