



## **Accessibility Standards for Customer Service**

**Date: 2010 01 01 / 2015 04 28 / 2023 06 20**

### **Policy Statement**

It is the policy of the St. Clair Catholic District School Board 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. The Board believes that within the Catholic educational community, 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. The key principles of independence, dignity, integration and equality of opportunity are reflected and valued in our learning and working environments, and our conduct will demonstrate our belief in the strength that diversity brings to our communities.

### **Policy Goals**

1. Confirm the Board's policies align with the core principles of the Accessibility for Ontarians Disabilities Act (AODA).
2. Strive to ensure that the identification, removal, and prevention of barriers in accordance with the AODA and all other applicable legislation is reflected and valued in our learning and working environments.
3. Confirm the Board's commitment to ensuring that all communication and interactions with persons with disabilities consider individual differences and needs.
4. Establish a process for receiving and responding to feedback and confirm the feedback process will be readily available to the public.