



## **Monitoring and Feedback on Accessible Customer Service**

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

### **Applicable Reference from Accessibility Standard for Customer Service Policy:**

The Board will monitor the effectiveness of implementation of the Accessibility Standard for Customer Service Policy 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), Associations, Unions, citizens' groups. Methods would include electronic means such as websites. Consultation with the Associations and Unions is as **providers** of accessible customer service.

## **Administrative Procedures**

### **1. Responsibilities**

- 1.1 The Director of Education and/or designates 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. A sample feedback notice is provided in Appendix A.
  - 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 designates 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), Associations, Unions, citizens' groups.



- 1.3 The Supervisor – Communications and Community Relations is responsible for receiving and responding to all feedback submitted.
- 1.4 The senior administrator responsible for Human Resource Services is responsible for soliciting and receiving feedback from Association and Union representatives as providers of accessible customer service through their respective joint liaison committees.

## 2. Expectations

### 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. These methods could include e-mail, verbal input or written submission.

### Proactive Measures for Accessible Customer Service

- 2.2 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.

## 3. Additional Information

- 3.1 The St. Clair Catholic District School Board is committed to the principles of equity and inclusive education, consistent with our Catholic teachings, which value and promote human rights and social justice in all Board policies, programs, guidelines, operations and practices.

## References

Canadian Charter of Rights and Freedom Ontario  
Ontario Human Rights Code  
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)  
Accessibility Standards for Customer Service, Ontario Regulation 429/07

## Definitions

**Disability** - any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes:

- a) diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or on a wheelchair or other remedial appliance or device,



- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder,
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

**Customer** - is any person who uses the services of the school board.

## **Appendix A**

### **FEEDBACK NOTICE**

The St. Clair Catholic 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 the St. Clair Catholic District School Board provides services to people with disabilities can be made verbally, by email or in writing directed to the Supervisor – Communications and Community Relations.

Response to your feedback will be provided by direct response to the individual.