

Procedure Title	Accessibility Standards for Customer Service – Monitoring and Feedback		
Date of Issue	January 19, 2010	Related Policy	BP 1411-D
Revision Dates		Related Forms	
Review Date		Originator	System Administrative Team
References			
Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Accessibility Standards for Customer Service, Ontario Regulation 429/07 Ontario Human Rights Code Annual Accessibility Plan AP 1411-D Accessibility Standards for Customer Service – Use of Assistive Devices by the General Public AP 1412-D Accessibility Standards for Customer Service – Use of Support Persons by the General Public AP 1413-D Accessibility Standards for Customer Service – Disruption of Service			

Procedure:

RATIONALE:

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.

PROCEDURE:

1.0 Responsibility

- 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.
 - b) Printed information available through school offices and the Board’s Education Centre 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, through the Board’s Ontarians with Disabilities Act working group, will create a process for reviewing implementation of the policy on Accessibility Standards for Customer Service that may include consultation with School Administrators, Special

Education Advisory Committee (SEAC), Unions, and School Community Councils .
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, (including school administrators, managers/supervisors and 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 building or renovating educational facilities.

SAMPLE NOTICE:

Bluewater 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 welcomed and appreciated.

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

All feedback will be directed to the Director's Office

Response to your feedback will be provided by e-mail, written or summary report on the Board's website, if appropriate.

Thank You.