

## **1. Policy Information**

Section: Accessibility Standards for Customer Service  
Document Type: Human Resources  
Policy Name: AHR207 Accessibility Standards for Customer Service

## **2. Rationale**

The Simcoe County Student Transportation Consortium (SCSTC) is committed to providing its customers access and services that are free of barriers and biases. The SCSTC strives to ensure that all customers experience dignity, integration and equality of opportunity within its environment.

## **3. Policy Statement**

It is the policy of the SCSTC to follow Member District School Board policies and procedures relating to Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005. Notwithstanding the preceding, it is the policy of the SCSTC to ensure that its practices and procedures are consistent with the principles outlined in the AODA, by providing services in a manner that respects the dignity and independence of people with disabilities.

## **4. Overview**

- 4.1. The SCSTC will make every reasonable effort to:
  - 4.1.1. Provide copies of its AODA policy upon request and ensure that it is in a format that is accessible for the customer.
  - 4.1.2. Ensure that the facility and services are accessible and meet a consistently high standard of quality.
  - 4.1.3. Consider each person's needs when communicating with them.
  - 4.1.4. Allow assistive devices within the facility.
  - 4.1.5. Welcome support persons and service animals.
  - 4.1.6. Inform customers when accessible services are not available.
  - 4.1.7. Invite customer to provide feedback.
  - 4.1.8. Only collect and use customer information in a lawful manner that protects the privacy of its customers and is compliant with applicable legislation.
  - 4.1.9. Train staff with appropriate customer service training to ensure the consistent delivery of exceptional service, including people with disabilities.

#### 4.2. Communication

4.2.1. The SCSTC is committed to communicate information with all customers and shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:

4.2.1.1. in a timely manner that takes into account the person's accessibility needs due to disability; and

4.2.1.2. at a cost that is no more than the regular cost charged to other persons.

#### 4.3. Assistive Devices

4.3.1. The SCSTC is committed to welcoming people with disabilities to use their assistive devices on SCSTC premises and make every reasonable attempt to provide services to persons with assistive devices.

#### 4.4. Service animals and support persons

4.4.1. The SCSTC is committed to welcoming people with disabilities who are accompanied by a service animal or support person on SCSTC premises. A person with a disability who is accompanied by a service animal or support person will be permitted to having access to their service animal or support person while on the premises.

#### 4.5. Notice of temporary disruption

4.5.1. The SCSTC will provide notice in the event of a planned or unexpected disruption to its facilities or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on the premises.

#### 4.6. Staff training

4.6.1. The SCSTC will provide training to all staff, volunteers and others who deal with the public on behalf of the SCSTC to serve customers of all abilities. This training will also be provided to those who are involved in the development and approvals of customer service policies, practices and procedures. Training will be updated and reviewed with staff in response to any policy or procedural changes as it relates to the AODA Customer Service Standard to ensure all staff stays current.

## **5. References**

- 5.1. Accessibility for Ontarians with Disabilities Act (AODA), 2005, S.O. 2005, c.11
  - 5.1.1. O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS
- 5.2. Ontario Human Rights Code
- 5.3. SCDSB Policy 3115
- 5.4. SCDSB Policy 3116
- 5.5. SMCDSB Policy LE-19.

Board of Directors Approved July 7, 2017