



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

Customer Service Standard Process

- 5 Customer Service Standard Policies developed by RCCDSB AODA working group (Kathy O'Neill, Ivan Johnson, Jennifer O'Malley, Mark Searson, Jaimie Perry, Marian Neeson).
- Policies must be in force as of January 1, 2010
- RCCDSB policy recommendations based on policy exemplars developed by the Ontario Education Services Corporation Accessibility Working Group.

The Policies - Content

- Apply to all RCCDSB Trustees, Regular and Casual Staff and volunteers who interact with customers
- Five Customer Service Standards:
 - Use of Service Animals
 - Use of Support Person
 - Use of Assistive Devices
 - Notification of Service Disruption
 - Feedback Process
- Do not impose unreasonable expectations on the board