



**RENFREW COUNTY CATHOLIC
DISTRICT SCHOOL BOARD**

ONTARIANS WITH
DISABILITIES ACT

EIGHTH
ANNUAL
ACCESSIBILITY
PLAN

RENFREW COUNTY
CATHOLIC DISTRICT
SCHOOL BOARD

SEPTEMBER 2010-
AUGUST 2011

499 PEMBROKE ST. WEST
PEMBROKE, ONTARIO
K8A 5P1

Renfrew County Catholic District School Board
Annual Accessibility Plan

September 2010 - August 2011

Submitted to:

Ms. Michele Arbour
Director of Education
Administration Office
499 Pembroke Street West
Pembroke, Ontario
K8A 5P1

June 2010

Submitted by:

Kathy O'Neill
Co-ordinator
Accessibility Working Group

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EXECUTIVE SUMMARY

This is the eighth plan (2010-2011) prepared by the Accessibility Working Group of the Renfrew County Catholic District School Board (R.C.C.D.S.B.). The report describes:

1. Last year's progress on identified barriers;
2. The measures that the Board will take in 2010-2011 to identify, remove and prevent barriers to people with disabilities that use the facilities and services of the Board, including students, staff, parents of students and other members of the community.

In the past seven plans, the Accessibility Working Group identified barriers in physical, attitudinal and communication areas.

AIM

This report describes the measures that the R.C.C.D.S.B. has taken in the past several years, and the measures that the Board will take in the next school year.

DESCRIPTION OF THE RENFREW COUNTY CATHOLIC DISTRICT SCHOOL BOARD

Located in Eastern Ontario, approximately 100 km northwest of Ottawa, the Renfrew County Catholic District School Board is comprised of 22 schools (20 English Elementary Schools and 2 English Secondary Schools) in 16 communities, the majority of which are rural. The Board covers a large geographical area with low population density. There are 550 employees providing education for 5,318 students.

Three key areas of focus in our Board are: Catholicity, Literacy/Numeracy, and Stewardship. These are embedded in our Vision Statement (see attached copy).

RENFREW COUNTY CATHOLIC DISTRICT SCHOOL BOARD



OUR VISION

INSPIRED BY OUR RICH HERITAGE AND CHALLENGED BY THE STRUGGLES OF OUR PAST, WE ARE AN INCLUSIVE CATHOLIC EDUCATIONAL COMMUNITY CALLED TO EXPRESS OUR MISSION AS CHURCH TO PASS ON THE GOOD NEWS OF JESUS CHRIST, TO MAKE IT RELEVANT IN THE WORLD TODAY, AND TO BE THE HOPE FOR THE FUTURE.

IN A SPIRIT OF FREEDOM, AFFIRMATION AND CELEBRATION TODAY, WE STRIVE TO...

- Facilitate an active faith journey rooted in prayer and the sacraments.
- Enhance relationships among members of the home, school, parish and extended community.
- Foster a world view shaped by the Catholic conversation about life's meaning and purpose.
- Nurture the giftedness, self-worth and potential of each individual.
- Reverence the dignity of the whole person.
- Integrate the Catholic faith tradition in a critical analysis of the arts, media and technology.
- Sustain safe school environments characterized by warmth, hospitality, good humour and joy.

OPEN TO MYSTERY AND ENDLESS DISCOVERY IN THE LORD, WE ARE CALLED TO...

- Develop and implement a distinctive Catholic curriculum based on the Ontario Catholic School Graduate Expectations.
- Make a difference – as faith-filled community builders.
- Challenge the consumer culture with lives dedicated to the principles of social justice in the spirit of gospel values.
- Model a servant leadership style following the example of Jesus.
- Claim our role as global stewards cherishing the environment and all life in it.
- Engage in the pursuit of life-long learning.
- Love unconditionally.

*This is what Yahweh asks of you: only this,
to act justly, to love tenderly, and to walk humbly with your God.
Micah 6:8*

THE ACCESSIBILITY WORKING GROUP

An Accessibility Working Group was formed in January 2003. This group will:

- Conduct a survey on present barriers on all facilities.
- Examine reasons why these barriers exist.
- Describe how these barriers will be removed or prevented.
- Prepare a report on these activities.
- Discuss this report with the Special Education Advisory Committee and the Director of Education for approval.
- Make the plan available to the public, in paper and electronic format.

COORDINATOR

The Director of Education, Ms. M. Arbour appointed Mrs. Kathy O'Neill as the Co-ordinator of the Accessibility Working Group. Mrs. O'Neill has served as a Special Education Co-ordinator for the Board for twelve years. Previous to that she has worked many years as a Special Education teacher.

MEMBERS OF THE WORKING GROUP (2009-2010)

Name	Position	Address & Telephone Number
Mr. I. Johnson	Manager of Plant Services	Renfrew County Catholic D.S.B. 499 Pembroke Street West PEMBROKE ON K8A 5P1 613-732-4331
Mr. K. Jones	Health & Safety Officer	Same as above
Mrs. J. O'Malley	ISA Finance Clerk	Same as above 613-735-1031
Mrs. S. Douglas	Special Education Special Position Assignment Teacher	Our Lady of Sorrows School 19 Mohns Avenue PETAWAWA on K8H 1L3 613-687-8346
Mrs. K. O'Neill	Co-ordinator of Special Education	St. Joseph's School 324 John Street North ARNPRIOR ON K7S 2P6 613-623-2347
Mr. L.J. Helferty	Technology Special Position Assignment Teacher	St. Joseph's High School 835 First St. RENFREW ON K7V 4E1 613-432-5846
Mrs. J. Weller	Principal	George Vanier School 2782 Dafoe Road COMBERMERE ON K0J 1L0 613-756-3708
Mrs. Jennifer Hamilton	Manager of CCAC	Community Care Access Centre 1100 Pembroke St. East Pembroke, ON K8A 6Y2 613-732-7008

R.C.C.D.S.B. COMMITMENT TO ACCESSIBILITY PLANNING

Our Board is committed to barrier-free facilities throughout the county.

RECENT BARRIER-REMOVAL INITIATIVES

The Renfrew County Catholic District School Board, through its Special Education Plan, has addressed access for students with disabilities through modifications and accommodations of programs and services. A copy of the Special Education Plan is available on the board website www.rccdsb.edu.on.ca. All Ontario with Disabilities Accessibility Plans are available on the board website. The Board has addressed accessibility in the last several years with a number of informal initiatives to identify, remove and prevent barriers to people with disabilities.

The following pages list recent initiatives:

- Transportation of Special Needs Students 2009-2010;
- ISA 1 Equipment Claims for 2009-2010;
- Work Summary for 2009-2010;
- Accessibility of School Buildings for 2009-2010

BARRIER-IDENTIFICATION PROCESS

The Accessibility Working Group met in February 2010 to review the plan at St. Joseph's High School in Renfrew.

During these meetings, the committee discussed the progress of work regarding the barriers identified during the 2009-2010 school year. The committee also stressed the continued need to review the Table of Existing Barrier Free Installations, so that we can keep to the provincial target date of 2025. The committee also devised plans for barrier identification for the 2010-2011 school year.

SPECIAL NEEDS STUDENT TRANSPORTATION

Special needs transportation includes all specialized vehicles needed to transport students to school. In some cases, due to the nature of the disability, Educational Assistants must accompany the students in these vehicles.

During the 2009-2010 school year, the following number of students needed specialized transportation:

SPECIAL NEEDS TRANSPORTATION - LIST 2009-2010

Number of students who require a wheelchair vehicle	11
Number of students who require special transportation	20
Number of students attending SECTION 23 classrooms who require special transportation	14
Number of special needs students requiring a regular bus	43

The decision for deciding how a student with special needs will be transported from home to school is a school based decision. This decision is decided at the Identification, Placement and Review Committee meeting.

The process for deciding whether a student with special needs will be transported with other children or whether it is in the best interests of the student to be transported separately.

The decision is made at the school by the Principal and Teacher following the appropriate IPRC recommendation.

RENFREW COUNTY CATHOLIC DISTRICT SCHOOL BOARD

2009/2010 SEA Equipment Purchased

<i>Item</i>	<i>Quantity Purchased</i>
Beyond Boardmaker Plus Software	3
Beyond Boardmaker Volume II Software	3
Big Red Switch	1
Boardmaker Backgrounds software	2
Boardmaker Classroom Suite software	2
Boardmaker Educational Bundle Software	3
Boardmaker Plus Software	3
Body Ball	1
Budget Bubble Column	1
Bumpy Gel Ball	1
Carrel	1
children's electronic dictionary	3
Clidker Paint software	1
Closed Circuit Television Viewer (CCTV unit)	1
colour printer with extra set of ink toner cartridges, imaging unit & waste toner collector	20
computer software training days	39
computer workstation	16
Cracckle Ball	1
digital camera with carry case & memory stick	4
Dragon Naturally Speaking software	2
DT Tainer software	1
Earobics Step 1 Software	1
Earobics Step 2 software	1
Electric Height Adjustable Change Table	1
fiberoptic light spray	1
Fidget Seasonsqueeze	1
Fidget Tangle Therapy	1

<i>Item</i>	<i>Quantity Purchased</i>
Fidget Velvet Slime Anemones	1
flash drive	22
FM System	2
glider rocker	2
Grotto Grip pencil	1
headphones	8
headphones with microphone	14
<i>Item</i>	<i>Quantity Purchased</i>
Icky Yicky Worm Ball	1
Inspiration Software	1

SPECIAL NEEDS WORK SUMMARY

WORK COMPLETED FROM SEPTEMBER 1, 2010 TO MARCH 18, 2010

ORDER NUMBER	DATE OF ORDER	COMPANY	DESCRIPTION	TOTAL COST
ST. JOSEPH'S, ARNPRIOR				
1120012246	4-Dec-09	Valley Sales & Equipment	Special Needs Desk	\$ 83.71
1120012033	20-Nov-09	Murdoch Electric	Electric Door Closer	\$ 52.50
1120011931	11-Nov-09	Murdoch Electric	Install pink light bulbs	\$ 131.25
1120011869	30-Oct-09	Westburne/Ruddy	Pink Soft light bulbs	\$ 602.06
G910200	27-Nov-09	Own Forces	Custom student desk	\$ 700.00
GEORGE VANIER, COMBERMERE				
1200012395	7-Jan-10	Drew's Door & Security Ltd.	Install Handicap Door Mechanism	\$ 374.51
ST. MARY'S, DEEP RIVER				
910266	15-Jan-10	Own Forces	Privacy Wall in washroom	\$ 954.68
ST. JAMES, EGANVILLE				
1260011649	13-Oct-09	Drew's Door & Security Ltd.	Repair Handicap Door Mechanism	\$ 160.02
HOLY NAME, PEMBROKE				
G910135	8-Oct-09	Own Forces	Door with window - time out room	\$ 241.25
OUR LADY OF SORROWS, PETAWAWA				
1460011286	10-Sep-09	Drew's Door & Security Ltd.	Repair Handicap Door Mechanism	\$ 288.86
1460011836	27-Oct-09	Medigas	Service Main Track	
OUR LADY OF FATIMA, RENFREW				
1480012363	4-Jan-10	Ergosante	Service ceiling track lift	\$ 235.91
ST. THOMAS THE APOSTLE, RENFREW				
1500011860	29-Oct-09	Yemen Electric	Caged light in time out room	\$ 278.60
G91053	4-Sep-09	Own Forces	Black Board in Valleycrest Room	\$ -
G91051	2-Sep-09	Own Forces	Secure Valleycrest Room	\$ 45.00
ST. CASIMIR'S, ROUND LAKE				
1520011441	22-Sep-09	Drew's Door & Security Ltd.	Door System	\$ 1,128.87
OUR LADY OF GRACE, WESTMEATH				
A910226	15-Dec-09	Own Forces (Cost to Date)	Re-paint Special Needs Washroom	\$ 413.84
BISHOP SMITH CHS				
2500012560	20-Jan-10	Drew's Door & Security Ltd.	Door for Valleycrest Area	\$ 568.39
2500011305	15-Sep-09	Drew's Door & Security Ltd.	Re-wire Handicap Door Mechanism	\$ 1,897.00
2500011128	1-Sep-09	Minitel Communications Corp.	Telephone in Spec. Ed. Office	\$ 987.53
ST. JOSEPH'S HS				
2510011963	13-Nov-09	Yemen Electric	Vandalized Handicap Door button	\$ 105.00
2510011635	7-Oct-09	Drew's Door & Security Ltd.	Door Closer for Handicap Door	\$ 1,028.30
GRAND TOTAL ALL LOCATIONS				\$ 10,277.28

BARRIERS THAT WERE ADDRESSED IN 2009-2010

Work was completed on the Customer Service Standard to establish the policies, practices and procedures.

The following are the 5 areas within the Customer Service Standard policies:

- Notification of Disruption of Services
- Use of Assistive Devices
- Use of Support Persons
- Use of Service Animals
- Feedback Process

Staff Training

All staff was required to attend the video: “How May I Help You?”

This video met the specific requirements for school boards in the area of customer service. It was produced by the Ontario Education Services Corporation.

As a result of viewing this video, Several Special Education forms SE17, SE19 were rewritten to include the following:

“Your input is valued and appreciated. If you require additional assistance in order to take full advantage of our meeting, please advise us by indicating on the form below.”

The Customer Service Standard was accepted into board policy, Policy # GB-11A, B,C,D,E on December 2009.

A Customer Service Standard pamphlet was written and copies made available to all schools. These pamphlets can be located at all school offices and are accessible to the public. An additional edition of the pamphlet was written for principals. It outlined their responsibilities with respect to the Customer Service Standard.

In accordance with Customer Service Standard Policy, the board website (<http://www.rccdsb.edu.on.ca>) lists all of the Working Group Accessibility Plans, the contact information for the board representative of the Customer Service Standard, the Customer Service Standard board policies, the general public

pamphlet of the board's Customer Service Standard, existing barrier – free installations (updated from 2006), sample consent form for Support Person Involvement, tips for principals regarding assistive devices and TTY, and sample letters for Notification of Disruption of Services.

The board's Accessibility report stating full compliance of the Customer Service Standard was submitted on February 8, 2010 to the Government of Ontario.

The board's minor projects are listed in Special Needs Work Summary Completed 2009-2010 chart that is provided. A number of cut-out desks were made by the Plant Department so that special needs students have greater physical comfort and wheel chair accessibility within their classroom work surface.

In our commitment to continually add to our Existing Barrier Free Installations the Renfrew County Catholic District School Board will concentrate on the installation of Fire Alarm Strobe Lights for the Hearing Impaired at Bishop Smith Catholic High School.

Evacuation Plans 2009-2010

Written evacuation plans have been developed and staff in the following schools are aware of these plans, and the actions that are to be taken if a fire evacuation becomes necessary.

- ✓ Bishop Smith Catholic High School
- ✓ St. John Bosco
- ✓ Our Lady of Sorrows
- ✓ Our Lady of Fatima

- ✓ St. Joseph's High School
- ✓ Our Lady of Lourdes

EXISTING BARRIER-FREE INSTALLATIONS

The following is a description of the current status of each building in the school board.

SCHOOLS	Barrier-Free Parking Space	Exterior Ramps	Handicap Lift to Other Floor(s)	Barrier-Free Washroom	Washroom Call Button	Extended Care Space	Barrier Free Drinking Fountain	Automatic Door Opener	Fire Alarm Strobe Lights
JOHN XXIII	√	√	n/a	√			√		
ST. JOSEPH'S, ARN.	√	√	√	√	√		√		
ST. JOHN BOSCO	√	√	n/a	√		√			
ST. JOSEPH'S, CAL.									
ST. ANTHONY'S	√	√	n/a	√					
GEORGE VANIER			n/a						
ST. MARY'S DR	√	√							
ST. MICHAEL'S	√	√	n/a						
ST. JAMES	√	√	√	√			√	√	
ST. ANDREW'S			n/a						
BISHOP SMITH HIGH SCHOOL	√	√	√	√	√	√	√	√	
CATHEDRAL		√		√			√	√	
HOLY NAME									
OUR LADY OF LOURDES	√	√	n/a	√	√	√	√	√	
OUR LADY OF SORROWS	√	√	√	√	√	√	√	√	
ST. FRANCIS OF ASSISI	√	√	n/a	√	√			√	
OUR LADY OF FATIMA	√	√	√	√		√	√	√	
ST. JOSEPH'S HIGH SCHOOL	√	√	√	√	√		√	√	
ST. THOMAS THE APOSTLE	√	√	√	√	√	√	√	√	
ST. CASIMIR'S			n/a						
OUR LADY OF GRACE		√	n/a						
ST. MARY'S WILNO		√	n/a	√					
ADMINISTRATION	√			√					
PLANT/WAREHOUSE		√		√					

4. Procedure : Notification of Disruption in Service

Applicable Reference from Accessible Customer Service Policy Statement:

When services that are normally provided to a person with a disability are temporarily unavailable such as access to an elevator, a disruption of service notice will be posted at the site and on the Renfrew County Catholic District School Board's website.

Definition/Explanation of Disruption of Service:

As members of the general public, people with disabilities may rely on certain facilities, services or systems in order to access the services of the school or board officers. Escalators and elevators, for example, are important to people with mobility disabilities because that may be the only way they can access the premises. Other systems and services designed to meet the needs of people with disabilities can include accessible washrooms, amplification systems, and note taking or TTY services. When those facilities or services are temporarily unavailable or if they are expected to be temporarily unavailable in the near future, a notice of disruption of service is required.

5. Procedure : Feedback Process

Applicable Reference from Accessible Customer Service Policy Statement:

Renfrew County Catholic District School 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.

The Renfrew County Catholic District School Board will create a feedback process that will review the implementation of this policy with the Board's various constituency groups. Methods would include electronic means such as school websites to the board website.

If you would like to provide any immediate feedback with regards to our commitment to the customer service standards outlined in this policy or from your personal experience with these standards at one of our schools, please contact:

Mr. Jamie Perry
R.C.C.D.S.B.
Superintendent of Educational Services
jperry@rcedsb.educ.on.ca



Ontarians With Disabilities Accessibility Standards Customer Service Standard

In a spirit of freedom, affirmation and celebration, we strive to nurture the giftedness, self-worth and potential of each individual and we reverence the dignity of the whole person, including all persons who interact with our board as customers.

The logo for the Ontario with Disabilities Act features a stylized, grey figure of a person in a wheelchair, rendered in a dynamic, forward-leaning pose. The figure is set against a white background with a subtle grid pattern.

The Ontario with Disabilities Act outlines Customer Service Standards that all School Boards must comply with. These standards are outlined in this pamphlet:

1. Use of Accessible Devices
2. Use of Service Animals
3. Use of Support Person
4. Notification of Service Disruption
5. Feedback Process

1. Procedure: Use of Assistive Devices

Applicable Reference from Accessible

Customer Service Policy Statement:

The Renfrew County Catholic District School Board will welcome all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of people with disabilities. Such services incorporate measures that include but are not limited to the use of assistive devices.

Definition/Explanation of Assistive devices:

An assistive device is any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices.

2. Procedure: Use of Service Animals

Applicable Reference from Accessible

Customer Service Policy Statement: The

Renfrew County Catholic District School Board will welcome all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of people with disabilities, such services to incorporate measures that include but are not limited to the use of service animals.

Definition/Explanation of Service Animal:

A service animal is an animal that is being used because of a person's disability and this is either readily apparent or is supported by a letter from a physician or nurse.

Additional Information:

Examples of service animals include dogs used by people who have vision loss, hearing alert animals for people who are deaf, trained or hand of hearing, and animals trained to alert an individual to an incoming seizure and lead them to safety. The customer service starcard's provisions also apply to animals who provide other services to people with disabilities. It's "readily apparent" that an animal is a service animal when it is obvious by its appearance or by what it is doing. For example, it may be readily apparent that an animal is a service animal if it is wearing a harness, seclude bags, a sign that identifies it as a service animal or has a certificate or an identification card from the Attorney General of Ontario. It may also be readily apparent if a person is using the animal to assist him or her in doing things, such as opening doors or retrieving items.

3. Procedure: Use of Support Persons

Applicable Reference from Accessible

Customer Service Policy Statement: The Renfrew County Catholic District School Board will welcome all members of the school and broader community to our

facilities by committing our staff and volunteers to providing services that respect the independence and dignity of people with disabilities, such services to incorporate measures that include but are not limited to the use of support persons.

Definition/Explanation of Support Person:

A support person is a person who assists or interprets for a person with a disability who accesses the services of the Board. A support person is distinct from an employee who provides support services to a student or staff person in the system – separate and specific procedures apply.

Additional Information:

A support person is an individual chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Personal care needs may include, but are not limited to, physically transferring an individual from one location to another or assisting an individual with eating or using the washroom. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure. The support person could be a paid professional, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

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

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): USE OF ASSISTIVE DEVICES BY THE GENERAL PUBLIC

Policy #GB-11A

Rationale:

In a spirit of freedom, affirmation and celebration, members of the Renfrew County Catholic District School Board Community strive to nurture the giftedness, self-worth and potential of each individual and we reverence the dignity of the whole person, including all persons who interact with our board as customers.

The Renfrew County Catholic District School Board will welcome all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of people with disabilities. Such services incorporate measures that include but are not limited to the use of assistive devices.

Personnel Affected by Policy:

Trustees, All Renfrew County Catholic District School Board Regular and Occasional Employees and Volunteers

Definitions:

Assistive Device: any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices and hearing devices.

Customer: any person who uses the services of the Board

Organizational Authority:

The Renfrew County Catholic District School Board

Regulations:

1.0 RESPONSIBILITY

- 1.1 Supervisory Officers, Principals and Departmental Managers will ensure that staff is trained to support parents and the general public who may use assistive devices while accessing board services.
- 1.2 Training is focused on how to interact with people using assistive devices rather on the technical use of the assistive devices.
- 1.3 Students and staff have separate and specific procedures related to their personal use of assistive devices.

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): USE OF ASSISTIVE DEVICES BY THE GENERAL PUBLIC

Policy #GB-11A

2.0 COMMUNICATION RE: USE OF ASSISTIVE DEVICES

Assistive Devices Carried by Persons with Disabilities

- 2.1 The Renfrew County Catholic District School Board website will indicate that all board facilities provide services that respect the independence and dignity of people with disabilities and offer services that include the use of assistive devices.
- 2.2 Each Renfrew County Catholic District School Board facility that is open to the public will provide a pamphlet in the front office/reception area that welcomes the use of assistive devices and encourages users to seek support from staff and volunteers as they require it.

Assistive Devices/Services Made available by the Renfrew County Catholic District School Board *

- 2.3 The Renfrew County Catholic District School Board website will indicate the availability of assistive devices provided by the board or school to assist in provision of services to people with disabilities.
- 2.4 Each Renfrew County Catholic District School Board facility that is open to the public will, as applicable, post information in the front office/reception area in the form of a pamphlet that indicates the availability of assistive devices and encourage potential users to seek support from staff and volunteers as they require it.

(*Note – these could include:

Assistive devices: TTY service, telephones with large numbers, amplifiers, lifts.

Services: Sign language interpretation, oral interpretation, real-time captioning.

Alternate service methods: Assistance of a staff person to complete a transaction, e.g., school registration)

Reference List:

Resolution #

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): USE OF SERVICE ANIMALS Policy #GB-11B

Rationale:

In a spirit of freedom, affirmation and celebration, members of the Renfrew County Catholic District School Board Community strive to nurture the giftedness, self-worth and potential of each individual and we reverence the dignity of the whole person, including all persons who interact with our board as customers.

The Renfrew County Catholic District School Board will welcome all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of people with disabilities, such service to incorporate measures that include but are not limited to the use of service animals.

Personnel Affected by Policy:

Trustees, All Renfrew County Catholic District School Board Regular and Occasional Employees and Volunteers

Definitions:

Service animal: is an animal that is being used because of a person's disability and this is either readily apparent or is supported by a letter from a physician or nurse.

Additional information:

Examples of service animals include dogs used by people who have vision loss, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety. The customer service standard's provisions also apply to animals that provide other services to people with disabilities.

It is "readily apparent" that an animal is a service animal when it is obvious by its appearance or by what it is doing. For example, it may be readily apparent that an animal is a service animal if it is wearing a harness, saddle bags, a sign that

identifies it as a service animal or has a certificate or identification card from a service animal training school or an identification card from the Attorney General of Ontario. It may also be readily apparent if a person is using the animal to assist him or her in doing things, such as opening doors or retrieving items.

Organizational Authority:

The Renfrew County Catholic District School Board

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): USE OF SERVICE ANIMALS Policy #GB-11B

Regulations:

RESPONSIBILITY

Supervisory Officers, Principals and Departmental Managers will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal

ACCESS TO BOARD PREMISES

Any person with a disability who is accompanied by a service animal will be welcomed on Renfrew County Catholic District School Board and/or school premises with his or her service animal and be accompanied by the service animal while on the premises. Access will be in accordance with normal security procedures.

This requirement applies only to those areas of the premises where the public or third parties customarily have access and does not include places or areas of the school or board offices where the public does not have access.

Access to classrooms for service animals used by students and staff is covered under separate specific procedures.

EXCLUSION OF SERVICE ANIMAL

A service animal can only be excluded from access to the premises where this is required by another law. Examples include the *Health Protection and Promotion Act* and the *Food Safety and Quality Act*. This act prohibits service animals in places where food is prepared, processed, or handled (e.g., kitchen of school cafeteria or culinary arts classroom) although service dogs are permitted where food is served and sold (e.g., school cafeteria or lunchroom).

Where there is a risk to the health and safety of another person as a result of the presence of a service animal, consideration must be given to options available prior to exclusion of a service animal. An example would be a situation where an individual has a severe allergy to the service animal. It is the Renfrew County Catholic District School Board's expectation that the situation is fully analyzed and all measures to eliminate the risk be considered, e.g. creating distance between the two individuals concerned, making reasonable alterations to schedules, etc.

A service animal can be excluded if it is of a breed that is prohibited by law. An example would be the Ontario *Dog Owners' Liability Act* which places restrictions on pit bull terriers.

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): USE OF SERVICE ANIMALS Policy #GB-11B

ALTERNATIVE MEASURES IF SERVICE ANIMAL MUST BE EXCLUDED

In the rare instance where a service animal must be excluded, the Renfrew County Catholic District School Board must make every effort to put alternative arrangements in place to provide the services required by the person with a disability. This could involve leaving the animal in a secure area where it is permitted by law and discussing with the person how best to serve them, e.g., a person with a vision disability might need someone (a member of staff or volunteer) to guide them.

WHEN IT IS NECESSARY TO CONFIRM AN ANIMAL IS A SERVICE ANIMAL

Where an animal is not a trained guide dog and it is not readily apparent that the animal is a service animal, the school or board staff member may ask the person using the service animal for a letter from a physician or nurse confirming that the animal is needed because of a disability. The letter does not need to identify the disability, why the animal is needed or how it is used.

Where the person using the service animal regularly attends at the school or Renfrew County Catholic District School Board facility, the principal or departmental manager may request to keep a copy of the letter on file but only as long as required by the circumstances. Alternatively, the person using the service animal may be asked to bring a letter with them on occasions when they visit the premises. The confidentiality of the information in the letter is protected by the *Freedom of Information and Protection of Privacy Act*.

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): USE OF SUPPORT PERSON BY THE GENERAL PUBLIC Policy #GB-11C

Rationale:

In a spirit of freedom, affirmation and celebration, members of the Renfrew County Catholic District School Board Community strive to nurture the giftedness, self-worth and potential of each individual and we reverence the dignity of the whole person, including all persons who interact with our board as customers.

The Renfrew County Catholic District School Board will welcome all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of people with disabilities, such service to incorporate measures that include but are not limited to the use of support persons.

Personnel Affected by Policy:

Trustees, All Renfrew County Catholic District School Board Regular and Occasional Employees and Volunteers

Definitions:

Support person: is a person who assists or interprets for a person with a disability who accesses the services of the Board. A support person is distinct from an employee who provides support services to a student or staff person in the system – separate and specific procedures apply.

Additional information:

A support person is an individual chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Personal care needs may include, but are not limited to, physically transferring an individual from one location to another or assisting an individual with eating or using the washroom. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure.

The support person could be a paid professional, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

Organizational Authority:

The Renfrew County Catholic District School Board

Regulations:

RESPONSIBILITY

Supervisory Officers, Principals and Departmental Managers will ensure that staff receive training in interacting with people with disabilities who are accessing board services accompanied by a support person.

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): USE OF SUPPORT PERSON BY THE GENERAL PUBLIC Policy #GB-11C

ACCESS TO BOARD PREMISES

Any person with a disability who is accompanied by a support person will be welcomed on Board and/or school premises with his or her support person. Access will be in accordance with normal security procedures.

This requirement applies only to those areas of the premises where the public or third parties customarily have access and does not include places or areas of the school or board offices where the public does not have access.

CONFIDENTIALITY

Where a support person is accompanying a person with a disability, who is the parent/guardian of a student, for the purpose of assisting in a discussion that may involve confidential information concerning the student, the superintendent, principal or other staff member must first secure the consent of the parent/guardian regarding such disclosure.

Consent to the disclosure of confidential information in the presence of the support person must be given in writing by the parent or guardian.

The support person must also provide assurance in writing to safeguard the confidentiality of information disclosed in the discussion.

A copy of the signed consent document will be retained in the school/board office.

If the parent/guardian uses a different support person for subsequent meetings, a new signed consent will be required.

SUPPORT PERSONS ACCOMPANYING A PERSON WITH A DISABILITY AT SCHOOL EVENTS FOR WHICH THERE IS AN ADMISSION FEE

Where an individual with a disability who is accompanied by a support person wishes to attend a school, family of schools or board-organized event for which a fee is charged, the notice of the event will include information as to whether support persons will be charged a fee and specify the amount of the fee.

WHERE THE BOARD MAY REQUIRE THE PRESENCE OF A SUPPORT PERSON

The Board may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): NOTIFICATION OF DISRUPTION OF SERVICE **Policy #GB-11D**

Rationale:

In a spirit of freedom, affirmation and celebration, members of the Renfrew County Catholic District School Board Community strive to nurture the giftedness, self-worth and potential of each individual and we reverence the dignity of the whole person, including all persons who interact with our board as customers.

When services that are normally provided to a person with a disability are temporarily unavailable such as access to an elevator, a disruption of service notice will be posted at the site and on the Renfrew County Catholic District School Board's website.

Personnel Affected by Policy:

Trustees, All Renfrew County Catholic District School Board Regular and Occasional Employees and Volunteers

Definitions/Explanation of Service Disruption:

As members of the general public, people with disabilities may rely on certain facilities, services or systems in order to access the services of the school or Board offices. Escalators and elevators, for example, are important to people with mobility disabilities because that may be the only way they can access the premises. Other systems and services designed to meet the needs of people with disabilities can include accessible washrooms, amplification systems, and note-taking or TTY services. When those facilities or services are temporarily unavailable or if they are expected to be temporarily unavailable in the near future, a notice of disruption of service is required.

Generally, disruptions to all of the Renfrew County Catholic District School Board's services, such as during a major storm or power outage, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, a notice of the disruption should be provided.

Organizational Authority:

The Renfrew County Catholic District School Board

Regulations:

RESPONSIBILITY

Supervisory Officers, Principals, Departmental Managers and designates will ensure that the users of Renfrew County Catholic District School Board and school services are notified when there is a disruption in services that may have an impact on access to services by people with disabilities.

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): NOTIFICATION OF DISRUPTION OF SERVICE **Policy #GB-11D**

HOW MUST THE NOTICE OF DISRUPTION OF SERVICES BE PROVIDED?

Notice may be given by posting the information at a conspicuous place at or in the school. Other options that may be used include: through direct communication with users of the services in accordance with school practices.

Consideration should be given to providing notice in multiple formats.

If the disruption is planned, notice should be provided in advance of the disruption. If the notice is unplanned, notice should be provided as soon as possible after the disruption has been identified.

WHAT MUST BE INCLUDED IN NOTICE OF DISRUPTION OF SERVICES

The notice of disruption of service must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): FEEDBACK Policy #GB-11E

Rationale:

In a spirit of freedom, affirmation and celebration, members of the Renfrew County Catholic District School Board Community strive to nurture the giftedness, self-worth and potential of each individual and we reverence the dignity of the whole person, including all persons who interact with our board as customers.

The Renfrew County Catholic District School 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.

Personnel Affected by Policy:

Trustees, All Renfrew County Catholic District School Board Regular and Occasional Employees and Volunteers

Organizational Authority:

The Renfrew County Catholic District School Board

Regulations:

RESPONSIBILITY

The Director of Education and/or designate will implement a process for Feedback on Accessible Customer Service that has the following components:

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 pamphlet 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.

Information on how the Board will respond to feedback.

The Director of Education and/or designates will create a process for reviewing implementation of the policy on Accessibility Standards for Customer Service.

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): FEEDBACK Policy #GB-11E

METHODS FOR FEEDBACK

A range of methods for soliciting feedback will be employed to ensure optimum access to the feedback process by people with disabilities.

Methods could include electronic e-mail, verbal or written correspondence.

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.

PROACTIVE MEASURES FOR ACCESSIBLE CUSTOMER SERVICE

To ensure ongoing efficient and effective adherence to the Board's policy on Accessibility Standards for Customer Service, the Board, its managers and its school-based administrators will take into account the impact on people with disabilities when purchasing new equipment, designing new systems or planning a new initiative.



RCCDSB Contact Person for Customer Service Standards:

**Mr. Jaimie Perry
Superintendent of Education
Renfrew County Catholic District School Board
499 Pembroke Street West,
Pembroke, ON K8A 5P1
(613) 735-1031
jperry@rccdsb.edu.on.ca**



**RENFREW COUNTY CATHOLIC DISTRICT SCHOOL BOARD
CONSENT FORM FOR SUPPORT PERSON INVOLVEMENT**

I, _____ consent to the sharing of confidential information
(name of parent/guardian)

by _____
(name of principal/teacher/other staff member)

related to _____ in the
(name of child/ward)

presence of my support person, _____.
(name of support person)

My support person consents to safeguarding the confidentiality of the information shared.

Affirmation of consent:

Parent/Guardian
Signature _____ Date _____

(Printed Name of Parent/Guardian) _____

I undertake to safeguard the confidentiality of information shared between (school staff) and (parent/guardian) for whom I am a support person.

Support Person
Signature _____ Date _____

(Printed Name of Support Person) _____

Signature of Witness –
Principal/Staff Member _____ Date _____

(Printed Name of Witness) _____

TIPS FOR PRINCIPALS/MANAGERS

REGARDING ASSISTIVE DEVICES AND TTY

TIPS FOR HELPING SOMEONE WITH AN ASSISTIVE DEVICE

Many users of board services and facilities who have disabilities will have their own personal assistive devices.

Examples of personal assistive devices include:

- wheelchairs,
- scooters
- walker
- amplification devices that boost sound for listeners who are hard-of-hearing without reducing background noise
- hearing aids
- oxygen tanks
- electronic notebooks or laptop computers
- personal data managers
- communication boards used to communicate using symbols, words or pictures
- speech-generating devices that “speak” when a symbol, word or picture is pressed

Key Point To Remember: One should not touch or handle an assistive device without permission.

MOVING PERSONAL ASSISTIVE DEVICES

If you have permission to move a person in a wheelchair remember to:

- wait for and follow the person’s instructions;
- confirm that the person is ready to move;
- describe what you are going to do before you do it;
- avoid uneven ground and objects that create bumpy and unsafe ride; and
- practice consideration and safety – do not leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.

Do not move items or equipment, such as canes and walkers, out of the users reach. Respect personal space. Do not lean over a person with a disability or lean on their assistive device.

Let the person know about accessible features in the immediate environment (automatic doors, accessible washrooms, etc.)

HOW TO USE TTY AND CANADA RELAY SERVICES

How to make a call with a TTY and the Relay System

1. Push the ON switch
2. Push the DISPLAY switch if you wish to use the screen alone or the PRINT switch if you want what is typed both on screen and in print.
3. Place the telephone receiver on the TTY's rubber receptacles. Make sure that the receiver is firmly in place and that the telephone's receiver cord is on the LEFT side of the TTY.
4. Check the telephone indicator light; if it is lit, you have the line.
5. Dial the number, and watch the telephone light; if it is flashing slowly, this indicates that the device on the other end is ringing.
6. When the person you are calling answers, you will see a phrase appear on the screen such as: "Hello, Richard Smith here, GA." The "GA" stands for "Go Ahead". Don't forget to use it whenever you have finished speaking, so the other person will know it's his or her turn to speak. The person who receives the call is always the one who starts typing first.

Notification of Disruption of Services

What Must be Included in Notice of Disruption of Services

The notice of disruption of service must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

SAMPLE NOTICES:

Sample 1 – Access to School Building

To: Parents, Guardians and Community Users of our School

Maintenance work will make the main door of the school and the access ramp inaccessible from May 1 to May 8. A temporary ramp has been set up that gives access to the door at the east of the school building. We regret this inconvenience. If you have questions or concerns, please contact _____ at [phone number].

Thank you.

Principal

Sample 2 – Accessible Washroom

To: Visitors to the Education Centre

Our accessible washroom is out of service due to a broken pipe. Repairs are underway and the washroom is expected to be usable again by tomorrow. In the interim, we have made arrangements for our visitors to use the accessible washroom at 123 Main Street, which is located next door to our premises. We apologize for this inconvenience.

Thank you.

Superintendent of Facilities

2010 Customer Service Accessibility Report

		Yes	No
1.a)	Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [section. 3(1)]	<input checked="" type="radio"/>	<input type="radio"/>
1.b)	Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [section.3(2)]	<input checked="" type="radio"/>	<input type="radio"/>
2.	Do your organization's policies address the use of assistive devices by people with disabilities to access your organization's goods or services, or any available alternative measures that enable them to do so? [section. 3(3)]	<input checked="" type="radio"/>	<input type="radio"/>
3.	Do your organization's policies, practices and procedures require your organization to take a person's disability into account when communicating with the person? [section. 3(4)]	<input checked="" type="radio"/>	<input type="radio"/>
4.	Do members of the public or other third parties have access to premises that your organization owns or operates? [s. 4(1)] *If No - then Skip to question 7 below	<input checked="" type="radio"/>	<input type="radio"/>
5.a)	Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? [section. 4(2) & (7)]	<input checked="" type="radio"/>	<input type="radio"/>
5.b)	If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services? [section. 4(3)]	<input type="radio"/>	<input type="radio"/>
6.	Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [section. 4(4) (6) & (7)]	<input checked="" type="radio"/>	<input type="radio"/>
7.	Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives available? [section. 5(1) (2) & (3)]	<input checked="" type="radio"/>	<input type="radio"/>
8.	Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [section. 7(1), (3) & (4)]	<input checked="" type="radio"/>	<input type="radio"/>
9.	Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)? [section. 7(1) & (2)]	<input checked="" type="radio"/>	<input type="radio"/>
10.	Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities: every person who deals with the public or other third parties on behalf of your organization, and every person who participates in developing your organization's policies, practices and procedures on providing goods or services? [section. 6(1)]	<input checked="" type="radio"/>	<input type="radio"/>
11.	Does this training include your organization's current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard? [section. 6(2) & (4)]	<input checked="" type="radio"/>	<input type="radio"/>
12.	Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [section. 6(5) & (6)]	<input checked="" type="radio"/>	<input type="radio"/>
13.	Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person's disability into account? [section. 8(1) & (2) & 9(1)]	<input checked="" type="radio"/>	<input type="radio"/>

This is a copy of the report filed with the Government of Ontario.

SPECIAL NEEDS WORK SUMMARY

WORK PENDING AS AT MARCH 18, 2010

ORDER NUMBER	DATE OF ORDER	COMPANY	DESCRIPTION	ESTIMATED COST
GEORGE VANIER, Combermere				
A910328	10-Mar-10	Own Forces	Install Ramp	Not yet known
ST. ANDREW'S, Killaloe				
A910329	10-Mar-10	Own Forces	Install Ramp	Not yet known
ST. CASIMIR'S, ROUND LAKE				
A910330	10-Mar-10	Own Forces	Install Ramp	Not yet known
BISHOP SMITH CHS				
Pending	1-Jul-10	Cochrane Electric Limited	Strobe on fire alarms	\$ 10,444.00
499 - ADMINISTRATION				
A910088	16-Sep-09	Own Forces	Railing on front steps	Not yet known
A89340	2-Apr-09	Own Forces	Paint Handicap Parking Space	Not yet known
GRAND ESTIMATED TOTAL ALL LOCATIONS				\$ 10,444.00

BARRIERS THAT WILL BE ADDRESSED IN 2010-2011

In accordance with the Existing Barrier Free Installation Chart, the following schools will have exterior ramp built in the front entrances of the schools. St. Casimir's - Round Lake, George Vanier - Combermere, St. Andrew's - Killaloe. It has also been proposed that an automatic door opener be placed at Bishop Smith Catholic High School library entrance to allow greater accessibility and independence to students accessing the library.

Presentation of Plan

The Co-ordinator of Special Education presented the Eighth Annual Accessibility Plan to SEAC on June 9, 2010.

The Co-ordinator of Special Education will present the Eighth Annual Accessibility Plan to the Leadership Team meeting in October 2010. The principals will be asked to present the plan to their respective staffs and school councils.

REVIEW AND MONITOR PROCESS

It is recommended that the Accessibility Working Group continue as a committee and meet on a regular basis to monitor the progress of the program and to assess new requirements and report back to the school board. The Working Group has scheduled their next meeting in the second semester of 2011.

COMMUNICATION OF THE PLAN

This Plan will be made available through paper format and available in large print paper format. Upon request, this Plan can be made available in other accessible formats. Please contact the Board's Administration Office at 499 Pembroke Street West, Pembroke, Ontario, K8A 5P1, phone 613-735-1031 for assistance. All plans have been placed on the School Board's web site: <http://rccdsb.edu.on.ca> in html format.

RENFREW COUNTY CATHOLIC DISTRICT SCHOOL BOARD

ONTARIANS WITH DISABILITIES
ANNUAL ACCESSIBILITY PLAN 2010-2011
COPIES OF RESOLUTIONS OF APPROVAL BY SEAC & THE RENFREW COUNTY
CATHOLIC DISTRICT SCHOOL BOARD

a) EXCERPT FROM SEAC MINUTES DATED JUNE 8, 2010

Moved by:
Seconded by:

That the Special Education Advisory Committee approves the Ontarians with Disabilities Annual Accessibility Plan for School Year 2010-2011.

Carried.

b) EXCERPT FROM THE RCCDSB MEETING DATED JUNE 28, 2010

Moved by:
Seconded by:

That the Renfrew County Catholic District School Board approves the Ontarians with Disabilities Annual Accessibility Plan for School Year 2010-2011.

Carried.