
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 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.

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 outlines in this pamphlet or from your personal experience with these standards at one of our schools. Please contact:

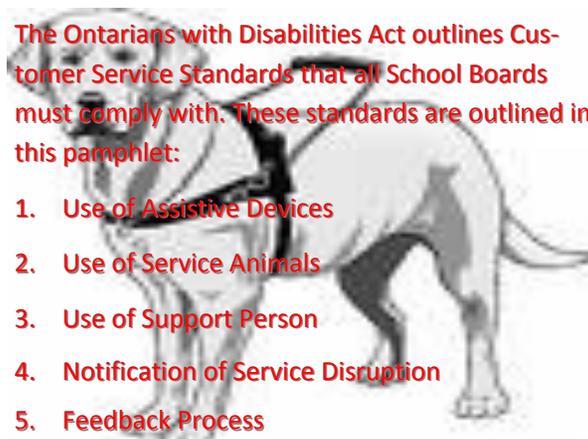
Mr. Jaimie Perry
R.C.C.D.S.B.
Superintendent of Educational Services
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Ontarians With Disabilities Accessibility Standards Customer Service Standard

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

1. Use of Assistive Devices
 2. Use of Service Animals
 3. Use of Support Person
 4. Notification of Service Disruption
 5. Feedback Process
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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 service 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, 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 who 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 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 service 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.
