



The Limestone District School Board will monitor the effectiveness of the Accessible Customer Service Standard through a process for receiving and responding to feedback about the manner in which the Board provides goods, services or facilities to persons with disabilities and feedback about whether the feedback process established for this purpose is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communication supports, on request.

1. Responsibility

- 1.1. The Director of Education and/or designates will monitor the feedback process for Accessible Customer Service using the following components:
 - a) Information on Board and School websites inviting users of Board services to provide feedback on their experiences with or concerns about access to services for people with disabilities
 - b) Printed information available through school offices and public offices of the Board, including posters, that will invite people with disabilities to provide feedback on their experiences or concerns about accessibility of services.
 - c) Feedback methods will be provided in accessible formats upon requests.
 - d) The feedback process will be available for anyone that requests a copy of the process. Accommodation: A means, through reasonable efforts, of preventing and removing barriers that impede individuals with disabilities from participating fully in the services of the Board.

2. The Gathering of Feedback

- 2.1. A range of methods for soliciting feedback will be employed to ensure optimum access to the process by people with disabilities. This could include, but are not limited to, survey questions, affinity group meetings, email, response to posters,



verbal input, suggestion boxes or direct responses via social media platforms.

- 2.2. Context for the response to feedback will be made public via the website and other methods for soliciting such feedback. This information will include who will be responsible for responding to the feedback, and the way in which the feedback response will be shared. Currently, the feedback will be received by the Superintendent of Education for All, as well as Human Resources personnel and possibly the Human Rights Officer.

3. Proactive Measures for Accessible Customer Service

- 3.1. To ensure ongoing efficient and effective adherence to the *Accessibility for Ontarians with Disabilities Act, 2005* and the Integrated Accessibility Standards, the Board, its school-based administrators and its managers including 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 planning new initiatives.

Legal References

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
Integrated Accessibility Standards, Ontario Regulation 191/11
Integrated Accessibility Standards, Ontario Regulation 165/16 amending O. Reg. 191/11
Ontario Human Rights Code