



Niagara Catholic District School Board  
**ACCESSIBILITY CUSTOMER SERVICE POLICY**  
STATEMENT OF GOVERNANCE POLICY

800.8.1 – Schools and Community Councils

Policy No. 800.8.1

Adopted Date: December 15, 2009

Latest Reviewed/Revised Date: December 20, 2016

In keeping with the Mission, Vision and Values of the Niagara Catholic District School Board, Niagara Catholic is committed to providing educational programs and services in its learning and working environments and facilities which are free of barriers, building on the key principles of independence, dignity, and respect for all students, parents/guardians, staff and members of the community.

The Board defines a customer as any person who uses the services of the school board, who is not a student or staff, as they are covered by the Education Act and Regulations, various Employment and Labour Acts, and Board Policies and Procedures.

The Board is committed to giving persons with disabilities equal opportunity of access to services and programs offered by the Board in locations normally accessed by the public.

The provision of educational programs and services involves the positive implementation of attitudes, actions, structures, and systems that support the continual improvement of accessibility and customer service in the Niagara Catholic District School Board.

The Director of Education will issue [\*Administrative Operational Procedures\*](#) for the implementation of this Policy.

#### **References**

- [\*Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)\*](#)
- [\*Ontario Regulation 191/11, Integrated Accessibility Standards\*](#)
- [\*Ontario Education Services Corporation\*](#)
- [\*Ontario Human Rights Code\*](#)
- [\*Niagara Catholic District School Board Policies/Procedures/Documents\*](#)
  - [\*Accessibility Standards Policy \(800.8\)\*](#)
  - [\*Niagara Catholic Multi-Year Accessibility Plan 2012-2017\*](#)

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<b>Revision History:</b>	<b>February 24, 2015</b> <b>December 20, 2016</b>