



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: February 23, 2021

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

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 Board is committed to providing persons with disabilities equal opportunity of access to programs, and services offered by the Board in publicly accessible locations.

The Board defines a customer as any individual who uses the services of the Board, other than a student or Board staff, as they are covered by the Education Act and Regulations, various Employment and Labour Acts, and Board Governance Policies and Administrative and Operational Procedures.

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 \(800.8\)\*](#)
  - [\*Access to Board Premises \(302.6.3\) Administrative Operational Procedures\*](#)
  - [\*Complaint Resolution Policy \(800.3\)\*](#)
  - [\*Niagara Catholic Multi-Year Accessibility Plan 2018-2021\*](#)

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