



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: March 24, 2026

In keeping with the Mission, Vision and Values of the Niagara Catholic District School Board, and in alignment with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Board is committed to providing barrier free educational programs, services and facilities. The Board strives to ensure equal access for all while promoting 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 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 2022-2027\*](#)

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