



REPORT TO

SPECIAL BOARD

REPORT OF THE GOVERNANCE AND POLICY COMMITTEE ON ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY (H.M.36)

*Each one must give as he has decided in his heart, not reluctantly or under compulsion, for God loves a cheerful giver.
2 Corinthians 9:7*

Created, Draft	First Tabling	Review
January 27, 2016	February 24, 2016	
Maria Rizzo, Chair, Governance and Policy Committee Caitlin Kavanagh, Sr. Manager, Employee Relations & Policy Development		
RECOMMENDATION REPORT		

Vision:

At Toronto Catholic we transform the world through witness, faith, innovation and action.

Mission:

The Toronto Catholic District School Board is an inclusive learning community rooted in the love of Christ. We educate students to grow in grace and knowledge and to lead lives of faith, hope and charity.



Members of the Committee:

Maria Rizzo, Chair
 Nancy Crawford, Vice Chair
 Jo-Ann Davis, Trustee Ward 9
 Angela Kennedy, Ex-Officio
 Frank D'Amico, Ex-Officio

A. COMMITTEE RECOMMENDATIONS

That the Board approve revised Accessibility Standards for Customer Service Policy (H.M.36) and new Appendix—“Accessibility Best Practices—Process for assessing requests respecting accessibility for students with disabilities.”

B. ORIGIN

This Recommendation Report is on the Order Paper of the Regular Board as it recommends a policy revision.

C. EXECUTIVE SUMMARY

The Governance and Policy Committee reviewed the policy at the January 27, 2016 committee meeting. The policy as amended and the new appendix were passed unanimously.

D. APPENDICES

1. Appendix A: Report to Governance Committee on Accessibility Standards for Customer Service Policy (H.M.36) including revised H.M.36 and new Appendix: “Accessibility- Best Practices” (Appendix B).

E. MOTIONS

1. That the Board approve the “Accessibility Best Practices Guideline- Process for Assessing Requests Respecting Accessibility for Students with Disabilities” provided in APPENDIX A be appended to the Accessibility Standards for Customer Service Policy (H.M. 36)
2. That the Board approve the updated Accessibility Standards for Customer Service Policy (H.M. 36) provided in APPENDIX B be adopted in meta policy format.

