



REPORT TO

GOVERNANCE AND POLICY COMMITTEE

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY (H.M.36)

*Let each of you look not only to his own interests, but also to the interests of others.
Philippians 2:4*

Created, Draft	First Tabling	Review
August 22, 2016	September 13, 2016	
Caitlin Kavanagh, Sr. Manager, Employee Relations & Policy Development Shane McNaught, Coordinator, Employee Relations		
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.


R. McGuckin

Associate Director of Academic Affairs

A. Sangiorgio

Associate Director of Planning and Facilities

C. Jackson

Executive Superintendent of Business Services and Chief Financial Officer

Angela Gauthier

Director of Education

A. EXECUTIVE SUMMARY

In order to meet the recent legislative amendments contained in O. Reg. 165/16 effective July 1, 2016 under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”), staff recommend updating the current Accessibility Standards for Customer Service policy (H.M. 36). An update of the policy in meta format is attached at APPENDIX A.

B. PURPOSE

This Recommendation Report is on the Order Paper of the Governance and Policy Committee as it recommends a policy revision.

C. BACKGROUND

1. The Accessibility Standards for Customer Service policy (H.M. 36) was recently updated and approved by Trustees at the February 24, 2016 Board meeting.
2. However, recent amendments to legislation require that the policy be updated to align with the new requirements.

D. EVIDENCE/RESEARCH/ANALYSIS

1. The Accessibility Standards for Customer Service policy (H.M. 36) aligns with the AODA and regulations made under it.
2. Effective July 1, 2016, the former Accessibility Standards for Customer Service regulation (O. Reg. 429/07) and Integrated Accessibility standards (O. Reg. 191/11) were consolidated into a single Integrated Accessibility Standards regulation through amendments contained in O. Reg 165/16.
3. Along with the consolidation of the regulations, substantive changes were made, specifically regarding Customer Service Standards, which impact workplaces and existing AODA compliance programs. Such changes include:

- Service Animals—legislation includes an expanded list of regulated health professionals who may certify a service animal.
- Expanded Training Requirements—**all** employees, volunteers and other persons who provide goods, services or facilities on behalf of the organization, as well as all persons involved in policy development, must receive AODA customer service training (along with all other AODA training).
 - Previously, only those persons who provided goods or services to the public or other third parties had to be trained under the AODA.
- Support Persons—revised legislation narrows the scope of when a person with a disability can be required to be accompanied by a support person where necessary to protect health and safety. Prior to requiring a support person, the organization is required to consult with the person with a disability and must consider and assess whether there is actually a health and safety concern associated with their being unaccompanied. If a support person is required, the organisation will have to waive any applicable admission fee or fare for that person.
- Feedback Processes—feedback mechanisms are required to solicit feedback on the accessibility of the process itself and any alternate means provided for under the process.

E. METRICS AND ACCOUNTABILITY

1. Recommendations in this report will be monitored by policy development staff and departments responsible for ensuring AODA compliance.
2. Further reports to Board regarding recommended changes or updates to the policy will be brought as necessary.

F. IMPLEMENTATION, STRATEGIC COMMUNICATIONS AND STAKEHOLDER ENGAGEMENT PLAN

1. Implementation in accordance with the legislative amendments will include increasing the scope of training regarding Customer Service Standards and also ensuring internal accommodation practices align with the updates.
2. The updates to the policy will be communicated to all staff and departments responsible for ensuring AODA compliance.
3. Communication of all internal accessibility request and feedback processes is essential to increase awareness for the TCDSB community.

G. STAFF RECOMMENDATION

Staff recommends that the updated Customer Service Standards policy (H.M.36) provided in APPENDIX A be adopted.