



REPORT TO

REGULAR BOARD

REPORT OF THE GOVERNANCE AND POLICY COMMITTEE ON UPDATE TO 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
September 13, 2016	September 22, 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. EXECUTIVE SUMMARY

This report recommends updates to the Accessibility Standards for Customer Service policy (H.M. 36) 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”). An additional update includes re-categorizing the policy from H.M. 36 (Human Resources—Miscellaneous) to A. 36 (Administration). In doing so, the current A.36 Multi Year Accessibility Plan is recommended to become an appendix of the A.35 Accessibility Standards policy. An update of the policy is attached at APPENDIX A.

B. PURPOSE

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

C. APPENDIX

APPENDIX A: Accessibility Standards for Customer Service Policy (H.M.36) with proposed amendments

D. COMMITTEE RECOMMENDATION

That the Board accept the recommendation of the Governance and Policy Committee and approve the Accessibility Standards for Customer Service Policy (A.36) as amended and proposed in Appendix A and that the existing A.36 Multi-Year Accessibility Plan become an appendix of policy A.35 Accessibility Standards.