

Through our Accessible Customer Service Standard Procedure, The Board will make reasonable efforts to ensure:

- Goods and services are being provided in a manner that respects the dignity and independence of persons with disabilities.
- Information will be provided to people in alternate formats, such as report cards and Board reports upon request.
- Persons with disabilities may use assistive devices, service animals and / or support persons in the access of goods and services.
- Persons with disabilities may provide the Board with feedback on the goods and services they received from the Board.
- Every effort will be made to notify persons with disabilities when services that are normally provided to a person with a disability are temporarily unavailable such as access to a power assist door.

The Northwest Catholic District School Board Accessible Customer Service Standard

The Northwest Catholic District School Board acknowledges and recognizes the diversity in the community and strives for universally accessible customer service so that the accessibility of services improves for everyone.



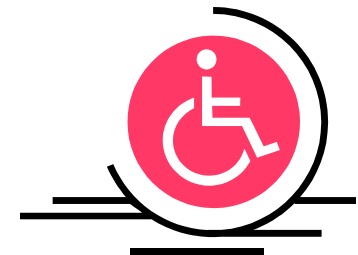
If you are a person with a disability, or if you provide support for a person with a disability, please:

- Let us know how we can help. We are open to discussing your ideas on the service options available.
- Help our staff understand your needs.

The Northwest Catholic District School Board



Understanding Accessible Customer Service



Background

Ontario has an important law called the “Accessibility for Ontarians with Disabilities Act, 2005”. It’s the first of its kind in Canada. People with disabilities should have the same kind of opportunities as everyone else. They should be able to do the things that most of us take for granted—going to work or school, shopping, taking in a movie or eating out. Organizations who provide goods and services to people in Ontario will have to meet certain accessibility standards in five important areas of our lives: customer service, transportation, information and communications, build environment and employment.

What is Accessible Customer Service?

Accessible customer service can mean many things. Mostly, it is the understanding that each individual may need a different type of accommodation. For example, a person who is blind may need to have information read aloud to him or her, an individual with a learning disability may need to have instructions written down, and someone who uses a wheelchair may need help finding a route they can use.

Feedback

The Northwest Catholic District School Board welcomes any comments on the provision of services to people with disabilities. Please send comments to:

The Human Resources Department

Email: dgardiman@tncdsb.on.ca

Telephone: 807-274-2931 ext. 1225

In person at: The Northwest Catholic District School Board Office located at 555 Flinders Avenue, Fort Frances, ON or 75 Van Horne Avenue, Dryden ON.

Resources

The Northwest Catholic District School Board Accessible Customer Service Administrative Procedure is available online at www.tncdsb.on.ca

AccessON: for videos, posters, legislation
www.AccessON.ca

Accessibility for Ontarians with Disabilities
www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario

The Northwest Catholic District School Board Accessible Customer Service Standard

The Northwest Catholic District School Board is committed to providing services to our students, parents/guardians, the public and our staff that are free of barriers and biases. The Northwest Catholic District School Board strives to ensure that key principles of independence, dignity, integration and equality of opportunity are reflected and valued in our learning and working environments. Our conduct will demonstrate our belief in the strength diversity brings to our communities. We are committed to giving people with disabilities the same opportunity of access to our services in the same location and in a similar way as these services are available to all others we serve.

