

ACCESSIBILITY STANDARDS FOR CUSTOMER CARE: MONITORING AND FEEDBACK ON ACCESSIBLE CUSTOMER SERVICE

PURPOSE

The Rainy River District School Board will monitor the effectiveness of implementation of the Accessible Customer Service Standard through a process for receiving and responding to feedback. Information about the feedback process will be readily available to the public and will allow people with disabilities to provide feedback using a number of methods.

RATIONALE

The Board encourages feedback from community customers to measure the effectiveness of accessibility standards.

GUIDELINES

1.0 General Guidelines

- 1.1 The Director of Education and/or designate will implement a process for Feedback on Accessible Customer Service that has the following components:
 - Information on the Board and school websites inviting users of Board services to provide feedback on their experience with or concerns about access to services for people with disabilities.
 - Printed information available through school offices and public offices of the Board to invite people with disabilities to provide feedback on their experience with or concerns about accessibility of services. Consideration should be given to providing information in alternate formats.
 - Information on how the Board will respond to feedback.
- 1.2 The Board will create a feedback process that will review the implementation of this policy with the Board's various constituency groups. Examples include but are not limited to Special Education Advisory Committee (SEAC), Union partners and community partners. Methods would include electronic means such as websites.
- 1.3 Methods for Feedback
 - A range of methods for soliciting feedback will be employed to ensure optimum access to the feedback process by people with disabilities.
 - Methods could include e-mail, verbal input, completing the Accessibility Feedback form located in the forms section of the Board website and dropping it off at your local school or emailing it to Tracy Grennier, Executive Assistant, at tracy.grennier@rrdsb.com

- Compliments / concerns are also welcome by e-mail, or phone calls to Tracy Grennier at 807-275-4979.

1.4 Sample Notice Regarding Feedback

- a) The Rainy River District School Board is committed to ensuring that its services meet optimum standards of accessibility for people with disabilities using the facilities and services of the Board. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
- b) Feedback regarding the way that the Rainy River District School Board provides services to people with disabilities can be made by completing the Accessibility Feedback form and dropping it off at your local school or emailing it to Tracy Grennier, Executive Assistant at tracy.grennier@rrdsb.com Compliments / concerns are welcome by e-mail, or phone calls to Tracy Grennier at 807-275-4979.
- c) A response to any feedback will be provided within five (5) business days.

2.0 Proactive Measures for Accessible Customer Service

To ensure ongoing efficient and effective adherence to the Board's policy on Accessibility Standards for Customer Service, the Board, principals or designates and supervisors/managers including those representing the Board in multi-board consortia will take into account the impact on people with disabilities when purchasing new equipment, designing new systems or planning a new initiative.

CROSS-REFERENCES

Policies:

- 2.30 Accessibility Standards

Procedures:

- 2.32 AS for Assistive Devices
- 2.33 AS for Use of Service Animals
- 2.34 AS for Use of Support Person
- 2.35 AS for Monitoring
- 2.36 AS for Employment
- 2.37 AS for Info and Communications

Other:

- RRDSB Multi-Year Accessibility Plan

Legal/Ministry of Education:

- *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- *Ontario Human Rights Code*