



**DURHAM CATHOLIC
DISTRICT SCHOOL BOARD**
Learning and Living in Faith

ADMINISTRATIVE PROCEDURE – AP434-1

Customer Service Accessibility Standards

Area: Operations
Policy Reference: Accessibility (PO434)

Approved: April 26, 2010
Revised: June 22, 2026

1. Purpose

The Durham Catholic District School Board (the “Board”) is committed to providing services that respect the dignity of persons with disabilities while supporting their independence and full participation. The Board is dedicated to welcoming students, parents/guardians, staff, and members of the public into environments and services that protect human rights, are accessible, equitable, and reflective of the dignity of every person.

The purpose of this administrative procedure is to outline the Board’s responsibilities under the Accessibility for Ontarians with Disabilities Act and Ontario Regulation 191/11: Integrated Accessibility Standards, and to establish expectations for the delivery of accessible customer service across all Board operations.

2. Definitions

Accommodation (*Ontario Human Rights Commission*) – Special arrangements or assistance provided to enable equal participation and remove barriers, up to the point of undue hardship.

Assistive Device (*AODA Online*) – a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that may accompany clients or staff members such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barrier (*Accessibility for Ontarians with Disabilities Act*) – anything that prevents a person with a disability from fully participating in all aspects of society, including

physical, architectural, information, communications, attitudinal and technological barriers.

3. Procedures

- 3.1 The Board shall ensure that all customer service practices reflect the principles of dignity, independence, integration, and equal opportunity for persons with disabilities.
- 3.2 Persons with disabilities shall be served in a manner that takes into account their individual accessibility needs, including the use of assistive devices, service animals, and support persons, in accordance with applicable legislation and Board policy.
- 3.3 The Board shall ensure that communication with customers with disabilities is provided in a manner that takes into account their accessibility needs. Upon request, information shall be provided in accessible or alternate formats, in accordance with the AODA.
- 3.4 The Board shall ensure that employees, volunteers, and individuals who interact with the public or provide services on behalf of the Board receive training on accessible customer service, including Board obligations under the AODA and this administrative procedure. Training shall be provided as part of orientation and updated as required.
- 3.5 Staff responsible for meetings, events, or activities shall incorporate accessibility considerations into planning and delivery, including participant needs, communication methods, space layout, and emergency preparedness, and shall make use of available board guidance and resources to support inclusive practices.

4. Sources

- 4.1 [Accessibility for Ontarians with Disabilities Act \(AODA\)](#)
- 4.2 [Ontario Regulation 191/11: Integrated Accessibility Standards](#)

5. Appendices

Nil

6. Related Policies and Administrative Procedures

- 6.1 [Accessibility Policy \(PO434\)](#)