John McGivney Children's Centre School Authority	John McGivney Children's Centre School Authority Governance	P 1007
	Accessibility Standards for Customer Service Policy	

Policy:

It is the policy of the John McGivney Children's Centre School Authority ("JMSA") to provide an environment that builds independence, dignity, and respect for our students, parents/guardians, the public and our staff.

We are committed to providing services that are free of barriers and biases by giving individuals 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 that we serve. Our actions will demonstrate our belief in the strength diversity brings to our communities.

1. The Board commits to ensuring that:

    - All reasonable efforts are made to ensure that all policies, practices and procedures from the date of this policy forward are consistent with the principles of independence, dignity, integration and equality of opportunity to all with particular attention for persons with disabilities;

    - All members of our school community and the broader community are welcomed to our facilities by providing services that respect the independence and dignity of persons with disabilities, such services will incorporate measures that include but are not limited to, the use of assistive technology, service animals and support persons;

    - Appropriate training for all staff who deal with the public or other third parties on behalf of the Board will be provided to ensure a greater awareness and responsiveness to the needs of persons with disabilities. As new staff are hired, the training will become a component of their orientation training and will be provided within a reasonable timeframe;

    - Training as outlined above will be provided to all staff and, when appropriate, to volunteers.

    - Its policies and procedures related to *the Accessibility for Ontarians with Disabilities Act, 2005* are made available to the public and also ensure there is capacity to provide communication about these policies and procedures in a format that takes into account a person's disability;

- A process for receiving and responding to feedback will be provided in order to monitor the effectiveness of implementation of the Accessible Customer Service Standard. Information about the feedback process will be readily available to all stakeholder groups and to the public and will allow individuals to provide feedback;

- When purchasing new equipment, designing new systems or planning a new initiative, the impact on persons with disabilities will be taken into account.

Additional Information

The John McGivney Children's Centre School Authority is committed to the principles of equity and inclusive education which value and promote human rights and social justice in all of its policies, programs, guidelines, operations and practices.

Applicable Documents: (Reference other applicable policies, procedures, forms, etc.)

Document/ Form Nbr.	Title
https://www.ontario.ca/laws/regulation/110191	Ontario Regulation 191/11
	JMCCSA Mission and Vision Statements
P 3016	Employee Human Rights Policy
P 4016	Supporting Students with Prevalent Medical Conditions in School Policy
PR 4016	Supporting Students with Prevalent Medical Conditions in School Procedure
P 4018	Student Use of Guide Dogs and Service Animals Policy

PR-4018	Student Use of Guide Dogs and Service Animals Procedure
PR 2016	Monitoring and Feedback on Accessibility Standards for Customer Service Procedure

EFFECTIVE DATE: February 2026

REVISION DATE:

NEXT REVIEW DATE: 2030-31