
**MOOSE FACTORY ISLAND
DISTRICT SCHOOL AREA BOARD**

ADMINISTRATIVE PROCEDURE NO. 152	
Effective	
Revision Date	

ACCESSIBILITY STANDARDS: TRAINING AND COMMUNICATION

PURPOSE

This administrative procedure supports the compliance of Moose Factory Island District School Area Board with the *Accessibility for Ontarians with Disabilities Act, 2005* and with Administrative Procedure 151 Accessibility Standards and Practices. The purpose of these documents is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal, and prevention of barriers to their full participation in the life of the school community.

Moose Factory Island District School Area Board is committed to ensuring that people with disabilities have the same opportunity of access to district services as do all others served by the board. The board strives to meet the accessibility needs of people with disabilities in a timely manner, through staff training and the provision of services related to information and communications.

DEFINITIONS

Accessible formats: Accessible formats include, but are not limited to, options such as large print, screen readers, Braille, audio format, and captioning.

Accommodation: Accommodation is a means, through reasonable efforts, of preventing and removing barriers that impede individuals with disabilities from participating fully in the services of the board.

Barriers to Accessibility: Barriers refer to anything that prevents a person with a disability from fully participating in all aspects of the services of the board. This includes, but is not limited to, a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier.

PROCEDURES

1. Training Standard

1.1. The Moose Factory Island District School Area Board will provide training to employees, volunteers, and others who deal with the public or other third parties on behalf of the board.

1.2. Individuals in the following positions will be trained:

- teacher, teacher assistant, school secretary, attendance counsellor, maintenance worker I & II, custodian, principal, maintenance supervisor, social counsellor, early childhood educator, board office clerk, and business administrator and treasurer; and
- every person who participates in developing the provider's policies, practices, and procedures governing the provision of goods or services to members of the public or other third parties. [O. Reg. 429/07, s. 6 (1)].

1.3. This training will be provided to staff within a three month period following the date of hire.

1.4. The training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- The board's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the wheelchair lift.
- What to do if a person with a disability is having difficulty in accessing Moose Factory Island District School Area Board's goods and services.

1.5. Staff will also be trained when changes are made to the accessibility plan.

1.6. The *Accessibility for Ontarians with Disabilities Act (AODA)* policies will be read by each staff member, and written acknowledgment is required.

2. Information and Communication Standard

2.1. Communications in Accessible Formats

2.1.1. Upon request, the board will provide, or arrange for the provision of, accessible formats and communications supports for persons with disabilities to facilitate their access to the services of the board.

2.1.2. Accessible formats and communications supports will be provided in a timely manner that takes into account the person's accessibility needs and at a cost not greater than the regular cost charged to other persons.

2.1.3. The board will determine the suitability of an accessible format or communication support and in so doing will consult with the person making the request.

2.1.4. The board will notify the public through websites, general publications, and other relevant means, about the availability of accessible formats and communication supports for information such as emergency information.

2.2. Feedback

- 2.2.1. Moose Factory Island District School Area Board will monitor the effectiveness of implementation of the Accessible Customer Service Standards through a process for receiving and responding to feedback as set out in Administrative Procedure 151 Accessibility Standards and Practices.
- 2.2.2. The board will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities.
- 2.2.3. Upon request, the board will provide or arrange for the provision of accessible formats and/or communication supports to facilitate feedback.
- 2.2.4. The board will notify the public about the availability of accessible formats and communications supports with regard to its feedback processes.

REFERENCE DOCUMENTS

Legal References:

Ontario Human Rights Code

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Regulation 429/07 Accessibility Standards for Customer Service

Board References:

Board Policy GOV-01 Vision, Mission, and Values

Board Policy GOV-07 Learning and Working Environment: Equity and Inclusion

Administrative Procedure 151 Accessibility Standards and Practices

Administrative Procedure 307 Accessibility Standards: Student Transportation

Administrative Procedure 419 Accessibility Standards: Individualized Emergency Response Information

Administrative Procedure 436 Accessibility Standards for Employment