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Report No. 04-17-3100

**TORONTO DISTRICT SCHOOL BOARD**

**REVIEW OF P084 AND P069, INTEGRATED ACCESSIBILITY STANDARDS (P084) AND ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE (P069)**

**Policy Review (Phase 1)**

**TO** Governance and Policy Committee 26 April 2017

**RECOMMENDATION IT IS RECOMMENDED that the Policy Review Work Plan for**

**policies P084, Integrated Accessibility Standards and P069, Accessibility Standards for Customer Service, as presented in the report, be approved.**

**STRATEGIC DIRECTION**

* Make every school an effective school
* Identify disadvantage and intervene effectively

**RATIONALE** Two policies, Integrated Accessibility Standards (P084) and Accessibility Standards for Customer Service (P069), are being reviewed in accordance with the Policy Review Schedule approved by the Board of Trustees on 23 November 2016.

Accessibility requirements for employers and public sector organizations operating in Ontario were previously split between Ontario Regulation 429/07 – Accessibility Standards for Customer Service and Ontario Regulation 191/11 – Integrated Accessibility Standards. Effective 1 July 2016, these two regulations were consolidated into a single Integrated Accessibility Standards Regulation through amendments contained in Ontario Regulation 165/16.

Staff proposes that the TDSB’s policies on Integrated Accessibility Standards (P084) and Accessibility Standards for Customer Service (P069) be consolidated into one and referred to as the Integrated Accessibility Standards Policy (P084). In order to better align the consolidated policy with the *Accessibility for Ontarians with Disabilities Act* and Ontario Regulation 165/16, the following amendments are being recommended by staff:

* + Expand customer service related requirements to include the provision of goods, services *and* facilities (previously only

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goods and services);

* + Update applicable policy statements to reflect the requirement to provide documents in an accessible format or with use of communications supports upon request;
  + Update the definition of “service animal” in the policy to reflect current legislation which stipulates an expanded list of regulated health professionals who may certify a service animal (no longer only a medical practitioner);
  + Update the definition of “support persons” (and make appropriate changes where referenced) in the policy to align with current legislation;
  + Include a statement to reflect amendments contained in O. Reg. 165/16, requiring organizations to solicit feedback (under existing customer service specific feedback mechanisms) on the accessibility of any process itself and any alternate means provided for under that process;
  + Include a provision on regular reporting by staff to the Board of Trustees on progress with accessibility initiatives and im- plementation of the multi-year accessibility plan;
  + Ensure alignment with the TDSB’s Integrated Equity Framework; and
  + Ensure alignment with the Board’s Policy Template.

The proposed consolidated policy would ensure the Board’s policies on accessibility are in alignment and compliant with the legislation, as well as provide greater understanding and clarity around the roles and responsibilities of the system in preventing discrimination and improving accessibility to goods, services, facilities, employment, accommodation and buildings for persons with disabilities.

**RESOURCES** N/A

**IMPLEMENTATION**

**AND REVIEW**

Based on the Governance and Policy Committee’s input, the Integrated Accessibility Standards Policy and Accessibility Standards for Customer Service Policy will be reviewed in accordance with the Policy Review Work Plan (see Appendix C) and subsequently presented in a consolidated policy to the Governance and Policy Committee for consideration and recommendation.

**APPENDICES** Appendix A: *Integrated Accessibility Standards Policy* (P084) – Current Policy

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Appendix B:

Appendix C: Appendix D:

*Accessibility Standards for Customer Service Policy*

(P069) – Current Policy

Policy Review Work Plan (Consolidated) Scan of Selected Ontario School Boards

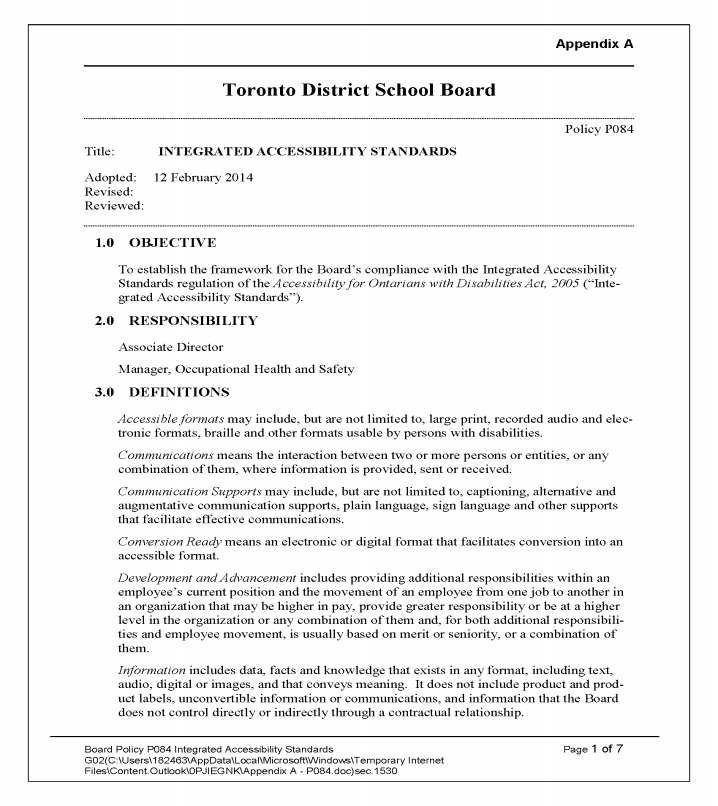
**FROM** Angelos Bacopoulos, Associate Director, Facilities, Sustainability and Employee Services

[angelos.bacopoulos@tdsb.on.ca](mailto:Christopher.usih@tdsb.on.ca) Phone: (416) 393-8780

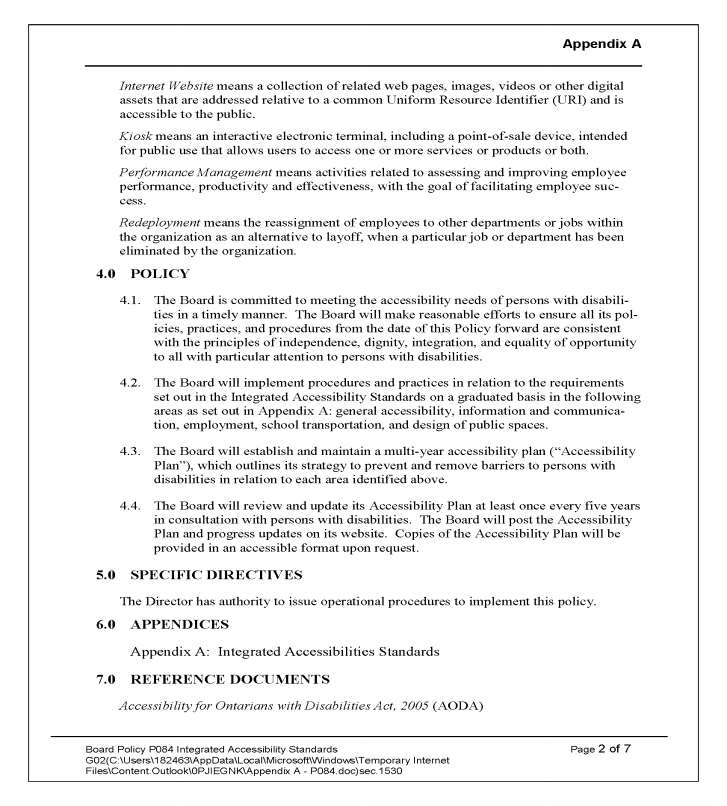
Chris Broadbent, Manager, Occupational Health and Safety

[chris.broadbent@tdsb.on.ca](mailto:chris.broadbent@tdsb.on.ca) Phone: (416) 397-3460

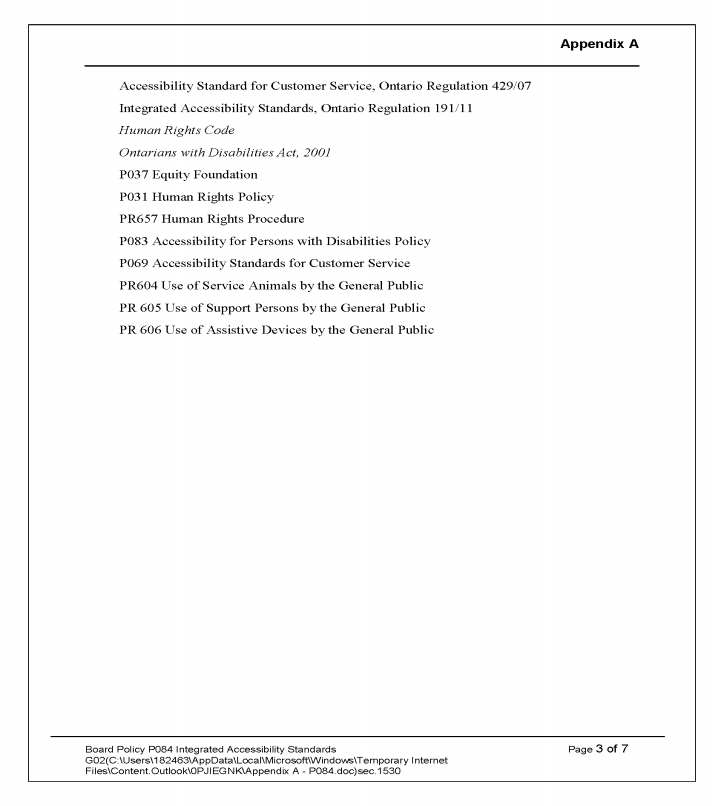
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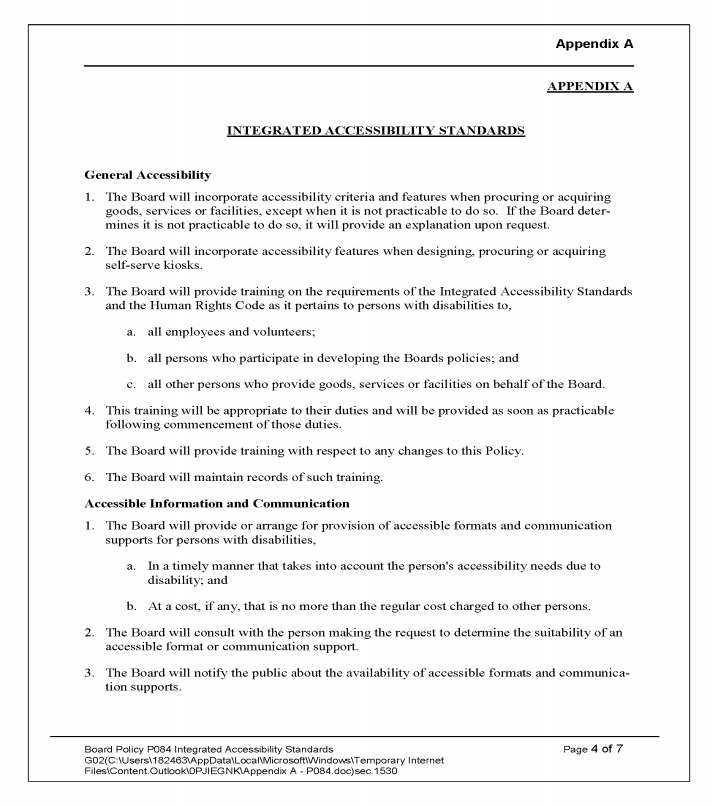
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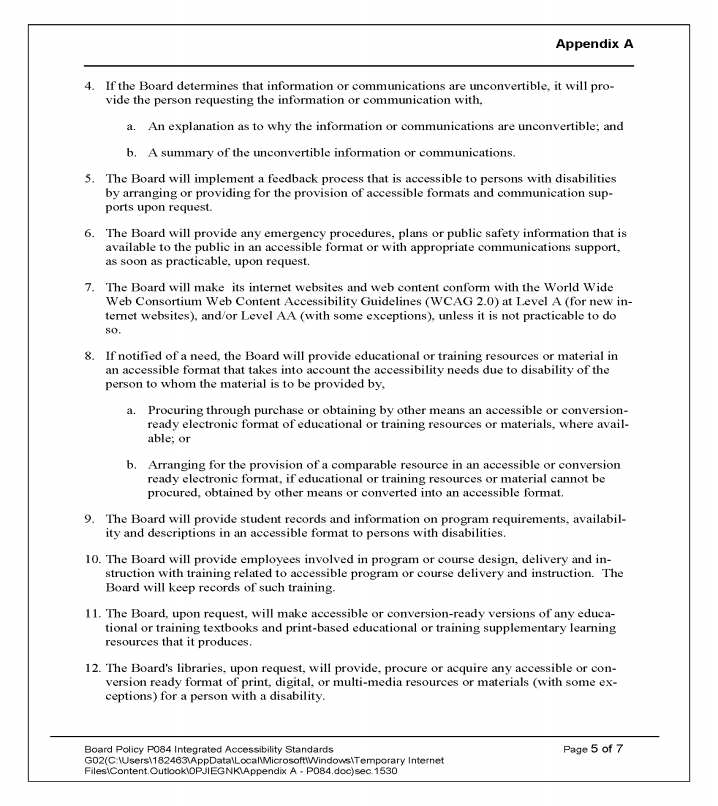
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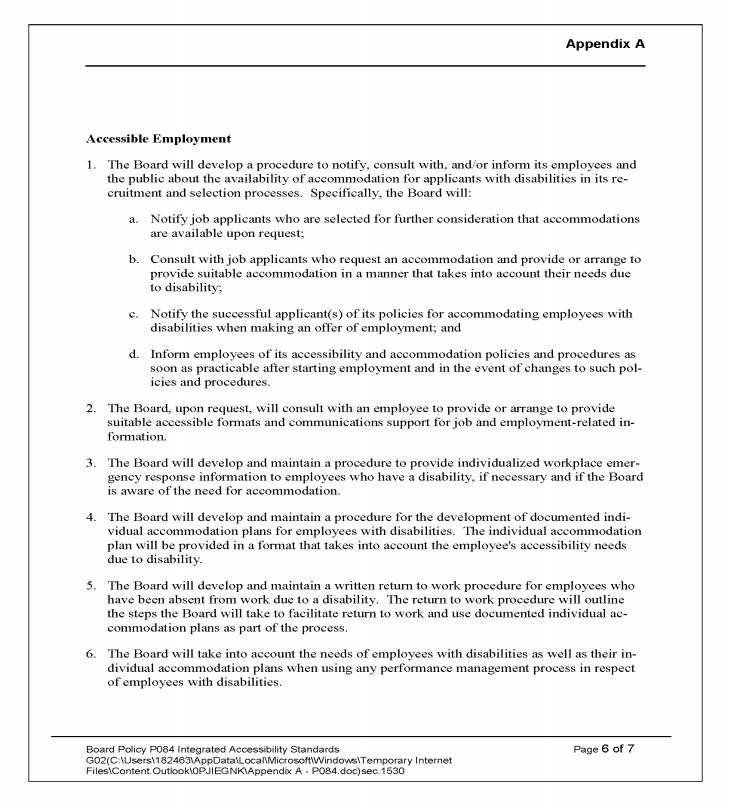
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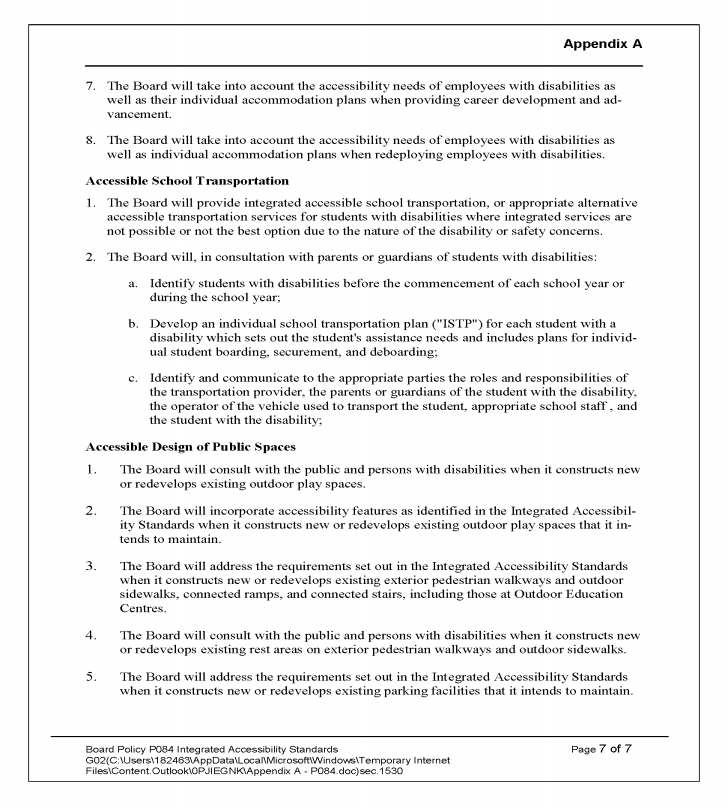
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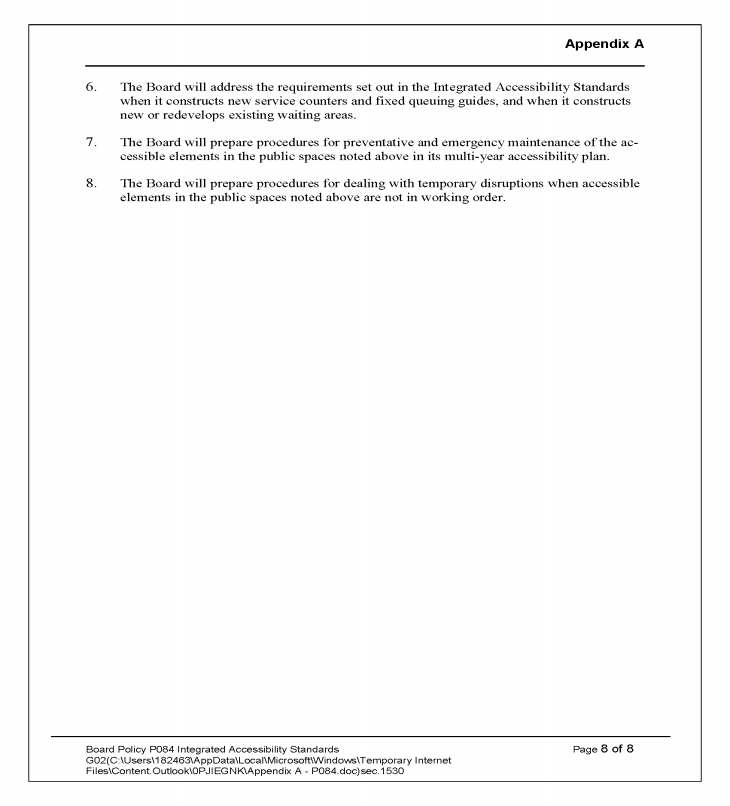
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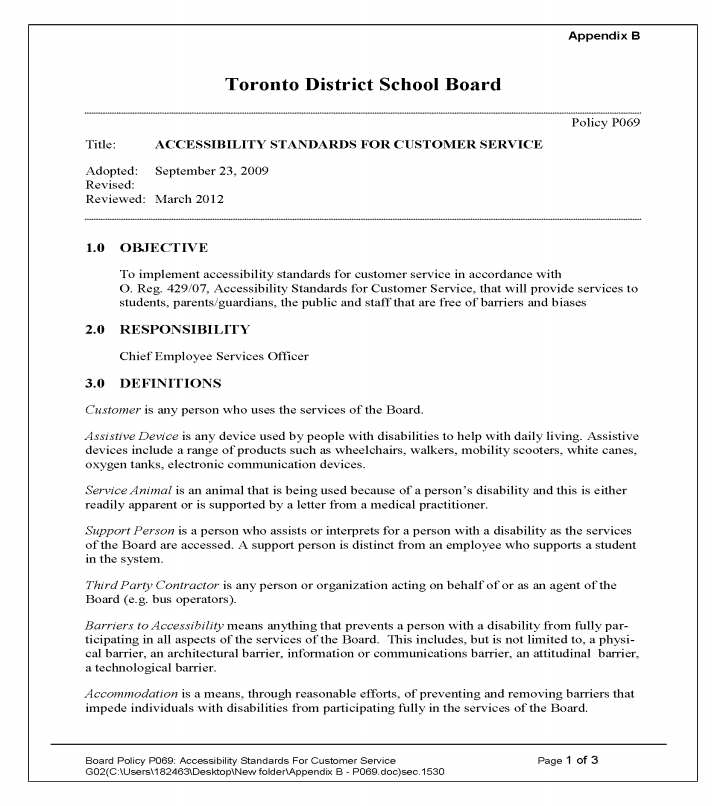
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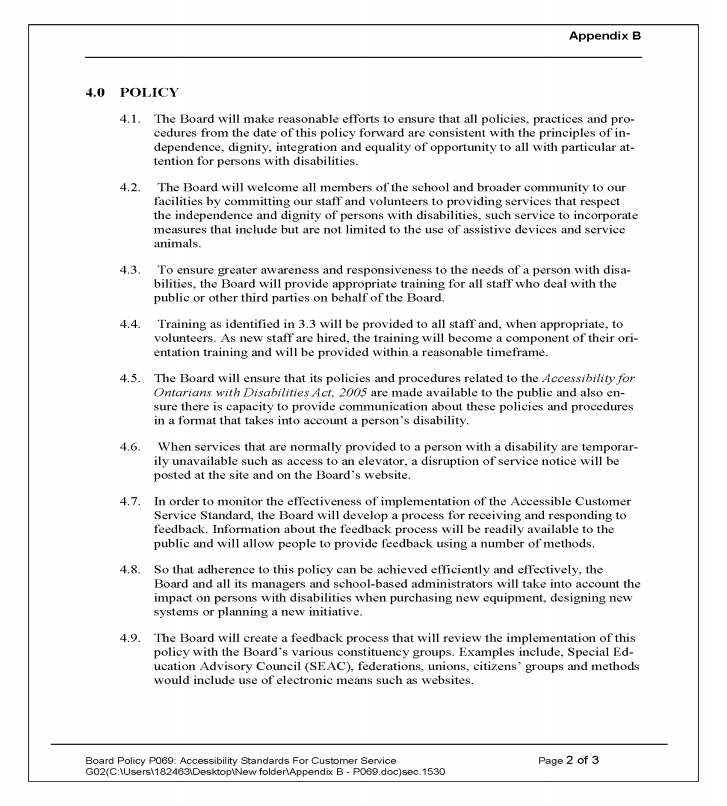
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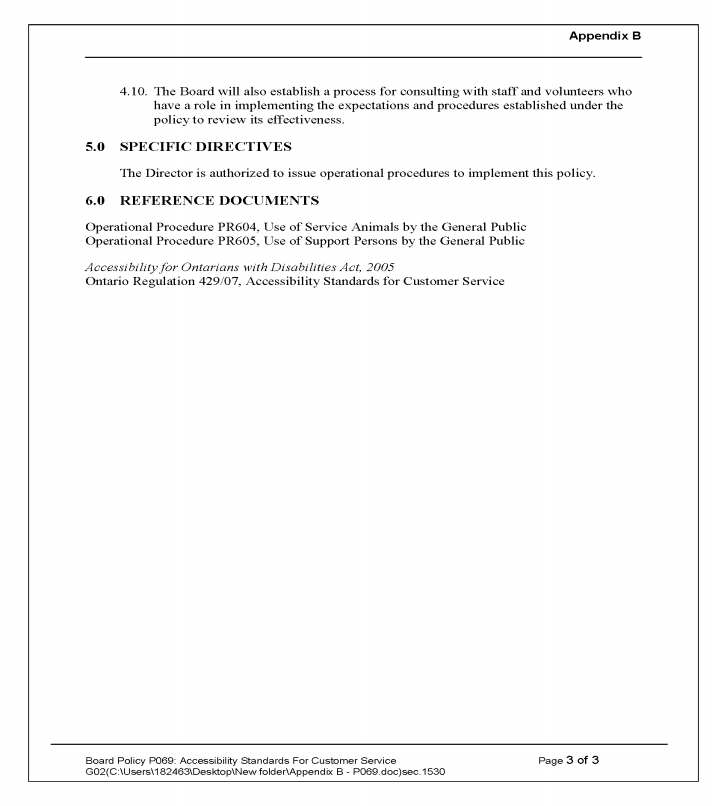
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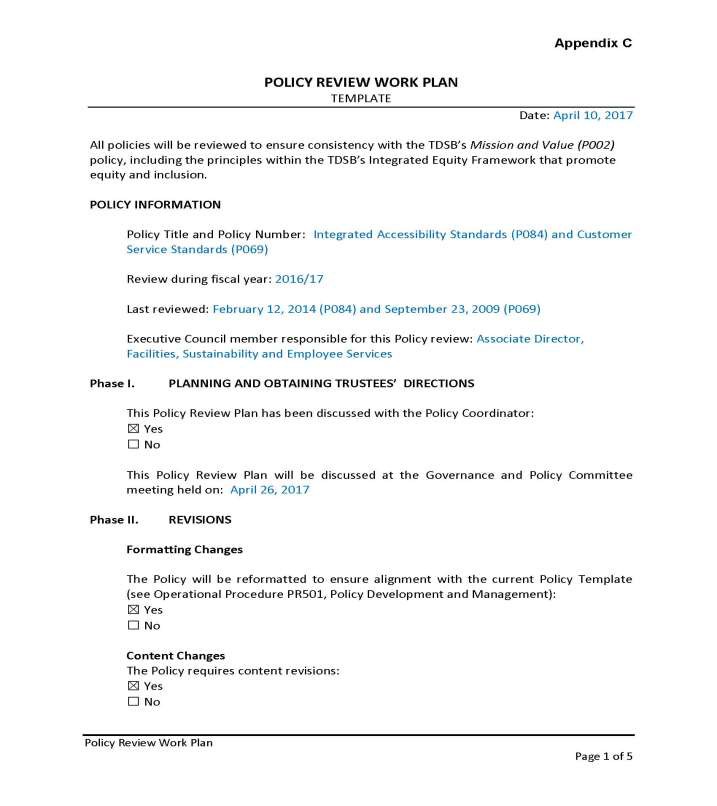
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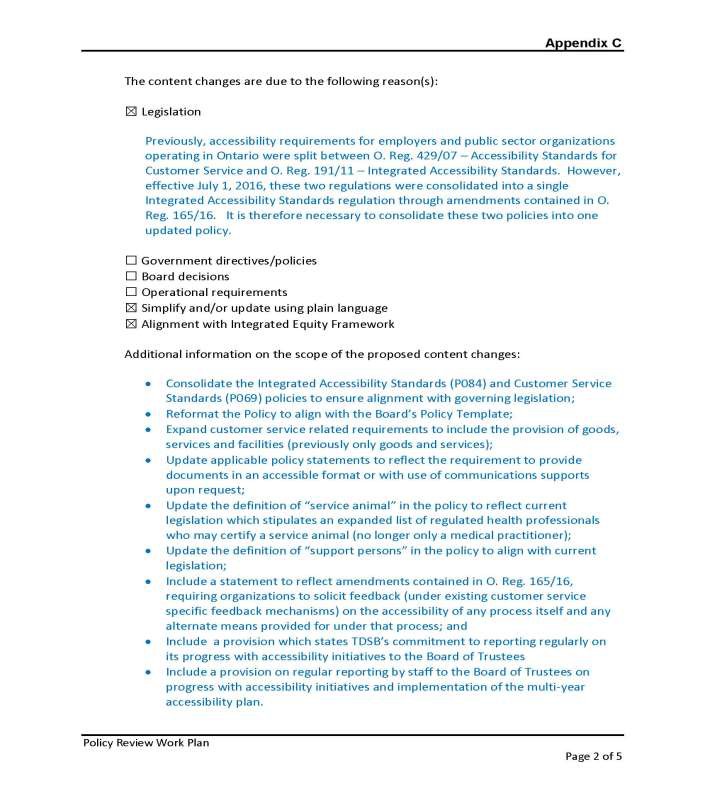
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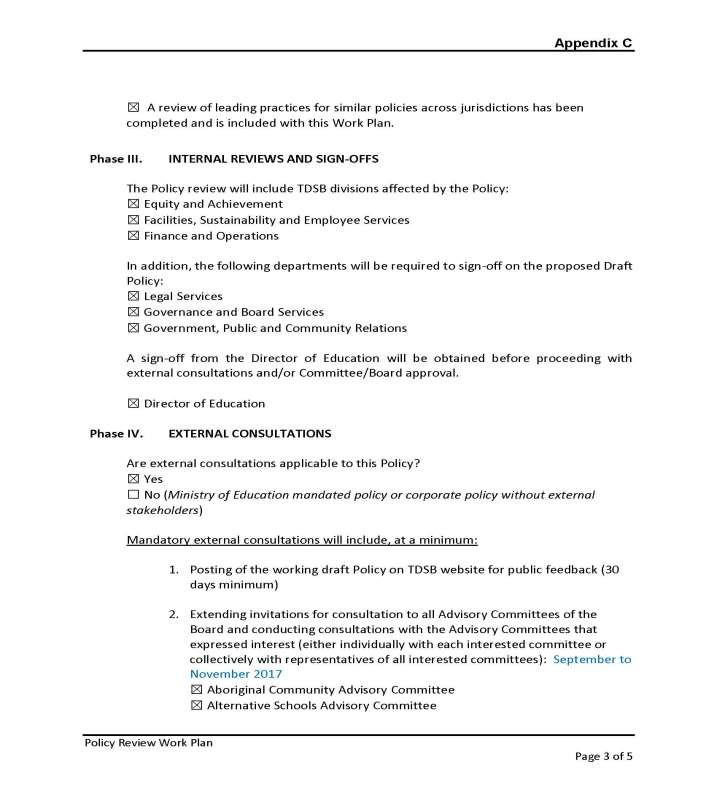
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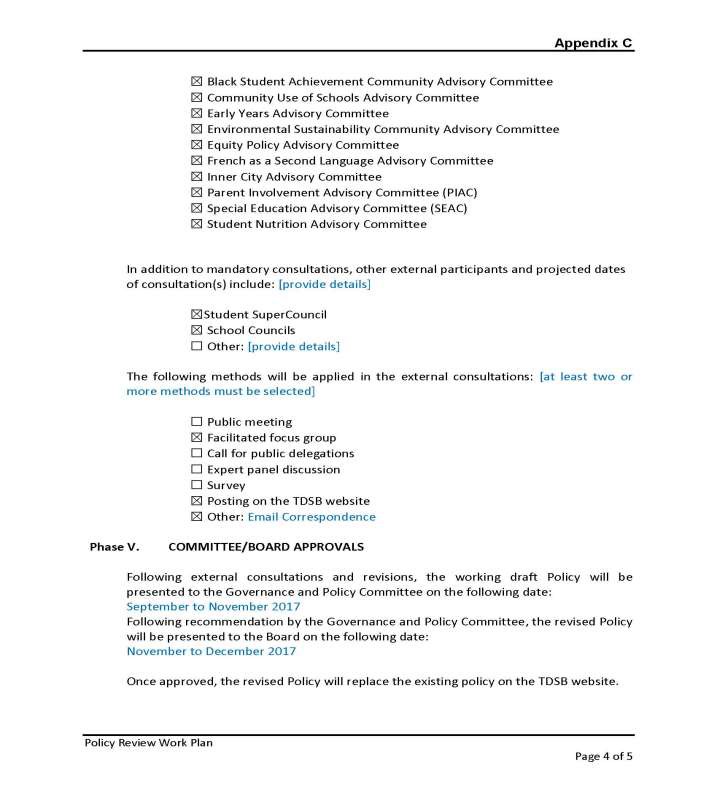
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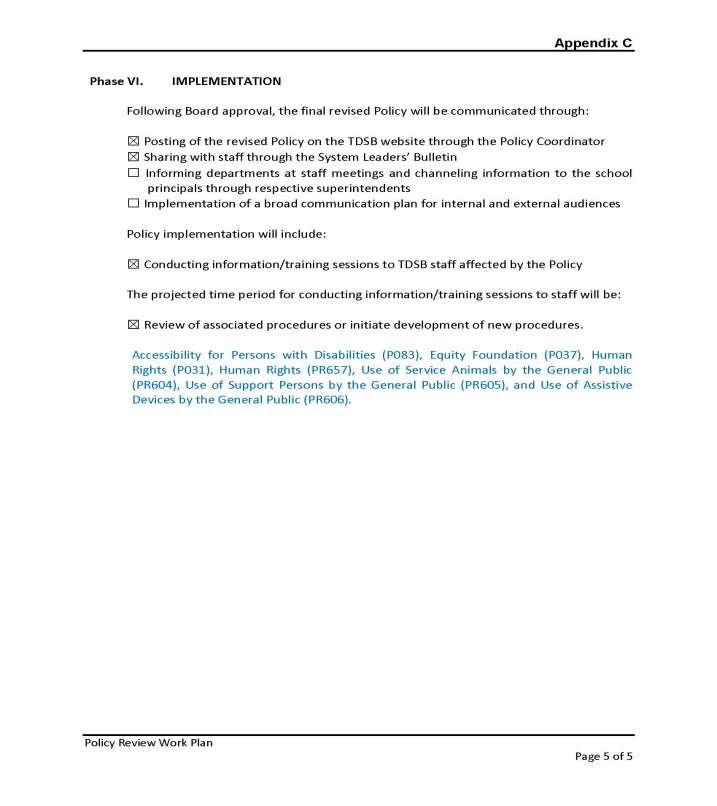
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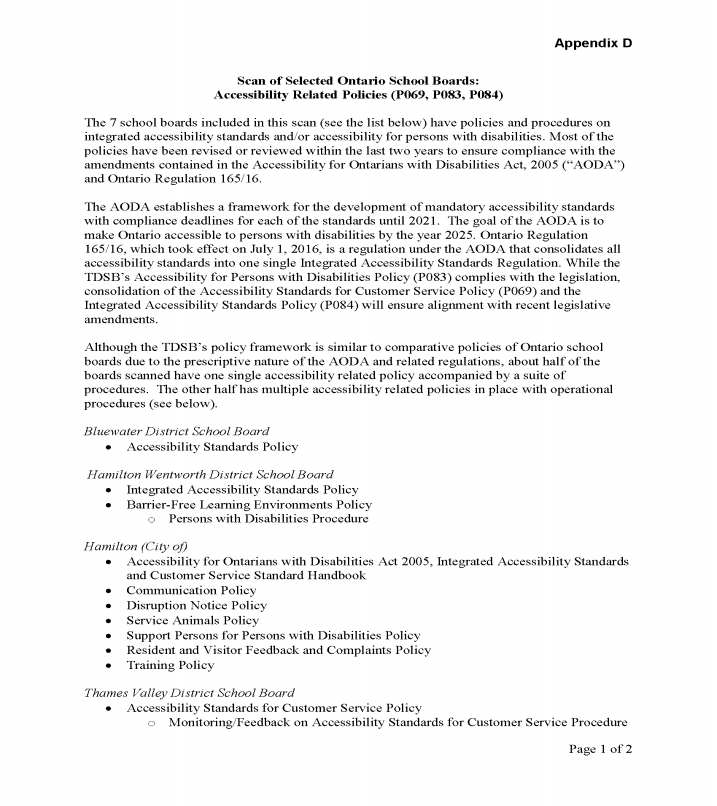
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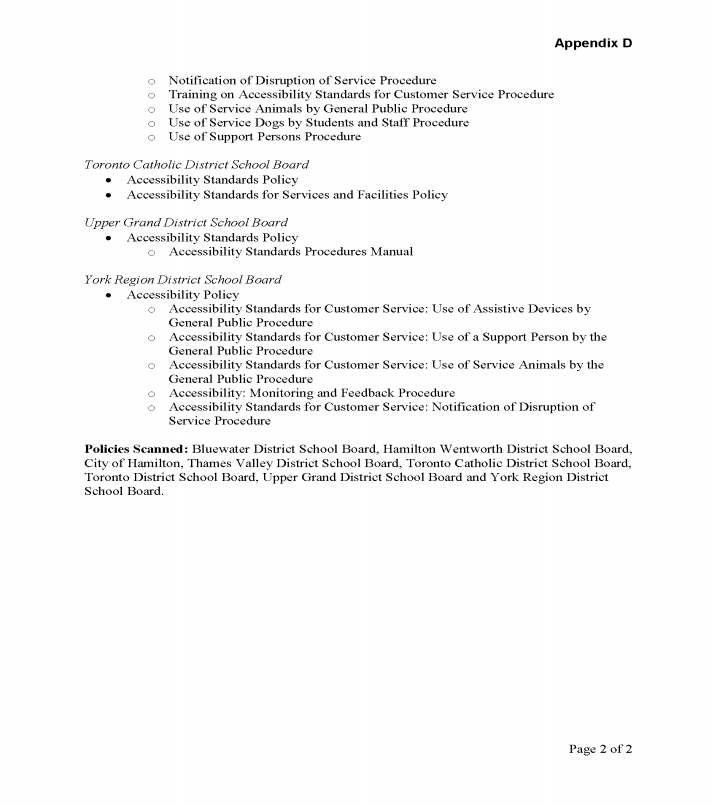
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