Dream • Learn • Grow
Bloorview
SCHOOL AUTHORITY

Title: **ACCESSIBILITY STANDARDS POLICY**

Adopted: October 6, 2009
Revised: April 9, 2014, March 2017
Authorization: Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
Accessibility Standards for Customer Service, Ontario Regulation 429/07
Integrated Accessibility Standards, Ontario Regulation 191/11
Ontario Human Rights Code
Ontarians with Disabilities Act, 2001

Related Documents:

Procedure EQ - #1:	Accessibility Standards: Use of a support Person by the General Public
Procedure EQ - #2:	Accessibility Standards: Use of Assistive Devices by the General Public
Procedure EQ - #3:	Accessibility Standards: Use of Service Animals by the General Public
Procedure EQ - #4:	Accessibility Standards: Notification of Disruption of Services
Procedure EQ - #5:	Accessibility Standards: Monitoring Feedback on Accessible Client Services
Procedure EQ - #6:	Accessiblity Standards: Accessibility in Employment
Procedure EQ - #7:	Accessibility Standards: Information and Communication
Procedure EQ - #8:	Accessiblity Standards: Student Transportation
Procedure EQ - #9:	Accessibility Standards: Employee Return to Work Plan
Procedure EQ - #10	Accessibility Standards: Individualized Workplace Emergency Response
Procedure EQ - #11	Accessibility Standards: Employee Individual Accommodation Plan
Bloorview School Authority Acccessibility Plan	
Policy PCE 002	Human rights
Policy PCE 003	Equity and Inclusive Education

POLICY:

It is the policy of Bloorview School Authority to provide an environment in all of its facilities that builds independence, dignity and respect for our students, parents/ guardians, the public and our staff. Further, we are committed to giving people 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 we serve.

GUIDING PRINCIPLES:

1. The Bloorview School Authority is committed to providing services to our students, parents/guardians, the public and our staff that are free of barriers and biases. The Bloorview School Authority strives to ensure that key principles of independence, dignity, integration and equality of opportunity are reflected and valued in our learning and working environments. Our conduct will demonstrate our belief in the strength diversity brings to our communities.

2. The Authority will make all reasonable efforts 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.

3. The Authority will welcome all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of persons with disabilities, such service to incorporate measures that include but are not limited to the use of assistive devices and service animals.

DEFINITIONS:

Client	is any person who uses the services of the school authority.
Assistive Device	is any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices.
Service Animal	is an animal that is being used because of a person's disability and this is either readily apparent or is supported by a letter from a medical practitioner.
Support Person	is a person who assists or interprets for a person with a disability as they access the services of the Authority. A support person is distinct from an employee who supports a student in the system.
Third Party Contractors	is any person or organization acting on behalf of or as an agent of the Authority (e.g., bus operators, psychologists).

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

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 Authority.

GUIDELINES

1. To ensure greater awareness and responsiveness to the needs of a person with disabilities, the Authority will provide appropriate training for all staff who deal with the public or other third parties on behalf of the Authority.

2. Training as identified above will be provided to all staff and, when appropriate, to volunteers. As new staff are hired, the training will become a component of their orientation training and will be provided within a reasonable timeframe.

3. The Authority will ensure that 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.

4. When services that are normally provided to a person with a disability are temporarily unavailable, such as access to an elevator, a disruption of service notice will be posted at the site. School staff will be responsible for the placement of such notices as required in the school area and entrances.

5. In order to monitor the effectiveness of implementation of the Accessible Client Service Standard, the Authority will develop a process for receiving and responding to feedback. Information about the feedback process will be readily available to the public and will allow people to provide feedback using a number of methods.

6. The people who develop the policies, practices and procedures governing the provision of goods or services to members of the public or other third parties will receive accessibility training.

7. So that adherence to this policy can be achieved efficiently and effectively, the Authority will take into account the impact on persons with disabilities when purchasing new equipment, designing new systems, or planning a new initiative.

8. The Authority will create a feedback process that will review the implementation of this policy with the Authority's various constituency groups. Examples of the feedback process would include use of electronic means, such as websites. Examples of constituency groups would include Federations, unions, and/or citizens' groups.

9. The Authority will also establish a process for consulting with frontline staff and volunteers who have a role in implementing the expectations and procedures established under this policy to review its effectiveness.