

# **ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**



**Huron-Perth Catholic  
District School Board**





# Board Policy 3A:22

## Accessibility Standards for Customer Service

### POLICY STATEMENT:

The Huron-Perth Catholic District School Board is committed to providing services to our students, parents/guardians, the public and our staff that are free of barriers and biases. The Huron-Perth Catholic District School Board 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

It is the policy of the Huron-Perth Catholic District School Board 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.***

# Tips On Serving Customers With Disabilities

## Understanding Disabilities

- Just over 15.5% of Ontarians have a disability – that's 1 in every 7 Ontarian and as the population ages that number will grow.
- Some people are born with a disability. For others, the disability results from an illness or an accident or because the person is getting older.
- There are many kinds of disabilities. They can be visible, hidden, permanent or occur only at certain times.

## Tips On Serving Customers With Disabilities (cont'd.)

- Disabilities vary and can happen to anyone at anytime. Some types of disabilities are:
  - Deaf-Blind
  - Learning
  - Intellectual
  - Mental Health
  - Speech or Language Impairment
  - Developmental
  - Vision
  - Physical
  - Hearing

# Tips On Serving Customers With Disabilities (cont'd.)

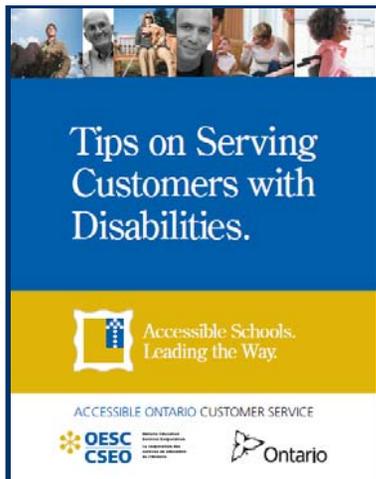
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## Understanding Barriers

- Barriers are obstacles – things that stand in the way of people with disabilities doing many of the day-to day activities that most of us take for granted.
- Some types of barriers for people with disabilities are:
  - Architectural and Physical Barriers
  - Information or Communication Barriers
  - Attitudinal Barriers
  - Technology Barriers
  - Systemic Barriers

# Welcoming Customers with Disabilities

- To assist with welcoming and providing better service to those with disabilities, please view the booklet at the following link:



***“Tips On Serving Customers  
With Disabilities”***