



<p>Section</p> <p>Accessibility Standards for Customer Service Policy</p>	<p>Page</p> <p>1 of 3</p>
<p>Operational Procedures</p>	<p>Date</p> <p>April 1, 2011</p> <p>Revised</p> <p>July, 2024</p>
<p>Statement</p>	<p>The purpose of this policy is to outline the practices and procedures that the Sudbury Student Services Consortium will follow to ensure that our services are accessible to persons with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).</p> <p>The Sudbury Student Services Consortium is committed to providing equal access and participation for people with disabilities. We will strive to meet the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.</p>
<p>Procedure</p>	<p>Providing Transportation Services to People with Disabilities</p> <p>The Sudbury Student Services Consortium is committed to excellence in serving all customers, including people with disabilities, and we will carry out our functions and responsibilities in the following areas:</p> <ul style="list-style-type: none"> • Communication <p>We will communicate with people with disabilities in ways that consider their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.</p> <ul style="list-style-type: none"> • Assistive Devices <p>We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.</p> <ul style="list-style-type: none"> • Service Animals and Support Persons <p>We welcome people with disabilities who are accompanied by a service animal in the areas of our premises that are open to the public. We also welcome people with disabilities who are</p>

accompanied by a support person. If students require these additional assistances on school buses, the Sudbury Student Services Consortium will work with the school boards to determine the appropriate actions.

Feedback Process

The Sudbury Student Services Consortium welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Methods of Providing Feedback:

Customers can provide feedback in the following ways:

- In person
- By telephone
- In writing
- By email

Feedback Response

All feedback, including complaints, will be directed to the Executive Director. Customers can expect to hear back within 10 business days. Our response will include a summary of the feedback received and any action taken or planned based on the feedback.

Communication Supports

Upon request, the Sudbury Student Services Consortium will review, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.

Requests for Accessible Formats

Customers who require an accessible format or communication support should contact the Sudbury Student Services Consortium, who will review the request with the appropriate school board.

Timely Manner

We will strive to provide the requested information in a timely manner that considers the person's accessibility needs due to disability.

Training for Staff

The Sudbury Student Services Consortium will provide training to employees, volunteers, and others who deal with the public or other third parties on our behalf. This training will be provided to new employees within 2 weeks of hire and will include:

- An overview of the AODA and the requirements of the customer service standard.
- The Sudbury Student Services Consortium's policy 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, require the assistance of a service animal, or need the help of a support person.
- What to do if a person with a disability is having difficulty in accessing the Sudbury Student Services Consortium's services.

Notice of Temporary Disruption

The Sudbury Student Services Consortium will notify customers if there is a planned or unexpected disruption of services or facilities used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Contact Information

For more information about this policy or to request accessible formats of this document, please contact:

Executive Director
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705-521-1234
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