



**POLICY: Accessibility for Ontarians With Disabilities Act (AODA)**  
**Customer Service Standard**

REFERENCE NO: P-AD-33

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This Policy and Regulation is made in accordance with Part IV.2, Customer Service Standards of the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c. 11 and Ontario Regulation 191/11, Integrated Accessibility Standards.

The Greater Essex County District School Board is committed to providing equal access and participation for our students, parents/guardians, the public and our staff that is free of barriers and biases. The Greater Essex County 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 Greater Essex County District School Board to provide an environment in 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 a similar way as these services are available to others.