BUSINESS AND BOARD ADMINISTRATION | 3000

DRAFT DECEMBER 18, 2026

ACCESSIBILITY POLICY | 3100

1. Rationale

Lakehead District School Board (LDSB) upholds human rights in accordance with the 7030 Human Rights and Workplace Harassment Policy. Lakehead District School Board promotes accessibility for persons with disabilities informed by the four principles – dignity, independence, integration, and equality of opportunity.

2. Policy

Lakehead District School Board is committed to promoting learning and working environments that support human rights and accessibility for persons with disabilities. Lakehead District School Board will do so by removing and preventing barriers to accessibility and by meeting requirements according to the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the corresponding Integrated Accessibility Standards.

Application and Scope

This policy applies to all employees and trustees at LDSB. The policy also covers students, parents/guardians, volunteers, contractors, customers of LDSB and other members of organizations not related to LDSB, but who, nevertheless, work on or are invited on to LDSB premises or utilize LDSB services.

3. Definitions

Accessible Formats may include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Accommodation is a means, through reasonable efforts, of preventing and removing barriers that impede individuals with disabilities from accessing services and participating in the LDSB workplace.

Assistive Device is any device used by persons 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, etc.

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

Communication Supports are supports that persons with disabilities will need to access information and may include, but are not limited to, plain language, sign language, reading aloud, written notes and captioning.

Customer is any person who uses the goods and services of LDSB.

Disability is defined in the Ontario Human Rights Code as:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; and
- a mental disorder, or an injury or disability, for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal is an animal that is being used to provide support to a person with a disability and this is either readily apparent or is supported by a letter from a regulated health professional. Service animals are working animals.

Support Person is a person who assists or interprets for a person with a disability as they access the services of LDSB. A support person is distinct from an employee who supports a student in the system.

Third Party Contractor is any person or organization acting on behalf of or as an agent of LDSB (e.g., bus operators, psychologists).

4. Objectives

4.1 Lakehead District School Board is committed to meeting accessibility needs of persons with disabilities in a timely manner. Lakehead District School Board recognizes it has a duty to accommodate the needs of persons with disabilities.

4.2 Lakehead District School Board will endeavour to ensure that all policies, practices and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity for persons with disabilities.

4.3 Lakehead District School Board will provide training on the AODA, the requirements and the Ontario Human Rights Code, as it pertains to persons with disabilities, for all staff and volunteers who deal with the public or other third parties on behalf of LDSB. Training will be appropriate to their duties and will be provided as soon as practicable.

4.4 Lakehead District School Board will ensure that its policies and procedures related to the AODA are made available to the public and LDSB community members, 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.

4.5 Lakehead District School Board 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 support persons, assistive devices and service animals.

4.6 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.

4.7 When asked, LDSB will provide information and communication including about LDSB, its services and public safety information, in accessible formats or with communication supports for persons with disabilities. Lakehead District School Board will notify the public about the availability of accessible formats and communications supports. If information or communications are unconvertible, it will provide an explanation why and provide a summary of the unconvertible information or communication.

4.8 Lakehead District School Board will make its website and web content conform with Web Content Accessibility Guidelines (WCAG) 2.0 in accordance with the requirements unless it is not practicable to do so.

4.9 Lakehead District School Board will provide, upon request, education or training related information such as program information, educational and training resources and student records in an accessible format or provide a comparable resource in accessible or conversion ready format.

4.10 Lakehead District School Board's school libraries if available, upon request, will provide accessible or conversion ready versions of print resources and materials to students with disabilities.

4.11 Lakehead District School Board, upon request, will make accessible or conversion-ready versions of any educational or training textbooks and print-based educational or training supplementary learning resources that it produces.

4.12 Lakehead District School Board will notify employees, potential hires, and the public about the availability of accommodation for applicants with disabilities in its recruitment and selection processes.

4.13 Lakehead District School Board, upon request, will provide suitable accessible formats and communications supports for job and employee-related information to employees with disabilities.

4.14 Lakehead District School Board will provide individualized workplace emergency response information to employees who have a disability, if necessary, and if LDSB is aware of the need for accommodation.

4.15 Lakehead District School Board will develop and maintain individual accommodation plans for employees with disabilities based on needs due to disability. Lakehead District School Board will develop and maintain a return to work plan for employees who have been absent from work due to a disability.

4.16 Lakehead District School Board will take into account the needs of employees with disabilities as well as their individual accommodation plan when using the performance management process, providing career development (professional development) or redeployment.

4.17 Lakehead District School Board and all its managers and school-based administrators will incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except if it is not possible and practical to do so. If it is not possible or practical to do so, it will provide an explanation upon request. This includes acquiring transportation services.

4.18 Lakehead District School Board will make new and redeveloped public spaces that it constructs, accessible. Lakehead District School Board will provide notice of temporary disruptions when accessible elements such as accessible parking and ramps in the spaces it constructs or redevelops are not in working order.

4.19 In order to monitor the effectiveness of implementation of Accessibility Standards, Lakehead District School Board will develop a process for receiving and responding to feedback. Information about the feedback process will be readily available to the public on LDSB's website and will allow people to provide feedback using more than one method.

4.20 Lakehead District School Board will review the implementation of this policy with LDSB's various constituency groups including the Special Education Advisory Committee.

4.21 Lakehead District School Board will ensure that a multi-year accessibility plan is posted indicating the steps that will be taken to identify, prevent and remove barriers to accessibility for persons with disabilities.

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5. Review

This policy will be reviewed in accordance with 2010 Policy Development and Review Policy.

Cross Reference	Date Approved	Legal Reference
Lakehead Public Schools Multi-Year Accessibility Plan 1020 Equity and Inclusive Education Policy 3030 Purchasing Policy 7030 Human Rights and Workplace Harassment Policy 3040 Transportation Policy 8075 Service Animals in Schools Policy	December 15, 2009 Date Revised March 26, 2013 June 22, 2021	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

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