



Section Accessibility Standards for Customer Service	Page 1 of 3
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Statement	<p>WESTS is committed to providing services in a way that is accessible to all customers in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07.</p> <p>WESTS believes that excellence in customer service is founded on mutual respect for the dignity and humanity of all individuals and enabling individuals and groups to participate and contribute fully within a diverse society.</p> <p>Equity, valuing diversity and inclusion are related yet distinct concepts which form the foundations of social justice and reflect values such as fairness, empathy and respect for the dignity of all humans, and practicing equity involves proactively eradicating attitudes, actions, structures and systems that result in discrimination and exclusion. To this end, WESTS is committed to the continual improvement of accessibility and the on-going removal of barriers in order to provide greater equity for all our customers.</p> <p>WESTS will ensure that accessible school transportation services are provided for students with disabilities in a manner that meets their unique needs and ensures their safety. Where appropriate and practicable, integrated accessible school transportation will be provided.</p> <p>The provision of accessible student transportation services will include the development of an individual student transportation plan for each student that has been identified, by their respective boards, as having a disability that affects their transportation to and from school. The plan will be developed by the respective Board's Special Education Services in collaboration with the consortium and in consultation with the student's parents/guardians and home school staff.</p>
Procedures	<ol style="list-style-type: none">1. This policy and the attached Appendix will be included as an addendum to the WESTS Consortium Operator



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	<p>contracts and training on the policy will be included as a driver/monitor requirement.</p> <p>2. The Superintendent of Special Education for the respective boards and , where appropriate, the General Manager of WESTS, will identify and communicate roles and responsibilities with regard to the implementation of the individual Student Transportation Plans to the following:</p> <ul style="list-style-type: none"> • The Bus Operator • The parents/guardians of the student • The driver of any vehicle that is transporting a student with a Student Transportation Plan • The appropriate members of the school administration • The student from whom the Student Transportation Plan has been developed.
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Responsibilities: Boards	<p>1. The Superintendent responsible for Special Education, or his/her designate, will, in consultation with parents/guardians and home school staff, annually identify students with disabilities who require specific transportation services; such identification will, whenever possible. Be made prior to the commencement of the student’s attendance at school.</p> <p>2. The Superintendent responsible for Special Education, or his/her designate will work with the General Manager of Student Transportation, or his/her designate, to develop an individual Student Transportation Plan (Appendix A) for each student with a disability who requires specific transportation services.</p> <p>3. The Student Transportation Plan will include details of the student’s assistance needs with respect to transportation to and from school and provisions for boarding, securement and deboarding of students, as applicable, following the Driver Accessibility Guidelines (Appendix B).</p>
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Bus Operator	<ol style="list-style-type: none"> 1. The Bus Operator will ensure that all if its Bus Drivers are made aware of individual student’s needs with regard to boarding, securement and deboarding. 2. Access to Student Transportation Plans will be provided to the Bus Driver and any appropriate training will be completed.
Bus Driver	<ol style="list-style-type: none"> 1. The Bus Driver will ensure that the student is transported safely according to his/her needs as per the Student Transportation Plan. 2. The Bus Driver will follow all consortium procedures for the transportation of students with disabilities.
Parent/Guardian	<ol style="list-style-type: none"> 1. The parent/guardian will advise the school, Student Transportation and/or the Bus Operator of any medical or other condition affecting the safe transportation of the student and communicate any changes to such. 2. Help identify tools or strategies that may help the driver and/or monitor while transporting the student.
School Administration	<ol style="list-style-type: none"> 1. Advise Student Transportation and parents of any relevant issues while at school during the day. 2. Advise the Bus Driver if there are any relevant issues that may affect the safe transportation of the student at the end of the day.
Student	<ol style="list-style-type: none"> 1. Follow the bus rules 2. Advise the driver and/or monitor of any emergency health issues or concerns.
Implementation Date	The provisions of this policy must be in place by January 1, 2014.

Approved by Board of Directors April 23, 2013