



Title:

Accessible Customer Service

Number: **A 17**

Approval Date: May 18 2022

Revision Date:

POLICY

1.0 Purpose

We are committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. Our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities.

If a barrier to accessing our goods or services cannot be removed, we seek to provide alternate ways to access the goods or services.

The following policy statements, organizational practices and measures are intended to meet the requirements of the Accessibility Standard for Customer Service. This policy applies to all employees, volunteers and management.

2.0 Definitions:

- 2.1 **Accessibility:** The ability to access and benefit from a system, service, product or environment.
- 2.2 **Barrier:** Anything that interacts with a person's physical, mental, intellectual, or sensory disability in a way that may hinder the person's full and effective participation in accessing employment on an equal basis. Barriers may include physical, architectural, information and communication, attitudinal, technological or perpetuated by policy or practice
- 2.3 **Disability:** A condition that limits a person's daily activities, including temporary or permanent physical, mental, intellectual or sensory impairments which, in interaction with various Barriers, may hinder their participation on an equal basis with others

3.0 Policy:

- 3.1 We meet the communication needs of our clients.
- 3.2 We accommodate the use of assistive devices when clients are accessing our goods, services or facilities.
- 3.3 We welcome support persons and we let the public know in advance if support persons have to pay service fees.
- 3.4 We allow service animals in all the areas available for public access.

- 3.5 To ensure barrier-free access to our goods, services or facilities, we maintain our accessibility features so they can be used as intended.
- 3.6 We let the public know when and why an accessibility feature is temporarily unavailable, how long it will be unavailable, and other ways to access our goods and services.
- 3.7 We welcome and respond promptly to feedback we receive on the accessibility of our goods and services.
- 3.8 We document the actions we take to respond to the feedback we receive, and that information is available on request in a format that meets the individual's communication needs.
- 3.9 We provide the required training on accessible customer service to employees, volunteers and management. We are trained on:
 - How to interact and communicate with people who face barriers to accessing goods and services, use assistive devices, are assisted by a support person and/or are assisted by a service animal.
 - How to use any equipment or assistive devices that are available on-site.
 - An overview of The Accessibility for Manitobans Act, The Human Rights Code (Manitoba), and the Customer Service Standard.
 - Our organizational policies, practices and measures, including updates or changes.
- 3.10 We keep a written record of our accessibility and training policies.
- 3.11 Our written documents include a summary of our training material and when training is offered.
- 3.12 We let the public know that our written policies are available on request.
- 3.13 We take reasonable steps to make our public events accessible in four areas: publicizing, meeting spaces, meeting participant needs, and letting the public know that relevant accommodations can be made on request.

3.0 References:

The Accessibility for Manitobans Act, Sample Accessible Employment Policy.
Retrieved from [sample_accessible_employment_policy_bnpos.pdf](https://www.accessibilitymb.ca/sample_accessible_employment_policy_bnpos.pdf)
([accessibilitymb.ca](https://www.accessibilitymb.ca))