

Accessibility Customer Service Policy - Policy: M 16

Adopted Oct 1, 2019

Section A: Policy

Policy Statement:

We are committed to complying with the [Accessibility Standard for Customer Service](#) under The Accessibility for Manitobans Act (2013). 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 are intended to meet the requirements of the Accessibility Standard for Customer Service.

1. Scope of the Policy

This policy applies to all college employees (including regular, term, casual and contract), students and anyone associated in an official capacity with the college, as well as to any visitor to any location or site that is controlled by ACC.

2. Definitions

2.1 Disability – A disability is a condition that limits a person’s daily activities. Persons with disabilities may have physical, mental, intellectual or sensory impairments which may hinder their participation on an equal basis with others. A disability may be temporarily or permanent.

2.2 Communication – Assiniboine Community College will make reasonable efforts to ensure that, when communicating with a person who self-identifies as being disabled by a barrier, the communication is done in a manner that takes into account the barrier and alternative formats are made available upon request.

College will make reasonable efforts to ensure that when preparing digital communications, accessibility barriers are taken into account and alternative formats are made available upon request. Assiniboine Community College will make reasonable efforts to ensure that information regarding our services and accessible features are available on our website.

2.3 Communications Access – Various tools and methods may be used by people who have speech and language disabilities. They may require support to understand what is being said and have their messages understood. Each individual will have their preferred way of communicating.

2.4 Assistive Devices – Assiniboine Community College recognizes a person may require the use of assistive devices to remove or reduce barriers, and we will reasonably accommodate the use of the assistive devices. Assistive devices may include, but are not limited to communication services, human support services, technical aids and devices, workplace modifications, and ergonomic modifications.

2.5 Support Person – Assiniboine Community College recognizes a person who is disabled may require a support person to accompany them to access our facilities and services.

"support person" means, in relation to a person who is disabled by a barrier, a person who accompanies the person to

- (a) support the person obtaining, using or benefiting from a good or service provided by an organization; or
- (b) assist the person in addressing his or her communication, mobility, personal care or medical needs.

2.6 Service Animals – As per Policy M15: Respectful College, Assiniboine Community College recognizes a person who is disabled may be accompanied by a service animal to access our facilities and services. A service animal is trained or being trained for a person with a disability to assist with needs relating to his or her physical or mental disability; or that has been trained to be used by a peace officer or person authorized by a peace officer in the execution/assistance of the peace officer's duties.

Section B: Procedures

Communication needs

Assiniboine Community College will strive to meet the communication needs of the public, customers, service recipients, clients, members or others.

- To meet communication needs, when appropriate we offer to communicate in different ways, such as writing things down, reading things out loud, and taking extra time to explain things.

- We also keep paper and pens available to write things down, offer a chair when longer conversations are needed, offer a quieter space, sit down to engage with someone using a wheelchair, speak directly to the client, not the support person
- We require that all of our publications include the statement: “This publication is available in alternate formats on request.” We also specify how a person can request an alternate format.
- We use signs and documents that are easy to read, including using larger fonts and colour contrast, and ensuring messages are not printed on images.
- We write signs and documents in plain language.

Assistive Devices

We accommodate the use of assistive devices when faculty, staff, students, and the public are accessing our services or facilities.

Support Persons

We welcome support persons and we let the public know in advance if support persons have to pay admission or service fees.

- We address the service recipient not the support person, unless requested by the service recipient to do otherwise.
- We make space for support persons on-site and ensure service recipients have access to their support persons at all times.

Service Animals

Assiniboine recognizes that individuals who rely on service animals to assist with disability related needs have an automatic right of access to public areas, with very few exceptional circumstances. In some instances, where access may be limited, the College will employ an accommodation process to assess the needs and the barriers so that it can present reasonable accommodation options when there is no undue hardship to do so. See M15: **Service Animal Policy**.

Notice of Temporary Disruption

We strive to 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 services.

- If one of our accessibility features becomes temporarily unavailable, we prepare and post a notice and/or announcement about the disruption, the reason for the disruption, how long it will last, and whether there are other ways we can provide access to our goods and services (e.g., by using an alternate entrance).
- If requested, we work with the service recipient to find other ways to provide services.
- We let the public know about disruptions in the following ways:
 - posted on website
 - posted at our building entrance, service reception desk and in high traffic areas

Training

Assiniboine Community College will train staff as soon as reasonably practical.

Events

When a public event is held at Assiniboine Community College, we will take reasonable measures to ensure:

- Notice of the event is given in a manner that is accessible to persons disabled by barriers
- The event is held in a meeting space that is accessible
- The physical and communication needs of persons disabled by barriers are met upon request

Feedback Process

We welcome and respond promptly to feedback we receive on the accessibility of our services. 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.

- To provide feedback contact us by phone 204.725.8700 or email accessibility@assiniboine.net.
- The Student Accessibility Coordinator determines what action, if any, should occur.
- If the feedback requires us to follow-up, the service recipient is notified that the request is being reviewed and when they can expect a response.
- We let the service recipient know what action we will take to address their feedback, if any.
- We respond to feedback in a way that meets the communication needs of the individual.

Policy Authority

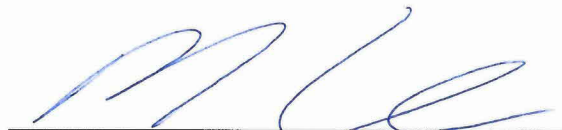
Accessibility for Manitobans Act (2013)
Manitoba Human Rights Code (1987)

Review of this policy:

Formal policy reviews are conducted in accordance with Assiniboine Community College Policy M4: Maintenance of College Policies and Procedures.

Dec 11, 2020

Date



President