



Accessibility Customer Service Policy - Policy: M 16

Adopted Oct 1, 2019

Revised Oct 15, 2024

Revised December 18, 2025

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.

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 Assiniboine College.

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

Accessible communication is communication conducted in a manner that takes into account the needs of individuals with speech and language disabilities. Various tools and methods may be used to support understanding and expression. Everyone has their preferred way of communicating.

2.3 Communications Access

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Assiniboine 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 considers the barrier and alternative formats are made available upon request. The college will also make reasonable efforts to ensure that digital communications are accessible and that information regarding our services and accessible features is available on our website.

2.4 Assistive Devices

Assiniboine College recognizes a person may require the use of assistive devices to remove or reduce barriers, and we will reasonably accommodate the use of such 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 College recognizes that a person with disability 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 individual to:

- (a) Support the person obtaining, using, or benefiting from a good or service provided by the college; 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 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.

Section B: Procedures

Communication needs

Assiniboine College will strive to meet the communication needs of the students, staff, faculty, and the public.

- To meet communication needs, when appropriate we offer to communicate in different ways, such as writing things down, reading things aloud, 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.
- 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 ask that support persons identify themselves so we can ensure they do not 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 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 College provides training to all employees and volunteers on how to interact and communicate with persons disabled by barriers.
- Assiniboine College provides training to all employees and volunteers that includes instruction on how to interact with persons disabled by barriers who use an assistive device or require the assistance of a support person or service animal.
- Assiniboine College provides training to all employees and volunteers that includes instruction on how to use any equipment or assistive devices that may be available onsite.
- Assiniboine College provides training to all employees and volunteers that includes instruction on what to do if a person disabled by a barrier is having difficulty accessing goods or services.
- Assiniboine College provides training to all employees and volunteers that includes a review of The Accessibility for Manitobans Act, The Accessible Customer Service Standard Regulation and The Manitoba Human Rights Code.

Training content includes:

- how to make employment opportunities accessible to people with disabilities
- how to interact and communicate with applicants or employees who face barriers, use assistive devices, or are assisted by a support person or service animal.
- an overview of The Accessibility for Manitobans Act, The Human Rights Code (Manitoba), and the Accessible Employment Standard
- our organization's accessible employment policies, practices, and measures, including updates or changes

We provide training on how to accommodate employees with a disability to staff with the following responsibilities:

- recruiting, selecting, or training employees
- supervising, managing, or coordinating the work of employees
- promoting, redeploying, or terminating employees
- developing and implementing employment policies and practices

Practices and Measures:

- Assiniboine College will train staff as soon as reasonably practical after the person is assigned the applicable duties. The training will be provided to all employees, volunteers, and management.

- We provide refresher training, including informing staff about updates to policies, practices and measures as needed.
- Management and staff with human resource responsibilities will complete training on accessible employment.

Keep a written record of accessibility and training policies:

- The college maintain records of who has taken the training and when.
- The accessibility and training policies are posted on our website.
- We provide our policies within a reasonable timeframe, and in a format that meets the needs of individuals with a disability, at no additional cost, upon request.

Events

When a public event is held at Assiniboine 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 on request.
- notice is given that persons disabled by barriers may request that relevant supports be provided.

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 Accessibility Committee 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:

Be Passionate. Take Initiative. Deliver Results.

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

Original signed Jan 16, 2026

Date

Original signed by Mark Frison

President