
Statement of Commitment

We are committed to complying with the [Accessibility Standard for Customer Service](#) under the [Accessibility for Manitobans Act](#). Our policies and practices are based on principles of dignity, independence, integration and equal opportunity for people with disabilities.

As much as possible and in discussion with participants, we will seek to remove barriers or provide alternate ways for them to access our services.

This policy applies to all employees, contractors, board members

4.4.1 (1) Meet Communication Needs

We will endeavour to meet the communication needs of the public we serve.

- We respond to communication needs when appropriate by communicating in different ways, such as writing things down, reading things out loud, and taking extra time to explain things.
- We offer our written resources in alternate formats if requested.
- We develop resources using language which strives to take into consideration a variety of reading requirements.

4.4.1 (2) Accommodate the Use of Assistive Devices

We accommodate the use of assistive devices when the public is accessing our goods and services.

- We do not touch or move assistive devices without permission of the individual.
- In cases where the assistive device presents significant and unavoidable health or safety concerns, we attempt to use other measures to ensure the person with disabilities can access our goods, services or facilities.

4.4.1 (3) Welcome Support Persons

We welcome support persons and we let individuals know in advance if support persons have to pay workshop fees.

- We address the individual, not the support person, unless otherwise directed.
- We make space for support persons on-site and ensure individuals have access to their support persons at all times.

4.4.1 (4) Allow Service Animals

We allow service animals at our workshops and meetings in consultation with the facility management.

- We respect the distinct relationship between the person and the service animal and do not interact unless given permission to do so.

-
- If we have concerns whether this is a trained service animal we can ask if the animal has been trained to help a person with a disability-related need but we do not inquire about the disability.
 - We expect the person who is handling the service animal to maintain control of the animal physically or through voice, signal or other means. If the service animal is showing signs of not being controlled (i.e., by barking, whining or wandering), we may provide a warning to the handler to control the animal. If the service animal continues to misbehave, we may ask the handler to leave.
 - If another law prohibits service animals (e.g., sterile laboratories, and food preparation areas), we explain why the animal cannot enter the space and discuss with the person another way of providing services.

4.4.1 (5) Monitor Accessibility Features

We will strive to ensure barrier-free access to our workshops or meetings. Limitations of accessibility may exist beyond our control such as community facilities not owned or operated by our organization.

- We organize the space so that there is ample room for people with wheelchairs, electric scooters and walkers.
- The seating provided strives to accommodate people of varying sizes and abilities.
- We remove any items that could be tripping hazards from hallways and entrances such as ice and snow, signs, clutter.
- We check facilities we are using for accessible washrooms, elevators, automatic doors, doorbells and ramps and let the public know what is available.

4.4.1 (6) Welcome and Respond Promptly to Feedback

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

- We invite feedback by phone, email, website or feedback form. Responses will be directed to the appropriate staff or board member.
- We will document actions taken in response to the feedback we receive, notify the person that the request is being reviewed and when they can expect a response. The information will be available on request in a format that meets the individual's needs.

4.4.1 (7) Provide the Required Training to Employees and Board Members

We provide the required training on accessible customer service to staff and board members. 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.

POLICY: Public Accessibility Services
APPROVED: 2022-April- 20

-
- 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.

Practices and Measures:

- New employees and board members will be required to review the CNCM Accessibility Services policy within 2 months of working with the Council.
- We will review our policy every two years, or sooner if required.
- We will allow time for discussion & feedback on the accessibility of our services at board meetings.