

THE TOWN OF THE PAS
POLICY AND PROCEDURE MANUAL

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| SECTION: | PART VII – ACCESSIBILITY FOR MANITOBANS ACT | |
| SUBJECT: | Accessible Customer Service Policy | POLICY CODE: AMA – 800 Policy & Procedure |
| ORIGINATED: | RESOLUTION NO. | |
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The Town of The Pas is 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.

MEETING COMMUNICATION NEEDS:

The Town of The Pas meets the communication needs of our customers, service recipients, clients and members of the public.

- 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 use an Access offer sign with disability icons to let people know we can offer services in different ways:
 - 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
- we write signs and documents in plain language

ACCOMMODATING THE USE OF ASSISTIVE DEVICES:

The Town of The Pas accommodates the use of assistive devices when customers, service recipients, clients and members of the public are accessing our services or facilities.

- We do not touch or move customers, service recipients, clients and members of the public assistive devices without permission.
- We are trained in how to use the assistive devices that we provide, including:
 - automatic doors
- In cases where the assistive device presents significant and unavoidable health or safety concerns, we will attempt to use other measures to ensure the person with disabilities can access our services or facilities.

WELCOME SUPPORT PERSONS:

The Town of The Pas welcomes support persons.

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

ALLOW SERVICE ANIMALS:

The Town of The Pas allows service animals in all areas available for public access.

- We:
 - treat a service animal as a working animal
 - do not distract a service animal from its job by petting, feeding or playing with it, unless given permission by the person with the service animal to do so
 - know how to identify a service animal by its harness or vest and by the assistance the animal is providing
- If we have concerns, we may ask if the animal has been trained to help a person with a disability related need.

- 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.

MAINTAIN ACCESSIBILITY FEATURES:

To ensure barrier-free access to our services or facilities, the Town of The Pas maintains our accessibility features so they can be used as intended.

- We organize our space so that there is room for people with wheelchairs, electric scooters and walkers.
- Our seating accommodates people of varying sizes and abilities.
- We keep hallways, aisles, entrance and reception areas and meeting rooms clear of clutter.
- We keep our entrance area clear of ice and snow.
- Our accessibility features affected by this policy included:
 - hallways and aisles
 - entrance
 - reception areas
 - meeting rooms
 - accessible washrooms
 - elevators
 - automatic doors
 - ramps

PROVIDE THE REQUIRED TRAINING TO EMPLOYEES AND MANAGEMENT:

The Town of The Pas provides the required training on accessible customer service to employees 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.
- Our organizations policies, practices and measures, including updates or changes.

The Town of The Pas:

- Trains new employees and management during the orientation process of hiring which is done within two weeks after starting date.
- Provides refresher training, including updates to policies, practices and measures.
- Records who has taken training and when.

KEEP A WRITTEN RECORD OF ACCESSIBILITY AND TRAINING POLICIES:

The Town of The Pas keeps a written record of our accessibility and training policies. We let the public know that these written policies are available upon request in the following ways:

- posted in the same place that we share our Accessibility Plan and invite feedback
- posted on our website
- posted at the front counter
- through employees
- provided within a reasonable timeframe, at no cost and in a format that meets the needs of the individual

WELCOME AND RESPOND PROMPTLY TO FEEDBACK:

The Town of The Pas welcomes and responds promptly to feedback we receive on the accessibility of our goods and 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.

- We invite feedback in the following ways:
 - Visit our reception or service desk, or contact us by phone, email, website or fill out our concern/complaint form
- All feedback is directed to the Assistant Chief Administrative Officer who determines what action, if any, should occur.
- All feedback will be addressed in accordance with our Policy GG – 117 Replying to Public Inquires/Complaints/Issues/Requests
- We respond to feedback in a way that meets the communication needs of the individual.