

Municipality of Glenboro South Cypress

Accessible Customer Service Policy

The Municipality of Glenboro South Cypress' Accessible Service Policy is consistent with the principles of independence, dignity and equal opportunity for all people.

We are committed to the Accessibility for Manitobans Act and its Customer Service Regulation. This policy reflects its ongoing practices and measures of the Customer Service Standard. Any policy or practice not respecting and promoting the principles of dignity, independence and equal opportunity for all people will be reviewed, modified or removed.

1) COMMUNICATIONS

The Municipality will communicate with people disabled by barriers in ways that take into account the nature of the barrier.

Practices

- Verbally greet customer with "How can I help you?"
- Have patience, find a quieter spot if necessary.
- Have alternative forms of communication available (Example: paper and pen)
- Assist customers with written communication upon request (Example: cheque writing, complaint writing)
- Use easy to read fonts on all public documents.
- Post all public documents on the website.

2) ASSISTIVE DEVICES

A person with disabilities may provide their own assistive device when accessing municipal goods, service, or facilities unless it presents a significant health or safety concern. In such case, the Municipality may offer other reasonable measures to assist the person.

Where applicable, the Municipality may offer assistive devices to help serve customers with disabilities.

Practices

- Staff will not touch or move a customer owned assistive device without the customer's permission and/or instruction.
- Staff will be trained in the use of municipally owned assistive devices.

3) SUPPORT PERSONS

The Municipality is welcoming to customer with a support person.

Practices

- Staff will address customer directly unless requested by customer to do otherwise.

4) SERVICE ANIMALS

Service animals are permitted on municipal premises provided the service animal is trained to "provide assistance to a person with a disability that relates to that person's disability" (Human Rights Code Manitoba). The customer must be in complete control of the service animal at all times.

Practices

- Staff will not approach a service animal without the consent of its handler.

5) BARRIER FREE ACCESS

The Municipality is committed to maintaining barrier free access to municipal premises.

Practices

- Keep traffic areas and offices free of clutter such as boxes.
- Keep entrance ways cleared of snow/ice.
- Allow space for mobility devices.

6) NOTICE OF TEMPORARY DISRUPTION

In the event of a disruption of services or facilities, the Municipality will promptly post notices. Notices will include the reason for disruption, anticipated length of disruption and, if possible, alternative services or facilities available.

Practices

- Notice will be posted:
 - On facility entrances
 - On the website
 - By any other method that may be reasonable under the circumstances.
- Timeline will be given, is possible.

7) FEEDBACK PROCESS

Comments on the Municipal Accessible Customer Service are welcome and appreciated. Customer feedback will help the Municipality identify barriers and respond to concerns.

Practices

- Customers can provide feedback in the following ways:
 - Mail
 - Email
 - Phone
 - In person
- Customer will receive an immediate notification of receipt of feedback.
- The Municipality will respond to feedback in 30 days.

8) TRAINING

All staff / new employees will receive training on Accessible Customer Service on implementation of this policy and on an on-going basis.

Training includes:

- Familiarity with the Accessibility for Manitobans Act and the requirements of the Customer Service Standard.
- Policies and practices as outlined in Accessible Customer Service Policy.
- How to interact with people disabled by barriers, their assistive devices, service animals or support persons.

9) PUBLIC MEETINGS / HEARINGS ACCESSIBILITY

All public meetings and hearings hosted by the Municipality will be held in an accessible location such as the Community Hall or Council Board Room located at the Glenboro South Cypress Fire Hall.

Adopted September 12, 2018

