

Accessibility Standards for Customer Service Policy as Required by the Accessibility for Manitobans Act (Bill 26)

Providing Goods and Services to People with Disabilities

The following policy, practices and procedures have been established by CTTAM to govern the provision of its services in accordance with the Accessibility for Manitobans Act and “Accessibility Standard for Customer Service”.

CTTAM’s policy on Accessible Customer Service Policy will be posted on the CTTAM website and updated as required.

Mission

CTTAM is committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. Our mission is to ensure that our policies and practices reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities.

Commitment

In fulfilling our mission, CTTAM strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

1: Meet communications needs.

Policy Statement:

CTTAM will meet the communication needs of our members, volunteers, vendors or others.

Practices and Measures:

- To meet communications needs, when appropriate CTTAM will offer to communicate in different ways, such as writing things down, reading things aloud and taking extra time to explain things.
- CTTAM will 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
- Provide accessible invoices to all our members and customers. For this reason, invoices will be provided in the following format upon request: hard copy and e-mail.
- Answer any question(s) customers may have about the content of the invoice in person, by telephone or e-mail.
- We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

2: Accommodate the use of assistive devices

Policy Statement:

We will ensure that our staff is trained and familiar with the use of assistive device that may be used by customers with disabilities while accessing our goods, services or facilities.

Practices and Measures:

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

3: Welcome support persons.

Policy Statement:

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

Practices and Measures:

- We address the client or member, not the support person, unless requested by the customer to do otherwise.
- We make space for support persons on-site and ensure service recipients, clients, members or others have access to their support persons at all times.
- Fees will not be charged for support persons or for admission to CTTAM's premises. We will notify customers of this through a notice posted on our premises and on our website.

If a support person is required for attending an event (such as a Council meeting, AGM, or Awards Gala, etc.), the applicable fees will be charged to the support person.

4: Allow service animals.

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Practices and Measures:

- 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.

5: Maintain accessibility features.

Policy Statement:

To ensure barrier-free access to our goods, services or facilities, we maintain our accessibility features so they can be used as intended.

Practices and Measures:

- 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, waiting rooms and meeting rooms clear of clutter.

6. Let the public know when and why an accessibility feature is unavailable.

Policy Statement:

We 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 goods and services.

Practices and Measures:

- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, CTTAM will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice of disruption will be placed on the CTTAM's website.

7. Welcome and respond promptly to feedback.

Policy Statements:

We welcome and respond 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.

Practices and Measures:

- We invite feedback in the following ways:
 - Customers who wish to provide feedback on the way CTTAM provides goods and services to people with disabilities can send an e-mail to CTTAM to admin@cttam.com, phone 204-784-1088, or send a letter to CTTAM, 1661 Portage Avenue, Room 602, Winnipeg, MB, R3J 3T7.
- All feedback is directed to the Executive Director who determines what action, if any, should occur. Customers can expect to hear back in 10 days.
- If the feedback requires us to follow-up, the customer, service recipient, client or member is notified that the request is being reviewed and when they can expect a response.
- We let the customer, service recipient, client or member 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.

8: Provide the required training to employees, volunteers and management.

Policy Statements:

We provide the required training on accessible customer service to employees, volunteers 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.
- 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:

- We will provide training to employees, volunteers and management within one month after hiring.
- We provide refresher training regularly, including updates to policies, practices and measures. Training is offered every year.
- Executive Director will record who has taken training and when.
- Feedback on accessibility of our services is addressed in regular staff meetings.
- CTTAM's accessible customer service policy.
- How to interact and communicate with people with various types of disabilities

- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities, e.g., ramps
- What to do if a person with a disability is having difficulty in accessing CTTAM's goods and services

Staff will also be trained when changes are made to accessible customer service policy.

Modifications to this or other policies

Any policy of CTTAM that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.