

	Accessible Customer Service Policy	
	Approval Date: November 30, 2018	Policy Identification Number: 3.06.02
Policy Owner: Human Resources Accessibility Coordinator	Effective Date: December 31, 2018	Next Scheduled Review Date: December 31, 2021
Approved by: CEO	Signature:	

Definition of Policy Terms

Term	Definition
Accessibility Coordinator	Designated staff member responsible for the coordination of accessibility initiatives, liaises with senior management, and provides consultation services to staff about consistent practice and use of resources regarding accessibility.

Purpose

Manitoba Possible values the inclusion of all people and is committed to ensuring equal access and participation for people of all abilities. Our programs and services are delivered in a way that reflects our core principles of collaboration, diversity and innovation. Manitoba Possible is committed to demonstrating leadership in the area of accessibility and to meeting accessibility standards required under the Accessibility for Manitobans Act and its regulations.

Policy Statement

This policy addresses the core requirements of the Customer Service Standard Regulation as defined by the Accessibility for Manitobans Act, and the responsibilities and procedures for all employees to follow when providing customer service.

Procedures

1.0 Authorities

Accessible Customer Service procedures are required by the Accessibility for Manitobans Act. The Customer Service Standard is available at http://web2.gov.mb.ca/laws/regs/current/_pdf-regs.php?reg=171/2015.

2.0 Responsibilities and procedures

- 2.1 Human Resources, in consultation with management will create and keep current information and other materials for informing and training employees about providing Accessible Customer Service.
- 2.2 Management, along with Human Resources shall be responsible to ensure their direct reports have been trained:
- 2.2.1 By November 1, 2018 or as soon as reasonably practicable for new employees.
 - 2.2.2 By means of periodical refreshers for all employees.
- Upon completion of the training, employees must sign and date the Manitoba Possible Accessible Customer Service Training Declaration. Management must then ensure it has been submitted to Human Resources.
- 2.3 Employees are responsible for adhering to the procedures and guidelines in the Accessible Customer Service Operating Manual to ensure they are providing accessible customer service.
- 2.4 All employees are responsible for identifying and preventing barriers to accessible customer service as described in the Accessible Customer Service Operating Manual.
- 2.5 Human Resources, along with the Policy Management Committee, is responsible for initiating periodic reviews and updating of this policy and Accessible Customer Service Operating Manual. This is to be done every three years or whenever the legislation is changed.
- 2.6 Human Resources is responsible for documenting training, including a summary of the content of the training, the date of the training and the names of who attended.
- 2.7 The Policy will be made available to the public on the Manitoba Possible website. Manitoba Possible will provide this policy, or the information contained in the policy, as needed, if requested by a person disabled by a barrier in an alternate format by contacting the Accessibility Coordinator.

Related Policies and Documents

This policy is related to and/or contains references to the following policies, documents, external legislation and governing documents:

ID#	Policy/Document Title
3.06.03	Accessible Customer Service Operating Manual
3.06.02-i.	Manitoba Possible Accessible Customer Service Workshop Attendance Form (Accessible Customer Service Operating Manual, page 11)
	Accessibility for Manitobans Act

Policy History

Supersedes (previous Policy/Policies):	n/a
Date of previous policy:	n/a