

G-19 Accessible Customer Service Policy

Section	Date Issued	Revision Date(s)	Date of Last Review
	May 2019		May 2019

1. POLICY STATEMENT

This policy has been developed to ensure that the Manitoba Association of Registered Respiratory Therapists (“MARRT”) strives to provide equitable customer service for people with disabilities. This includes, but is not limited to the services we provide to the general public and also to our members.

Providing equal customer service includes identifying, removing and preventing barriers for people with disabilities in obtaining, using and benefitting from our goods, services and facilities. For a person who has a physical, mental, intellectual or sensory disability, a barrier is anything that interacts with that disability in a way that may hinder the person’s full and effective participation in society on an equal basis. The following are examples of barriers:

- A physical barrier;
- An architectural barrier;
- An information or communications barrier;
- An attitudinal barrier;
- A technological barrier;
- A barrier established or perpetuated by an enactment, a policy or practice.

MARRT is committed to meeting its obligations under *The Accessibility for Manitobans Act*, *The Human Rights Code* of Manitoba, and any other applicable laws.

2. DEFINITIONS

None

3. POLICY

Communication –

MARRT will make reasonable efforts to ensure that, when communicating with a person who self-identifies as being disabled by a barrier, the communication is

done in a manner that takes into account the barrier. The MARRT will make it a practice to ask “how can I help you” and to provide reasonable alternative means of communication upon request (such as in person, telephone and email communication). The MARRT will be patient and use respectful language in all of our communications.

Assistive Devices –

A person who is disabled by a barrier may use assistive devices (for example, including but not limited to wheelchairs, canes, walkers, scooters, magnifiers, oxygen tanks, etc.) when accessing our goods, services or facilities and MARRT will reasonably accommodate the use of the assistive devices. This includes making sure our office areas are well-lit and free of clutter. The provision and safe use of an assistive device is the sole responsibility of the person using the assistive device, and we will not touch or move your assistive device without your permission.

Support Person –

A support person may accompany a person who is disabled by a barrier to our facilities and events. Unless otherwise requested, we will strive to communicate directly with the person receiving our services and not the support person. MARRT will do its best to ensure that if the support person is required to pay an amount to be admitted to our events that advance notice of this is given.

Service Animals –

A person who is disabled by a barrier may be accompanied by a service animal in areas of our facilities that are open to the public. In cases where the presence of a service animal presents a significant or unavoidable health or safety concern or may be excluded by law, we will strive to use other measures to ensure that the person disabled by a barrier can access our goods, services and facilities.

We will not feed, pet or distract a service animal. The person who is accompanied by a service animal is solely responsible for the care, control, safety and clean-up of the service animal at all times. If it is not readily apparent, we may ask if the animal has been trained to help a person with a disability-related need.

Notice of Temporary Disruption –

In the event of a planned or unexpected disruption to services or facilities for customers who are disabled by a barrier (for example, an elevator, ramp, automatic door) MARRT will notify users of our facilities promptly. A notice will be posted that will include information about the reasons for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice

will be posted at our premises, on our website, or by other means that may be appropriate in the circumstances.

Training –

MARRT will train our staff and volunteers responsible for providing our goods and services on the following:

- How to interact and communicate with persons disabled by barriers (including those who require the assistance of assistive devices, support persons or service animals);
- How to use any equipment or assistive devices that MARRT may be available to assist persons disabled by barriers;
- What to do if a person disabled by a particular barrier is having difficulty accessing services;
- *The Human Rights Code (Manitoba), The Accessibility for Manitobans Act and its Customer Service Standard Regulation.*

Training will be provided upon implementation of this policy and during orientation for new employees and volunteers. On-going training will be provided when there are changes to MARRT's policies and practices relating to providing accessible customer service.

Accessible Customer Service Feedback –

MARRT welcomes feedback on how we provide accessible customer service. Customers who wish to provide feedback may do so by contacting us:

By mail: **1465A Pembina Hwy, Winnipeg, MB R3T 2C5**

By telephone **204-944-8081**; or

By email **office@marrt.org**; or

In person, by asking to speak with **the Association Manager – Lee Hurton**

MARRT will document any actions resulting from feedback received. Such documentation will be made available, on request. MARRT will make sure our feedback process is accessible to people with disabilities.

Documentation –

MARRT will display a notice at our offices and on our website that a copy of this policy is available upon request. If requested by a person disabled by a barrier, it will be given in a manner that takes the barrier into account and within a reasonable time and at no cost.

4. REFERENCES

None