



## Accessible Customer Service Policy

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## Accessible Customer Service Policy

### A. Statement of Commitment

The Manitoba College of Social Workers (“the College”) is committed to complying with the Accessibility Standard for Customer Service under *The Accessibility for Manitobans Act (AMA)* and the *Customer Service Standard Regulation (CSSR)*. College policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for individuals with disabilities.

If a barrier to accessing services cannot be removed, the College seeks to provide alternative ways to access the services. The College will not charge any fees for accommodating any person who is affected by a barrier, unless we cannot otherwise reasonably accommodate the person.

The following policy statements, organizational practices and measures are intended to meet the requirements of the Accessibility Standard for Customer Service.

This policy applies to all employees, volunteers and management of the Manitoba College of Social Workers.

### B. Communications

MCSW communicates in a courteous manner that respects individual dignity and independence. When the College communicates with a person with a disability, we will do so in a manner that takes into account the person’s disability.

To achieve this outcome, we:

- provide communications in alternate formats, as and when requested;
- assist members to complete forms;
- use font that can be enlarged;
- use plain language;
- have staff available to answer questions by phone or at in-person meetings.

### C. Assistive Devices

The College is committed to enabling the use of assistive devices by persons with disabilities to obtain, use or benefit from our services.

To achieve this outcome, we:

- welcome individuals to use assistive devices on our premises;
- inform individuals of the assistive devices which are available for their use;
- ensure staff are able to use the assistive devices which are available through our office;
- will not operate or otherwise interfere with a personal assistive device (i.e. wheelchair) without permission.

## **D. Support Persons and Service Animals**

The College is committed to permitting the use of service animals and support persons, when providing customer service to a person with a disability.

To achieve this outcome, we:

- welcome individuals with disabilities to bring service animals to parts of the premises that are open to the public, except where the presence of service animals may create another hardship (in which case, the College will explain why the animal is excluded and discuss other ways to provide our services);
- ensure staff are trained on how to interact with individuals who are accompanied by a service animal;
- welcome individuals with disabilities to bring a support person to parts of our premises that are open to the public. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises;
- ensure staff are trained on how to interact with individuals who are accompanied by a support person, including training to address the person with disabilities, not the support person, unless we are asked to do otherwise;
- ensure there is space for support persons and service animals on our premises;
- do not charge fees for support persons accompanying an individual to a College event.

## **E. Accessibility Measures and Notice of Temporary Disruptions**

The College is committed to maintaining accessibility measures and providing notice of any temporary disruptions in service that would specifically affect a person with a disability.

To achieve this outcome, we:

- ensure there is room for individuals with wheelchairs, electric scooters and walkers at our premises;
- offer to meet individuals in an alternate location if College premises are not accessible to them;
- attempt to keep our office and meeting spaces clear of clutter;
- use both audio and visual cues to inform individuals when it is their turn to be served;
- will post notice when any aspect of our built environment intended to facilitate barrier-free access to our services is not available for use in the intended manner;
- will include in such notice, the reasons why the aspect is unavailable, an estimate of when it will become available and details of any alternative means which are available to access our services;
- will ensure the notice is prominently displayed at our premises and on our website, or using such other methods which are appropriate.

## F. Training

The College is committed to providing training for employees and volunteers who provide service to the public and members on behalf of the College.

To achieve this outcome, our employee/volunteer training includes information about how to:

- interact and communicate with individuals with various types of disabilities;
- interact with individuals with individuals who use assistive devices or require the assistance of a service animal or a support person;
- use the equipment or devices that are available on College premises to assist with the provision of services to individuals with disabilities;
- provide assistance, when a person with a disability is having difficulty accessing any of our services;
- understand the objectives of, and comply with, *The Human Rights Code* (Manitoba), the *AMA* and the *CSSR*.

## G. Documentation of Policies

The College is committed to establishing and documenting our accessibility policies, practices and procedures and, upon request, providing a copy of such documentation. The College will also notify individuals that these accessibility policies, practices and procedures are available upon request.

To achieve this outcome, we:

- post our accessibility measures in an accessibility section of our website;
- provide copies of our accessibility policies, practices, procedures for distribution at our premises;
- produce these documents in large print, or other formats, upon request;
- provide these documents at no cost.

## H. Events

The College is committed to taking reasonable measures to ensure that our events are held in a manner that encourages full participation by individuals with disabilities.

To achieve this outcome, we:

- will provide notice of the event in a way that is accessible;
- will inform individuals with disabilities that supports can be provided;
- hold the event in a space that is accessible;
- attempt to meet physical and communication needs of individuals with disabilities upon request.

## I. Customer Service Feedback

The College is committed to providing a process for individuals to provide feedback about the provision of our services to individuals with disabilities.

To achieve this outcome, we:

- welcome feedback related to the accessibility of our services;
- provide a section on our website, through which feedback can be provided;
- will ensure we communicate what other methods are available for providing feedback;
- respect the privacy and dignity of those who provide feedback and respond to them in a way that meets their communication needs;
- review and consider appropriate responses and initiatives when we receive feedback on our accessibility measures;
- document our actions which result from this review process and make that documentation available to the individual providing feedback upon request;
- respond to feedback and questions within a reasonable timeline.

## J. Questions about this Policy

This policy exists to achieve service excellence for individuals with disabilities. Please contact us if you have any feedback related to our accessibility or questions about this policy.

Feedback and/or questions can be communicated to the College as follows:

- via the Contact page on the College website
- via email at [info@mcsw.ca](mailto:info@mcsw.ca)
- via telephone at 204-888-9477 or toll-free at 1-844-885-6279
- via in-person discussions at our premises