

## PRINCIPLE

United Way Winnipeg's accessible customer service policy is consistent with the principles of independence, dignity and equality of opportunity for people with disabilities. This policy also aligns with our Vision, which is "a thriving community where everyone can realize their potential".

## POLICY

As such, we are committed to the Accessibility for Manitobans Act and its customer service regulation. This policy reflects its ongoing practices and measures of the eight requirements of the Customer Service Standard. Any current or future policy or practice not respecting and promoting the principles of dignity, independence, integration and equal opportunity for people with disabilities, will be reviewed, modified or removed.

For purposes of this document, "customer" is defined as any person visiting our building, using our online services, or attending one of our hosted off-site events.

## PROCEDURE

Each of the 8 accessibility requirements under the Act are listed below together with a statement on how we will carry out that requirement, and sample supporting practices.

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Primary audience: All Staff, Board Trustees and Volunteers  
Created: July 31, 2018  
Created by Internal Relations & Operations

### REVIEW PROCESS

Frequency: Every three years  
Reviewer: Internal Relations & Operations  
Last updated on: September 5, 2018  
Update Approved: September 24, 2018

Approved: Finance & Administration Committee

Date of next review: 2021



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## 1. Communication and information

To determine the barrier, we ask the customer what method of communication works. We don't make assumptions about what a person needs but instead take an individualized approach.

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

### Practices:

- Have patience and find a quieter space if required.
- Have easy to read fonts and plain language documents.
- Have paper and pen available if required.
- Publications intended for distribution to a general audience will include: "This publication is available in alternate formats upon request."
- Signage or verbal greeting will begin with "How can we help?"
- The website will include documents in alternate formats with large print and alternative text (alt tags) if required.

## 2. Assistive devices

We support people with disabilities using their personal assistive devices when accessing our services or facilities.

In the unlikely event where the assistive device presents significant and unavoidable health or safety concerns, we will inform the customer on the nature of the concern and attempt to use other measures to ensure the person with a disability can access our services or facilities.



### Practices:

- Staff is trained to be familiar with the various assistive devices that a customer might require to access our services or facilities.
- Training includes appropriate interaction of staff with customers using assistive devices. For example, staff will not touch or move assistive devices without customer's permission.

### 3. Support persons

We welcome customers accompanied by a support person. To honour the individual who is our customer, staff will address the customer directly, unless requested to do otherwise.

### Practices:

- There is no extra charge for support persons.
- Training includes appropriate interaction of staff with customers accompanied by support persons.

### 4. Service animals

The Human Rights Code (Manitoba) defines a service animal to be “an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability.” We welcome customers accompanied by service animals. To honour the individual who is our customer, we will focus our interactions on them and not the service animal.

A service animal can often be identified through visual indicators, such as its harness or vest, or through the assistance it is providing. In some cases, a person's disability may prevent the individual from maintaining physical control of



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the animal. Then, the person is expected to maintain control of the animal through voice, signal or other means.

Practices:

- When it is not easy to identify if an animal is a service animal, staff may ask in a respectful manner:
  - Is the animal assisting you?
  - What assistance has the animal been trained to provide related to your disability?
- If another law prohibits service animals, we will explain why the animal is excluded and discuss with the customer another way of providing services.
- Staff will not pet, feed or play with a service animal without permission of its handler.
- Training ensures staff understands the rights of persons accompanied by service animals.

### 5. Maintain barrier free access

We are committed to maintaining barrier free access to our services.

Practices:

We maintain barrier free access and ensure accessible features are available as intended by:

- Keeping hallways and reception areas clear of clutter such as boxes and cords.
- Keeping entranceways cleared of snow and ice.
- Ensuring the placement of standing signage is not a tripping hazard.
- Allowing space for mobility devices.



### 6. Notice of temporary disruption

In the event of a planned or unexpected disruption of services or facilities affecting customers disabled by barriers, we will promptly post notices and, when possible, announce the disruption. A clearly posted notice or announcement will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities that are affected by this policy include:

- Accessible washroom,
- Elevator, and/or
- Automatic doors.

This practice extends to off-site United Way hosted events.

Practices:

The notice will be publicly available in the following ways:

- Posted at entrance.
- Email notice, when appropriate.
- Immediately explained by service provider.
- Time line given if known.

### 7. Feedback process

We welcome feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Practices:

Customers can provide feedback in the following ways:

- Email: [info@unitedwaywinnipeg.ca](mailto:info@unitedwaywinnipeg.ca)
- Phone: 204-477-5360



- Visit reception desk at 580 Main St.
- Online: <https://unitedwaywinnipeg.ca/>
- Mail: 580 Main St., Winnipeg, MB, R3B 1C7

We will provide customers accessible feedback formats and communication supports on request.

All feedback is directed to the Facility Manager.

- There is an acknowledgement response regarding the receipt of feedback within 1 business day.
- Customers can expect to hear back in 2 weeks.
- If the concern is complex and a response can't be developed within these timelines, the customer will receive interim communications about its status and expected date of response.

### 8. Training

All staff receive training on accessible customer service and new employees are trained within one week after being hired. Front-line staff will receive introductory training on their first day, and more detailed training within the first month of their employment.

Training includes:

- The purpose of The Accessibility for Manitobans Act and the requirements of the Customer Service Standard.
- The policies and actions related to the Customer Service Standard.
- How to interact and communicate with people disabled by barriers, including persons who use an assistive device or require the assistance of a service animal or a support person.



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- What to do if a person with a disability is having difficulty in accessing our services or facilities.

If there are any changes to our accessible customer service policies, we will inform and train staff.

### 9. Making public events accessible

United Way hosts events at a wide variety of public locations, including indoor and outdoor activities. Wherever possible, United Way will use publicly accessible venues or rent equipment to help make the venue accessible.

Practices:

Public events are accessible by:

- Advertising events in a manner that is accessible.
- Holding event(s) in accessible meeting places.
- Inviting requests for relevant disability accommodations as part of all events advertising.