Accessibility Standards for Customer Service
Accessibility for Manitobans Act (AMA)
COMPREHENSIVE POLICY
Lutheran Urban Ministry Corporation (the Urban)

Approved by the Lutheran Urban Ministry Corporation – January 15, 2019

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Manitoba Regulation 171/2015* under the *Accessibility for Manitobans Act,* and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All services provided by the Lutheran Urban Ministry Corporation shall follow the principles of dignity, independence, integration and equal opportunity.

Scope
This policy applies to the provision of services at the Lutheran Urban Ministry Corporation (the Urban) at 560 Arlington St., Winnipeg, Manitoba.

This policy applies to Lutheran Urban Ministry employees and volunteers who deal with the public or other third parties that act on behalf of the Lutheran Urban Ministry, including when the provision of services occurs off premises such as in the delivery of services. This policy applies to services offered by the Lutheran Urban Ministry.

The section of this policy that addresses the use of service animals applies at 560 Arlington St., with the exception of areas where food preparation is occurring.

This policy shall also apply to all persons who participate in the development of Lutheran Urban Ministry policies, practices and procedures governing the provision of services to members of the public or third parties.

Definitions
Accessibility – Related to this legislation, accessibility means giving people of all abilities opportunities to participate fully in everyday life. Accessibility refers to the ability to access and benefit from a system, service, product or environment.

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Customer – for the purposes of this policy will mean any individual accessing the Lutheran Urban Ministry for information or services.

Disability – A disability is a condition that limits a person's daily activities. Persons with disabilities may have long-term physical, mental, intellectual or sensory impairments, which, in interaction with various barriers, may hinder their participation on an equal basis with others. A disability, aging, an injury and other life events may temporarily or permanently affect mobility, dexterity (use of hands), vision, hearing, communication, understanding or mental health.

Service Animal - A service animal is defined in The Human Rights Code to be "an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability." While an animal may not have received formal training, if the person relying on the animal can demonstrate that it is an integral part of their disability related treatment program, the animal may be considered a "service animal."

Support Person – A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to services.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Manitoba Regulation # 171/2015,* this policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities
- Communication
- The Use of Assistive Devices
- The Use of Support Persons
- The Use of Service Animals
- Maintain Barrier-Free Access
- Notice of Temporary Service Disruptions
- Customer Feedback
- Training

The Provision of Goods and Services to Persons with Disabilities

- The Lutheran Urban Ministry, in partnership with the Manitoba/Northwestern Ontario Synod (MNO) of the Evangelical Lutheran Church of Canada (ELCIC), is committed to the Accessibility for Manitobans Act and its accessibility standards.
- The Lutheran Urban Ministry is committed to excellence in serving all people including those with disabilities.
- The Lutheran Urban Ministry is committed to ensuring that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity for all people with disabilities. Any policies of the Lutheran Urban Ministry that do not respect and promote these principles will be modified or removed.

Communication

The Lutheran Urban Ministry will communicate with people disabled by barriers in ways that take into account the nature of the barrier. This may include the following:

- Easy to read fonts and plain language
- paper and pen available at reception
- All staff will be trained to recognize barriers to communication and work with the customer to determine what method of communication works best for them.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing services provided by the Lutheran Urban Ministry, subject to the following.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures, if available to Lutheran Urban Ministry, will be used to ensure the access of services.

Support Persons

If a customer with a disability is accompanied by a support person, the Lutheran Urban Ministry will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the Lutheran Urban Ministry will make every reasonable attempt to resolve the issue.

Consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

Although in many (most) cases there would be no charge for a support person, if payment is required by a support person for admission to any event hosted by the Lutheran Urban Ministry, the Lutheran Urban Ministry will ensure that notice is given in advance by posting notice of admission fees for support persons where the Lutheran Urban Ministry fees are posted.

Service Animals

A customer with a disability who is accompanied by a service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to service animals.

If a service animal is excluded by law, the Lutheran Urban Ministry will offer alternative methods to enable the person with a disability to access services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Recognizing a Service Animal:
If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, the Lutheran Urban Ministry may ask:

- Is the animal assisting you?
- What assistance has the animal been trained to provide related to your disability?

Care and Control of the Animal:
The customer that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

Balancing Rights:
If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, the Lutheran Urban Ministry will make all reasonable efforts to meet the needs of all individuals. Reasonable assessment of the situation will be required and a decision would be applied in favour of the party who would experience the more serious risk to health or safety.

Maintain Barrier-Free Access

The Lutheran Urban Ministry is committed to maintaining barrier-free access by:

- Keeping hallways and waiting/meeting rooms clear of clutter such as boxes
- Undertaking reasonable efforts to clear entrance ways of snow and ice
- Ensuring that the placement of standing signage is not a tripping hazard
- Having space for mobility devices in the waiting area

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Lutheran Urban Ministry. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use the Lutheran Urban Ministry services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

- description of services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options if available

When disruptions occur, the Lutheran Urban Ministry will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Lutheran Urban Ministry website;
- contacting customers with appointments in cases where the customer has provided contact information;
- verbally notifying customers when they are making a reservation or appointment; or by any other method that may be reasonable under the circumstances.

Feedback Process

The Lutheran Urban Ministry shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on the Lutheran Urban Ministry website or by contacting the Lutheran Urban Ministry. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:
Customers can submit feedback to Rhonda Gorham, Ministry Manager; phone (204) 774-3143 or by email at rhonda@theurban.ca

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted with 7 working days.

Training

Training will be provided to:

- all employees and volunteers who deal with the public or other third parties at Lutheran Urban Ministry; and,
- those who are involved in the development and approval of customer service policies, practices and procedures at Lutheran Urban Ministry.

Training will include:

- A review of the background and purpose of the *Accessibility for Manitobans Act*
- A review of the requirements of the *Accessibility Standards for Customer Service, Manitoba Regulation 171/2015*
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person, including handling of admission fees for a support person.
- Instructions on how to use the equipment or devices on-site or otherwise provided, to help people access goods and services or facilities. These include:

    - elevator to lower level
- Instructions on what to do if a person with a disability is having difficulty accessing our goods, services, or facilities.
- Staff will be informed and/or trained when changes are made to our accessible customer service policies.

Training Schedule:

The Lutheran Urban Ministry provided training to staff. Training will be provided to new employees and volunteers who deal with the public or act on our behalf during orientation. Additional training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:
The Lutheran Urban Ministry is keeping a record of training including the dates training was provided and the number of employees who attended the training.

Administration

If you have any questions or concerns about this policy or its related procedures please contact:
The Lutheran Urban Ministry, by phone at (204) 774-3143 or by email at rhonda@theurban.ca
Information on this policy can be found on our website at www.theurban.ca

This policy and its related procedures will be reviewed as required in the event of legislative changes.

Acknowledgement and Agreement

I,_____, acknowledge that I have read and understand the Accessibility Standards for Customer Service Policy of the Lutheran Urban Ministry. Further, I agree to adhere to the Policy and will ensure that employees working under my direction adhere to these guiding principles. I understand that if I violate this Policy, I may face corrective action.

Name: _____

Signature: _____

Date: _____

Witness: _____

Notice of Service Disruption

Dear: _____

The (insert services that are unavailable) will be out of service for (insert reason for disruption) from (insert appropriate date) until (if known, insert appropriate date).

The following alternative services and options are available:

(List options)

We regret any inconvenience this may cause. If you have questions or concerns, please contact (Name, Title, E-mail, telephone).

Thank you for your understanding and patience.

[Name] _____

[Title] _____

Customer Service Feedback Form

Thank you for visiting the Lutheran Urban Ministry. We value your opinion and will strive to meet everyone's needs.

Please tell us the date of your visit: _____

1. Were you satisfied with the customer service we provided you?

❑ Yes	❑ No	❑ Somewhat

Comments

_____

_____

2. Was our customer service provided to you in an accessible manner?

❑ Yes	❑ No	❑ Somewhat

Comments

_____

_____

3. Did you experience any problems accessing our services?

❑ Yes	❑ No	❑ Somewhat

Comments

_____

_____

Contact Information (optional)

Name: _____ Phone Number: _____
Email: _____

Thank-you,
[Name] _____
[Title] _____

Record of Training

Course Title: **Accessibility Standards for Customer Service**

Date of Training	Participant Name	Participant Signature

Compliance Checklist

Requirement	Person Responsible	Date Completed
Develop a policy that complies with the *Accessibility Standards for Customer Service:* Provision of services to persons with disabilities The use of assistive devices The use of The use of support persons Notice of service disruptions Customer feedback Training		
Develop practices and procedures that follow policy guidelines (see above) and that are consistent with the core principles of independence, dignity, integration and equal opportunity.		
Develop communication plans and strategies that consider customers and take into account individual disabilities.		
Allow customers to use their own personal assistive devices when accessing your services.		
Develop other measures to enable customers to access your services in the event that the assistive device presents a safety concern or where accessibility might be an issue.		
Allow customers with disabilities to be accompanied by a guide dog, service dog and/or service animal unless prohibited by law.		
If an animal is prohibited by law, consider reasonable measures that could be taken to ensure the customer has access to your services.		
Allow customers who are accompanied by a support person to bring that person with them while accessing services.		
If admission fees are charged, provide notice ahead of time on what a support person will be charged.		
Provide notice of service disruptions that include the reason, anticipated duration and alternative options to access services.		
Develop a process for accepting feedback, including how it will be recorded, responded to and handled.		

Compliance Checklist

Requirement	Person Responsible	Date Completed
Make information about your feedback process readily available to customers.		
Train employees, volunteers, agents, contractors and others who deal with the public or act on your behalf on the provisions required by the *Accessibility Standards for Customer Service:* Accessibility Standards for Customer Service, Manitoba Regulation 171/2015 Instructions on how to interact and communicate with customers with various types of disabilities Instructions on how to interact with people with disabilities who: use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person Instructions on how to use equipment or devices that are available at your premises or that may help customers with disabilities Instructions on what to do if a customer with a disability is having difficulty accessing your services Developed policies, procedures and practices surrounding the legislation.		
Train those who are involved in the development and approval of customer service policies, practices and procedures on the required provisions (see above).		
Document in writing all of your policies, practices and procedures for providing compliant customer service.		
Notify customers that the documents are available upon request.		
When requested, provide documents in a format that takes into consideration the customer's disability.		
Keep a record of training that includes the dates training was provided and the number of employees who attended.		
Complete the online report by November, 2018. _____		