



## Accessible Customer Service

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### PRINCIPLES

The City of Dauphin is committed to complying with the Accessibility Standard for Customer Service under *The Accessibility for Manitobans Act*. The City of Dauphin's policies, practices, and measures reflect the principles of dignity, independence, integration, and equal opportunity for people with disabilities.

If a barrier to accessing the City of Dauphin's goods or services cannot be removed, the City of Dauphin seeks to provide alternate ways to access the goods or services.

### 1. POLICY STATEMENT

The purpose of this policy document is to establish guidelines for inclusion, diversity, improving access, and removing barriers at City of Dauphin facilities. All individuals are entitled to be treated with dignity and to be provided with equal opportunities. It is the responsibility of all management, supervisors, and staff to create and maintain accessible customer service.

### 2. DEFINITIONS

2.1 **Service animal** means an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability as defined in *The Human Rights Code*.

2.2 **Support person** means a person who accompanies the person disabled by a barrier to accessing the City of Dauphin's goods or services and assists the person in addressing their communication, mobility, personal care, or medical needs.

### 3. POLICY AVAILABILITY

The City of Dauphin will maintain its Accessible Customer Service Policy in a written format. It will be posted on the website and will be provided in an accessible format when requested.



#### 4. INFORMATION AND COMMUNICATIONS

When providing information to, or communicating with, a person with a disability, the City of Dauphin will provide the information and communication in an accessible format upon request. The City of Dauphin will work with the person with the disability to provide the information in a timely manner that considers the person's disability.

When communicating with a person who self-identifies as being disabled, the City of Dauphin staff will ask the individual to identify a preferred method of communication. Staff will then communicate with the individual using the preferred method of communication, to the best of their abilities.

The City of Dauphin uses an Access Offer sign with disability icons to let people know the City of Dauphin can offer service in different ways.

#### 5. ASSISTIVE DEVICES

People with disabilities are welcome to use any personal assistive device(s) they may require, and the City of Dauphin will reasonably accommodate the use of these device(s).

#### 6. SUPPORT PERSONS

The City of Dauphin recognizes that a person with disabilities may be accompanied by a support person when accessing goods and services. The City of Dauphin welcomes all support persons who are there to assist people with disabilities and recognizes this person may always remain with the individual.

#### 7. SERVICE ANIMAL

The City of Dauphin welcomes people with disabilities who are accompanied by a service animal.

#### 8. BARRIER-FREE ACCESS

The City of Dauphin is committed to maintaining barrier-free access to our facilities and services, including public events. The City of Dauphin will take all reasonable steps to ensure that all features put in place to enable barrier-free access will be maintained for intended use.

#### 9. NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to any of our accessibility features or services that will affect individuals disabled by barriers, the City of Dauphin will provide public notice as soon as possible.



### 10. FEEDBACK

The City of Dauphin invites feedback about accessible customer service. The City of Dauphin will document all information received from individuals disabled by barriers regarding their accessibility needs and will provide a response that considers the person's disability, if needed.

### 11. TRAINING

The City of Dauphin will provide training to employees on accessibility requirements under *The Accessibility for Manitobans Act* and the Accessible Customer Service Standard. As new standards are developed, updates to training will be developed and provided to employees.