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EAA
EAA-R

CUSTOMER SERVICE STANDARD REGULATION

BARRIER-FREE ACCESS TO GOODS AND SERVICES

The St. James-Assiniboia School Division believes it is important for all stakeholders in their educational community to work together to provide an environment that will enable students to be achievers and successful learners. As such, student success will require the combined efforts and cooperation of students, parents, employees and community members. To that end, the Division will strive to identify and remove any existing barriers to ensure an environment where all stakeholders are able to participate. If an existing barrier cannot reasonably be removed, the Division will seek to ensure that persons who are disabled by the barrier are provided access by alternate means, whether on a temporary or permanent basis. The Division will seek to prevent new barriers from being created.

COMMUNICATIONS

The Division will make reasonable efforts to ensure that, when communicating with a person who is disabled by a barrier, the communication is done in a manner that takes into account the barrier.

ASSISTIVE DEVICES

A person who is disabled by a barrier may use assistive devices to remove or reduce the barrier. The Division will reasonably accommodate the use of those devices. A person who is disabled by a barrier may benefit in reducing that barrier by being accompanied by a support worker. The Division will permit that person to have access to a support worker.

SERVICE ANIMALS

The Division supports the use of a certified service animal in schools as long as the appropriate planning and preparation has taken place in advance of the service animal's entry to the school. (Policy EAA)

BUILT ENVIRONMENT

The Division will ensure existing equipment and measures designed to facilitate barrier free access are maintained and are available for use. In the event such an aspect is not available the Division will provide notice stating the reasons why the aspect is

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unavailable and an estimate of when the unavailability will cease and details of alternate means, if any, available to access the organization's goods or services. The notice will be prominently displayed on the premises and on the Division website, or it will be given by other means that are reasonable in the circumstances.

FEEDBACK AND DOCUMENTATION

The Division will ensure a process is in place for receiving and responding to feedback about accessibility within the school and will document its resulting actions, and ensure that documentation is available on request. The Division will post notification that the documentation is available on request.

TRAINING FOR STAFF

The Division will ensure that training about accessible customer service is provided to all staff, volunteers, and agents working for the school and people who participate in the development of school division policies and procedures. The training must include a review of the purposes and principles of the "The Accessibility for Manitobans Act" and instruction about how to interact and communicate with persons disabled by barriers and how to interact with persons disabled by barriers who use an assistive device or require the assistance of a support person or service animal. The training must also include instruction on how to use any equipment or assistive devices that may be available to assist persons disabled by barriers and what to do if a person disabled by a particular barrier is having difficulty accessing a good or service.

The Division will ensure training is provided as soon as reasonably practicable after a person is assigned the applicable duties and on-going training is provided.

DOCUMENTATION OF TRAINING

The Division will document its training policy, including a summary of the content of the training and when training is provided.

ACCESSIBILITY OF PUBLIC EVENTS

When the Division holds a public event, it will take reasonable measures to ensure that:

- Notice of the event is given in a manner that is accessible to persons disabled by barriers;
- The event is held in a meeting space that is accessible;
- The physical and communication needs of persons disabled by barriers are met on request;
- Notice is given that persons disabled by barriers may request that relevant supports be provided;

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- Members of the public seeking support for such things as parent-teacher meetings may contact the school for assistance.

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