

Chapter:	Operations	SPP No.	OP 1.04
Section:	Communication	Issued:	June 5, 2018
Subject:	Accessibility Policy	Effective:	November 1, 2018
Issue to:	All Manual Holders		

1 PURPOSE

- 1.01 Engineers Geoscientists Manitoba is committed to ensuring equal access and participation for people with disabilities for all employees, practitioners, and the public (collectively referred to as “customers”). We believe in inclusion and are committed to meeting the needs and abilities of all people while ensuring their dignity and independence is maintained. We will do this by identifying, removing, and preventing barriers and by meeting the requirements of The Accessibility for Manitobans Act (AMA).

Engineers Geoscientists Manitoba will review all programs, services, and new initiatives to ensure accessibility. 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.

2 SCOPE

- 2.01 This Statement of Policy and Procedure applies to all employees and volunteers

3 POLICY

- 3.01 Engineers Geoscientists Manitoba will make information available in an accessible format or provide communication supports to people with disabilities in a way that takes into account their disability.
- 3.02 Engineers Geoscientists Manitoba will endeavour to provide barrier-free access to goods and services that accommodates the needs of its customers. The Association will recognize and support customers who use assistive devices, support persons, or service animals.
- 3.03 The Association will provide training to employees and volunteers on accessibility requirements under The Accessibility for Manitobans Act and the Accessible Customer Service Standard. As new standards are developed, updates to training modules will be developed and delivered to employees.

4 RESPONSIBILITY

- 4.01 All employees and volunteers are responsible to understand the requirements under The Human Rights Code to reasonably accommodate people by removing barriers.

5 PROCEDURE

- 5.01 *Communication and Information*
Engineers Geoscientists Manitoba communicates with customers disabled by barriers in ways that take into account the nature of the barrier. To determine the barrier, the Association representative will ask the customer what method of communication works.
- 5.02 *Assistive Devices*
Customers with disabilities may use their personal assistive devices when accessing our goods, services, or facilities. In cases where the assistive device presents significant and

unavoidable health or safety concerns, Engineers Geoscientists Manitoba will attempt to use other measures to ensure the customer with a disability can access our goods, services, and facilities.

5.03 *Support Persons*

Engineers Geoscientists Manitoba welcomes customers accompanied by a support person

5.04 *Service Animals*

Engineers Geoscientists Manitoba is committed to meeting the requirements of the Manitoba Human Rights Code and welcome customers accompanied by service animals. A service animal must be under control by the customer through physical, voice, signal, or other means at all times.

5.05 *Maintain Barrier Free Access*

Engineers Geoscientists Manitoba is committed to maintaining barrier free access to our goods and services.

5.06 *Notice of Temporary Disruption*

In the event of a planned or unexpected disruption of services or facilities affecting customers disabled by barriers, Engineers Geoscientists Manitoba 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 and facilities that are affected by this policy include Association website and database, accessible washrooms, elevator, and automatic doors.

5.07 *Feedback Process*

Engineers Geoscientists Manitoba welcomes feedback on how the Association provides accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback from a customer about the delivery of services/programs to persons with disabilities may be given by telephone, in person, in writing, in electronic format, or through other methods of communication.

Contact information:

Accessibility Coordinator
870 Pembina Hwy
Winnipeg, MB R3M 2M7
204-474-2736 or 1-866-277-9600
Info@EngGeoMB.ca

5.08 *Training*

All employees receive training on accessible customer service and new employees are trained within 4 weeks after starting employment at the Association. All volunteers receive information training on accessible customer service before working with customers.

This training shall include:

- An overview of The Accessibility for Manitobans Act and the requirements of its standards
- An overview of Manitoba’s Human Rights Code
- Instruction on active offer and reasonable accommodation
- An overview of Engineers Geoscientists Manitoba measures, policies, and practices to provide accessible customer service.

6 DEFINITIONS

- 6.01 “Assistive device” means a device used to assist persons with disabilities in carrying out activities or in accessing the services and programs provided by Engineers Geoscientists Manitoba.
- 6.02 “Disability” means 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, vision, hearing, communication, understanding, or mental health.
- 6.03 “Service animal” means an animal that has been trained to provide assistance to a personal with a disability that related to that person’s disability.
- 6.04 “Service disruption” means a planned or unplanned unavailability of Engineers Geoscientists Manitoba’s facilities or services, including but not limited to closed washroom facilities, elevator, and website that are inoperable due to maintenance.
- 6.05 “Support person” means a person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs or with access to goods or services.

7 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Human Rights Code (Manitoba)
Accessibility for Manitobans Act and Standard
Engineers Geoscientists Manitoba Accessible Customer Service Plan