

# Municipality of Pembina POLICY

**SECTION:** Human Resources

**NUMBER:** HR 1 - 17

**TITLE:** Accessibility/Customer Service Standard Policy

**PAGE:** 1 of 3

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## **PURPOSE**

The purpose of this policy is to establish a framework to guide the review and development of other policies, standards, procedures, By-laws and guidelines of the Municipality of Pembina in order to comply with the standards developed under The Accessibility for Manitobans Act.

## **APPLICATION**

This Policy applies to all Municipality of Pembina employees and volunteers.

## **STATEMENT OF COMMITMENT**

The Municipality of Pembina is committed to ensuring equal access and participation for all people, regardless of their abilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion. We are committed to meeting the needs of people who face accessibility barriers by identifying, removing and preventing these barriers and by meeting requirements of *The Accessibility for Manitobans Act*.

## **ACCESSIBILITY PLANS AND POLICIES**

The Municipality of Pembina will review all programs, services and new initiatives to ensure accessibility.

The Municipality of Pembina will make information available in an accessible format or provide communication supports to people with disabilities in a way that considers their disability.

If through public consultation, feedback, and our own accessibility action and planning processes, it is determined that the Accessibility Plan needs revision, the Municipality of Pembina will update it to reflect these insights.

The Municipality of Pembina will establish an internal Administrative Accessibility Committee that meets regularly to review progress in meeting the requirements of The Accessibility of Manitobans Act and to monitor progress on implementing the Accessibility Plan and to determine that barrier-removal and barrier-prevention strategies are implemented effectively.

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Approved by: Reeve and Council

Implementation Date: October 13, 2017  
Resolution No. 223 / 2017

Signatures:

  
Reeve Glenn Shiskoski

  
CAO Wes Unrau

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**PAGE:** 2 of 3

---

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An annual status report on the progress of measures taken to implement the Accessibility Plan will be prepared for Council. The Accessibility Plan and accompanying status report will be posted on the municipal website and provided in an accessible format upon request.

## **TRAINING**

All permanent municipal employees will receive accessibility training.

This training shall include a review of the Municipality of Pembina Accessibility Plan, a review of the purpose of The Accessibility for Manitobans Act and the requirements of the Manitoba's Accessibility Standard for Customer Service.

The training provided shall be appropriate to the duties of the employee. Training shall take place as soon as it is practical and upon completion, the Municipality shall keep a record of the training provided including the dates on which accessibility training took place.

## **INFORMATION AND COMMUNICATIONS**

The Municipality of Pembina shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, considering the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

## **EMPLOYMENT**

The Municipality of Pembina is committed to creating an inclusive work environment for all and providing accessibility for people with disabilities throughout the employment life cycle in accordance with the requirements and timelines set out in The Accessibility for Manitobans Act and existing requirements under The Human Rights Code.


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**PAGE:** 3 of 3

---

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## **BUILT ENVIRONMENT**

The Municipality of Pembina shall comply, within reason, with The Accessibility for Manitobans Act when undertaking new construction and redevelopment of public spaces which the Municipality owns. This policy does not apply to construction that is external to the Municipality.

## **CUSTOMER SERVICE STANDARD**

**Guide Dogs, Service Animals:**

If a person with a disability is accompanied by a licenced guide dog or other service animal, the municipality will permit the person to enter the premises with the animal and keep it with him or her.

**Disruption of Services:**

If there is a temporary disruption in a particular Municipal facility or serviced used to allow a person with a disability to access services, the Municipality will give notice of the disruption to the public.

**Assistive Devices:**

If a person with a disability requires assistive devices to access goods or service, they are allowed to use such devices.

**Accessibility Feedback:**

The Municipality of Pembina has an accessible feedback process. Feedback on how services are delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback can be provided in multiple formats including in person, by mail, phone or email.

## **NON-COMPLIANCE**

Employees who fail to comply with this policy may be subject to disciplinary action.

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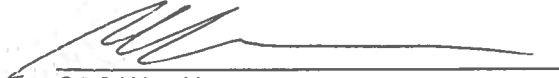
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