



## **Park West School Division Customer Service Policy**

### **Policy Implementation**

Park West School Division must make every reasonable effort to meet the needs of people with disabilities when providing information, conducting events and serving the public. Information and other accommodations will be provided in the most cost-effective format that will reasonably address the communication and related needs of the individual. Charges to individuals requesting an accommodation will not be higher than those to citizens without disabilities.

#### **1. General Customer Service**

- 1.1 Meet the disability-related needs of individuals on request when they seek service from the school division and its schools. This includes providing appropriate avenues to receive, respond to and document feedback about the accessibility of services.
- 1.2 Provide reasonable accommodations to allow for the use of disability-related assistive devices, support persons or support animals when seeking service from the school division.
- 1.3 Ensure that aspects of the built environment intended to facilitate accessibility are available for use. If such aspects are unavailable, advise the public of the reason, expected timeframe for resolution and alternate means of access.

#### **2. Public Information**

- 2.1 Produce public information in alternate formats on request to meet various disability-related needs.
- 2.2 Respond in a timely manner to requests for documents in an alternate format.
- 2.3 Notify the public that multiple formats are available on request.
- 2.4 Design websites and online information to be accessible.
- 2.5 Advise the public that information about Park West School Division and its schools measures supporting accessibility, including this policy, is available upon request and in alternate formats.

#### **3. Public Events**

- 3.1 Hold public events in accessible meeting spaces.



- 3.2 Meet the physical and communication needs of Manitobans with disabilities on request.
- 3.3 Publicize events using methods accessible to people with disabilities as requested.
- 3.4 Welcome service animals when needed to our facilities and make sure public notice is given on and disruption in accessible service (eg. Accessible washroom disruption)
- 3.5 Add to publicity and registration forms that disability supports are available on request.  
“Do you need assistance because of a disability? We can provide information and services in different way. Please ask us.”

#### **4. Training**

- 4.1 Provide training on how to interact and communicate with persons with disabilities, and how to use assistive devices or equipment provided by the department, to the following individuals:
  - a. those who provide goods or services directly to the public or to another organization in Manitoba on behalf of the department, including employees, agents and volunteers.
  - b. those who participate in, or are responsible for, the development or implementation of the department’s accessibility policies and measures
- 4.2 Provide accessibility training as soon as reasonably practical once the individual is assigned applicable duties, and ensure that ongoing training is provided for relevant changes to accessibility policies and measures.
- 4.3 Ensure there is documentation of the accessibility training’s content and when the training is to be provided.

#### **5. Documentation**

- 5.1 Provide public notice, online and on the division’s premises, that this policy and the Park West Accessibility Plan are available upon request.
- 5.2 Provide a copy of this policy and the Park West Accessibility Plan, upon request:
  - a. in a manner that takes into account the accessibility needs of the person requesting the copy
  - b. within a reasonable time



c. at no cost to the person requesting the copy

### **Accountability**

The implementation of this policy is the responsibility of every divisional and school leader. Schools may have processes and practices to support policy implementation and may develop internal guidelines to better meet the purpose of this policy. The divisional accessibility committee will also maintain records to demonstrate implementation and compliance.

**This policy is available in alternate formats, upon request**

\* The duty to reasonably accommodate disabilities is limited by undue hardship to the service provider. The Manitoba Human Rights Commission (MHRC) describes reasonable accommodation as an often “simple and inexpensive change to how something is typically done, which takes into account a need a person or group has that is based on a protected characteristic.” The MHRC reviews human rights complaints according to both the process used to identify and explore accommodation options for a special need, as well as any substantive decision on the requested accommodation.