



Customer Service Procedure

Procedure 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 procedure, is available upon request and in alternate formats.



3. Built Environment

3.1 Ensure that notices pertaining to the disruption of accessibility features be prominently displayed on the applicable PWSD premise and corresponding website, if any, or by other means that are reasonable in the circumstances.

4. Public Events

4.1 Hold public events in accessible meeting spaces.

4.2 Meet the physical and communication needs of Manitobans with disabilities on request.

4.3 Publicize events using methods accessible to people with disabilities as requested.

4.4 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 ways. Please ask us.”

5. Support Person

5.1 Park West School Division permits persons disabled by barriers to enter the premises with their support person **and always have access to their support person** while onsite.

5.2 Park West School Division provides advance notice if support persons must pay admission or service fees and the amount payable, if any.

6. Training

6.1 Park West School Division provides training about accessible customer service to employees, agents, and volunteers, and any person associated with the development or implementation of measures, policies, and practices related to barrier-free access to goods and services.



6.2 Park West School Division provides training for all staff, and if applicable volunteers, that includes instruction on:

- a. how to interact with persons disabled by barriers,
- b. how to interact with individuals who use an assistive device or require the assistance of a support person or service animal,
- c. how to use any equipment or assistive devices that may be available to assist persons disabled by barriers,
- d. what to do if a person disabled by a particular barrier is having difficulty accessing a good or service; and
- e. a review of The Accessibility for Manitobans Act, The Accessible Customer Service Standard Regulation and The Manitoba Human Rights Code.

6.3 Park West School Division provides this training to all staff and volunteers **as soon as reasonably practicable after the person is assigned the applicable duties**, Training that satisfies the Manitoba Accessibility Office guidelines will be accessed through the AMA learning portal [the AMA learning portal](#).

7. Documentation

7.1 Provide public notice, online and on the division's premises, that this procedure and the Park West Accessibility Plan are available upon request.

7.2 Provide a copy of this procedure 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



8. Feedback regarding accessible customer service

8.1 section 10(a) Park West School Division has a feedback process for receiving information, including complaints, on the accessibility of its goods and services. Members of the public who would like to provide such feedback may contact: (204 842-2100) or email (pwsdoffice@pwsd.ca).

8.2 section 10(b) that the Park West School Division **documents the actions it takes in response to feedback received** on accessible customer service **and**, upon request, makes that documentation available in a manner suitable for persons disabled by varying barriers.

Accountability

The implementation of this procedure is the responsibility of every divisional and school leader.

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

This procedure 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.