



# CUSTOMER SERVICE POLICY FOR ACCESSIBILITY



ARCHITECTS AT PLAY



## CUSTOMER SERVICE POLICY FOR ACCESSIBILITY

This Customer Service Policy for Accessibility provides statements, practices, and measures for each requirement under the Accessibility Standard for Customer Service, as mandated by The Accessibility for Manitobans Act (AMA, 2013). It is intended to be an informative resource for our employees, our clients, our consultants, and our visitors.

This document will be updated, whenever necessary, to ensure its applicability and relevance. Please contact [architectsatplay@gmail.com](mailto:architectsatplay@gmail.com) or visit [www.architectsatplay.ca](http://www.architectsatplay.ca) if you have any questions or comments regarding the policy or if you have specific questions regarding accessibility with Architects At Play.

Date of first approval: November 20, 2018

We are committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. Our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities.

If a barrier to accessing our goods or services cannot be removed, we seek to provide alternate ways to access the goods or services.

The following policy statements, organizational practices and measures are intended to meet the requirements of the Accessibility Standard for Customer Service.

This policy applies to all employees, volunteers and management.



## 1. We Meet Communication Needs

### **Policy Statement:**

We meet the communication needs of our clients.

### **Practices and Measures:**

- To meet communication needs, when appropriate, we offer to communicate in different ways, such as writing things down, reading things out loud, and taking extra time to explain things.
- We also keep paper and pens available to write things down, offer a chair when longer conversations are needed, offer quieter space, and sit down to engage with someone using a wheelchair.
- All our construction documents can be read out loud, if required.
- For non-technical/construction documents we use text that is easy to read, including using larger fonts and colour contrast, and ensuring messages are not printed on images.
- Our business cards are available in large-print format.



## 2. We Accommodate the Use of Assistive Devices

### **Policy Statement:**

We accommodate the use of assistive devices when clients and others are accessing our services or facilities.

### **Practices and Measures:**

- Our facility (67 Forest Park Drive) does not currently accommodate all assistive devices. Please contact 204-996-4543 for specific requests.
- We will make every effort to accommodate assistive devices, including meeting in alternate locations.
- We do not touch or move assistive devices without permission.



### 3. We Welcome Support Persons

**Policy Statement:**

We welcome support persons.

**Practices and Measures:**

- We address the client, not the support person, unless requested by the client to do otherwise.
- We make space for support persons on-site and ensure clients have access to their support persons at all times.



## 4. We Allow Service Animals

### **Policy Statement:**

We allow service animals on our premises.

### **Practices and Measures:**

- We treat a service animal as a working animal.
- We do not distract a service animal from its job by petting, feeding, or playing with it, unless given permission to do so by the person with the service animal.
- We know how to identify a service animal by its harness or vest and by the assistance the animal is providing.
- If we have concerns, we may ask if the animal has been trained to help a person with a disability-related need.
- We do not inquire about the disability.
- We expect the person who is handling the service animal to maintain control of the animal physically or through voice, signal, or other means.
- If the service animal is showing signs of not being controlled, e.g., by barking, whining, wandering, etc., we may provide a warning to the handler to control the animal.
- If the service animal continues to misbehave, we may ask the handler to leave.
- If another law prohibits service animals, e.g., sterile laboratories, food preparation areas, etc., we explain why the animal cannot enter the space and discuss with the person another way of accessing our services.



## 5. We Maintain Our Accessibility Features

### **Policy Statement:**

To ensure barrier-free access to our goods, services, or facilities, we maintain our accessibility features so they can be used as intended.

### **Practices and Measures:**

- We organize our space so that there is room for people with assistive devices.
- Our facility (67 Forest Park Drive) does not currently accommodate all assistive devices. Please contact 204-996-4543 for specific requests.
- Our seating accommodates people of varying sizes and abilities.
- We keep hallways, aisles, entrance areas, and meeting rooms clear of clutter.
- We keep our entrance area clear of ice and snow.
- We take our goods and services to the client when our premises and structures are not accessible. Alternatively, we can provide access to our goods and service at alternate locations.



## 6. We Let the Public Know When and Why an Accessibility Feature is Temporarily Unavailable

### **Policy Statement:**

We let the public know when and why an accessibility feature is temporarily unavailable, how long it will be unavailable, and other ways to access our goods and services.

### **Practices and Measures:**

- If one of our accessibility features becomes temporarily unavailable, we prepare and post a notice or announcement about the disruption, the reason for the disruption, how long the disruption will last, and whether there are other ways we can provide access to our goods and services.
- If requested, we work with the customer to find other ways to provide goods and services.
- We let the public know about disruptions on our website and social media.



## 7. We Welcome and Respond Promptly to Feedback

### **Policy Statement:**

We welcome and respond promptly to feedback we receive on the accessibility of our goods and services. We document the actions we take to respond to the feedback we receive, and that information is available on request in a format that meets the individual's communication needs.

### **Practices and Measures:**

- We invite feedback in the following ways: in person, by phone, by e-mail, via website form, and social media.
- All feedback is directed to the COO, who determines what action, if any, should occur.
- If the feedback requires us to follow-up, the client is notified that the request is being reviewed and when they can expect a response.
- We let the client know what action we will take to address their feedback, if any.
- We respond to feedback in a way that meets the communication needs of the individual.



## 8. We Provide the Required Training on Accessible Customer Service to Employees, Volunteers, and Management.

### Policy Statement:

We provide the required training on accessible customer service to employees, volunteers, and management. We are trained on:

- How to interact and communicate with people who face barriers to accessing goods and services, use assistive devices, are assisted by a support person, or are assisted by a service animal.
- An overview of The Accessibility for Manitobans Act, The Human Rights Code (Manitoba), and the Customer Service Standard.
- Our organizational policies, practices, and measures, including updates or changes.

### Practices and Measures:

- We train new employees, volunteers, and management within one month after hiring.
- We provide refresher training regularly, including updates to policies, practices, and measures. Training is offered every year.
- Feedback on the accessibility of our goods and services is addressed when necessary.

