

Accessibility for Manitobans Act

The Accessibility for Manitobans Act (AMA) became law in December 2013. Its main goals are:

- To identify, prevent and remove barriers for participation
- A long-term commitment to achieve significant progress by 2023 to make Manitoba more inclusive for everyone

Definitions:

Accessibility: related to this legislation, accessibility means giving people of all abilities opportunities to participate fully in everyday life. Accessibility refers to the ability to access and benefit from a system, service, product or environment.

Accommodations: arrangements made to allow persons with disabilities to participate or benefit equally.

Barriers: related to this legislation- obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers usually arise because the needs of the people with disabilities are not considered from the beginning.

Customer Service Policy

Lord Roberts Children's Programs Inc. is committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Customer Service under The Accessibility for Manitobans Act.

In establishing the following policies we have taken steps to identify existing barriers to try to remove these, or if the barrier could not be removed, to provide alternate ways to access the good or service without any additional fees.

Our “customers” are the children we serve, as well as their parents and guardians and may also include any community supporters in place for the child/ren and the family.

Identified barriers may include the following:

- Attitude, including stereotypes and assumptions
- Physical Barriers
- Communication barriers which prevent people from understanding information
- Technology barriers that relate to communication and information sharing
- Systemic barriers are policies that may prevent customers from accessing our services

Practices and Procedures of LRCP’s Customer Service Policy

Communication and Information- LRCP will communicate with our customers in a way that takes into account the nature of any communication barrier.

- If an individual has trouble communicating with staff, staff will ask how they can help; for instance they may provide a quiet space for the discussion, they may provide a paper

and pen to aid the discussion, or another alternative based on the needs of the individual.

- Printed information will use easy to read fonts and colour contrasts. (black and white)
- Documents will be available in alternate formats where possible , for example larger fonts, in print or electronically upon request as well as on the web page.
- Paper and pens will be available for communication purposes .
- Clear signage will direct customers to the child care centre.

Assistive Devices- LRCP welcomes the use of assistive devices used by the children in our care or their parents, guardians or caregivers. Care will be taken to create space for such devices, such as walkers, wheelchairs, and to not touch or remove these without the permission of their owners. Staff will receive related training, including regarding any assistive devices available on site (ex- enlarging documents on the photocopier, a child's communication devices or breathing apparatus)

Support Persons-LRCP welcomes support persons, there to assist a parent, guardian or child in becoming familiar with the centre, to enable a parent/ guardian to join in events held by the centre or to enable a parent/guardian to communicate with centre staff. In the event a child requires a support person other than centre staff (ex-a nurse for medical needs or a staff

from CNIB etc) the duration and nature of the support must be discussed in advance with the director to determine the role of the staff and goals for independence if applicable. This support staff would need to complete both a Criminal Record check (with a vulnerable sector search) and a Child Abuse Registry check to be in the centre on a ongoing basis.

Service Animals-LRCP is committed to meeting the requirements of The Human Rights Code (MB) by allowing service animals, trained to meet the needs of persons with disabilities, to accompany our children and caregivers wherever the public is allowed. The service animal must be controlled at all times. LRCP will ask all registrants to identify both the need for service animals and any allergies to animals at the time of registration to meet potentially conflicting requirements of the children. Staff will receive related training to service animals as the need arises.

Maintain Barrier Free Access- LRCP will maintain barrier free access to our programs by ensuring that aspects of our facility that can facilitate access are maintained as intended. This includes maintaining the entrance way and ramps, (keeping them clear of snow and ice), ensuring that hallways are clear of clutter and that there is space for access as required in the program areas.

Notice of Temporary Disruption: In the event of a planned or unexpected disruption of services of facilities affecting customers disabled by barriers LRCP will promptly post notices at the entrance of the centre, on our website and send notices by email, that explain the disruption, the length of time for the disruption (if known) and if there is alternate space or plan that enables access.

Feedback Process- LRCP welcomes feedback on how to better serve our customers. Customer feedback on our accessibility policy and practice is welcome via: direct discussions with the Executive Director, telephone call, email or letter. Any feedback will be assessed and if action is required the issue will be brought to our Board of Directors for further discussion.

Training- LRCP will ensure that all centre staff and Board members are trained in regards to this Act and the provision of accessible customer service in a child care setting. This will become a part of the regular training provided to new staff and Board members as required. Topics of this training will include an overview of the Act and the related impact to the Human Rights Code (MB) as well as how to interact with persons with disabilities.

If we have missed anything in this document please contact the Executive Director at 204-453-3409 or email

april@lordroberts.org

This document will be made available to the public on our website : www.lordroberts.org and is available in alternate formats upon request.

For more information about the Customer Service Standard and free resources please see www.AccessibilityMB.ca or call Disabilities Issues Office at 204-945-7613