



## Mennonite Brethren Collegiate Institute

*Life Well Learned.*

### **ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE**

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MBCI is committed to providing a workplace and learning environment that is accessible, inclusive, and free from discrimination. An inclusive environment upholds diversity, dignity, independence, and equal opportunities for all individuals to work and learn.

All students, staff, parents, community members, and stakeholders will be treated with respect, and their accommodation needs will be addressed appropriately.

MBCI will focus on the need for accessibility of the students, families, staff and other members of the school communities we serve or interact with when considering requests for accommodations. If a barrier to accessing our services cannot be removed, we will strive to provide alternatives.

#### **Accessibility Standard**

1. We meet the communication needs of our students, families, staff, and other members of the school communities we interact with or serve.
2. We accommodate the use of assistive devices in our facilities and school-sponsored activities.
3. We welcome support persons.
4. We allow trained service animals on our premises.
5. We maintain our accessibility features to ensure barrier-free access to our services and facilities.
6. We advise the public when and why an accessibility feature is temporarily unavailable, how long it is expected to be unavailable, and other ways to access our services.
7. We welcome and respond promptly to feedback received on the accessibility of our services and document the actions taken to respond to the feedback received, and that information is available upon request in a format that meets the individual's communication needs.
8. MBCI will provide training to any employee or volunteer who provides services directly to our staff and/or students, and any person associated with the development or implementation of MBCI's measures, policies, and practices.
  - a. <https://amalearningmb.ca/accessible-customer-services/cs-course.html>

MBCI will provide training as soon as reasonably practicable upon the person being assigned to applicable duties.

MBCI will also provide training where there are changes to MBCI's measures, administrative procedures, and practices regarding barrier-free access to goods or services.

Training will include:

- Instruction on how to interact and communicate with persons who have a disability or face barriers.
- Instruction on how to interact with persons who have a disability or face barriers who require the help of a service animal or support person and/or the use of an assistive device.
- The way to use any equipment or assistive devices that MBCI may have available.
- The process and procedures, including the steps to take if a person with a disability is facing a barrier preventing them from accessing a good or service.
- Reference to The Human Rights Code of Manitoba and The Accessibility for Manitobans Act, specific the Customer Service Standard Regulation.

9. We keep a record of training material and when training was conducted.

10. We post this Accessibility Policy on the school website.

### **Communications**

MBCI will make reasonable efforts to ensure that, when communicating with a person who self-identifies as being disabled by a barrier, the communication is done in a manner that considers the barrier.

### **Support Persons**

MBCI recognizes that a person who is disabled by a barrier may be accompanied by a support person when seeking to obtain, use or benefit from its services.

- The person disabled by a barrier and their support person ought to be permitted to enter the premises together;
- The person disabled by the barrier ought to be able to have access to the support person at all times while on the premises; and
- MBCI will provide advance notice if support persons must pay admission or service fees and the amount payable, if any.

### **Built Environment**

Should any of these accessibility features become temporarily unavailable (for example, an elevator outage), MBCI will provide clear notice explaining the following:

- The reasons for the unavailability of the feature;
- An estimated timeframe for when it will be restored to service; and

- Details regarding alternative means of access that are available during the disruption.

This notice will be displayed prominently on the premises and on the Division's website or communicated by any other means that are reasonably practicable given the circumstances.

### **Feedback**

MBCI provides a process for receiving and responding to feedback about accessibility of its goods and services. A feedback contact is located on the website, under Accessibility and all other forms of communication from staff and the public are accepted.

MBCI documents the actions it takes in responding to feedback received on accessible customer service and will ensure that documentation is available upon request in a manner suitable for person disabled by barriers.

### **Policy Documentation**

Upon request, MBCI will provide a copy of the accessible customer service policy in an accessible manner, within a reasonable time frame and at no cost to the individual.

### **Confidentiality and Privacy**

The confidentiality and privacy rights of individuals involved will be respected. Any information that is disclosed for the purposes of accommodations will only be disclosed on a need-to-know basis and in accordance with any other legal obligations.

The Principal or his/her designate, is responsible for determining what, if any, information is provided to staff, other students, parent(s)/guardian(s), Board of Directors, President, Pastor, and/or Superintendent in order to facilitate a request for accommodation, as well as the appropriate manner in which to provide the information. Any notification must be shared in a manner that respects the dignity of the individual(s) involved.