

ACCESSIBLE CUSTOMER SERVICE

1. Policy Statement

Seven Oaks School Division is committed to providing accessible customer service to all members of the public, including individuals disabled by barriers. We strive to ensure dignity, independence, integration, and equal opportunity in all interactions. We will take reasonable measures to identify, remove, and prevent barriers in accordance with *The Accessibility for Manitobans Act (AMA)* and the Customer Service Standard Regulation.

2. Definitions

Assistive Device

A technical aid, communication device, or other instrument used to maintain or improve the functional abilities of people with disabilities. Examples include wheelchairs, walkers, hearing aids, or oxygen tanks. Assistive devices may assist with hearing, vision, communicating, moving, breathing, remembering, and/or reading.

Barrier

Anything that interacts with a physical, mental, intellectual, or sensory disability in a way that may hinder a person's full and effective participation in society on an equal basis. Barriers may be physical, architectural, informational, communicational, attitudinal, technological, or systemic.

Disability

As defined under *The Human Rights Code*, a disability includes any physical, mental, intellectual, cognitive, learning, communication, or sensory impairment—whether permanent, temporary, or episodic—that, in interaction with a barrier, hinders a person's full and effective participation in society.

Service Animal

An animal trained to provide assistance to a person disabled by barriers that relates to that person's disability. The individual is responsible for care and control of the service animal at all times.

Support Person

An individual who accompanies a person disabled by barriers to assist with communication, mobility, personal care, or medical needs. A support person may be required for safety or security reasons and must be permitted to accompany the individual in all public areas.

SEVEN OAKS SCHOOL DIVISION

3. Scope

This policy applies to:

- All employees, volunteers, and contractors
 - All individuals providing goods, services, or facilities on behalf of Seven Oaks School Division
-

4. Accessible Service Standards

Seven Oaks School Division will:

- Communicate in ways that consider individual accessibility needs.
 - Accommodate the use of assistive devices.
 - Welcome support persons and provide advance notice of any applicable fees.
 - Permit service animals in all public areas unless excluded by law.
 - Maintain accessibility features (e.g., automatic doors, clear pathways).
 - Provide **prominent notice** when an accessibility feature is temporarily unavailable, including:
 - Posting notice on the premises
 - Posting notice on the School Division website
 - Using alternate reasonable methods based on circumstances (*Required by Section 9(2)*)
 - Indicate the reason for disruption, expected duration, and available alternatives.
 - Offer accessible formats and communication supports upon request, in a timely manner and at no cost.
-

5. Feedback Process

Seven Oaks School Division welcomes feedback on accessible customer service.

Feedback helps us identify barriers and improve service.

Feedback may be submitted by:

- **Email:** information@7oaks.org
- **Phone:** 204-586-8061
- **In-person:** Reception desk, 830 Powers Street

SEVEN OAKS SCHOOL DIVISION

All feedback, including complaints, will be directed to the appropriate department.

The Division will:

- Document all actions taken in response to feedback (*Required by Section 10(b)*)
 - Make this documentation available to the person who provided the feedback upon request
 - Provide responses in a timely manner, where appropriate
-

6. Training

All staff will receive training on:

- *The Accessibility for Manitobans Act* and the Customer Service Standard Regulation
- The Manitoba Human Rights Code (*Required by Section 13(2)(b)*)
- How to interact with people disabled by barriers, including those using assistive devices, service animals, or support persons
- Use of available assistive equipment
- Responding to accessibility-related service challenges

Training will be provided to:

- All employees
- All volunteers who interact with the public on behalf of Seven Oaks School Division (*Required by Section 13(1)(a)*)
- Contractors, where applicable
- New hires, and whenever policies or procedures are updated

Training records will be maintained and updated regularly.

7. Public Events

When hosting public events, the Division will:

- Provide accessible notice of events
- Ensure venues are accessible
- Offer accommodations upon request
- Inform attendees of available accessibility supports

8. Documentation and Availability

Seven Oaks School Division maintains written documentation of all accessibility-related policies, practices, and procedures.

Upon request:

- A copy of this Accessible Customer Service Policy will be provided to a person disabled by a barrier **in a format that considers their accessibility needs, in a reasonable timeframe, and at no cost** (*Required by Section 11*).

The Superintendent or designate is responsible for implementation, monitoring, and compliance