



YMCA-YWCA of Winnipeg

Accessible Customer Service Policy

October 1, 2018

Introduction

The YMCA-YWCA of Winnipeg is committed to excellence in serving all customers in a manner that is consistent with the principles of independence, dignity and equal opportunity.

This policy has been established in compliance with the Customer Service Standard Regulation under the *Accessibility for Manitobans Act, 2013 (AMA)*. The YMCA-YWCA of Winnipeg is committed to meeting its current and ongoing obligations under the AMA and the Manitoba Human Rights Code respecting non-discrimination.

Scope

This policy applies to all YMCA-YWCA of Winnipeg programs, services and facilities and their staff, including volunteers.

Customer Service Standard

Communication

The YMCA-YWCA of Winnipeg will communicate with customers in ways that take into account their accessibility needs, thus enabling customers to communicate effectively for the purpose of accessing our programs, services and facilities. We will notify the public about the availability of alternate formats and communication supports.

Upon request and in consultation with the customer, we will provide or arrange for alternative formats or communication supports in a timely manner at no cost, or if applicable, at a cost that is no more than the cost charged to others. If the information is unable to be converted, we will provide a summary of the information and an explanation as to why it is not convertible.

Assistive devices

We welcome customers who use assistive devices. We will ensure that our staff are trained and familiar with the various assistive devices we have on site that may be used by customers while accessing our programs, services and facilities.

Support persons

We welcome customers accompanied by a support person. At no time will a customer be prevented from having access to their support person while in our programs or facilities.

As per the AMA Customer Service Standard Regulation, a “support person” is a person who accompanies a person who is disabled by a barrier in order to:

- a) support the person obtaining, using or benefiting from a good or service provided by an organization; or
- b) assist the person in addressing his or her communications, mobility, person care or medical needs.



In most cases, program fees will be waived for the support person, provided that the support person remains with the customer when accessing and using a program or service, and while moving through the building or on YMCA-YWCA property. Where fees are waived, a support person must at all times be functioning in the capacity of a support person as defined above. If a support person is not wholly dedicated to the customers who they are accompanying and are using a program or service for their personal benefit, there will be a fee charged. Also, where a program or registration fee is charged and a portion of revenues are payable to a third party, or where a fee includes or covers costs such as food or accommodation, the support person may be required to cover those costs. The support person will be notified in advance of the amount, if any, that is payable.

We may require a customer to be accompanied by a support person when on the premises, but only if the support person is necessary to protect the health or safety of the customer or the health and safety of others.

Service animals

We welcome customers accompanied by service animals. A service animal is defined by the Manitoba Human Rights Code as “an animal that has been trained to provide assistance to a person with a disability that relates to that person’s disability”. Customers and their service animals may access all areas generally open to the public unless prohibited by another law. At the Y, service animals are not allowed in the pool or hot tub, but are welcome in all other areas. Customers who attend the Y with a service animal have the responsibility to maintain care and control of their animal at all times.

Where it is not readily apparent, Y staff may ask the customer if the animal is trained to provide them assistance with a disability before granting access to programs, services and facilities.

Maintaining barrier free access

We are committed to reviewing and designing physical spaces to ensure barrier free access for all. In the event physical or architectural barriers exist, we will aim to provide alternate access to our programs, services and facilities wherever possible to the point of undue hardship.

Notice of temporary disruption

The YMCA-YWCA of Winnipeg will provide notice in the event of planned or unexpected disruption in our programs, services or facilities used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available. The notice will be posted clearly on the premises. Depending on the nature of the disruption, notice may be provided online via the website and social media, telephone calls or voicemails and directly via Y staff.

Training

The YMCA-YWCA of Winnipeg will provide training on the Customer Service Standard under the *Accessibility for Manitobans Act, 2013 (AMA)* to all employees and volunteers.

Employees will be trained within three (3) months after being hired and will also be trained when changes are made to our accessibility policy and procedures. Other training will be provided as needed.

Training will include:



- a review of the purposes of the AMA and its regulations;
- YMCA-YWCA of Winnipeg policies related to the AMA and its standards;
- how to interact and communicate with customers with various accessibility needs;
- how to interact with customers who use assistive devices, service animals or support persons;
- how to use the equipment or devices that are located on our premises that may assist with the provision of programs and services to customers; and
- what to do if a customer is having difficulty accessing programs, services or facilities.

We will keep a record of training that includes who completed the training and the dates which training was completed.

Feedback process

We welcome feedback on our accessibility services. Customer, volunteer and staff feedback will help us identify barriers, respond to concerns and provide opportunities to learn and improve. People are encouraged to contact their local YMCA-YWCA centre manager or to call 204.832.7002. Alternatively, individuals are invited to provide their feedback in writing to:

WIN-accessibility@ymanitoba.ca

Human Resources
3550 Portage Avenue
Winnipeg, MB
R3K 0Z8

All feedback will be reviewed and an acknowledgment can be expected within five (5) business days.

We will ensure our feedback process is accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, upon request.

Modification to this or other policies

The YMCA-YWCA of Winnipeg is committed to the ongoing review of its policies, practices and procedures. Any association policy, practice or procedure that does not respect and promote the dignity, independence, integration and equal opportunity for all customers will be modified or removed.

This policy is available in alternate formats upon request.