



Administrative Procedure 5002

Accessibility Standard for Customer Service

Board Governance Policy Cross Reference: 1, 11, 12, 13

Administrative Procedures Cross Reference:

Use of Certified Service Dogs in Brandon School Division

Form Cross Reference:

Accessibility Standards Acknowledgement Form

[Accessibility Request Form](#)

[Accessibility Feedback Form](#)

Legal/Regulatory Reference:

The Human Rights Code of Manitoba

The Accessibility for Manitobans Act

Date Adopted: May 2021

Date Amended: May 2022; February 2026

Brandon School Division is committed to the Accessibility Standard for Customer Service as legislated by the Government of Manitoba under The Accessibility for Manitobans Act.

The Accessibility for Manitobans Act, with accompanying regulations, came into effect in December 2013. Five accessibility standards were set out, the first one being “Customer Service.” The standard defined an accessibility barrier as anything that limits or prevents a person from receiving information, services or accessing space or participating in an activity. In the context of the public-school system, our primary “customers” would be our students, parents/guardians and to a lesser extent, volunteers and members of the public.

Definitions

“Service Animal” means an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability, as defined in The Human Rights Code.

“Support Person” means, in relation to a person who is disabled by a barrier, a person who accompanies the person to:

- Support the person obtaining, using or benefiting from the service provided by the Division; and

- Assist the person in addressing communication, mobility, personal care or medical needs.

“**The Division**” means any supervisor in any divisional facility that is required to provide customer service to an individual.

Barrier-Free Access to Goods and Services – Measures and Practices

The Division will:

- Determine the current barriers individuals face when attempting to access services;
- Seek to remove all identified barriers;
- Identify procedures to ensure that, where barriers cannot be removed, the Division will provide an alternate means for accessing services;
- Address adequate means for preventing the creation of any new barriers; and
- Ensure that staff are aware of the Division’s Administrative Procedure permitting the admittance of service animals in all areas where customers are generally allowed.

Communications

The Division 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 takes into account the barrier.

Assistive Devices

The Division recognizes that a person who is disabled by a barrier may use assistive devices to remove or reduce the barrier, and the measures and practices that the organization implements must reasonably accommodate the use of those devices.

Support Persons

The Division 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.
- If applicable, advance notice is given that support persons must pay admission or service fees and the amount payable, if any.

Service Animals

The Division recognizes that a person who is disabled by a barrier may be accompanied by a service animal when seeking to obtain, use or benefit from a Divisional service. AP 4550 – Use of Certified Service Dogs in Brandon School Division.

Built Environment

The Division will ensure that all aspects of the built environment, which are designed to facilitate barrier-free access to services, are available/in place.

In the event that one or more of them are unavailable for use (e.g. an elevator), the Division will provide notice explaining:

- The reasons why it is unavailable;
- A timeframe for when it will be available; and
- The details of an alternate means of access.

This notice will be prominently displayed on the premises and on the website, or by any means reasonably practicable, considering the circumstances.

Additional Requirements

- Document in writing all procedures, practices, or additional administrative procedures related to:
 - Providing barrier-free accessible customer service to persons with disabilities;
 - Procedures for any temporary disruption(s) in services; and
 - Employee training.
- Ensure that employees, students, and visitors are aware that these documents are available upon request.
- Ensure that documentation requests are completed in a barrier-free manner.
- Ensure that documentation is provided within a reasonable timeframe and at no cost.

Training for Staff

The Division will provide training to any employee or volunteer who provides services directly to our staff and/or students.

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

The Division will also provide training where there are changes to the Division'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 the Division 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, specifically the Customer Service Standard Regulation.

Documentation Regarding Training

The Division will document its training, a summary of the content of the training, and when training is to be/has been provided.

Accessibility of Public Events

When Divisional staff hold a public event, reasonable measures must be taken to ensure that:

- Notice of the event is given in a manner that is accessible to persons disabled by barriers.
- Notice is given that persons disabled by barriers may request that relevant supports be provided.
- The event is held in a meeting space that is accessible.
- The physical and communication needs of persons disabled by barriers are met on request.

Accessibility Plan

- In accordance with The Accessibility for Manitobans Act, the Division has created a multi-year Accessibility Plan, which outlines the steps that have been taken for the identification, removal, and prevention of barriers, including those in administrative procedures, programs, practices, and services.
- When creating the Accessibility Plan, the Division consulted persons with disabilities or barriers, and representatives from organizations for persons disabled by barriers.
- The plan will be reviewed every two years and will be available to the public.
- The plan includes:
 - A report on the steps the Division has made to identify, remove, and prevent barriers;
 - A timeline for the measures which still need to be taken for the removal and prevention of barriers; and
 - The measures the Division has taken during the assessment of:
 - Administrative Procedures, programs, practices, and services;
 - Proposed enactments or by-laws; and
 - Any other information as required for the accessibility plan.

Requesting Accessibility Accommodations

The Division wants to make sure everyone can access and understand information. Staff, students, and community members who may require services and resources in a different format or help with communication can submit a request for accessibility accommodations by following the steps outlined below:

1. Identify the information or resource you need in an accessible format, or the type of communication support required.
2. Send your request through one of the following channels:

Online Form: Complete the BSD Accessibility Request Form. All BSD forms and publications are available in alternate formats upon request. Please call the Office of Communications at 204-729-0388 or email info@bsd.ca for assistance.

Email: Send an email to info@bsd.ca with your name, contact information, and description of the accessible service, format or support you need.

Phone: Call the Office of Communications at 204-729-0388 to make a request.

In Person: Visit a BSD facility and speak with staff for assistance.

3. After submitting your request, a representative will contact you to discuss the accessible service, format or communication support that best meets your needs.

When a request is received, it is reviewed by the Accessibility Committee to ensure that appropriate actions are taken to resolve any concerns in a timely fashion:

- Consult with the person to identify the support or format that would remove the barrier.
- Provide the information to the person through the identified support or format in a timely manner.
- In the event a request cannot reasonably be provided through a communication support or accessible format, the Division will provide a comparable resource to the person who requested the support or accessible format.

Brandon School Division documents the actions taken in response to requests received regarding accessible customer service and, upon request, makes that documentation available in a manner suitable for persons disabled by barriers.

Submitting Accessibility Feedback

The Division welcomes feedback on how we provide accessible customer service. This feedback will help us identify barriers and respond to concerns. Staff, students, and the community may provide feedback through one of the following channels:

- **Online Form:** Complete the BSD Accessibility Feedback Form. All BSD forms and publications are available in alternate formats upon request. Please call the Office of Communications at 204-729-0388 or email info@bsd.ca for assistance.
- **Email:** Send an email to info@bsd.ca with your name, contact information, and details regarding the feedback.
- **Phone:** Call the Office of Communications at 204-729-0388.
- **In Person:** Visit a BSD facility and speak with staff for assistance.

Brandon School Division documents the actions it takes in response to feedback received regarding accessible customer service and, upon request, makes that documentation available in a manner suitable for persons disabled by barriers.