



COLLEGE OF REGISTERED PSYCHIATRIC NURSES OF MANITOBA

TITLE: Accessible Customer Service Policy

Date in Effect: November 1, 2018

Policy Type: Governance & Administration

Statement of Commitment

The College of Registered Psychiatric Nurses of Manitoba (CRPNM) is committed to complying with the Accessibility Standard for Customer Service under [*The Accessibility for Manitobans Act*](#). Our policies and practices reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities.

This policy applies to all employees and volunteers of the College.

Meet Communication Needs

To meet communication needs, when appropriate we offer to communicate in different ways, such as writing things down, reading out loud, and taking extra time to explain things.

All of our publications will include the statement, “This publication is available in alternate formats on request.” We specify how a person can request an alternate format.

We use signs and documents that are easy to read, and we write in plain language.

Accommodate the Use of Assistive Devices

We accommodate the use of assistive devices when our members or the public are accessing our goods, services or facility.

In cases where the assistive device presents significant and unavoidable health or safety concerns, we attempt to use other measures to ensure the person with disabilities can access our goods, services or facility.

Welcome Support Persons

We welcome support persons. We provide space for support persons on-site and ensure that those receiving our services always have access to their support persons.

Allow Service Animals

We allow service animals on our premises. We treat a service animal as a working animal. If we have concerns, we may ask if the animal has been trained to help a person with a disability-related need. We do not inquire about the disability.

Maintain Accessibility Features

To ensure barrier-free access to our goods, services or facility, we maintain our accessibility features, so they can be used as intended.

If a barrier to accessing our goods or services cannot be removed, we seek to provide alternative ways to access them.

We let the public know when an accessibility feature is unavailable and other ways to access our goods, services, or facility.

Welcome and Respond to Feedback

We welcome and respond promptly to feedback we receive on the accessibility of our good and services.

We document the actions we take to respond to the feedback we receive, and that information is available on request in a format the meets the individual's communication needs.

Training

We ensure our employees are trained on the Accessible Customer Service Standard and [*The Accessibility for Manitobans Act*](#). As new standards are developed, we will update our training.

Policy Availability

We will maintain our accessibility policy in a written format. It will be available to the public and will be provided in an accessible format when requested.

This publication is available in alternate formats on request. Please call (204) 888-4841 to request an alternative format.