

Accessible Customer Service Policy

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PRINCIPLES

The City of Dauphin is committed to complying with the Accessibility Standard for Customer Service under *The Accessibility for Manitobans Act*. The City of Dauphin's policies, practices, and measures reflect the principles of dignity, independence, integration, and equal opportunity for people with disabilities.

If a barrier to accessing the City of Dauphin's goods or services cannot be removed, the City of Dauphin seeks to provide alternate ways to access the goods or services.

1. POLICY STATEMENT

- 1.1 The purpose of this policy document is to establish guidelines for inclusion, diversity, improving access, and removing barriers at City of Dauphin facilities. All individuals are entitled to be treated with dignity and to be provided with equal opportunities. It is the responsibility of all management, supervisors, and staff to create and maintain accessible customer service.

2. DEFINITIONS

- 2.1 **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*.
- 2.2 **Support person** means a person who accompanies the person disabled by a barrier to accessing the City of Dauphin's goods or services and assists the person in addressing their communication, mobility, personal care, or medical needs.

3. POLICY AVAILABILITY

- 3.1 The City of Dauphin maintains its Accessible Customer Service Policy in a written format. It is posted on the City's website and is provided in an accessible format when requested.



- 3.2 The City of Dauphin provides its Accessible Customer Service Policy in an accessible format when requested, within a reasonable timeframe, and at no cost to the person requesting it.

4. INFORMATION AND COMMUNICATIONS

- 4.1 When providing information to, or communicating with, a person with a disability, the City of Dauphin provides the information and communication in an accessible format upon request. The City of Dauphin works with the person with the disability to provide the information in a timely manner that considers the person's disability.
- 4.2 When communicating with a person who self-identifies as being disabled, the City of Dauphin staff asks the individual to identify a preferred method of communication. Staff then communicates with the individual using the preferred method of communication, to the best of their abilities.
- 4.3 The City of Dauphin uses an Access Offer sign with disability icons to let people know the City of Dauphin can offer service in different ways.

5. ASSISTIVE DEVICES

- 5.1 People with disabilities are welcome to use any personal assistive device(s) they may require, and the City of Dauphin reasonably accommodates the use of these device(s).

6. SUPPORT PERSONS

- 6.1 The City of Dauphin recognizes that a person with disabilities may be accompanied by a support person when accessing goods and services. The City of Dauphin welcomes all support persons who are there to assist people with disabilities and recognizes this person may always remain with the individual.

7. SERVICE ANIMAL

- 7.1 The City of Dauphin welcomes people with disabilities who are accompanied by a service animal.

8. BARRIER-FREE ACCESS

- 8.1 The City of Dauphin is committed to maintaining barrier-free access to our facilities and services, including public events. The City of Dauphin takes all reasonable steps to ensure that all features put in place to enable barrier-free access are maintained for intended use.



8.2 When holding a public event, the City of Dauphin takes reasonable measures to ensure that:

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

9. NOTICE OF TEMPORARY DISRUPTION

- 9.1 In the event of a planned or unexpected disruption to any of our accessibility features or services that affect individuals disabled by barriers, the City of Dauphin provides public notice as soon as possible.
- 9.2 The City of Dauphin provides reasons why an accessibility feature is unavailable and an estimate of when it will become available.

10. FEEDBACK

- 10.1 The City of Dauphin invites feedback about accessible customer service. The City of Dauphin documents all information received from individuals disabled by barriers regarding their accessibility needs and provides a response that considers the person's disability, if needed.
- 10.2 The City of Dauphin documents the actions it takes in response to feedback received on accessible customer service and makes that documentation available on request in a manner suitable for persons disabled by barriers.

11. TRAINING

- 11.1 The City of Dauphin provides training to employees on accessibility requirements under *The Accessibility for Manitobans Act* and the Accessible Customer Service Standard. As new standards are developed, updates to training are developed and provided to employees.
- 11.2 The City of Dauphin provides training to all employees and volunteers on how to interact and communicate with persons disabled by barriers.



- 11.3 The City of Dauphin provides training to all employees and volunteers that includes instruction on how to interact with persons disabled by barriers who use an assistive device or require the assistance of a support person or service animal.
- 11.4 The City of Dauphin provides training to all employees and volunteers that includes instruction on how to use any equipment or assistive devices that may be available onsite.
- 11.5 The City of Dauphin provides training to all employees and volunteers that includes instruction on what to do if a person disabled by a barrier is having difficulty accessing goods or services.
- 11.6 The City of Dauphin provides training to all employees and volunteers that includes a review of *The Accessibility for Manitobans Act*, The Accessible Customer Service Standard Regulation and The Manitoba Human Rights Code.
- 11.7 The City of Dauphin provides training to all employees and volunteers as soon as reasonably practicable and on an ongoing basis after any changes are made to accessibility legislation, policy and/or procedures.