

ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE POLICY

OBJECTIVE

Alt Canada Inc is committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. Our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities. If a barrier to accessing our goods or services cannot be removed, we seek to provide alternate ways to access the goods or services.

The following policy statements, organizational practices and measures are intended to meet the requirements of the Accessibility Standard for Customer Service. This policy applies to all employees and management.

1. MEET COMMUNICATION NEEDS.

Policy Statement:

We meet the communication needs of our guests.

Practices and Measures:

- To meet communication needs, when appropriate we offer to communicate in different ways, such as writing things down, reading things out loud, and taking extra time to explain things.
- We can also:
 - keep paper and pens available to write things down;
 - offer a chair when longer conversations are needed;
 - offer a quieter space;
 - sit down to engage with someone using a wheelchair.

- When a 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, including using larger fonts and colour contrast, and ensuring messages are not printed on images.
- We write signs and documents in plain language.

2. ACCOMMODATE THE USE OF ASSISTIVE DEVICES.

Policy Statement:

We accommodate the use of assistive devices when our guests are accessing our goods, services or facilities.

Practices and Measures:

- We do not touch or move our guests' assistive devices without permission.
 - We are trained in how to use the assistive devices provided on-site, such as, video captioning, automatic doors, wheelchairs, etc.
- 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 facilities e.g., open flame and oxygen tanks cannot be near each other, so we extinguish candles when serving a person with an oxygen tank.

3. WELCOME SUPPORT PERSONS.

Policy Statement:

We welcome support.

Practices and Measures:

- We address the guest, not the support person, unless requested by the guest to do otherwise.
- We make space for support persons on-site and ensure our guests always have access to their support persons.

4. ALLOW SERVICE ANIMALS.

Policy Statement:

We allow service animals on our premises.

Practices and Measures:

- We:
 - treat a service animal as a working animal;
 - do not distract a service animal from its job by petting, feeding or playing with it, unless given permission by the person with the service animal to do so;
 - know how to identify a service animal by its harness or vest and by the assistance the animal is providing.
- 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.
- We expect the person who is handling the service animal to maintain control of the animal physically or through voice, signal or other means.

5. MAINTAIN ACCESSIBILITY FEATURES.

Policy Statement:

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

Practices and Measures:

- We organize our space so that there is room for people with wheelchairs, electric scooters and walkers.
- We keep hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms clear of clutter.
- We keep our entrance area clear of ice and snow.
- We place standing signs out of the way to avoid tripping hazards.

- We use both audio and visual cues to inform customers it is their turn to be served.
- We take our goods and/or services to the guest when our premises and structures are not accessible.
- Our accessibility features affected by this policy include: hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms, accessible washrooms, elevators, automatic doors and ramps.

6. LET THE PUBLIC KNOW WHEN AND WHY AN ACCESSIBILITY FEATURE IS UNAVAILABLE.

Policy Statement:

We let the public know when and why an accessibility feature is temporarily unavailable, how long it will be unavailable, and other ways to access our goods and services.

Practices and Measures:

- If one of our accessibility features becomes temporarily unavailable, we prepare and post a notice and/or announcement about the disruption, the reason for the disruption, how long it will last, and whether there are other ways we can provide access to our goods and services (e.g., by using an alternate entrance).
- If requested, we work with the customer to find other ways to provide goods and services.

7. WELCOME AND RESPOND PROMPTLY TO FEEDBACK.

Policy Statements:

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

Practices and Measures:

- We invite feedback in the following ways:
 - Visit our reception or service desk, or contact us by phone, email, website or feedback form.
- All feedback is directed to the specific committee or department, who determines what action, if any, should occur.

- If the feedback requires us to follow-up, the guest is notified that the request is being reviewed and when they can expect a response.
- We let the guests know what action we will take to address their feedback, if any.
- We respond to feedback in a way that meets the communication needs of the individual.

8. PROVIDE THE REQUIRED TRAINING TO EMPLOYEES, VOLUNTEERS AND MANAGEMENT.

Policy Statements:

We provide the required training tools on accessible customer service to employees and management.

They are trained on:

- How to interact and communicate with people who face barriers to accessing goods and services, use assistive devices, are assisted by a support person and/or are assisted by a service animal.

Practices and Measures:

- We train new employees and management within two weeks after hiring.
- We provide refresher training every year.
- We keep record of who has taken training and when.
- Feedback on the accessibility of our goods and services is addressed in regular staff meetings.

COMPLIANCE AND ENFORCEMENT OF THIS POLICY

The company expects full cooperation from its employees in the application of this policy.