

RM of OAKVIEW

Rural Municipality of Oakview POLICY AND PROCEDURE MANUAL		POLICY NO: 2024-4
REFERENCE Office	ADOPTED BY: Resolution # 175/24 Adopted Date: May 13, 2024	
TITLE: Accessibility Standards for Customer Service		Head of Council: Robert Christie CAO:

INTRODUCTION:

The RM of Oakview 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, volunteers and management.

PRINCIPLES:

Reasonable efforts will be made to ensure the following:

- That service be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the services.
- Communication will be considered, in a manner that takes into consideration a person's disability.
- Staff will receive appropriate training.
- Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by the RM of Oakview that are open to the public
- Notice will be provided when facilities or services that people with disabilities rely on to access the RM of Oakview services are temporarily disrupted.
- The RM of Oakview will establish a feedback process to allow people to provide feedback on how we are providing services to persons with disabilities.
- The RM of Oakview will allow persons with disabilities to use their own personal assistive devices to obtain, or benefit from the service offered by the RM.

PURPOSE:

The RM of Oakview is committed to ensuring equal access and participation for all people, regardless of their abilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence.

We are committed to meeting the needs of people who face accessibility barriers by identifying, removing and preventing these barriers and by meeting requirements of The Accessibility for Manitobans Act.