



Accessibility Standard for Customer Service Policy

Intent

This policy is intended to meet the requirements of Accessibility Customer Service Standard Regulation, Manitoba Regulation 171/2015 under the Accessibility for Manitobans Act, 2015, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by The Kidney Foundation of Canada, Manitoba Branch (herein after called “The Foundation”) shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

a) This policy applies to the provision of goods and services at premises leased and operated by The Kidney Foundation of Canada.

b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of The Kidney Foundation of Canada, including when the provision of goods and services occurs off the premises of The Foundation such as in: call centers, vendors, catering and third-party marketing agencies.

c) The section of this policy that addresses service animals only apply to the provision of goods and services that take place at premises leased and operated by The Foundation.



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d) This policy shall also apply to all persons who participate in the development of The Foundation's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

Meaning of accessible customer service

For the purpose of this regulation, accessible customer service is provided when all persons who are reasonably expected to seek to obtain, use or benefit from a good or service have the same opportunity to obtain, use or benefit from the good or service

Definitions

Service Animal – as defined in The Human Rights Code of Manitoba, an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability

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 a good or service provided by an organization or
- assist the person in addressing his or her communication, mobility, personal care or medical needs



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General Principles

In accordance with the Accessibility Customer Service Standard Regulation, Manitoba Regulation 171/2015, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities
- B. The Use of Assistive Devices
- C. The Use of Service Animals
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents



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A. The Provision of Goods and Services to Persons with Disabilities

The Kidney Foundation of Canada will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers/stakeholders receive the same value and quality;
- allowing customers/stakeholders with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers/stakeholders with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services;
- communicating in a manner that considers the customer's/stakeholder's disability



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B. Assistive Devices

Customer's/Stakeholder's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by The Kidney Foundation of Canada.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

For example: open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer/stakeholder with an oxygen tank may involve ensuring the customer/stakeholder is in a location that would be considered safe for both the customer/stakeholder and the organization. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer/stakeholder.



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C. Service Animals

A customer/stakeholder with a disability that is accompanied by a service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to service.

Care and Control of the Animal:

The customer/stakeholder that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, The Foundation will make all reasonable efforts to meet the needs of all individuals.



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D. Support Persons

If a customer/stakeholder with a disability is accompanied by a support person, The Kidney Foundation of Canada will ensure that both persons are allowed to enter the premises together and that the customer/stakeholder is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer/stakeholder and support person from sitting beside each other. In these situations, The Foundation will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer/stakeholder, prior to any conversation where confidential information might be discussed.

Admission Fees:

If payment is required by a support person for admission to the premises/an event The Foundation will ensure that notice is given in advance by posting notice of admission fees for support persons where other such fees are posted. This would include event website information and any related print material, i.e. event invitations.



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E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of The Kidney Foundation of Canada. In the event of any temporary disruptions to facilities or services that customer's/stakeholders with disabilities rely on to access or use The Foundation's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options



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Notifications Options:

When disruptions occur, The Foundation will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption on The Foundation's website;
- contacting customers/stakeholders with appointments;
- verbally notifying customers/stakeholders when they are calling in; or
- by any other method that may be reasonable under the circumstances.

[F. Feedback Process](#)

The Kidney Foundation of Canada shall provide customers/stakeholders with the opportunity to provide feedback on the service provided to customers/stakeholders with disabilities. Information about the feedback process will be readily available to all customers/stakeholders. Feedback forms, along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.



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Submitting Feedback:

Customers/Stakeholders can submit feedback to:

Valerie Dunphy

204-989-0808

The Kidney Foundation of Canada, Manitoba Branch

1-452, Dovercourt Drive, Winnipeg MB R3Y 1G4

val.dunphy@kidney.ca

www.kidney.ca/Manitoba

Customers/Stakeholders who wish to provide feedback by completing an onsite customer/stakeholder feedback form or verbally can do so to any Kidney Foundation of Canada employee.

Customers/Stakeholders that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.



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G. Training

Training will be provided to:

- a) all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of The Kidney Foundation of Canada; for example: call centers and third-party marketing agents; and,
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions:

As reflected in the Manitoba Regulation 171/2015, regardless of the format, training will cover the following:

- A review of The Human Rights Code, the Act and this regulation.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a service animal; or



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-require the use of a support person (including the handling of admission fees).

- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- The Foundation's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

The Kidney Foundation will provide training as soon as practical. Training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf during the formal orientation period. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

The Kidney Foundation of Canada will keep a record of training that includes the dates training was provided and the number of employees who attended the training.



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Notice of Availability and Format of Documents

The Kidney Foundation of Canada shall notify customers/stakeholders that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's/stakeholder's disability. Notification will be given by posting the information in a conspicuous place leased and operated by The Foundation, The Foundation's website and/or any other reasonable method.

Administration

If you have any questions or concerns about this policy or its related procedures, please contact:

Greg Unger
Manitoba Branch Executive Director

204-989-0808
The Kidney Foundation of Canada, Manitoba Branch
209-2211 McPhillips St, Winnipeg MB R2V 3M5
greg.unger@kidney.ca
www.kidney.ca/Manitoba

This policy and its related procedures will be reviewed as required in the event of legislative changes.