

STATEMENT of POLICY and PROCEDURE			
Policy Owner:	HR	Policy #	Ver 1.11.27.25
Subject:	Accessible Customer Service Policy	Page:	1 of 3
Issue to:	All Employees	Replaces:	Ver 1.11.06.25
Effective: Nov 2025			

1 POLICY

1.01 Turning Leaf's Accessible Customer Service Policy provides information regarding how the Agency creates equitable access to services by eliminating barriers and by responding to individual accessibility needs in a respectful and timely manner.

2 PURPOSE

2.01 The purpose of this policy is to eliminate barriers faced by people with disabilities and is in accordance with the requirements of the Customer Service Standard, under the **Accessibility for Manitobans Act**, and the **Accessible Saskatchewan Act**. It addresses the way Turning Leaf provides services to persons with disabilities.

3 SCOPE

3.01 This policy applies to all employees, students, and third parties such as independent contractors, volunteers, vendors, participants, and visitors.

4 DEFINITIONS

4.01 "**Barrier**" is defined in the AMA, section 3: For a person who has a physical, mental, intellectual or sensory disability, a barrier is anything that interacts with that disability in a way that may hinder the person's full and effective participation in society on an equal basis. The following are examples of barriers:

- (a) a physical barrier
- (b) an architectural barrier
- (c) an information or communications barrier
- (d) an attitudinal barrier
- (e) a technological barrier
- (f) a barrier established or perpetuated by an enactment, a policy, or a practice

4.02 "**Service animal**" means a service animal as defined in the **Human Rights Code. The Human Rights Code** (Manitoba) defines a service animal as an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability.

4.03 "**Support person**" means, in relation to a person who is disabled by a barrier, a person who accompanies the person to:

- (a) support the person obtaining, using or benefiting from a good or service provided by an organization; or
- (b) assist the person in addressing his or her communication, mobility, personal care or medical needs.

4.04 An “**assistive device**” is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities, such as moving, communicating, or lifting. Personal assistive devices may include a variety of products. Examples are wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices, speech amplification devices, tactile signs with symbols for wayfinding, pen and paper, elevators, lifts, and lowered counters.

5 RESPONSIBILITY

5.01 Employees are responsible for treating all individuals with dignity and respect, communicating in a way that takes into account each individual’s accessibility needs, having awareness of the organization’s accessibility policy, supports and available resources, participating in training related to accessibility as required, and reporting any accessibility barriers as soon as possible.

5.02 Supervisors and Managers are responsible for providing guidance to staff in following the accessible customer service policy, addressing any reported accessibility barriers, monitoring program locations and practices to identify and remove barriers.

5.03 Directors and Senior Leadership are responsible for the implementation and review of the policy, ensuring compliance, allocating resources as needed, and reviewing feedback to identify barriers and improve accessibility.

6 STATEMENTS

6.01 The Agency makes a reasonable effort to ensure communications are available in multiple formats to meet a variety of needs. When communicating with a person who identifies a barrier, communication alternatives are made available.

6.02 Support workers are always welcome to accompany guests or anyone accessing the Agency’s services.

6.03 Turning Leaf is committed to providing reasonable accommodations for the use of assistive devices necessary for accessing its services. Should unforeseen circumstances arise that restrict the use of these devices, the Agency will take appropriate and reasonable steps to maintain service accessibility through alternative means.

6.04 Accessibility services throughout the Agency’s locations are maintained regularly to ensure they are working as intended. Should a feature be unavailable, the public would be notified that the feature is not working, the reasons why, an estimated timeline for repair, and offered alternatives.

- 6.05 Any request for accessibility services is documented internally to provide the Agency with a guideline of frequent requests. These are reviewed regularly to allow new supports to be put in place. All actions taken in response to feedback regarding accessible customer service are documented and can be provided upon request in a format that accommodates individuals with disabilities or barriers.
- 6.06 Turning Leaf provides documentation related to its accessible customer service policies in a format that accommodates individuals with disabilities or barriers, within a reasonable timeframe, and at no cost to the individual.
- 6.07 Turning Leaf provides training to all staff, volunteers, home share, and contractors on how to interact and communicate with individuals disabled by barriers. The Agency provides this training as soon as reasonably practicable and on an ongoing basis after any changes are made to accessibility legislation, policy, and/or procedures.

Training includes:

- instruction on how to interact with individuals disabled by barriers who use an assistive device or require the assistance of a support person or service animal.
 - how to use the assistive device or equipment available on site.
 - procedures to follow when an individual with a disability or barrier is experiencing difficulty accessing goods or services.
 - a review of The Accessibility for Manitobans Act, The Accessible Customer Service Standard Regulation and The Manitoba Human Rights Code.
- 6.08 Any person looking to provide feedback or request accessibility services can do so by contacting us:
- By phone at 204-221-5594
 - By email at info@tlservices.ca
 - Through our website [Accessibility - Turning Leaf Support Services](#)
 - In person at any of our locations by requesting to speak to someone from the leadership team