

THE RURAL MUNICIPALITY OF CORNWALLIS

Reference: General Municipal	Classification Policy
Subject: Accessibility Standards for Customer Service	Pages 1
Authority: Accessibility for Manitobans Act	Effective Date November 20, 2018
Approved November 20, 2018	File Reference 1100.201

PURPOSE

The RM of Cornwallis is committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. To do this, we must recognize the diverse needs of all of our residents and respond by striving to provide services and facilities that are accessible to all.

The following practices and procedures are designated to meet the related requirements of Manitoba Customer Service Standard.

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 Cornwallis 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 Cornwallis services are temporarily disrupted.
- The RM of Cornwallis will establish a feedback process to allow people to provide feedback on how we are providing services to persons with disabilities.
- The RM of Cornwallis will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the RM.

	<i>Reeve</i>
<i>Resolution No 226/2018.</i>	<i>Chief Administrative Officer</i>