

ACCESSIBLE CUSTOMER SERVICE POLICY



This policy, which has been established in accordance with The Accessibility for Manitobans Act (AMA), addresses the first of five key areas of daily living to establish the Johnston Group "Customer Service Accessibility Standard."

The purpose of this policy is to understand and identify accessibility provisions required to ensure equal treatment for all people under the Human Rights Code through the AMA.

STATEMENT OF COMMITMENT

Johnston Group Inc. is committed to providing accessible service to all customers and employees, including those with a disability. Service will be provided in an integrated manner unless an alternative measure is necessary. It will be carried out in a way that is consistent with the principles of independence, dignity and equality of opportunity.

SCOPE

This policy covers employees of Johnston Group who interact with the public, either by phone, in person, by email or written letters.

ASSISTIVE DEVICES

An assistive device is any device that is designed, made, or adapted to assist a person with physical or emotional disorders to perform a particular task, action and/or activity. People with disabilities may use their personal assistive devices when accessing our goods, services or facility.

In cases where the assistive device presents a significant and unavoidable health or safety concern, we will attempt to use other measures to ensure the person with a disability can access our goods, services or facility.

We will ensure that our staff is aware of various assistive devices that our customer may use or that are available at our facility.

COMMUNICATION

To overcome any barriers, we will ask the customer what method of communication works best and communicate in that manner.

SUPPORT PERSONS

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them at all times. Staff are trained to address the customer and not the support person directly unless requested to do otherwise. Confidentiality provisions will also apply to the support person.

SERVICE ANIMALS

We are committed to meeting the requirements of Manitoba's Human Rights Code and welcome customers accompanied by service animals. The Human Rights Code (Manitoba) defines a service animal to be "an animal that has been trained to provide assistance to a person with a disability."

A service animal can often be identified through visual indicators, such as its harness or vest, or through the assistance it is providing. When it is not easy to identify if an animal is a service animal, staff may:

- ask "Is the animal assisting you?"
- ask "What assistance has the animal been trained to provide related to your disability?"
- request verification in the form of a letter from a physician, a valid identification card and/or a certificate of training.

In some cases, a person's disability may prevent the individual from maintaining physical control of the animal. If this happens, the person is expected to maintain control of the animal through voice, signal or other means.

Staff will not pet, feed or play with a service animal without the permission of its handler. Training ensures the staff understands the rights of persons accompanied by service animals. If a health and safety concern arises (for example, in the form of an allergy to the service animal), reasonable efforts will be made to accommodate the individuals.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption of services or facilities affecting customers with disabilities, we will promptly post notices and, when possible, announce the disruption. A clearly posted notice or announcement will include information about the reason for the disruption, its anticipated length of time, and a description of alternative services, if available. Facilities that are affected by this policy include accessible washrooms and automatic doors.

The notice will be posted at all entrances or immediately explained by the service provider. A timeline will be given, if known.

FEEDBACK PROCESS

We encourage customers to provide feedback on the way Johnston Group Inc. provides goods and services to people with disabilities.

Email: human.resources@johnstongroup.ca

Phone: (204) 774-6677

Mail or in person:

Human Resources
Johnston Group Inc.
1051 King Edward Street
Winnipeg, MB R3H 0R4

All feedback, including complaints, will be handled by Human Resources and applicable Senior Management.

