

 <b>BOARD POLICY</b>	Policy Name: <b>Accessibility</b>	Policy Number: 1.6	
	Approval Signature:	Section: Administration	Page 1 of 2 plus Attachment
	Supersedes:		
	Approved by Board: June 23, 2025	Next Review Date: 2027	
	Policy Contact (Position): Executive Director	Name of Responsible Committee: Executive Committee	

## 1. PURPOSE

The purpose of this attached policy is to ensure that everyone can access our services and premises. Guided by the principles of dignity, independence, and equal opportunity, we strive to remove barriers and create an environment that is accessible to all, including people with disabilities.

The following policy is intended to meet the requirements for non-profit organizations under [The Accessibility for Manitobans Act](#) including its regulations and standards (The Accessibility Standard for Customer Service, Accessible Employment Standard Regulation, and Accessible Information and Communication Standard Regulation).

We are committed to complying with [The Human Rights Code \(Manitoba\)](#), and [The Accessibility for Manitobans Act](#) and its underlying regulations and standards.

## 2. APPLICATION

- (a) The attached policy applies to all Board, staff and volunteers.
- (b) A copy of the attached policy will be maintained and publically accessible to the NACC offices and posted on the NACC website.
- (c) All Board, staff and volunteers are required to take training available on the website and a record of completion will be maintained by the NACC as required under the [The Accessibility for Manitobans Act](#) including its regulations and standards.

## 3. MONITORING AND REVIEW

This policy will be reviewed every two (2) years by the Executive Committee or more frequently if required to ensure compliance with any changes in accessibility regulations or standards to ensure its continued relevance and alignment with the NACC's operations. Changes to the policy will be documented and communicated to the Board for approval.

#### **4. BOARD ACCEPTANCE**

This policy will be approved by the Board of Directors. The President / Chair of the Board will sign and date the policy to indicate its approval and adoption.

Reviewed: June 23, 2025

Revisions Approved: June 23, 2025



## NORTHERN ASSOCIATION OF COMMUNITY COUNCILS INC.

### Accessibility Policy

#### Preamble

The Northern Association of Community Councils Inc. (NACC) is committed to complying with *The Human Rights Code* (Manitoba), *The Accessibility for Manitobans Act* (AMA), and its underlying regulations and standards.

Our policies and practices reflect the principles of dignity, independence, integration, and equal opportunity for people with disabilities.

If a barrier to accessing our services or premises cannot be removed, we seek to provide alternate ways to access the services or premises.

The following policy statements and organization practices are intended to meet the requirements for non-profit organizations under [\*The Accessibility for Manitobans Act\*](#) including its regulations and standards (The Accessibility Standard for Customer Service, The Accessibility Standard for Employment, and The Accessibility Standard for Information and Communication).

This policy applies to all Board members, staff and volunteers.

#### Policy

##### **1. Communication and Information:**

We are committed to ensuring that the communication needs of all people are met or exceeded. When communicating with a person who self-identifies as being disabled by a barrier, the communication is done in a manner that takes into account the barrier.

To achieve this outcome, we:

- Provide communications in alternate formats, as and when requested;
- Use font online that can be enlarged;
- Use plain language;
- Make ourselves available to support, receive and respond to requests or feedback and answer questions (externally and internally) by phone, e-mail, or in-person;
- Ensure our digital content and websites meet Web Content Accessibility Guidelines (WCAG) 2.1 level AA or World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.1 Level AA criteria (when applicable) by May 1, 2025;

- Consult with the person who makes a request to identify a support or format that removes the barrier and provide it in a timely manner;
- Will not charge the person making a request more than what we would charge someone who did not make a request;
- Ensure our staff and volunteers are trained on how to interact and communicate with persons disabled by barriers and what to do if a person disabled by a barrier is having difficulty accessing a space or service.
- If the barrier to accessibility is unclear, we will ask the individual to identify a preferred method of communication. We will then communicate with the individual using the preferred method of communication, to the best of our abilities.
- We will strive to ensure our publications and communications can be made available in alternative formats upon request. In the event we are unable to provide a particular alternative format, we will notify the individual as soon as practicable and work to provide a suitable alternative format.
- We will document all information received from individuals disabled by barriers regarding their accessibility needs.

## 2. Assistive Devices:

We are committed to welcoming the use of assistive devices in order to remove or reduce barriers related to obtaining, using, or benefiting from our services and premises.

To achieve this outcome, we:

- Welcome the public and our guests to use assistive devices on our premises;
- Inform people who attend of the assistive devices which are available for their use;
- Ensure our staff and volunteers are trained on how to interact and communicate with people who use assistive devices and how to use any equipment or assistive device that may be available;
- Ensure there is barrier-free access for the use of assistive devices on our premises;
- If a situation arises where the assistive device presents significant or unavoidable health and/or safety concerns, we will attempt to take other available measures to ensure the individual can still access our services.

## 3. Support Persons and Service Animals:

We are committed to welcoming support persons and people with service animals to our premises and to meeting the requirements of [The Human Rights Code](#) and acknowledge the right of an individual to be accompanied in public places by a service animal. We adopt the definition of “service animal” as defined in [The Human Rights Code](#). Under the Code, a service animal means “an animal that has been trained to provide assistance to a person with a disability that relates to that person’s disability.” Service animals will be permitted in the areas of our premises where the public and guests are generally allowed.

To achieve this outcome, we:

- Permit people with service animals access to the areas of our premises that are open to the public, except where the presence of service animals may create another hardship (in which case, we will explain why and find a more suitable area or discuss other ways to provide our services);

- Ensure our staff and volunteers are trained on how to interact with people with service animals;
- Permit support persons to the areas of our premises that are open to the public and allow support persons to assist the individual(s) as required. At no time will a person who is accompanied by a support person be prevented from having access to their support person while on our premises;
- Ensure our staff and volunteers are trained on how to interact with people who are accompanied by support persons, including addressing the person directly, not the support person, unless asked to do otherwise;
- Ensure there is barrier-free access for support persons and service animals, on our premises.

## **5. Barrier-free Access:**

We are committed to maintaining barrier-free access to our facilities and services. We will take steps to ensure that all the features of our organization that exist to enable barrier-free access are available for use as intended.

## **6. Accessibility Measures and Notice of Temporary Disruption:**

We are committed to maintaining our accessibility measures and providing notice of any temporary disruptions in spaces or services that could affect access.

To achieve this outcome, we:

- Ensure there is barrier-free access for people with assistive devices (wheelchairs, electric scooters, walkers, etc.) at our premises;
- Will post notice when any aspect of our built environment, intended to facilitate barrier-free access to our space and services, is unavailable for use in the intended manner;
- Include in such notice, the reasons why the aspect is unavailable, an estimate of when it will become available, and details of any alternative means that are available to access our space and services free from barriers;
- The notice will be prominently displayed on our premises and website and by such other methods which are reasonable and appropriate (such as on an outgoing telephone message, email, etc.).

In the event of a planned or unexpected disruption to any of our accessibility features or services that will affect individuals disabled by barriers, we will provide public notice as soon as possible.

This notice will describe:

- The affected accessibility feature
- The reason for disruption
- The anticipated length of time of the disruption
- The name and contact information of a staff member who can provide assistance or field questions if needed
- Alternative modes of access (if available)

Accessibility features that may be affected by a temporary disruption include:

- Elevator
- Accessible washrooms

## **7. Training:**

We are committed to providing initial and ongoing training for our staff and volunteers who have direct interaction with our visitors, as well as those who are involved with developing and implementing our policies, practices, and procedures and those who train, supervise, manage or otherwise coordinate the work we do to others, as soon as reasonably practicable, in a manner that best suits duties and needs.

We maintain records of policy acknowledgments and the dates of training.

As part of our commitment to accessibility for all persons, ongoing training will be developed as required.

## **8. Documentation of Policies:**

We are committed to maintaining and documenting our accessibility policies, practices and procedures and, upon request, providing a copy of such documentation. We will also notify our staff, volunteers, members and visitors that these accessibility policies, practices, and procedures are available upon request.

To achieve this outcome, we:

- Post our accessibility policy, practices or procedures on our website;
- Provide printed or digital copies of our accessibility policies, practices, and procedures for distribution at our premises;
- Produce these documents in large print, or other formats, upon request;
- Provide these documents at no cost.

## **9. Employment**

We are committed to fair and accessible employment practices.

We will continue to review, and modify as necessary, existing recruitment, assessment, and selection procedures to ensure all people have equitable access within our organization.

To achieve this outcome, we will:

- Publicly identify to applicants that our recruitment and selection processes provide reasonable accommodations on request;
- Ensure a return-to-work policy and process is in place where reasonable accommodation and support is provided;
- Provide the option for individualized accommodation plans or emergency response plans upon request;
- Provide training for all required as indicated below.

## **10. Public Events**

We are committed to taking reasonable measures to ensure that any public event that we hold is barrier-free and that our accessibility measures are maintained.

To achieve this outcome, we will ensure that:

- The notice of the event is given in an accessible manner to persons disabled by barriers;
- The public event is held in an accessible space or venue;
- The physical and communication needs of persons disabled by barriers are met on request;
- Notice is given that persons disabled by barriers may request relevant supports or accommodations.

## **11. Addressing Feedback:**

We welcome feedback on the accessibility of our spaces, policies, and services. Those affected by our accessibility features and practices are encouraged to provide feedback in a manner appropriate to their needs so that barriers can be identified, and concerns responded to in a timely manner. We strive to respond to all feedback as quickly as possible. Methods of providing such feedback include:

- In person: at our offices
- In writing to: Northern Association of Community Councils, 9-395 Berry Street, Winnipeg, MB R3J 1N6
- By phone to: (204) 947-2227 Toll Free: 1-888-947-6222
- By email to: [adminasst@naccmanitoba.com](mailto:adminasst@naccmanitoba.com)

When we receive feedback, we will take action in a manner that is timely and maintains the confidentiality and dignity of those providing feedback. Furthermore, we will document actions that result from the review process and make that documentation available upon request.

## **12. Responsibility for the Policy:**

Board of directors:

- Sets, implements, and maintains corporate administrative policy and program direction
- Receives and reviews all feedback related to customer service accessibility and ensures appropriate follow up with those providing the feedback. Reviews and approves recommendations arising from the feedback
- Coordinates and administers training for staff and volunteers on accessibility standards for customer service
- Coordinates assessments of the impact of the applicable legislation on our services and service delivery

President:

- Oversees the consistent application of the policy
- Fosters an environment that reflects and supports the purpose of the policy
- Works in compliance with the policy and related processes

Employees and Volunteers:

- Work in compliance with the policy and related processes
- Attend training and education sessions on accessible customer service when required

**13. More Information:**

This policy is available in other formats upon request. If you have a question about this policy, please contact us, using any of the methods shown above, to discuss.

Please contact us if you wish to receive a copy of this policy.