

IMAGINEABILITY INC.

Accessibility Policy

PREAMBLE:

ImagineAbility is committed to achieving accessibility and meeting the needs and abilities of all, values diversity and believes in inclusion. ImagineAbility strives to provide its good and services and access to its premises in a way that respects the dignity and independence of its service recipients and employees.

POLICY:

1. ImagineAbility will meet the communication needs presented by service recipients and employees through training and by offering to communicate in different ways, and taking time to understand and respond to what is needed. Signs, documents and electronic communication will use plain language and be easy to read. All publications will include the statement: "This publication is available in alternate formats on request."
2. Persons with disabilities may use their own assistive devices when accessing ImagineAbility's services or premises and ImagineAbility will train its employees in appropriate interaction involving an assistive device.

In cases where the assistive device presents significant and unavoidable health or safety concerns, ImagineAbility will attempt to use other measures to ensure that the person can have meaningful access.

3. ImagineAbility welcomes support persons and lets the public know in advance if support persons are required to pay service or admission fees. Space is made available for support persons so that the service recipient has access to their support person at all times. Employees are trained to deal with both the service recipient and the support person respectfully, which includes addressing the service recipient directly unless requested by the service recipient to do otherwise. If confidential information may be discussed, ImagineAbility will obtain the service recipient's consent to have that discussion in the presence of the support person.

4. ImagineAbility recognizes that service animals are welcome to access premises that are open to the public, unless there is a health, safety or regulatory concern (such as hygiene or food). If there is such a concern, employees are trained to explain why the service animal cannot enter the space and to discuss an alternative matter of ensuring the person has meaningful access.

ImagineAbility understands that service animals are working animals and not pets. A service recipient or employee who is accompanied by a service animal is responsible for maintaining control of the animal at all times and may be asked to leave if the animal is not behaving. If it is not obvious that an animal is a service animal and there are concerns about the need for the animal to be accompanying the service recipient or employee onto the premises ImagineAbility may request that the person provide documentation from a health care professional confirming the requirement.

5. To ensure barrier free access to our services and premises ImagineAbility maintains accessibility features so that they can be used as intended. Our accessibility features include: ramps, barrier free washroom, automatic door openers, and transfer lift.

ImagineAbility organizes space so that there is sufficient room to accommodate people of varying sizes as well as those who use assistive devices, support persons or service animals.

6. If ImagineAbility's ability to provide accessibility features is disrupted, ImagineAbility will provide notice of that disruption including the reason for the disruption, the anticipated duration and whether there are other ways to access our goods, services and/or premises. The notices will be provided by:
 - Posting in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the disruption, and if appropriate on the applicable website;
 - Verbally advising service recipients when they are seeking an appointment and contacting service recipients with existing appointments.
7. Service recipients and others affected by ImagineAbility's accessibility features and practices are encouraged to provide feedback so that barriers can be identified and concerns responded to. Persons providing formal feedback will be advised that their request is being reviewed, when they can expect a response, and what, if any action will be taken in response. Any communication needs of the individual will be respected in these responses. Actions taken in response to feedback will be documented by ImagineAbility.

ImagineAbility invites the customer to provide feedback by visiting our reception desk, or contact us by phone or e-mail.

8. Training is provided to employees, volunteers and management covering the following:
 - How to interact and communicate with people who face barriers to accessing goods, services and premises, use assistive devices, are assisted by a support person and/or are assisted by a service animal;
 - How to use any equipment or assistive devices that are available onsite;
 - An overview of The Accessibility for Manitobans Act, The Human Rights Code (Manitoba) and the Customer Service Standard;
 - ImagineAbility's policies and practices, including updates or changes.

Training is provided as part of the onboarding process and is regularly refreshed with existing employees, managers and volunteers. Human Resources keeps records of who has taken training and when. Feedback on ImagineAbility's accessibility features and practices is addressed in regular staff meetings.

ImagineAbility keeps a written and online record of accessibility and training policies including a summary of training material. The public is advised that this material is available without cost, on request and in the following ways:

- Posted on website and/or social media
- Posted at entrances, reception and/or in high traffic areas;
- Included in posters, brochures and/or advertisements