

General Policy & Procedure



Policy Name: Accessibility Feedback Process		Policy #: 10:20:04
Section: Administration	Subsection: Quality and Risk Management	
Policy Owner: Senior Manager, Clinical Services	Approval Date: December 2017	Revision Date: Sept 2021

POLICY

People of all abilities have the right to enjoy Barrier-free, equal access to goods and services. St.Amant commits to meeting or exceeding its obligations under The Accessibility for Manitobans Act (AMA) and welcomes feedback on how accessible customer services are provided. Feedback assists in identifying any existing Barriers which, in turn, helps St.Amant work towards removing those Barriers. St.Amant has a feedback process in place to address comments, questions and concerns.

PROCEDURE

1. People who wish to provide feedback or suggestions on the ways in which St.Amant provides accessible goods and services may do so in the following ways: in person, telephone, email, mail, website, facsimile or a suggestion box at front reception.
2. All feedback, including complaints, is handled in the following way:
 - a) Feedback is forwarded to the leader with the authority required to address the area of concern.
 - b) The leader or a designate contacts the person who provided the feedback and acknowledges receipt of that feedback within 5-10 business days. The acknowledgment indicates when and how the feedback is addressed and when the person is notified further in matter.
 - c) St.Amant follows up with any required action within the timeframe indicated in the acknowledgment.
 - d) A record is kept on how the Accessibility issue is handled.
 - e) The feedback process is promoted on St.Amant's website.
 - f) St.Amant ensures that the feedback process is accessible by providing or arranging for Accessible and alternate Formats upon request.
 - g) Privacy is respected in the feedback process.

DEFINITION OF TERMS

The following definition(s) apply to this policy only and are not necessarily intended for organization-wide use.

Term	Definition
Accessibility	Giving people of all abilities opportunities to participate fully in everyday life. Accessibility refers to the ability to access and benefit from a system, service, product or environment.
Accessible Formats	Any form of large font, simple language, recorded audio, Braille or other formats usable by persons disabled by a Barrier.
Barrier	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 participate in society on an equal basis.
Customer Service Standard	The first Accessibility standard focuses on customer service. By introducing policies addressing training and communication, the goal is to achieve respectful, Barrier-free customer service in all Manitoba organizations (including businesses) that have at least one employee.
The Accessibility for Manitobans Act	The Accessibility for Manitobans Act (AMA) outlines a clear and proactive process to identify, remove and prevent Barriers in key areas of daily living.

REFERENCES

Policy Source & #	Policy Title
St.Amant GPP #10:20:06	Accessible Built Environment
St.Amant GPP #10:20:07	Accessible Communications
St.Amant GPP #10:20:11	Support Persons for People Disabled by Barriers
St.Amant GPP #10:20:14	Use of Assistive Devices
Indspire	Accessibility Policy
Manitoba Disability Issues Office	Accessibility Standard for Customer Service: Employer's Handbook
The Accessibility for Manitobans Act	Customer Service Standard Regulation
WRHA Policy #10.60.030	Accessibility For Persons with Disabilities: Customer Service