

General Policy & Procedure



Policy Name: Accessible Built Environment		Policy #: 10:20:06
Section: Administration	Subsection: Quality and Risk Management	
Policy Owner: Senior Manager, Clinical Services	Approval Date: December 2017	Revision Date: September 2021

POLICY

Accessibility means enabling participation for all people in everyday life. St.Amant commits to achieving a fully accessible, Barrier-free built environment in partnership with the people it supports, their support network and staff. St.Amant commits to meeting or exceeding its obligations under the Accessibility for Manitobans Act (AMA).

Consistent with standards of The Accessibility for Manitobans Act, people with disabilities have access to the physical environment in buildings operated by St.Amant in order to obtain, use or benefit from goods and services.

PROCEDURE

1. St.Amant makes every reasonable effort to ensure that buildings operated by St.Amant are fully accessible to people of all abilities.
2. Spaces are organized to allow for easy access for wheelchairs, scooters and walkers.
3. Signage is simple with large lettering and placed at a reasonable height.
4. Pathways are clear of Barriers such as ice and snow.
5. Accessibility features that take into account aspects such as age, agility, physical and sensory issues, are incorporated into new designs and renovations in buildings operated by St.Amant. People with disabilities and people with expertise in Accessibility are consulted on any such new designs and renovations.
6. If there is a planned or unexpected disruption of the availability of an Accessibility feature, such as an elevator or automatic door, notice of the following is given:

- a) The reasons why the feature is not available and an estimate of anticipated length of the disruption.
- b) Details of alternate means, if any, available to access goods and services.

A notice with an alternate Barrier-free route is posted on St.Amant’s website, in addition to prominent signage displayed at the affected site. The notice also includes who to contact to obtain more information.

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 in everyday life. Accessibility refers to the ability to access and benefit from a system, service product or environment.
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 participation in society on an equal basis.
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 #10:20:04	Accessibility Feedback Process
St.Amant GPP #10:20:05	Accessibility of Public Events
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
Manitoba Disabilities 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 Disabled by Barriers: Customer Service