



POLICY AND DIRECTIVES		
Accessible Customer Service Policy		
ADM-ACC-1.0	Date Approved/ Resolution # March 9, 2026 2026 058	Date Revised:

PRINCIPLES

The City of Thompson is committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. The City of Thompson's policies, practices, and measures reflect the principles of dignity, independence, integration, and equal opportunity for people with disabilities.

If a barrier to accessing The City of Thompson's goods or services cannot be removed, The City of Thompson seeks to provide alternate ways to access the goods or services.

1. POLICY STATEMENT

- 1.1. The purpose of this policy document is to establish guidelines for inclusion, diversity, improving access, and removing barriers at City of Thompson facilities. All individuals are entitled to be treated with dignity and to be provided with equal opportunities. It is the responsibility of all management, supervisors, and staff to create and maintain accessible customer service.

2. DEFINITIONS

- 2.1. 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 as defined in The Human Rights Code.
- 2.2. Support person means a person who accompanies the person disabled by a barrier to accessing The City of Thompson's goods or services and assists the person in addressing their communication, mobility, personal care, or medical needs.

3. POLICY AVAILABILITY

- 3.1. The City of Thompson maintains its Accessible Customer Service Policy in a written format. It is posted on the City's website and is provided in an accessible format when requested.
- 3.2. The City of Thompson provides its Accessible Customer Service Policy in an accessible format when requested, within a reasonable timeframe, and at no cost to the person requesting it.

4. INFORMATION AND COMMUNICATIONS

- 4.1. When providing information to, or communicating with, a person with a disability, The City of Thompson provides the information and communication in an accessible format upon request. The City of Thompson works with the person with the disability to provide the information in a timely manner that considers the person's disability.
- 4.2. When communicating with a person who self-identifies as being disabled, The City of Thompson staff asks the individual to identify a preferred method of communication. Staff then communicates with the individual using the preferred method of communication, to the best of their abilities.
- 4.3. The City of Thompson uses an Access Offer sign with disability icons to let people know The City of Thompson can offer service in different ways.

5. ASSISTIVE DEVICES

- 5.1. People with disabilities are welcome to use any personal assistive device(s) they may require, and The City of Thompson reasonably accommodates the use of these device(s).

6. SUPPORT PERSONS

- 6.1. The City of Thompson recognizes that a person with disabilities may be accompanied by a support person when accessing goods and services. The City of Thompson welcomes all support persons who are there to assist people with disabilities and recognizes this person may always remain with the individual.

7. SERVICE ANIMAL

- 7.1. The City of Thompson welcomes people with disabilities who are accompanied by a service animal.

8. BARRIER-FREE ACCESS

- 8.1. The City of Thompson maintains its accessibility features so that they are available for intended use. Accessibility features include, but are not limited to automatic doors, elevators and lifts.
- 8.2. The City of Thompson is committed to maintaining barrier-free access to our facilities and services, including public events. The City of Thompson takes all reasonable steps to ensure that all features put in place to enable barrier-free access are maintained for intended use.
- 8.3. When holding a public event, The City of Thompson takes reasonable measures to ensure that:
- a) notice of the event is given in a manner that is accessible to persons disabled by barriers.
 - b) the event is held in a meeting space that is accessible.
 - c) the physical and communication needs of persons disabled by barriers are met on request.
 - d) notice is given that persons disabled by barriers may request that relevant supports be provided.

9. NOTICE OF TEMPORARY DISRUPTION

- 9.1. In the event of a planned or unexpected disruption to any of our accessibility features or services that affect individuals disabled by barriers, The City of Thompson provides public notice as soon as possible.
- 9.2. The City of Thompson provides reasons why an accessibility feature is unavailable and an estimate of when it will become available.

10. FEEDBACK

- 10.1.** The City of Thompson has a feedback process for receiving information, including complaints, on the accessibility of its goods and services. Members of the public who would like to provide such feedback may call 204.677.7910 or email reception@thompson.ca.
- 10.2.** The City of Thompson documents the actions it takes in response to feedback received on accessible customer service and makes that documentation available upon request in a manner suitable for persons disabled by barriers.

11. TRAINING

- 11.1.** The City of Thompson provides training to all staff on how to interact and communicate with persons disabled by barriers.
- 11.2.** The City of Thompson provides training to all staff that includes instruction on how to interact with persons disabled by barriers who use an assistive device or require the assistance of a support person or service animal.
- 11.3.** The City of Thompson provides training to all staff that includes instruction on how to use any equipment or assistive devices that may be available onsite.
- 11.4.** The City of Thompson provides training to all staff that includes instruction on what to do if a person disabled by a barrier is having difficulty accessing goods or services.
- 11.5.** The City of Thompson provides training to all staff that includes a review of The Accessibility for Manitobans Act, The Accessible Customer Service Standard Regulation and The Manitoba Human Rights Code.
- 11.6.** The City of Thompson provides training to all staff as soon as reasonably possible and on an ongoing basis and after any updates are made to the organization's accessible customer service policies.

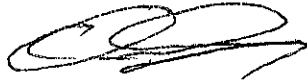
City of Thompson
226 Mystery Lake Road, Manitoba, R8N 1S6
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9 March, 2026

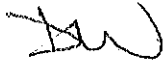
RESOLUTION

Resolution # 2026 058

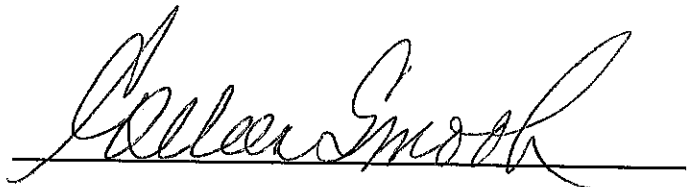
Moved by:



Seconded by:



BE IT RESOLVED THAT Council approve the Accessibility Customer Service Policy.



Mayor
City of Thompson