

The Board recognizes the importance of achieving accessibility by preventing and removing barriers that disable people with respect to employment, accommodation, the environment, as well as the delivery and receipt of Red River Valley School Division (RRVSD) services and information.

To remove barriers and maintain accessibility in RRVSD.

All reasonable efforts will be made to ensure that, 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 and provides the information in a suitable alternate format.

A person who is disabled by a barrier may use assistive devices to remove or reduce the barrier. There will be no charge for the use of on-site assistive devices, such as hearing technology, descriptive video or wheelchairs.

A support person helps assist a person disabled by a barrier to access services. Support persons are welcome in RRVSD. RRVSD ensures that persons disabled by barriers may enter the premises with their support person and have access to their support person at all times while onsite. RRVSD provides advance notice if support persons must pay admission or service fees and the amount payable, if any.

A person with a service animal may enter the public areas of RRVSD as appropriate.

Access to school buildings and equipment will be provided as reasonably as possible. RRVSD maintains its accessibility features so that they are available for intended use. Accessibility features include, but are not limited to automatic doors, elevators, ramps and lifts. In the event of a disruption of services, the public will be notified about the disruption, the reason for the disruption, its anticipated length and a description of alternative facilities or services, if available. Any notice of disruption provided by RRVSD, regarding an existing accessibility feature, will be prominently displayed on the premises and on the school division's website, or be given by other means that are reasonable in the circumstances.

Feedback on the accessibility of RRVSD services can be forwarded to accessibility@rrvsd.ca. A response will be provided. RRVSD documents the actions it takes in response to feedback received on accessible customer service and, upon request, makes that documentation available in an accessible manner.

RRVSD provides notice that our customer service measures, policies, and practices are available upon request. RRVSD prominently displays this notice on the premises and on the organization's

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website, if any, or be given by other means that are reasonable in the circumstances. When requested, RRVSD provides policy documentation related to accessible customer service in a manner that takes into account the barrier, within a reasonable time frame and at no cost to the individual.

The Accessibility Committee gathers feedback from schools annually, on accessibility.

Accessible Customer Service training will be provided to all employees, any volunteers, and/or persons who participate in the development or implementation of the accessible customer service policy. Additional training pertaining to the Accessible Employment, and Information & Communication standards will also be provided to administrators within the division.

RRVSD's accessible customer service training contents include instruction on:

- how to interact and communicate with persons disabled by barriers.
- how to interact with persons disabled by barriers who use an assistive device or require the assistance of a support person or service animal.
- how to use any equipment or assistive devices that may be available onsite.
- what to do if a person disabled by a barrier is having difficulty accessing goods or services.
- a review of The Accessibility for Manitobans Act, The Accessible Customer Service Standard Regulation and The Manitoba Human Rights Code.

Training at RRVSD is provided to the applicable persons as soon as reasonably possible, on an ongoing basis, and after any updates are made to the organization's accessible customer service policies.

Public events will be announced in a manner that is accessible and held in accessible meeting places. Requests for relevant disability accommodations will be fulfilled as reasonably as possible. RRVSD takes reasonable measures to ensure that the physical and communication needs of persons disabled by barriers are met on request, and notice is given that persons disabled by barriers may request that relevant supports be provided.

The RRVSD Accessibility Plan is updated bi-annually and posted on the RRVSD website. Last updated December 1, 2024.

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