

## Human Capital

### National Human Resources

Customer Service Process in Ontario and Manitoba

MNP is committed to ensuring value, quality, and access to services in a way that respects the dignity and independence of all of our clients and visitors. Specifically, our commitment to accessibility is demonstrated in the following areas:

#### Assistive Devices

An individual with a disability may provide their own assistive devices when accessing MNP's services. We will ensure that our team members are trained and familiar with the various assistive devices that may be used by clients with disabilities while accessing services at MNP. In the event that the assistive device presents a safety concern or where accessibility might be a challenge, MNP may offer the individual with the disability other reasonable measures to assist in accessing our services, where other measures are available.

#### Communication

MNP team members will communicate with respect to individuals with disabilities in a manner that considers their disability. We train team members on how to interact and communicate with clients that have various types of disabilities.

#### Service Animals

We welcome people with disabilities and their service animals. Service animals or service dogs will be allowed access to premises that are open to the public unless otherwise excluded by law. In situations where a service animal is excluded by law, MNP will offer an alternative method to enable the individual with a disability to access goods and services, when possible.

#### Support Persons

A person with a disability who is accompanied by a support person will be allowed to have the support person accompany them on our premises. In situations where confidential information may be discussed, consent to have the support person in the room will be obtained from the person with the disability prior to the conversation.

#### Space Maintenance

MNP will ensure office spaces accessible to the public are well maintained and free of clutter and potential obstacles.

#### Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for individuals with disabilities (i.e. restrooms, elevators, etc.) MNP will promptly provide notification by:

- Posting notices in obvious places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption
- Contacting clients and visitors with appointments
- Verbally notifying clients and visitors when they are making an appointment
- By any other method that may be reasonable under the circumstances

The notice posted will include information about the reason for the disruption, its anticipated length and a description of any alternative facilities or services, if applicable and available.

#### Training for Staff

MNP provides training to team members on the requirements of the *Accessible Customer Service Standards Policy*, the *Integrated Accessibility Standards Policy* and the *Ontario Human Rights Code*, as it pertains to individuals with disabilities. This training applies to MNP employees, Partners, subcontractors, volunteers, individuals who participate in developing MNP policies and individuals who provide goods, services or facilities on

behalf of MNP in the Ontario region. Training is provided on an ongoing basis when changes in policies, practices or procedures take place.

MNP provides training to team members on the requirements of the *Customer Service Accessibility Standard* in Manitoba as it pertains to individuals with disabilities. This training applies to MNP employees, Partners, subcontractors, volunteers, individuals who participate in developing MNP policies and individuals who provide goods, services, or facilities on behalf of MNP in the Manitoba region. Training is provided on an ongoing basis when changes in policies, practices or procedures take place.

### **Feedback Process**

Clients who wish to provide feedback on the way MNP provides goods and services to people with disabilities can do so by emailing [accessibilityfeedback@mpn.ca](mailto:accessibilityfeedback@mpn.ca), or by providing feedback verbally (in person or via telephone). All feedback will be directed to and reviewed by National Human Resources (NHR). NHR will notify the appropriate local office of any actions that should be taken and if the feedback requires follow-up, NHR will respond directly to the individual who provided the feedback.

### **Modifications to This or Other Policies**

Any policy of MNP that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.