

Accessibility Standards for Manitobans

Revision date: August 2025

Introduction

The Dakota Community Centre (DCC) is committed to providing excellent service to all, including employees, volunteers, and visitors. We follow the Accessibility for Manitobans Act, 2013 (AMA) and the Manitoba Human Rights Code, working to eliminate barriers and discrimination that affect participation in everyday life. At DCC, we treat everyone with respect and dignity, ensuring that individuals with disabilities have equitable opportunities.

Scope

This policy applies to our employees, volunteers, and all who access DCC.

General

Communication

We strive to communicate in ways that meet everyone's accessibility needs. Employees, volunteers, and visitors can request communication support and information in different formats, which we will provide in a timely manner at no additional cost or a price comparable to others. If we are unable to fulfill their request, we will provide an explanation and a summary of the requested information.

Customer Service Standard

Assistive Devices

We are committed to accommodating individuals who use assistive devices when accessing our services, programs, and facilities. Our staff is trained on how to use our on-site assistive devices.

Support Persons

We welcome individuals accompanied by a support person. Support persons assist individuals in accessing our programs, services, and facilities by helping with communication, mobility, personal care, or medical needs. Fees for support persons will generally be waived unless they use our facilities or participate in programs for their own benefit. In some cases, a support person may be required for the health and safety of the individual or others.

Service Animals

We welcome individuals accompanied by service animals. Service animals are defined under the Manitoba Human Rights Code as those specifically trained to assist people with disabilities. If there is uncertainty about an animal's status as a service animal, staff may inquire if it has been trained to assist with a disability before granting access to our programs, services, and facilities. Service animals are permitted in all public places unless prohibited by law. Owners must ensure proper care and control of their animals at all times.

Maintaining Barrier-Free Access

We are committed to creating accessible designs for our physical spaces. If we identify any barriers, we will provide alternative access whenever feasible.

Notice of Temporary Disruption

In case of a disruption to our programs, services, or facilities, we will promptly notify everyone about the reason, expected duration, and any alternative options available. Notices will be posted on-site and shared online, through social media, phone calls, or directly by our staff.

Training

We will train all employees and volunteers within three (3) months of their hire date. Additional training will occur as needed and when policies change. Appropriate training records will be kept. Training will include:

- An overview of the AMA's purpose
- DCC policies related to the AMA and its standards
- Techniques for effectively communicating with individuals with diverse accessibility needs
- Guidance on assisting users of assistive devices, service animals, or support persons
- Use of on-site accessibility equipment
- Procedures for addressing access issues with programs, services, or facilities.

Employment Standard

Recruitment, Selection, and Hiring

Accommodations are available upon request during recruitment and assessment, as stated on our website and job postings. We will collaborate with applicants to find suitable accommodation for any barriers they encounter. Employment offers will include DCC's commitment to accessible employment.

Reasonable Accommodation

We provide workplace accommodation for employees with temporary or permanent disabilities. Details can be found in the Employee Handbook or the HR Policy Manual.

Individual Accommodation Plans and Return to Work

Upon request, personalized accommodation plans are created for employees with temporary or permanent disabilities. Details can be found in the Employee Handbook or the HR Policy Manual.

Managing Performance and Career Development

We will ensure that workplace accommodations support an employee's job performance and career development. Employees will not face disadvantages due to their accommodation plans.

Workplace Emergency Response

Managers must ensure the safety of employees with temporary or permanent disabilities. Employees should self-identify if they need assistance during emergencies so that we can create a customized emergency response plan. Plans may include assigning an emergency assistant to the employee. In this case, we will obtain appropriate consent from the employee and provide guidance to the assistant.

Privacy and Confidentiality

We prioritize the privacy and confidentiality of our employees' personal and health information. We collect, use, and disclose this information only when necessary for accommodation or with the employee's consent. To protect our employees' privacy, we comply with relevant privacy laws, including The Freedom of Information and Protection of Privacy Act (Manitoba) and The Personal Health Information Act (Manitoba).

Training

We provide training on the Accessible Employment Standard to all leadership employees within three (3) months of hiring. Additional training will occur as needed and when policies change. Appropriate training records will be kept. Training will include:

- An overview of the AMA and the Manitoba Human Rights Code
- DCC policies related to the AMA and its Standards
- Accessible employment practices for people with disabilities
- Guidance on interacting with applicants and employees facing barriers, using assistive devices, or who are accompanied by a support person or service animal.

Information and Communication Standard

Website

We ensure our web content and applications meet or exceed WCAG 2.1 Level AA guidelines.

Training

We provide training on the Information and Communication Standard to those employees responsible for web content development and maintenance, IT procurement, and communications within three (3) months of hiring. Additional training will occur as needed and when policies change. Appropriate training records will be kept.

Feedback process

We appreciate your feedback on our accessibility services, as it helps us identify areas for improvement. You can share your insights by contacting any DCC manager in person or by calling 204.254.1010. You can provide your feedback in writing through our website at <https://dakotacc.com/about/contact/> or by mailing:

Human Resources
1188 Dakota Street
Winnipeg, MB R2N 3H4

We will review all feedback and acknowledge receipt within five (5) business days.

Modification to this or other policies

DCC is committed to regularly reviewing its policies and practices. We will revise any that do not promote dignity, independence, integration, and equitable opportunity for everyone.

This policy is publicly available and can also be provided in alternative accessible formats upon request.