



# Accessibility Standard for Customer Service

## Administrative Procedure 1.A.60

1.0 School Administration  
A. Foundations

---

### Board Governance Policy Cross Reference:

**Legal Reference:** *The Manitoba Human Rights Code, The Accessibility for Manitobans Act, Customer Service Standard Regulation, the Freedom of Information and Protection of Privacy Act and Regulations, The Personal Health Information Act and Regulations*

---

**Date Adopted:** September 2025

**Date Amended:**

---

Evergreen School Division is committed to ensuring we meet the requirements of the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. We are engaged in providing services to students, parents/caregivers, volunteers, employees, and members of the public that are free of barriers and biases. We will make every effort to ensure that all policies, practices, and procedures are consistent with the principles of independence, dignity, integration, and equal opportunity for people with disabilities.

- Independence – allowing people with disabilities to do things on their own without unnecessary help or interference from others.
- Dignity – service is provided in a way that allows a person with a disability to maintain self-respect and the respect of others.
- Integration – service is provided in a way that allows a person with a disability to benefit from the same services, in the same place, and in the same or similar way as other persons.
- Equal Opportunity – people with disabilities have an opportunity equal to that given to others to access our facilities and services.

Everyone plays a role in providing accessible customer service to our school community. We are committed to providing people with disabilities the same opportunity to access our facilities and services and allow them to benefit from the same services, in the same place and in a similar way as others. If a barrier to accessing our facilities or services cannot be removed, we will seek to provide alternate ways to access the facilities or services. For more information on the barriers to customer service please see *1.A.60A Accessibility Standard for Customer Service Definitions*.

This policy applies to all employees, volunteers, and management in Evergreen School Division.