



Accessibility Standard for Customer Service Definitions Administrative Procedure 1.A.60A

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:

DEFINITIONS:

Barriers - For people with disabilities, a barrier is anything that interacts with their disability in a way that may impact or prevent their full and effective participation in society. They are obstacles that limit access and prevent people with disabilities from fully participating in everyday life. Most barriers are not intentional. Barriers usually arise because spaces, goods or services do not take into account users' diversity of abilities. For instance, this might be related to height, strength, memory or understanding. Types of barriers include:

- **Physical** – are obstacles that make it difficult for people to easily access a place. Physical barriers may include obstructed hallways, narrow doorways, high shelves, curbs, or stairs, etc. People with temporary or permanent health conditions, injuries, disabilities, or age may be greatly impacted by such barriers. Example: Doorknobs that cannot be turned by a person with limited mobility or strength, parking lots without spaces designated for people with disabilities.
- **Information and communications** - are created when information is offered in a form that suits some, but not all, of the population. Example: A document uses a small font and is difficult to see, or a public announcement system only alerts people who can hear the message.
- **Technology** - occurs when technology, or the way it is used, cannot be accessed by everyone. Example: A website that cannot be accessed by people who are blind and use screen-reading software.
- **Systemic** – are policies, practices or procedures that result in some people receiving unequal access or being excluded. Example: Requiring a job applicant to have a driver's license when the position could accommodate a person to use an alternate form of transportation.

- Attitudinal - result when people think, and act based on false assumptions.
Example: A secretary speaks to an individual's support person as they assume that the individual with a disability will not understand.