

City of Brandon Training Curriculum

Accessible Customer Service – Implementation Sessions

Topic Areas of Training:

1. Accessibility for Manitobans Act
2. Manitoba Human Rights Code
3. City of Brandon Accessibility Policy #3012
4. Accessible Customer Service Best Practices
5. City of Brandon Accessible Customer Service Procedures and Guidelines

Length of Training

3 hours

Learning Objectives:

1. Create awareness of Accessibility legislation
2. Create awareness of barriers and accommodation issues
3. Empower employees to identify, prevent and remove barriers, and adopt a problem-solving, customer-focused attitude
4. Provide tools to assist employees in providing accessible customer service

Participants will be able to:

1. Identify barriers and potential barriers and be able to prevent or remove the barrier, or report it so others can address it.
2. Proactively identify potential barriers and be prepared with an appropriate response.
3. Know where to find the available resources to assist with creating accessible products and services.
4. Understand and support the City's commitment to Accessible Customer Service as the "right thing to do"

Content & Instructional Plan

1. **Introductions** (10 minutes)
 - a) Present Agenda and housekeeping items
 - b) Round table introductions, including any personal experiences with accessibility or barriers
2. **Legislation** (45 minutes)

Introduce the legislation and explain the City's and the employees' responsibilities under the particular regulation.

 - c) Accessibility for Manitobans Act
 - d) 5 Standards of the Act and the 2-year implementation

- e) the requirements under the Customer Service Standard The City's Accessible Customer Service Plan
- f) The Manitoba Human Rights Act and Reasonable Accommodation
- g) The City of Brandon Policy

3. Best Practices (45 minutes)

Provide a brief description of the following types of disabilities and customer service best practices:

- General etiquette
- Mobility barriers
- Dexterity disabilities
- Visual impairment
- Hearing impairment
- Deaf-blind
- Intellectual, developmental, and learning disabilities
- Mental health issues
- Service animals
- Assistive devices
- Support persons

4. Accessible City Services (45 minutes)

Review the resources and procedures available to employees and provide the information on where to find them.

Resources:

- a) Employee Guide and Tip Card
- b) Procedures & Guidelines
 - Identifying, removing and preventing barriers
 - Hosting public events, the active offer, and accessible meeting places
 - Disruptions in Services
 - Adaptive services
 - Customer feedback
 - Current terminology
 - Accessible documents
- c) Resources are located on Employee Self-Service (ess.brandon.ca); intranet and City website.

5. Wrap up and review (10 minutes)

Roundtable of something learned or something to be noted as important.

6. Training tools

- PowerPoint Presentation with "How can I Help" video excerpts
- Employee Guide
- Employee Tip Card
- Experiential exercises (15 minutes)