

 BEHAVIOURAL HEALTH FOUNDATION POLICY	Department: Human Resources	Approved by: Executive Director
	Title: Accessibility Policy	
	Review Date: September, 2025	Revised Date: October, 2025

Behavioural Health Foundation

Purpose:

This policy outlines the Behavioural Health Foundation's commitment to providing accessible services and environments for all individuals, including those with disabilities. It ensures compliance with The Accessibility for Manitobans Act, the Human Rights Code of Manitoba, and the Accessible Customer Service Standard Regulation.

Scope:

This policy applies to all staff, volunteers, practicum students, and visitors at all BHF program locations. It ensures that accessibility standards are maintained and that barriers to access are identified, removed, and prevented.

Policy Statements & Procedures:

Accessibility Features

- BHF will maintain its existing accessibility features so that they are available for intended use.

Notice of Accessibility Policy

- BHF will prominently display notice of its Accessibility Policy on the premises, and by any other means that are reasonable under the circumstances.

Communication

- BHF will communicate with individuals in ways that take into account communication barriers. Upon request, accessible formats of this policy will be provided within a reasonable timeframe and at no cost to the individual. Information about services, accessible features, and temporary barriers will be published on our website.

Assistive Devices

- Individuals may use their own assistive devices when accessing our facilities and services. If an assistive device presents a safety concern, BHF will work

collaboratively with the individual to identify alternative measures that maintain their safety, dignity, and independence.

Support Persons

- Support persons are welcome to accompany individuals at BHF facilities and events. Where applicable, advance notice will be provided regarding any costs.

Service Animals

- Service animals are welcome in all public areas of BHF facilities. If exclusion is necessary due to health, safety, or legal concerns, alternative measures will be taken.

Notice of Temporary Disruption

- BHF will provide prompt notice of service disruptions, including reasons, duration, and alternatives. Notices will be posted at entrances, on the website, and communicated through reception.

Training

- All staff, volunteers, and practicum students will be trained on accessibility as soon as reasonably possible after the person is assigned applicable duties.
- Training will include:
 - Interacting and communicating with persons with barriers.
 - Interacting with persons who require the assistance of a support person or service animal.
 - Relevant laws (AMA, Human Rights Code, and the Accessible Customer Service Standard Regulation).
 - Use of assistive devices.
 - Responding when difficulties arise.
- Ongoing training will be provided as policies or standards change.

Reasonable Accommodation

- BHF is committed to reasonably accommodating requests related to disability barriers. Accommodation processes will be documented, accessible, and communicated to all staff and service users.

Feedback Mechanisms

- BHF welcomes feedback on the accessibility of our services and facilities. Feedback can be submitted by phone, email, mail, or in person. Responses will be provided within 30 days, and all feedback will be documented and tracked. Information on the feedback process will be posted in facilities and on the website. Accessible formats will be provided upon request.