



# PEMBINA ACTIVE LIVING (55+)

## Accessibility Policy

<b>Category</b>	Governance
<b>Policy Number</b>	N/A
<b>Related Documents</b>	<a href="#">Accessibility for Manitobans Act</a> ; PAL (55+) Accessibility Procedures
<b>Status</b>	Approved
<b>Approval Date:</b>	May 10, 2021
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<b>Last Revision Date</b>	N/A

### SUMMARY

The purpose of this Statement of Policy is to articulate the Pembina Active Living (55+) standards related to Accessibility. The Accessibility Policy links the operations of PAL(55+) with the new *Accessibility for Manitobans Act (AMA)*. Within the context of this document, the simplified term PAL (55+) will mean Pembina Active Living (55+).

### POLICY

#### Purpose

The purpose of the policy is to ensure that people with disabilities who face barriers, can benefit from equitable access to information and customer services provided to the public by PAL (55+). Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. See [Customer Service Standard Regulations](#).

*The Accessibility for Manitobans Act (AMA)* became law in December 2013. This legislation provides a proactive process to remove barriers affecting persons with disabilities. The Government of Canada also passed the [Accessible Canada Act \(Bill C-81\)](#) on November 27, 2018 “to enhance the full and equal participation of all persons, especially persons with disabilities in society.”



## **PEMBINA ACTIVE LIVING (55+)**

PAL (55+) will endeavour, within its capabilities, to comply with the Accessibility Standard for Customer Service under *The Accessibility for Manitobans Act*. PAL (55+)’s policies and procedures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities.

### **Scope**

This policy applies to the PAL (55+) Board of Directors, Executive Director, employees, volunteers and visitors.

Policy barriers prevent persons with disabilities from participating in everyday life. Accessibility barriers limit or prevent people from being able to obtain information, service and goods, or to enter a space or be part of an activity. If a barrier to accessing PAL (55+) services cannot be removed, PAL (55+) will seek to provide alternate ways to access its services. Any current or future policy or practice not respecting and promoting the principles of dignity, independence, integration and equal opportunity for persons with disabilities will be reviewed, modified, or removed.

### **DEFINITIONS**

#### Accessibility Barriers

Accessibility barriers include attitude, physical barriers, communication and technology barriers.

#### Disabilities

There are many types of disabilities, visible and invisible. Disabilities may affect mobility, balance, dexterity, vision, hearing, speech, language, learning, understanding, or mental health.

#### Service Animal

A service animal means any animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability including emotional support.

#### Support Person

A support person is someone either hired or chosen to help a person with a disability. A support person can be a personal support worker, a volunteer, a family member, or a friend of the person with the disability. Support persons may provide one or more types of assistance, such as:



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- Guiding a person with vision loss,
- Interpreting for a person with a language barrier,
- Assisting with personal care, or
- Providing support for other medical needs.

### Visitor

For this policy, a visitor includes members, volunteers, and any others who access PAL (55+) services.

### Appendices

[Words with Dignity](#)

### **Contact Information**

*[Contact Information includes name, address, and phone number of the Responsible Centre, plus email and website addresses when available].*