

# THE CIVIL SERVICE SUPERANNUATION BOARD – POLICY MANUAL

**Policy Name:**

Accessibility Policy

**Section:**

Public

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**Supersedes:**

May 1, 2018

**Date of Approval/ Policy #:** September 13, 2022

**Method of Approval:**

Senior Management

## Purpose

The Civil Service Superannuation Board Accessibility Policy has been prepared in accordance with the provisions of *The Accessibility for Manitobans Act* (the “Act”) and the Standards established under that Act.

## Our Commitment to Accessibility

The Civil Service Superannuation Board and the Board’s staff (collectively, “the Board”) are committed to accessibility for plan members and other stakeholders consistent with the purposes and principles of the Act and *The Human Rights Code*.

## Scope

This policy applies to Board staff. This policy applies to website users and members of the public trying to access information. This policy also applies to interactions between the Board and:

- “plan members”, which include members of any of the pension plans under the administration of Board and members of the Public Service Group Insurance Plan,
- legal or authorized representatives of a plan member,
- anyone providing assistance to a plan member in the presence of the member, and
- other stakeholders who interact with the Board as part of the Board’s administrative duties, including representatives of the plan sponsor.

## Practices

**Accessible Customer Service:** Accessible customer service is provided when all persons who are reasonably expected to seek to obtain, use or benefit from the services provided by the Board have barrier free access to those services. The Board will make reasonable efforts to remove barriers that prevent members from accessing these services. If an existing barrier cannot reasonably be removed, the Board will seek to provide access to the service by an alternate means.

**Accessible Events:** Wherever reasonably possible, the Board will hold member events in accessible meeting spaces.

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**Accessible Public Information:** The Board will produce information in ways that enhance accessibility, for example, using plain language and clear print. Wherever technically feasible, online content and services will conform to WCAG 2.1 Level AA at a minimum.

**Assistive Devices:** Every reasonable effort will be made to accommodate assistive devices used by a person who is disabled by a barrier. Assistive devices include any device that aids in removing or reducing the barrier.

**Communication:** When communicating with a person who self-identifies as being disabled by a barrier, every reasonable effort will be made to communicate in a manner that takes into account the barrier.

**Support Persons:** A person who is disabled by a barrier may be accompanied by a support person when accessing services at the Board office.

**Service Animals:** A person who is disabled by a barrier may be accompanied by a service animal when accessing services at the Board office.

**Training for Staff:** Training about accessibility will be provided to all Board staff who provide service to plan members, who interact with other individuals or organizations in carrying out the Board's administrative duties, and who purchase, maintain or develop information technology or communication tools. Training will occur within the first 3 months for new employees and annually for all other employees. Annual training content will be guided by the Act and its Standards.

**Notice of Temporary Service Disruption:** In the event of a planned or unexpected disruption of services or access to the Board, the public will be notified about the disruption, the reason for the disruption, its anticipated length and a description of alternative facilities or services, if available.

General notification will be made by means of posted information on the Board's website and a physical sign outside the Board office. Where a person has an appointment to meet with a staff person or has registered to participate in a group seminar, the Board will attempt to personally notify the affected person regarding the disruption.

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## Summary of Measures Taken

The Board will maintain a summary of measures that have been taken to promote accessibility, which will be stored on the Board's internal filing system. This summary will be made available to plan members or their representatives upon request and will be provided in a manner that is appropriate in the circumstances and is suitable in light of the identified barrier to access.

## Limitations

The Board regularly meets with plan members, either individually or in group seminars, in locations outside the Board office. This policy only extends to the services provided by the Board in these locations to the extent that the Board has reasonable control.

## Feedback

Comments or concerns regarding the Board's efforts towards accessibility can be provided to the Director of Communications and Client Services. This feedback can be provided in the following ways:

Mail:

Director, Communications and Client Services  
The Civil Service Superannuation Board  
1200-444 St. Mary Avenue  
Winnipeg MB R3C 3T1

Fax: 204-945-0237

Phone: 204-946-3200 or Toll Free in Canada 1-800-432-5134

Email: askus@cssb.mb.ca

Responses to feedback from a person disabled by barriers will be provided in a manner that is appropriate in the circumstances and is suitable in light of the identified barrier to access. Feedback and responses will be documented and made available to plan members or their representatives upon request.