

# Checklist: The Accessibility Standard for Customer Service

The Manitoba government's Accessibility Standard for Customer Service is now law in Manitoba. **Starting November 1, 2018**, all businesses and non-profit organizations with at least one employee are required to provide customer service that is accessible to all Manitobans.

The Accessibility Standard for Customer Service requires you to create and act on policies, practices and measures in the areas listed below. Place a check mark beside the items below that you have acted on so you know if you meet the Accessible Standard for Customer Service.

	<b>We meet communication needs</b> by offering to communicate in different ways, such as writing things down, reading things out loud, and taking extra time to explain things.
	<b>We accommodate the use of assistive devices</b> , such as wheelchairs and communication or hearing devices.
	<b>We welcome support persons</b> and we let the public know in advance if support persons have to pay admission or service fees. Where possible, we do not charge admission or other fees to service people.
	<b>We allow service animals</b> on our premises.
	<b>We maintain our accessibility features</b> so they can be used as intended, like ensuring automatic doors are working properly or keeping aisles and entryways clear of clutter.
	<b>We let the public know when and why an accessibility feature is temporarily unavailable</b> by putting up on-site signs or posting information online. We include information on how long the feature will be unavailable, and whether there are other ways to access our goods and services.
	<b>We welcome and respond promptly to feedback</b> we receive on the accessibility of our goods and services. We document the actions we take to respond to the feedback we receive, and that information is available upon request.
	<b>We provide the required training on accessible customer service</b> to employees, volunteers and management.

And, if your business or non-profit organization has 50 or more employees:

	<b>We keep a written record of accessibility and training policies</b> , including a summary of our training materials and when our training is offered. We also let the public know that our accessibility and training policies are available on request.
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This information is available in alternate formats on request. Please contact the Manitoba Accessibility Office at [MAO@gov.mb.ca](mailto:MAO@gov.mb.ca) or 204-945-7613 or toll free at 1-800-282-8069, ext. 7613.

For more information, please see the [Employers' Handbook](#) on the Accessibility Standard for Customer Service.

Legal disclaimer: This information complements the application of the regulations under The Accessibility for Manitobans Act (AMA) and is not legal advice. For certainty, please refer to the [AMA](#) and the [Customer Service Standard Regulation](#).