

Accessible Customer Service Standard Regulation

The Accessible Customer Service Standard Regulation was the first standard under the Accessibility for Manitobans Act. This standard requires all Manitoba organizations with at least one employee (including businesses) to introduce practices and training requirements to improve and provide accessible customer service to people with disabilities.

Requirements:

- meet the communication needs of customers, clients or members;
- allow assistive devices, such as wheelchairs, walkers and oxygen tanks;
- welcome support people, who are there to assist and provide advanced notice if there is a fee for support persons;
- welcome people with service animals;
- ensure accessibility features are maintained as intended (ramps, wide aisles, removal of clutter);
- let customers know when accessible features and services are not available;
- invite customers to provide feedback, document response actions and make available on request;
- train all staff and volunteers on accessible customer service, including reasonable accommodations under The Human Rights Code (Manitoba);
- public sector organizations must also make public events accessible; and
- public sector organizations and large private sector organizations with 50 or more employees are also required to document customer service policies and provide notice that these are available on request.

Compliance Dates

The Accessible Customer Service Standard was enacted **November 2015**. All Manitoba organizations with one or more employees were required to comply by **November 2018**.

This resource is not legal advice. It does not replace the content of the Accessible Customer Service Standard Regulation or the Accessibility for Manitobans Act. If there is any conflict between this training resource and the regulation or the act, the latter two shall prevail.

Learn more about the Accessible Customer Service Standard and access resources by visiting [AccessibilityMB.ca](https://www.accessibilitymb.ca)

