

**Summary of Discussions**  
**Customer Service Standard Development Committee**  
**Monday, August 18, 10:00 a.m. – 1:00 p.m.**  
**Boardroom Second Floor, Norquay Building, 401 York Avenue**

**Present:** Jan Sanderson (Chairperson), Lanny McInnis, Jim Derksen, Doug Momotiuk, Eileen Clarke, Judy Redmond, Yvonne Peters, Diane Dreidger, Dave Schellenberg, John Wyndels (DIO), Yutta Fricke (DIO), Carly Sloshower (DIO),

**Absent:** Nicole Chammartin, Scott Jocelyn, Jim Baker

The meeting was called to order at 10:15. There was a discussion about the terms “designated” and “obligated” in the draft of the customer service standard. Currently, the former refers specifically to “designated” public sector organizations, whereas “obligated” refers more generally to all the organizations obligated under this standard of the Act. In subsequent drafts of the standard, obligated organizations will be changed to “every provider of goods or services” as currently stated in Section 1 of the proposed standard.

The two sections of the customer service standard that have required the most discussion are “Use of Support Persons” and “Use of Service Animals”. The Committee has requested comments from the Manitoba Human Rights Commission (MHRC) concerning a number of related amendments proposed during the public consultation process. The MHRC offered its comments for consideration which will receive further consideration at the next committee meeting on September 5.

In a related vein, the MHRC is in the process of a broader review of issues related to service animals and disability accommodations. The MHRC is considering what additional steps may be taken to increase awareness of rights and responsibilities regarding the use of service animals. The aim is to reduce barriers affecting persons who require service animals and to clarify what is considered a service animal. The MHRC will be holding separate public consultations regarding this issue in the morning and afternoon of September 24.

Amendments have been made to nearly all sections of the customer service standard. Although work remains to be done in the two sections outlined earlier, the committee credits the public for the large number of amendments proposed, and ultimately adopted. The committee believes it is well on its way to finalizing the report that will be forwarded to the Minister for her consideration.

