

## Checklist for Manitoba Municipalities: The Accessibility Standard for Customer Service

The Manitoba government's Accessibility Standard for Customer Service is law in Manitoba. Municipalities 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 your municipality meets the Accessibility 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> in all public areas.
	<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.
	<p><b>We keep a written record of accessibility policies</b>, including a summary of our training materials and when our accessible customer service training is offered. We also let the public know that our written accessibility policies are available on request.</p> <p><i>*Note: Not a requirement for small municipalities with fewer than 50 employees. Small municipalities include municipalities listed under Schedules B and C of the <a href="#">Municipal Status and Boundaries Regulation</a>.</i></p>
	<p><b>We make our public events accessible</b>, including meetings, hearings and consultations.</p> <p><i>*Note: Not a requirement for small municipalities.</i></p>

## **Accessibility benefits all Manitobans.**

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. Visit [AccessibilityMB.ca](http://AccessibilityMB.ca).

For more information on public sector organizations and The Accessibility for Manitobans Act (AMA), please see [\*\*Accessibility for Public Sector Organizations\*\*](#).

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