

**Summary of Discussions**  
**Customer Service Standard Development Committee**  
**Wednesday, July 16, 1:30 p.m. – 4:00 p.m.**  
**Boardroom “B” Second Floor, Norquay Building, 401 York Avenue**

**Present:** Jan Sanderson (Chairperson), Lanny McInnis, Jim Derksen, Doug Momotiuk, Jim Baker, Judy Redmond, Scott Jocelyn, Diane Dreidger, Dave Schellenberg, Yutta Fricke (DIO)

**Absent:** Eileen Clarke, Yvonne Peters

The meeting was called to order at 1:40 p.m. There were a number of documents distributed for the meeting, including a side by side outlining the Ontario Customer Service Regulation, Manitoba’s Initial Proposed Customer Service Standard, and amendments, comments and discussion from submissions and consultations..It was generally agreed the comments and recommendations made will assist in developing the committee’s report to government. It was noted that some of the recommendations, in particular, comments regarding effective training will not have an effect on the regulation itself, but rather on the implementation. A number of stakeholders have called the DIO seeking an extra period of time to prepare submissions. It was agreed the committee consider all submissions received during its deliberation process. It was also agreed that the DIO acknowledge the receipt of the comments and recommendations received, except in those instances when the sender requires a response to particular questions or the DIO is seeking clarification of comments.

Comments and recommendations were summarized and organized according to the various sections of the Discussion Paper on an Initial Proposed Customer Service Standard. The meeting proceeded by discussing each of the sections in sequence. Considerable progress was achieved in discussions regarding the opening sections. There remains a substantial amount of suggestions and comments to discuss in the remaining sections of the proposed standard.

The group agreed to divide the original section 4 into two separate sections, one dealing with support persons and the service animals. A final determination of requirements within the service animals section will not be made prior to the Manitoba Human Rights Commission public consultation on service animals scheduled in September.

A time and date of the next meeting was not agreed to. Given vacation and conflicting schedules, the next meeting may not be until mid August.