This [video](https://www.youtube.com/watch?v=LhaarchY-54) shows customers with various disabilities and business representatives having conversations about accessible customer service in front of a white screen.

Narrator: Accessibility is good for everyone.

Woman: What are some things businesses have done to make you feel welcome as a customer?

John Wyndels: They ask me, “Can I help you”, if I'm in a store and they notice me looking at the top shelf and somebody happens to be there, they'll say, “Can I help you? Do you need some assistance?".

Joanna Hawkins: Well, my experience as a Deaf customer, a Deaf individual, what's important is the use of an interpreter, or perhaps using a pen and paper to communicate.

Frances Sinclair-Kaspick: When I park the car, that the parking lot is cleared and snow and ice free, if possible, and that I'm able to get from the parking lot to the building.

Dave Martin: Other important accommodations are automatic entrance doors, wide hallways free of clutter. The most annoying thing I can remember are situations where businesses put in lifts or elevators, but don't fix them when they are broken. That is a real challenge when you go someplace and things like that are not available.

Kim Marinelli: Them approaching me, talking to me, completely ignoring my medical device, because she's not a dog at that moment. She's providing a medical service for me.

Joanna: How does your organization ensure access is accommodated?

Marilyn Funk, Assiniboine Credit Union: Each branch will have unique members with different needs, so we try to accommodate them in whatever way we can. We do have an accessibility feedback and request form on our website, so that would be a way that you could request translation services. Any special tips for someone who's speaking through an interpreter for the first time?

Joanna: Actually yes, certainly, I do have tips. When you think about an interpreter being there, try to pretend they're not there and speak directly to that Deaf person. If you want to ask a question of that Deaf person, don't ask the interpreter to ask them. Just directly ask the Deaf person as if the interpreter weren't there and we were having a direct conversation, and that way we can maintain eye contact in our conversation.

Nicole Fontaine, World Trade Centre Winnipeg: We really hope that individuals feel heard, that they've been accommodated and most of all, respected.

Lynne Skromeda, Winnipeg Folk Festival: We look at the way our signage is designed. We look at the height of the tables where people are coming to buy tickets. We look at the pathways that people have to travel down. We look at the areas where you're able to see the stage, so that we can make sure that everybody has the exact same experience regardless of their ability.

Jason Ross, Fairmont Winnipeg: There's a series of training that we go through. We do have the benefit of having specific true-life examples that have happened. We role-play and we see where the opportunity was missed. We really try to work on, not just the content of what the training is through role playing, but also how it's delivered as well.

Clare MacKay, The Forks Winnipeg: Accessibility means different things to different people, and I think for us it means making our space, and this is 54 acre site that we call home, a place that everybody can come and enjoy, no matter their ability.

Scott Gillam, Canadian Museum for Human Rights: Accessibility has been a number one priority for us since the outset, as a human right. We're one of the most inclusive museums in the world. Our staff work to create an environment that everyone feels welcome in.

Narrator: One in four Manitobans have a disability. Small adjustments to improve accessibility benefit everyone. It's often as easy as asking, "How can I help?".

Nicole: At the end of the day, if all our clients have had a great experience at the World Trade Centre Winnipeg then they will share that with their friends, their colleagues, their family, and it's a win-win situation and everybody benefits.

Kim: Everybody can win in all sorts of situations and ways.

Catherine Smorang: The one thing that people can do that costs next to nothing to help in terms of customer service is their attitude. Stay positive. Stay helpful. Stay friendly. That's all attitude and it doesn't cost anything.

Narrator: All Manitoba employers are required to make their goods and services accessible. Are you accessible? Learn more about Manitoba's Accessibility Standard for Customer Service. Visit [AccessibilityMB.ca](http://accessibilitymb.ca).