Checklist: Accessible Customer Service Standard Regulation

This information is available in alternate formats on request. Please contact the Manitoba Accessibility Office at MAO@govmb.ca or 204-945-7613 or 1-800-282-8069 ext. 7613.

The Accessible Customer Service Standard Regulation requires businesses and organizations to identify, prevent and remove accessibility barriers that could make it harder for people to access goods and services. Businesses and organizations must also create and follow policies, practices that support accessible customer service.

Manitoba's Accessible Customer Service Standard Regulation is law and applies to all organizations in Manitoba that:

- have at least one employee
- provide goods or services to members of the public or other businesses and organizations in Manitoba

Use the checklist below to see if your business or organization meets the requirements of the Accessible Customer Service Standard Regulation.

This self assessment checklist tool will help you review your current policies and practices. Check off each item that your business or organization has already done. This tool will help you track your progress and find areas that need attention.

By completing this checklist, you will:

- confirm your business or organization meets the requirements of the Accessible Customer Service Standard Regulation
- ensure accessibility is built into your customer service policies and procedures
- create a more inclusive business or organization, meeting the diverse needs of all customers

Instructions: Review each item carefully. If your business or organization has acted on a specific requirement and included it into your policies and practices, place a checkmark beside the item.

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- ☐ We meet communication needs by offering to communicate in different ways, such as writing things down, reading things out loud and taking extra time to explain information.
- ☐ We allow and support the use of assistive devices, such as wheelchairs and communication or hearing devices.
- ☐ We welcome support persons. We let the public know in advance if support persons have to pay admission fees. Where possible, we do not charge admission or other fees to support persons.
- ☐ We welcome people with service animals and allow service animals on our premises.
- ☐ We keep accessibility features in good working order, such as automatic doors and elevators are working properly and make sure aisles and entryways are clear of clutter.
- ☐ We let the public know when an accessibility feature is temporarily unavailable by posting signs on-site or online, if we have a website. We include why the feature is unavailable, how long it will be unavailable and whether there are other ways to access goods and services.
- ☐ We provide the mandatory training on accessible customer service to employees, volunteers and management.
- ☐ We have a process for receiving and responding to feedback about the accessibility of our goods and services in ways that work for people facing barriers, including in person or by phone, email or mail.
    - ☐ We document the actions we take in response to feedback received and make documentation available upon request.
- ☐ We work to identify and remove barriers to accessible customer service.
    - ☐ If a barrier cannot be removed, we provide alternate ways to access goods and services either temporary or permanently.
- ☐ We provide reasonable accommodations to remove barriers, when customers request them.
- ☐ We do not charge a fee for accommodations unless it is not reasonably possible to accommodate the person otherwise.
- ☐ We aim to prevent new barriers from being created.

Additional requirements if your business or organization is a government agency, post-secondary institution, health authority, city, school division, or has 50 or more employees in Manitoba (as per section 11(4) of the regulation):

- ☐ We keep a written record of accessible customer service policies and practices, including a summary of training content and when training is offered.
- ☐ We let the public know that our accessible customer service policies and practices are available on request, at no cost and in accessible formats.

Additional requirements for public sector only (towns, villages and rural municipalities are exempt)

- ☐ We provide notice of public events in an accessible way and let the public know they may request reasonable accommodations to participate.
- ☐ We hold public events in accessible meeting spaces.
- ☐ We meet the physical and communication needs of event attendees upon request.

Contact Information

Manitoba Accessibility Office

If you have any questions or require this information in an alternative format, please contact the Manitoba Accessibility Office:

Phone: 204-945-7613 | **Toll-free:** 1-800-282-8069, ext. 7613

Email: MAO@go.mb.ca

Accessibility Compliance Secretariat

If you have questions about compliance, please contact the Accessibility Compliance Secretariat:

Phone: 204-792-0263 | **Toll-free:** 1-888-399-2199

Email: accessibilitycompliance@gov.mb.ca

Legal disclaimer: This information is not legal advice. It aims to assist organizations to meet the requirements under Manitoba's Accessible Customer Service Standard Regulation. The information provided 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 resource and the regulation or the act, the latter two shall prevail.

Version 1, January 2026