

Summary of Discussions
Customer Service Standard Development Committee Meeting
Tuesday, March 22, 11:30 a.m. – 1:30 p.m.
2nd Floor Boardroom, Norquay Building, 401 York Avenue

Present: Yvonne Peters, Jim Derksen, Jim Baker, Lanny McInnis, Scott Jocelyn, Jesse Turner, Ralph Groening, Doug Momotiuk, Dave Schellenberg

Absent: Judy Redmond

The purpose of the council meeting is to review the proposed accessibility standard for employment prepared by the Accessibility Employment Standard Development Committee (committee). Once approved by council, a discussion paper, containing the proposed standard, will serve as the basis for public consultations. The council will be responsible for the public consultations, and subsequent steps involving the proposed standard, including recommendations to the government.

By means of background, under the Act, the council has the ability to establish committees to develop proposed standards for the council's review. The committee is comprised of people with a thorough understanding of current employment practices in Manitoba and representatives of sectors and organizations who may have obligations under the proposed standard, including three council members.

The committee met eight times from October 2015 – March 2016. The purpose of the committee was to identify barriers in the areas of recruitment, hiring, retention and policies with respect to paid employment. The standard developed should enhance the opportunities for persons with disabilities to gain employment. It was agreed that the standard should provide assistance to employers on how to remove barriers in the workplace.

Similar to what was done with the customer service standard, a side-by-side was developed with three columns involving the Ontario standard, the proposed Manitoba standard and questions/discussions. Similar to the council's work on the customer service standard, the committee focussed on accommodation rather than disability.

Whereas Ontario prominently features disability in the title of its Act and addresses issues from a disability perspective, the committee's draft of a proposed employment standard builds on the purposes and principles of the Act and its obligations, including the obligation to make reasonable accommodation under the *Manitoba's Human Rights Code* (MHRC). None of this is an addition to what employers are already required to do under the MHRC. Instead we are adding a clear process that codifies what needs to be done and guides employment practices.