

Accessible Transportation Standard Regulation Regulation Handbook

April 2026

This information is available in alternate formats on request.

Please contact the Manitoba Accessibility Office at MAO@gov.mb.ca or call 204-945-7613 or toll free at 1-800-282-8069, ext. 7613.

Legal Disclaimer

This handbook is not legal advice. It aims to assist organizations to meet the requirements under Manitoba's Accessible Transportation Standard Regulation. The handbook does not replace the content of the [Accessible Transportation Standard Regulation](#) or [The Accessibility for Manitobans Act](#). If there is any conflict between this training resource and the regulation or the act, the latter two shall prevail.

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Introduction to The Accessibility for Manitobans Act

Nearly every Manitoban has a disability, knows someone with a disability or will have a disability in the coming years.

The Need for Legislation

[The Accessibility for Manitobans Act](#) was enacted in 2013. The act has two main goals:

- **Goal 1:** identify, prevent and remove accessibility barriers to participation
- **Goal 2:** make progress towards achieving accessibility in Manitoba

Manitoba's efforts focus on awareness-raising, education and training obligated organizations to fulfill the requirements set out in the law. Like other laws, The Accessibility for Manitobans Act also sets out compliance and enforcement measures, including inspections, orders to comply and monetary penalties for non-compliant organizations.

Regulated Accessibility Standards

Accessibility standards, or regulations, are the building blocks of The Accessibility for Manitobans Act. Regulated accessibility standards outline who has to do what and by when, to enhance accessibility.

The Manitoba government appointed the Accessibility Advisory Council to assist in developing five regulated standards under The Accessibility for Manitobans Act, which includes:

- [Accessible Customer Service Standard Regulation](#)
- [Accessible Employment Standard Regulation](#)
- [Accessible Information and Communication Standard Regulation](#)
- [Accessible Transportation Standard Regulation](#)
- [Accessible Outdoor Spaces Standard Regulation](#)

The Accessible Transportation Standard Regulation

The Accessible Transportation Standard Regulation requires transportation service providers in Manitoba prioritize passengers by delivering barrier-free access to transportation services in a respectful, fair and efficient manner.

Enacted in 2023, this regulated standard came into force January 1, 2027, and was the fourth accessibility standard under The Accessibility for Manitobans Act.

Transportation Service Providers

The Accessible Transportation Standard Regulation sets out requirements for a variety of transportation service providers in Manitoba, including:

Conventional Transportation: Includes public transportation services that provides transportation on standard transit buses or motor coaches. Conventional transit typically operates on set routes with designated stops, regular schedules and is open to the public.

Paratransit: A specialized transportation service for people who experience a disability or barriers. Paratransit usually provides door-to-door or curb-to-curb rides, using vehicles designed to meet individual accessibility needs.

Public School Transportation: Transportation services provided by school boards to transport students, including students with disabilities, to and from school.

Independent School Transportation: Transportation services arranged by independent schools to transport students, including students with disabilities, to and from school.

Vehicles-for-Hire: Includes taxis, accessible taxis, ride-share services (example: Uber and Lyft) and other similar services operating under a municipal vehicle-for-hire by-law.

Municipalities with Conventional Transportation or Vehicle-for-Hire By-laws: Municipalities have obligations when they operate conventional transportation or regulate vehicles-for-hire through municipal by-laws.

While the Accessible Transportation Standard Regulation defines the requirements and sets clear obligations, it is up to each transportation service provider or municipality to plan and implement the necessary changes to ensure accessible, dignified transportation for all Manitobans.

Requirements for Conventional Transportation and Paratransit Providers

Transit providers are organizations that offer transportation services to the public. These services help people travel within their communities and between destinations. Under the Accessible Transportation Standard Regulation transit providers must meet accessibility requirements to ensure everyone, including people with disabilities, can use their services safely and comfortably. The two types of transit providers defined under the Accessible Transportation Standard Regulation include:

- **Conventional Transportation:** Includes public transportation services that provides transportation on standard transit buses or motor coaches.

Conventional transit typically operates on set routes with designated stops, regular schedules and is open to the public.

- **Paratransit Providers:** A specialized transportation service for people who experience a disability or barriers. Paratransit Providers usually provide door-to-door or curb-to-curb rides, using vehicles designed to meet individual accessibility needs.

Shared Requirements for Conventional Transportation and Paratransit Providers

Conventional Transportation and Paratransit Providers have important responsibilities under the Accessible Transportation Standard Regulation to ensure that transportation services are safe, inclusive and respectful for all passengers. These transportation service providers share several requirements in common under the Accessible Transportation Standard Regulation. These requirements include:

Measures, Policies and Practices: Conventional Transportation and Paratransit Providers must develop measures, policies and practices in relation to the demand for services, reducing wait times and maintaining accessible features or accessibility equipment failures. These measures must be documented and made available to the public. Conventional Transportation and Paratransit Service Providers must also ensure that they have a process in place to receive and respond to feedback. Any actions resulting from the feedback should be documented and made available to the public upon request.

Accessible Transportation Training: Training must be provided at least once every two years to any employee, contractor, agent or volunteer who:

- provides front line services
- develops or implements [accessible transportation](#) measures, policies and practices
- purchases or procures transportation equipment

The training must include:

- instructions about the safe use of [accessibility equipment](#)
- directions on acceptable procedural changes during temporary barriers or accessibility equipment failures
- overview of the emergency preparedness and response procedures for persons disabled by barriers.
- review of the Human Rights Code, The Accessibility for Manitobans Act and the Accessible Transportation Standard Regulation

Training must be provided as soon as duties are assigned or measures, policies and practices change or are updated. All training policies must be documented and include a summary of the contents and when training is provided.

Public Meetings: Conventional Transportation and Paratransit Providers are required to host annual public meetings to review their accessibility measures and gather feedback from the community. If the Conventional Transportation and Paratransit Providers operate within the same jurisdiction, separate meetings for each transit service must be held, one meeting for each service. Within six months of the meeting, a written summary of any feedback and actions taken must be published and made available to the public.

Fare Parity: Conventional Transportation and Paratransit Providers within the same municipality must offer fare parity, letting riders pay the same rates, payment options and fee structure regardless of which accessible transit service they use.

If Conventional Transportation and Paratransit are offered by different providers in the same municipality, the paratransit provider must not charge more than the highest fare charged by the conventional transportation.

The full list of requirements identified under the Accessible Transportation Standard Regulation are outlined in Part 2 of the regulation, General Obligations of Transportation Providers. [Click to view the full list of requirements.](#)

Additional Requirements for Conventional Transportation Providers

[Conventional Transportation Providers](#) operating within Manitoba are essential for delivering accessible, reliable transportation to the public. Under the Accessible Transportation Standard Regulation, requirements for service providers are categorized into two areas:

- Design of Conventional Transportation Vehicles
- Operation of Conventional Transportation Vehicles

Design of Conventional Transportation Vehicle Requirements

The Accessible Transportation Standard Regulation requires that all new vehicles meet accessible design standards, and any existing vehicles in service must be upgraded to meet these standards as of January 1, 2042, unless making modifications would impact the integrity of the vehicle. These requirements help guarantee that passengers with disabilities can travel safely and comfortably on public transit. Vehicle Design requirements include:

- offer accessible lifting devices, ramps, bridge plate or kneeling function on buses
- support and offer clearly marked [priority seating](#) for individuals with disabilities
- maintain two or more [mobility aid spaces](#) with securement systems per vehicle
- equip vehicles with stop-request systems that are accessible
- provide clear signage about the route
- display the emergency procedures and response procedures, including the service provider's contact information
- offer stability aids, accessible steps, slip-resistant floors and lighting features

The full list of requirements identified under the Accessible Transportation Standard Regulation are outlined in Part 3 of the regulation, Design of Conventional Transportation Vehicles. [Click to view the full list of requirements.](#)

Operation Requirements of Conventional Transportation Vehicles

The Accessible Transportation Standard Regulation identifies operational requirements for Conventional Transportation. These requirements focus on how services are delivered daily to ensure passengers with disabilities can travel safely, independently and with dignity. Conventional Transportation are required to:

- maintain and promptly repair accessibility equipment. If accessibility equipment is not working, the public must be notified, the equipment must be repaired as soon as possible and a reasonable accommodation or alternative transportation put in place
- provide pre-boarding audible announcements that state the vehicle's route at each stop and on-board audible and visual next-stop announcements, at least once between every stop
- assist passengers with boarding and deboarding, upon request
- provide a publicly available policy on priority boarding and deboarding for persons disabled by barriers
- allow travel with mobility aids, medical devices, [support persons](#) and [service animals](#)
- assist with fare payment and storage of mobility aids, upon request
- ensure a person using an assistive device or accompanied by a support person or a service animal is not charged an additional fee
- provide on-board audible and visual stop announcements
- immediately report the inaccessibility of a transit stop to the responsible authority

- ensure drivers consult with riders when it is necessary to deboard the rider at a more accessible location
- develop a communication strategy to inform riders about accessibility features in consultation with persons disabled by barriers or organizations that represent persons disabled by barriers
- notify the public about service disruptions in an accessible format and offer alternative arrangements
- take reasonable steps to inform the public when a transit stop is not accessible, inform the public where the closest accessible stop is available and ensure measures are taken to make the stop accessible in a reasonable period

The full list of requirements identified under the Accessible Transportation Standard Regulation are outlined in Part 4 of the regulation, Operation of Conventional Transportation Vehicles. [Click to view the full list of requirements.](#)

Additional Requirements for Paratransit Providers

[Paratransit Providers](#) in Manitoba play a vital role in ensuring accessible transportation for people who are disabled by barriers. Under the Accessible Transportation Standard Regulation, these providers must meet specific obligations to make services equitable and responsive to the needs of individuals with disabilities.

Requirements for Paratransit Providers

The Accessible Transportation Standard Regulation identifies specific requirements for Paratransit Providers operating in Manitoba. These requirements ensure [paratransit services](#) are accessible, safe and respectful for all riders. Paratransit Providers are required to:

- establish a process and assessment criteria for determining rider eligibility. This policy must be documented and made available to the public
- not charge an application or assessment fee to any person who applies for paratransit
- review any paratransit application within 14-days of submission. If the paratransit provider cannot meet this deadline, they must offer a temporary pass to the applicant
- provide a written explanation if the application is found not eligible and include information on how to appeal the decision
- make services available to eligible non-Manitoba residents visiting the province for less than 21-days per year
- offer comparable operating hours and days of service to conventional service providers within the same municipality

- allow for same day reservations, when possible. If not possible accept reservations up to three hours before the end of the service period on the day before the intended travel day. This means that Paratransit Providers operating in Manitoba that don't allow for same-day reservations, must allow reservations to be made in advance. For example, if service ends at 10 p.m. on Monday and the rider needs a ride on Tuesday, they should be able to make the reservation at 7:00 p.m. on the Monday.
- not restricting the number of trips a person may request
- not implementing a measure, policy or practice that unreasonably limits the availability of services
- let riders know of any delays of 30 minutes or more, using the rider's preferred contact method (for example, phone call, text or email)

The full list of requirements identified under the Accessible Transportation Standard Regulation are outlined in Part 5 of the regulation, Paratransit Service. [Click to view the full list of requirements.](#)

Operation of Paratransit Vehicles

Paratransit Providers have extra responsibilities that address the unique nature of [paratransit services](#) and [paratransit vehicle](#) design. These specific requirements ensure that scheduling, eligibility and service delivery are fair, consistent and responsive to the needs of riders with disabilities. Paratransit Service Providers must:

- maintain and promptly repair accessibility equipment. If accessibility equipment is not working, the public must be notified, the equipment must be repaired as soon as possible and a reasonable accommodation or alternate transportation put in place
- assist passengers with boarding and deboarding, upon request
- allow travel with mobility aids, medical devices, support persons, service animals or a companion
- allow travel with one or more children and supporting the user to install appropriate child restraint securement systems
- assist with the storage and removal of mobility aids, upon request without charging a fee
- display the emergency procedures and response procedures, including the service provider's contact information

The full list of requirements identified under the Accessible Transportation Standard Regulation are outlined in Part 6 of the regulation, Operation of Paratransit Vehicles. [Click to view the full list of requirements.](#)

Requirements for Other Transportation Providers

In addition to defining requirements for Conventional Transportation and Paratransit service providers, the Accessible Transportation Standard Regulation outlines requirements for other modes of transportation. The other types of transportation providers defined under the Accessible Transportation Standard Regulation include:

- **Public School Transportation:** Transportation services provided by public school boards to transport students, including students with disabilities, to and from school.
- **Independent School Transportation:** Transportation services arranged by independent schools to transport students, including students with disabilities, to and from school.
- **Vehicle-for-Hire:** Include taxis, accessible taxis, ride-share services (example: Uber and Lyft), and other similar services operating under a municipal vehicle-for-hire by-law.
- **Municipalities with Conventional Transportation or Vehicle-for-Hire By-laws:** Municipalities themselves have obligations when they operate conventional transit or regulate vehicles-for-hire through municipal by-laws.

Accessible Public School Transportation

Under the Accessible Transportation Standard Regulation, public school boards and independent schools in Manitoba, which include government-funded schools and schools that operate independently, are required to ensure that transportation services are inclusive and accessible to all students, including students with disabilities.

School boards must ensure that students with disabilities can ride the same school buses as other students whenever it is safe and reasonable to do so. If a student cannot safely use the regular school bus because of their disability or safety concerns, the school board should consult with the parent or guardian to arrange for another form of accessible transportation that meets the needs of the student.

Requirements for Accessible Public School Transportation

Ensuring accessible transportation in public schools is essential to guaranteeing that every student can fully participate and receive an equitable education. The Accessible Transportation Standard Regulation sets out the following requirements for [Public School Transportation](#):

Integrated Accessible School Transportation Services: School boards must ensure that students with disabilities can ride the same school buses as other students whenever it is safe and reasonable to do so. If a student cannot safely use the same school bus because of their disability or safety concerns, the school board must arrange another form of accessible transportation for them.

Individualized Transportation Plans: For students who need accessible or alternative transportation, the school board must work together with the student's parents or guardians to create a plan that explains the student's accessibility needs, how they will safely get on and off the vehicle, and how they will be secured during travel.

The plan must also outline the responsibilities of the school board, the parents or guardians, the student, the vehicle operator and school staff.

The full list of requirements identified under the Accessible Transportation Standard Regulation are outlined in Part 7 of the regulation, Other Transportation Services. [Click to view the full list of requirements.](#)

Accessible Independent School Transportation

Independent schools that provide transportation for their students also have requirement under the Accessible Transportation Standard Regulation to provide Integrated Accessible School Transportation Services, unless doing so would result in demonstrable undue hardship. These requirements ensure that students with disabilities receive safe, inclusive and barrier-free transportation. Independent schools must work closely with families to understand each student's needs and ensure transportation plans and vehicles meet accessibility standards.

Requirements for Accessible Independent School Transportation

Providing accessible transportation at independent schools is vital to making sure all students can fully participate and learn at school. Under the Accessible Transportation Standard Regulation, [independent school transportation](#) must meet the following requirements:

[Integrated Accessible School Transportation Services:](#) Independent schools are responsible for providing accessible transportation that allows students with disabilities to ride the same bus as other students whenever it is safe and does not create demonstrable undue hardship for the school. If integrated accessible transportation is not possible, schools must offer alternative accessible transportation that meets the student's needs.

Develop an Individual Transportation Plan: When a student needs accessible transportation, the independent school must work with the student's parents or guardians to create a transportation plan that outlines the student's needs, how they will safely board be secured and deboard the vehicle, and the responsibilities of everyone involved, including the school, family, student, driver and school staff.

Accessibility Equipment and Vehicle Design: The independent school must ensure that any school bus used for accessible transportation meets CSA accessibility standards, [CSA D250 for school buses](#) or [CSA D409 for vehicles transporting people with physical disabilities](#).

The full list of requirements identified under the Accessible Transportation Standard Regulation are outlined in Part 7 of the regulation, Other Transportation Services. [Click to view the full list of requirements.](#)

Vehicle-for-Hire

Vehicles-for-hire, such as taxis and ride-share services, play an important role in providing accessible transportation in communities. To ensure fair and inclusive service, the Accessible Transportation Standard Regulation sets out requirements for vehicle-for-hire owners and operators who work in municipalities with a vehicle-for-hire by-law. These rules are designed to prevent discrimination and ensure people with disabilities can access transportation safely and without any extra costs.

Requirements for Accessible Vehicles-for-Hire

Any [vehicle-for-hire](#) operator working in a municipality with a [vehicle-for-hire by-law](#) must ensure that their services are accessible. According to the Accessible Transportation Standard Regulation, Vehicle-for-Hire operators offering Vehicle-for-Hire services must:

- charge the same fare to persons disabled by barriers as to anyone else
- not charge extra fees for transporting or storing mobility aids or medical devices
- not refuse or deny service because a person is disabled by a barrier or requires reasonable assistance
- not refuse or deny service to a person who relies on a service animal

The only permitted exception is when the design or specifications of the vehicle make transportation unsafe for the rider.

The full list of requirements identified under the Accessible Transportation Standard Regulation are outlined in Part 7 of the regulation, Other Transportation Services. [Click to view the full list of requirements.](#)

Municipalities with Conventional Transportation or Vehicles-for-Hire By-laws

Municipalities that operate Conventional Transportation or regulate Vehicles-for-Hire have specific responsibilities under the Accessible Transportation Standard Regulation. These responsibilities focus on improving access to accessible transit stops and ensuring the availability of [accessible vehicles-for-hire](#), helping to reduce barriers for people with disabilities and support equitable mobility across communities.

Requirements for Municipalities with Conventional Transportation or Vehicle-for-Hire By-laws

Municipalities that oversee Conventional Transit or Vehicles-for-Hire by-laws play a critical role in ensuring the safety of community members. The requirements for municipalities include:

Conventional Transportation Services: Municipalities that provide [conventional transportation services](#) must develop a policy to ensure that transit stops are accessible. This policy must:

- describe what an accessible transit stop looks like within the community
- explain how new transit stops will be designed and built to be accessible
- outline how existing transit stops will be upgraded to meet accessibility requirements
- identify how accessible transit stops will be maintained over time

The municipality must also include maintenance planning to address seasonal and operational challenges, including winter conditions and periods of construction.

Vehicles-for-Hire: Municipalities that have a vehicles-for-hire by-law are required to support accessible vehicles-for-hire. Their responsibilities include:

- consulting the public at least once every two years to identify how many accessible vehicles-for-hire are required in the community
- informing vehicles-for-hire operators about provincial standards for mobility aid securement and occupant restraint systems
- including information about accessible vehicles-for-hire in their accessibility plans, such as, the number of vehicles required and operating, and the steps that will be taken to increase the number if there are not enough

The full list of requirements identified under the Accessible Transportation Standard Regulation are outlined in Part 8 of the regulation, Municipalities. [Click to view the full list of requirements.](#)

Compliance and Enforcement

[Manitoba's Accessibility Compliance Secretariat](#) is responsible for monitoring compliance with The Accessibility for Manitobans Act and its regulated accessibility standards.

Audits and investigations determine compliance with the Accessible Transportation Standard Regulation. This process helps to verify that transportation providers, municipalities, schools and owners and operators of vehicles-for-hire are removing

barriers and providing equitable access to transportation services. In addition, the Accessibility Compliance Secretariat receives and reviews complaints from members of the public who believe an organization may not be complying with accessibility requirements.

When complaints are investigated, and audits and reviews are conducted, the aim is to provide organizations with constructive feedback, share information about the regulation and, if applicable, issue concrete plans to achieve compliance.

If this approach is ineffective, activities may be escalated to include sanctions, such as orders to comply and the charging of administrative monetary penalties.

Compliance Dates

The Accessible Transportation Standard Regulation is the fourth accessibility standard enacted under The Accessibility for Manitobans Act. Compliance with the regulation is phased into place, with various requirement deadlines.

Conventional transportation, paratransit service providers, municipalities, schools and vehicles-for-hire must comply by January 1, 2027.

Conventional transit operators have until January 1, 2042 to upgrade existing buses to meet physical accessibility requirements, unless making those upgrades would impact the structural integrity of the vehicle.

Any new buses purchased after January 1, 2027, will have to meet accessible design requirements.

Accessible Transportation Standard Regulation Tools and Resources

Additional resources related to the Accessible Transportation Standard Regulation are available on the [Manitoba Accessibility Office website](#).

Glossary Terms

Accessibility Equipment

A device, tool or vehicle function that is used to assist supporting accessible transportation.

Accessible Transportation

Transportation that is designed so people can use it fully and safely, without barriers.

Accessible Vehicle-for-Hire

A vehicle-for-hire that is free from barriers and is operating in a municipality with a vehicle-for-hire by-law.

Conventional Transit Provider

An organization that provides public transportation for passengers and is run by, on behalf of, or under an agreement with, the Manitoba government or a municipality. This includes services operated directly by government or contracted out to a company, non-profit or other organization. This does not include Public or Independent School Transportation, which have their own requirements.

Conventional Transportation Services

Includes public transportation services that provide transportation on standard transit buses or motor coaches. Conventional transit typically operates on set routes with designated stops, regular schedules and is open to the public. This regulation applies to conventional transportation services that only operate in Manitoba.

Independent School Transportation

Transportation services arranged by independent schools to transport students, including students with disabilities, to and from school.

Integrated Accessible School Transportation Service

A transportation service that allows all students to travel together on the same vehicle, including students who are disabled by barriers. The service is designed so that accessibility features, such as lifts, ramps, securement systems and appropriate seating, are built into regular school transportation rather than provided through separate or special vehicles.

This approach promotes inclusion and equity by ensuring students with disabilities are not separated from their peers. It helps create a more consistent, respectful, and

inclusive school experience while meeting accessibility requirements and reducing barriers to education and transportation.

Mobility Aid Space

The space on a conventional transportation vehicle that enables a passenger to remain with their mobility aid during travel.

Paratransit Provider

A Paratransit Provider is an organization that offers public transportation services for individuals with disabilities and operates by or on behalf of the Manitoba government or a municipality, either directly or through a service agreement. This includes services run by government or provided by a company or organization contracted by the province or a municipality.

Paratransit Services

A specialized transportation service for people who experience a disability or a barrier. Paratransit usually provides door-to-door or curb-to-curb rides, using vehicles designed to meet individual accessibility needs. This regulation applies to paratransit services that only operate in Manitoba.

Paratransit Vehicle

A vehicle used to provide paratransit services.

Priority Seat

A seat that is designated for use by a person disabled by a barrier or person who uses a mobility aid.

Public School Transportation

Transportation services provided by school boards to transport students, including students with disabilities, to and from school.

Service Animal

Defined by [The Human Rights Code \(Manitoba\)](#), a service animal is trained to assist a person with a disability. The work or task a service animal performs must be directly related to a person's disability. Animals that provide comfort and companionship, but are not trained to assist with a person's disability, are not service animals.

Support Person

A support person is someone who accompanies a person with a disability and aids when required. They will support the individual with a disability in obtaining, using or

benefiting from a good or service provided by an organization. They may also assist the individual with a disability in addressing their communication, mobility, personal care or medical needs.

Vehicle-for-Hire

A vehicle-for-hire is defined in [The Local Vehicles for Hire Act](#) and includes taxis, accessible taxis, ride-share services and other similar services operating under a municipal vehicle-for-hire by-law.

Vehicle-for-hire By-law

A vehicle-for-hire by-law as defined in [The Local Vehicles for Hire Act](#).

Contact Information

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

Manitoba Accessibility Office

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

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