

The Accessible Customer Service Standard

Everyone should be able to access the goods and services they need without running into barriers. All businesses in Manitoba are responsible for making sure their services are accessible, barrier-free and respectful of everyone.

The Accessible Customer Service Standard of the Accessibility for Manitobans Act offers information on how organizations can accommodate folks with disabilities, including employees.

WHAT CAN YOU DO?

Folks with disabilities may need accommodations from customer service providers. There are lots of ways you can create barrier-free access to services right now. For example:

Communicate Clearly

If someone self-identifies as having a disability, make sure to ask which method of communication works best for them and what kind of support they might need from the organization. For example, you may be asked to provide assistive devices like magnifiers and braille displays.

Allow Support People to Help

Support people should always be allowed to accompany folks with disabilities when they're shopping, running errands, or going to appointments. Remember, you should address people directly instead of talking to them through their support person.

Welcome Service Animals

Make sure your organization allows service animals, like guide dogs and emotional support animals, for those who need them.

Create an Accessible Space

Something as simple as an automatic door opener, snow clearing your front steps, and keeping your elevator up-to-date can make a big difference in keeping your organization accessible for folks from all walks of life.

Offer To Help

Always make sure you're ready and willing to assist. Ask folks what you can do to give them great customer service.



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TRAIN YOUR EMPLOYEES ON HOW TO PROVIDE ACCESSIBLE CUSTOMER SERVICE:

Chances are, accessible practices will become second nature to your employees once you spend some time training them. Here's what that could look like:

Instruct your employees on how to remove barriers.

Offer training on how to use any available assistive devices or equipment.

Explain how to interact with support people and service animals.

Give your employees steps to follow if they notice someone experiencing a barrier or having trouble accessing services.

EXAMPLES OF ACCESSIBLE CUSTOMER SERVICE:

If a customer uses a wheelchair, walk around the front desk to speak to them instead of looking down at them.

Make sure price stickers are printed clearly with large font sizes.

Read services out loud for customers (for example, offer to read menu items).

Tell customers and employees in advance when accessible services are unavailable (for example, when the elevator is being repaired).

