



# Your Right to Accessible Customer Service

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As set out in the AMA's Customer Service Standard, Manitobans with disabilities now can and should expect the following when requesting or receiving services from organizations with one or more employees:

- Be confident that policies and practices are in place to ensure the provision of equitable and accessible services to persons with disabilities.
- Have communication needs recognized, respected and addressed.
- Have support staff persons, service animals and assistive devices welcomed.
- Have existing accessibility features (e.g. ramps, elevators) operating as intended or be advised of any related disruptions in service.
- Be invited to provide feedback on accessibility issues and concerns and receive feedback on actions taken.
- Be served by staff and volunteers who have been trained in their human rights obligations and how to provide respectful, equitable and accessible service to persons with disabilities.

If the organization has 20 or more employees, you also have the right to ask for and get an accessible copy of the organization's accessible customer service and their training policies.

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**In instances when your right is not respected, please take one or more of the actions listed on BFM's "What to Do" page at:**

<http://www.barrierfreemb.com/whatsnew/173/460>