

## Accessibility Service

### Purpose

The following Accessibility Service standards have been developed to support the Manitoba Liquor and Lotteries Corporation (the Corporation) Accessibility Policy and Plan. The Corporation is committed to providing accessible quality services to people with disabilities in a manner that promotes dignity and independence.

### Scope

The Accessibility for Manitobans Act and related regulations requires service providers to ensure that their services and facilities accommodate the requirements of people with disabilities. The Corporation strives to comply with all required legislation in accommodating the needs of our guests with disabilities.

These standards apply to all Corporation facilities and departments. The differentiation of site specific and position specific tasks will be emphasized where appropriate. All procedures or methods must follow these standards. Managers are expected to ensure appropriate procedures are developed, implemented, and reviewed as necessary to achieve compliance with these standards.

### Statements

1. The Corporation will communicate with customers with disabilities using communication modes that appropriately applies to the customer.
2. All communication with customers will be made as reasonably possible in an accessible format.
3. The Corporation maintains its accessibility features so that they are available for intended use.

### Assistive Devices

4. Customers with disabilities may use Assistive Devices while accessing goods, services, or facilities. Employees will reasonably accommodate the use of those devices.
5. Employees may assist customers with wheelchairs, scooters, and such equipment by opening doors or removing obstacles such as chairs. Employees are not responsible to remove devices from vehicles.
6. Employees must be trained in the use of Assistive Devices made available by the Corporation to assist people with disabilities as required.

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## Service Animals

7. Service Animals have full access to all spaces available to customers within all Corporation facilities and must be kept leashed or always tethered unless this interferes with the animal's work or task.
8. Site management may request up-to-date veterinarian records for Service Animals being considered for entry into a corporate facility.
9. Site management may request the removal of a Service Animal because of a lack of command and control.
10. Employees must not touch, pet, speak to, distract, deliberately startle, feed, impede or interfere, nor provide care for (e.g., toileting, exercising) the Service Animal, without first asking and receiving consent from the Handler.
11. Employees must not under any circumstances require a Service Animal demonstrate its task or inquire about the nature of the person's disability, unless required to provide care in relation to the disability.
12. Employees will notify management if they are unable to accommodate a Handler with a Service Animal (e.g., due to allergies).

## Support Persons

13. Support Persons have full access to all spaces available to customers within all Corporation facilities.
14. If seating availability prevent the customer and Support Person from sitting beside each other, reasonable efforts to resolve the issue will be made.
15. Where confidential information might be discussed, Employees will seek prior consent from the customer.

## Public Notification

16. The Corporation prominently displays public notifications of service disruptions to existing accessibility features on its premises, and on its websites, or by other reasonable means for the circumstances, including information about the reason for the disruption, the expected duration of the unavailability, and any alternate means of accessing goods and services, if applicable.

## Feedback Process

17. Employees may direct customers to provide feedback about the accessibility of its goods, services or facilities provided to persons with disabilities. Feedback may be received verbally (in person or by telephone), or written (handwritten, delivered, website or email) to:

Address: A - 1555 Buffalo Place, Winnipeg, MB, R3T 1L9

Telephone: In Winnipeg 204-957-2500, Toll-free 1-800-265-3912

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Website: <https://www.mbl.ca/content/contact-us>

Email: Accessibility Coordinator at [accessibility@mbl.ca](mailto:accessibility@mbl.ca)

18. The Accessibility Coordinator will acknowledge all formal feedback it receives, along with any resulting actions based on concerns or complaints that were submitted within ten (10) business days. The actions taken in response to the feedback are documented and made available upon request in a manner suitable for persons disabled by barriers.
19. Upon request, the Corporation will provide requested policy documentation related to accessible customer service within a reasonable time frame and at no cost to the individual.

### **Training Requirements**

20. Any updates to the accessible customer service policy or standards will be incorporated into our training and communicated to all Employees.
21. All Employees must complete mandatory accessibility training based on their positional requirements within ninety (90) days of hire.
22. All Employees are required to re-take the training every four (4) years.
23. Training will cover the following:
  - A review of The Accessibility for Manitobans Act, The Accessible Customer Service Standard Regulation and The Manitoba Human Rights Code.
  - Policies, procedures, and practices pertaining to providing accessible customer service to customers with disabilities.
  - Instructions on how to interact and communicate with people with various types of disabilities.
  - Instructions on how to interact with people with disabilities who use Assistive Devices, require the assistance of a Service Animal, or the use of a Support Person.
  - Instructions on how to use any equipment or Assistive Devices to assist people disabled by barriers to access our goods and services or facilities.
  - Instructions on what to do if a person with a disability is having difficulty accessing our services.
24. The Accessibility Coordinator, in coordination with Human Resources, will ensure appropriate records are maintained of training requirements.

### **Recruitment and Hiring**

25. Human Resources will include a statement on all job postings that reasonable accommodations will be made available to applicants who disclose a disability and request an accommodation.

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26. Human Resources will consult with applicants who make a request for accommodation to determine the accommodation needed and if it can reasonably be put in place for the recruitment, assessment, and selection process.
27. Human Resources will include information about our policies and practices for accommodating the successful applicant in our offer letter and orientation materials and develop individual accommodation plans as required.

### **Workplace Emergency Response Information**

28. Communications will send an annual memo to all Employees to inquire whether they need assistance during an emergency and to remind them of the facility's emergency plan.
29. General accessibility and any potential barriers in the workplace shall be included as standing items for the Workplace Safety and Health meetings.

### **Accessible Information and Communication**

30. Accessibility features will meet or exceed The Accessibility for Manitobans Act standards in the design and content of the Corporation's websites.
  - Accessibility features are to be considered when purchasing web applications.
31. The availability of accessible and alternate versions of information will be displayed clearly on publications, electronic and written versions of documents and the Corporation's websites.
32. Accessibility is considered when developing written materials and training information to ensure best practice regarding font size, language complexity and colour contrast standards.
33. Documents such as application forms and brochures are readily available in alternate accessible formats and are pro-actively offered (e.g. "This document is available in alternate formats upon request.").

### **Public Meetings and Public Consultations**

34. As outlined in section 15(1) of the Accessible Customer Service Regulation, when holding a public event, the Corporation takes reasonable measures to ensure that:
  - Notice of the event is given in a manner that is accessible to persons disabled by barriers.
  - The event is held in a meeting space that is accessible.
  - The physical and communication needs of persons disabled by barriers are met on request.
  - Notice is given that persons disabled by barriers may request that relevant supports be provided.

Note: A public event is defined in the regulation as a public meeting, hearing or consultation process required under an enactment.

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## Definitions

**Assistive Device** – Is any device that is used, designed, made or adapted to assist persons with disabilities in performing various, everyday tasks such as moving, communicating, reading, writing or lifting.

**Employee** – All full-time, part-time, casual, seasonal, term or contract employees of the Corporation, including individuals seconded or on a government interchange agreement.

**Handler** – An individual who attends the Corporation’s facilities and, because of a disability, requires the assistance of a Service Animal and who always maintains sole care and control over the Service Animal, unless they assign care of the Service Animal to a Designated Person. The Handler may be a visitor, customer, or Employee who are assisted by a Service Animal.

**Service Animal** – An animal trained or being trained for a person with a disability for reasons related to their disability, or that has been trained to be used by a peace officer or person authorized by a peace officer in the execution/assistance of the peace officer’s duties. Service Animals are working animals and not pets. While most Service Animals are dogs, there are other types of animals that assist persons with disabilities in their day-to-day activities as Service Animals.

**Support Person** – A Support Person is an individual hired or chosen by a person with a disability, to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods, services, programs and opportunities.

## References

[The Accessibility for Manitobans Act](#)

[Accessible Customer Service Standard Regulation](#)

[Accessible Employment Standard Regulation](#)

[Accessible Information and Communication Standard Regulation](#)

[Accessible Design of Outdoor Public Spaces Standard](#)

[Human Rights Code \(Manitoba\)](#)

[Manitoba Liquor & Lotteries Accessibility Plan](#)

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## Approved

Original Signed by – Dan Ryall

April 16, 2026

Vice President, General Counsel and  
Corporate Secretary

Date

## History

Updated On	Revisions	Approved By
At signing	Statement 34 – removed examples from the note.	Vice President, General Counsel and Corporate Secretary
Mar. 16, 2026	New statement 3, 21; revised statement 15 (now 16); 18 (now 19); 20 (now 24); 31 (now 35).	Vice President, General Counsel and Corporate Secretary
Jan. 8, 2026	Statement 31 added, revisions to statements 18, 21 and 23	Vice President, General Counsel and Corporate Secretary
Aug. 20, 2024	New	Vice President, General Counsel and Corporate Secretary

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