



Accessible Customer Service Procedure

SUBJECT: Manitoba Suppliers of Accommodation Services

This Procedure supports:

POLICY: Accessibility Policy #3012

OBJECTIVE: Employee Training

ISSUED BY: Brian Kayes, Accessibility Coordinator

DEVELOPED BY: Accessibility Working Group

DATE: March 15, 2017

REVISED BY: New

REVISION DATES: New

As of April 3, 2017. Please note that some changes may occur.

American Sign Language Interpreter Services, Computerized Note-Takers/ Captionists and Interveners:

Real Time Captioning Services

Darcia Hewak

51 Horrox Bay

Winnipeg MB R2V 4V7

Phone: 1-204-336-0498

E-mail: darcia@wordvision.ca

Equality Communications Centre of Excellence (ECCOE)

200 – One Forks Market Road

Winnipeg MB R3C 4L8

Contact Person: Candy Badger, Coordinator

Phone: (204) 926-3271

Emergencies: (204) - 475-6332

E-mail: candy.badger@eccoe.ca

2 to 4 weeks notice required prior to event

Word for Word
Phone: (204) 995-0814
E-Mail: wordforwordwinnipeg@shaw.ca

For braille and other alternate formats including audio format and e-text:

T-Base Communications
19 Main Street
Ottawa ON K1S 1A9
Contact Person: Jeff Jullion
Phone: 1-613-236-0866, ext. 2330;
E-mail: jjullion@tbase.com

Dynamic Dots Braille Consultant
744 Lindsey Street
Winnipeg MB R3N 1H7
E-mail: dynamic.dots@shaw.ca
Phone: 204-488-7048, Cell: 204-792-1800, Fax: 204-489-8900

For braille documentation formats:

Canadian National Institute for the Blind (CNIB)
Toronto, Ontario
E-mail: info@cnib.ca
Will need 3 weeks in advance to send documents. A courier must be requested to deliver documents directly to original sender.

Personal care attendant bookings:

Independent Living Resource Centre, (ILRC)
Portage Place Mall
Suite 311A - 393 Portage Avenue
Winnipeg MB R3B 3H6
Contact Person: Heidi Helsten, Phone: 947-0194
E-mail: terrym@ilrc.mb.ca
May need 2 to 4 weeks notice for bookings.