

Name: Christina Semaniuk (Senior HR Consultant)

1. Lecture title:

The Accessibility for Manitobans Act: Meeting (and exceeding) the Customer Service Standard

2. Lecture brief description or abstract: As of November 1, 2018 all businesses in Manitoba are required to be in compliance with The Accessibility for Manitobans Act Customer Service Standard. The Act requires offices to actively remove barriers that prevent people with disabilities from accessing your services, and to train all staff who work with patients or clients in providing accessible service. This session will discuss policy

In this session, participants will be able to:

1. Awareness of the key principles of The Accessibility for Manitobans Act
2. Learn how to develop policy and key elements for inclusion in your policy
3. Enhance your existing employee customer service training to ensure all office staff meet the accessibility requirements.

**Bibliography:**

Christina is a seasoned human resources professional with over 25 years of senior leadership experience as a strategic advisor and business partner within the financial services sector. As a member of the Senior Management team, Christina provided strategic direction and leadership in all human resource initiatives through the development and implementation of proactive programs, activities, policies and procedures relating to recruitment and retention, performance management, compensation and benefits, training and development, change management, succession and talent management, career planning and workforce diversity.

Christina is a certified Sales & Services Trainer and holds an Executive Certificate in Conflict Management from the University of Windsor Law School

