What does Accessibility mean at St.Amant?
At St.Amant, we believe that accessibility means participation for all people. We commit to achieving full accessibility in partnership with the people we support, their support networks, and our staff. We commit to meeting or exceeding our obligations under The Accessibility for Manitobans Act (AMA). In part, this includes providing training to all staff about the AMA Customer Service Standard.

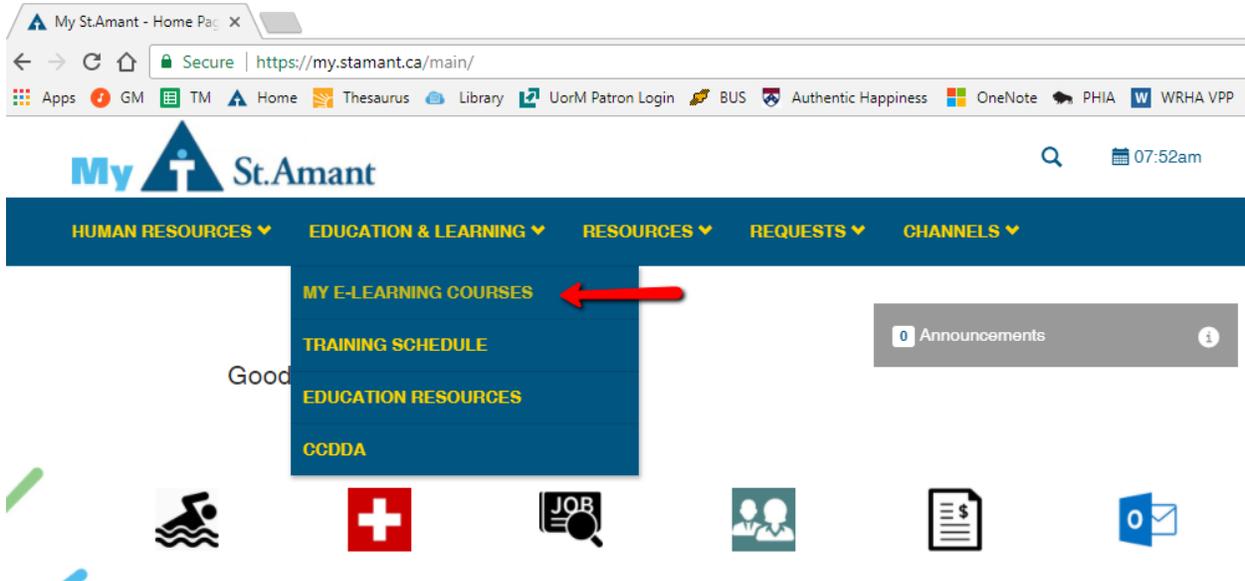**What does the AMA Customer Service Standard eLearning training include?**
This eLearning training module will take approximately 20 minutes to complete, and reviews the following topics:

- The AMA, the Customer Service Standard, and the Manitoba Human Rights Code
- Barriers to accessibility and how these might prevent a person from participating fully and equally in society
- St.Amant's Statement of Commitment to accessibility
- Accessible and respectful communication
- Accessibility and personal supports
- Service animals
- Assistive devices

Upon completing the module, participants will feel more informed and empowered to provide accessible customer service to the people we support, as well as families, staff, and volunteers.

When should I complete the AMA Customer Service Standard eLearning module?
All staff are required to complete the eLearning module. New staff should complete the module within six weeks of their hire date. Staff should be supported to complete the training during work hours. The training is accessible on-demand via the St.Amant intranet (https://my.stamant.ca/main/). Under 'Education and Learning', click on 'My e-Learning Courses' to view the module:

This document is available in alternative formats upon request.

1. This is an image of St.Amant's Learning Management System, where you can find the AMA eLearning modules.

Click on the AMA Customer Service Standard module, then click 'Enroll in the course' to begin. The module is accessible on a desktop, laptop, tablet, or smartphone.

How often do I need to take this training?
You will be required to re-take the module every 3 years. You will receive an automated reminder when it is time for your refresher.

Who can I contact with questions?
If you have a technical question about logging in to the Learning Management System or about accessing the modules, please contact IT Services. If you have questions about the content of the training, please contact Corporate Education.

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