

January 21, 2016

Ms. Barbara Collier, Reg. CASLPO F. ISAAC
Executive Director
Project Manager, Communication Access Now (CAN) Project
Communication Disabilities Access Canada (CDAC)
131 Barber Greene Road
Toronto, ON M3C 3Y5

Dear Ms. Collier,

Thank you for your letter dated August 5, 2015, at which time you suggested including more information about communication disabilities in the Guide for Public Sector Organizations: How to Create Your Accessibility Plan document. We welcome feedback about our publications, and many of your suggestions have been incorporated into our resources in response to your letter.

The Guide has been updated since its original publication in June 2015; a newer version of The Guide was published in September 2015 and can be found on *The Accessibility for Manitobans Act* (AMA) website, www.accessibilitymb.ca/accessibility-plan.html. Communication disabilities are now included in the definition of persons with disabilities in the Appendix A: Glossary. The contact information for CDAC now appears in Appendix C: Disability Resource Contacts. These are some examples of the many ways your suggestions have been incorporated into the updated Guide. We strive to keep information in our resource materials general, yet representative of the broad range of disabilities.

Your suggestions are also reflected in our recent publications about the AMA's newly passed Accessibility Standard in Customer Service regulation. Persons with communication disabilities and related customer service tips are included in the Introducing Manitoba's Accessibility Standard for Customer Service brochure, available at www.accessibilitymb.ca/customer-service-standard.html. In the draft document Accessibility Standards for Customer Service Employee Tips and Employer's Handbook, persons with communication disabilities and related communication tips are similarly represented.

We look forward to our continued collaboration.

Yours sincerely,

Yutta Fricke

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Acting Executive Director