

2021 Accessibility Standard for Customer Service Five-Year Review: Status of Recommendations at December 31, 2022

- The following table is a quarterly status update for the Minister’s information. It provides a summary of the work undertaken between September 30, 2022 and December 31, 2022 to implement twenty-two recommendations stemming from the Accessibility Advisory Council’s Five-Year Review of the Accessible Customer Service Standard. It will be posted on the MAO website.
- At January 1, 2023, nine recommendations were complete, eleven were underway, and two have work yet to begin in 2023/24.

Recommendation	Work to Date	Status and Timeline
<p>1. Conduct a review of all departments to ensure the Manitoba government consistently meets or exceeds Standard requirements, and acts as a leader and champion for accessibility legislation.</p>	<p>Government departments completed an accessibility compliance report form issued by the Accessibility Steering Committee, to advance accessibility within the public service. A report on findings from departments, as well as feedback from public service focus groups, will be presented to the Accessibility Steering Committee in early 2023.</p> <p>The Public Service Commission uses the MGAP Progress Tracker to track implementation of the MGAP across the government. Department Accessibility Coordinators (DACs) provide quarterly reports in the tracker. Quarterly MGAP progress reports from departments received in December 2022.</p> <p>The PSC (Public Service Commission) developed a new two-year MGAP for 2023 and 2024, which was posted publicly on December 29, 2022.</p> <p>The Accessibility Compliance Secretariat has conducted five focus groups with Assistant Deputy Ministers, Departmental Accessibility Coordinators and Civil Servants with Abilities Network (CSWAN) members across numerous departments. One additional focus group, with front line service providers, will be completed by mid January 2023. The data from the review will be analyzed in February, and a presentation outlining project findings and recommendations will be delivered to the GOM accessibility steering committee in late winter 2023.</p> <p>Public Service Commission coordinates follow-up actions identified by Department Accessibility Coordinators and/or Diversity and Inclusion Champions as part of their implementation of MGAP.</p>	<p>Work in Progress</p> <p>Accessibility compliance form will be issued to departments every two years.</p> <p>Ongoing reporting by departments and tracking document on The Manitoba Government Accessibility Plan (MGAP) have been issued to Department Accessibility Coordinators.</p> <p>Timeline for progress reporting of MGAP is every 2 years (in the second year).</p> <p>A presentation to the steering committee outlining information gathered through the focus groups and the compliance forms, will be delivered in winter 2023.</p>

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<p>2. Review the role of Department Accessibility Coordinators as an important strategy for revitalizing accessibility awareness and communication commitments within departments.</p>	<p>DACs have been identified for all departments.</p> <p>The Public Service Commission (PSC) has updated the DAC (Department Accessibility Coordinators) Terms of Reference and they are pending final approval. They will be shared with DACs in early 2023.</p> <p>The PSC continues to meet quarterly with DACs.</p> <p>The DIU (Diversity and Inclusion Unit) continues to receive updates from DACs on the Progress Tracker and works with DACs to respond to questions or concerns, as needed.</p> <p>Development of an Accessibility Toolkit and Assistive Technology catalogue are in progress, with completion finalized by early 2023. This will be shared/distributed to Human Resource Consultants and to departments through DACs</p>	<p>Work in Progress</p>
<p>3. Ensure communications and services are consistently accessible to all members of the public</p>	<p>CED has formed an accessibility working group. The working group is currently compiling accessible communications resources.</p> <p>CED continues to develop a project plan to advance implementation of the review recommendations and align with implementation of the Information and Communication Standard.</p> <p>The PSC has shared resources for creating accessible documents with DACs who cascade information within their departments. The PSC continues to update the resources as additional training opportunities and tools are identified.</p> <p>The PSC is coordinating training on accessible documents. This training will be available to all public servants.</p> <p>CED has developed a set of communications messages for public servants about the Information and Communication Standard requirements. They will be shared via the government-wide CONNECT bulletin starting on January 9, 2023. Content will include information about offering alternative formats and offering accommodations.</p>	<p>Work in Progress</p> <p>Ongoing work to ensure government-wide application.</p> <p>Starting May 2022, quarterly meetings are held by CED and FAM to ensure internal/external communications are accessible.</p>

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<p>4. Expand the provision of materials and information for the public in American Sign Language (ASL).</p>	<p>Communications & Engagement Division (CED) has formed an accessibility working group that will look at guidelines and procedures for providing ASL.</p> <p>Five videos containing information about the AMA and accompanying standards have been produced by Equality Communication Centre of Excellence (ECCOE) and will be posted on MAO’s redesigned website once completed in 2023.</p> <p>Manitoba Accessibility Fund materials for the grant program intake 2023-24 will include ASL recordings of the MAF preview, guidelines, application and budget forms, and frequently asked questions. These materials will be posted online by end of January 2023.</p>	<p>Work in Progress</p>
<p>5. Integrate accessibility during initial stages of project and program development, especially in procurement processes.</p>	<p>The Accessibility Advisory Council intends to provide further advice and recommendations to the Minister about procurement. MAO would coordinate any follow-up work within government.</p> <p>In September 2022, the Department of Labour, Consumer Protection and Government Services (LCPGS) indicated a commitment to add a section to the Manitoba government Procurement Administration Manual to raise awareness of the AMA standards and highlighting the need to reflect them in tender requirements as applicable.</p> <p>In December 2022, LCPGS confirmed that accessible language will be added within the MB Procurement Administration Manual (PAM). This content will raise awareness of the AMA standards and reinforce the need for all parties to consider the standards when planning their tender requirements. LCPGS and MAO will draft and review content in early January 2023.</p>	<p>Work in Progress</p>
<p>6. Enhance transparency of government compliance and improve collaboration with Accessibility Advisory Council.</p>	<p>Compliance data was incorporated in the Minister responsible for the AMA’s annual report on accessibility for 2021/22, which was tabled in the Legislature on September 29, 2022.</p> <p>The following performance measure will be included to the annual ministerial report on accessibility: “Percentage of organizations that achieve compliance with accessibility requirements after being issued an “Achieving Compliance Plan”.</p>	<p>Implemented / Resolved</p> <p>The ACS will continue to meet with the Accessibility Advisory Council, and gather data associated with compliance of the AMA and its accessibility standards.</p>

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<p>7. Provide adequate resources to the Accessibility Compliance Secretariat.</p>	<p>A full time Accessibility Compliance Officer joined the secretariat in September 2022.</p> <p>A 2023/24 impact statement was submitted requesting additional FTEs to work in the Accessibility Compliance Secretariat. A proposed operating budget for the Compliance Secretariat was also included in the impact statement.</p>	<p>Work in Progress</p>
<p>8. Ensure compliance activities are more transparent through annual reporting.</p>	<p>Manitoba's Accessibility Compliance Secretariat finalized compliance figures for 2021/2022, which were included in the 2021/22 annual report on accessibility.</p>	<p>Implemented / Resolved</p>
<p>9. Measure and report publicly on the impact that the Standard is having on improving accessibility.</p>	<p>Work on this recommendation has not yet begun beyond initial research gathering.</p> <p>Public views about perceived impact that standards have on improving accessibility will likely emerge during engagement for the independent 5-Year Review of the AMA in 2023/24.</p>	<p>Work in Progress</p>
<p>10. Establish Accessibility Compliance Secretariat protocols to report and resolve accessibility standard complaints.</p>	<p>Policy and procedures to handle complaints regarding alleged non-compliance were uploaded on the Accessibility Compliance website and is available for public viewing.</p>	<p>Implemented / Resolved</p>
<p>11. Reevaluate returning to the lower threshold of 20 employees or more that must document policies and make these available to the public.</p>	<p>Work on this recommendation has not yet begun.</p>	<p>No Progress to Date but Plan to Take Action</p> <p>Revisiting in 2024/25</p>
<p>12. Substantially improve outreach and awareness to obligated businesses and organizations.</p>	<p>During small business week in mid-October 2022, MAO published print ads in 18 daily, weekly and community papers across the province to raise awareness about accessibility and the standards.</p> <p>MAO released Issues 26 & 27 of Accessibility News in Oct and Dec 2022, respectively. They included resources to help organizations expand their knowledge of how to create accessible documents; accessibility practices for return to school and in-person work; helping companies create inclusive work culture; and an in-depth summary of the IDPD 2022 webinar focused on the UN Convention on the Rights of Persons with Disabilities.</p>	<p>Implemented / Resolved</p> <p>MAO and ACS have this as a permanent work objective. MAO has hired a full-time communication and engagement specialist and MAF conducts regular outreach activities</p>

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<p>13. Improve education, outreach and awareness in communities outside of Winnipeg.</p>	<p>During small business week in mid-October 2022, MAO published print ads in 18 daily, weekly and community papers across the province to raise awareness about accessibility and the standards. The IDPD event (Dec 1) was held remotely rather than in person to allow for people to ‘attend’ from remote communities.</p>	<p>Implemented/Resolved</p> <p>MAO and ACS have this as a permanent work objective to boost reach and awareness.</p>
<p>14. Ensure the Manitoba Accessibility Office meets its French language commitments.</p>	<p>Developing a new French-language version of www.accessibilityMB.ca is part of the website redesign process during 2022 and early 2023.</p> <p>MAO is committed to providing information about accessibility standards, resources and training in French and English, including posting new website content in both languages simultaneously.</p> <p>French materials for the MAF grant program are posted on the web and an informational webinar is conducted in French during each intake period.</p>	<p>Work in Progress</p>
<p>15. Change the name of the regulation to Accessible Customer Service Standard Regulation, in line with other accessibility standards.</p>	<p>This is part of legislative work to be undertaken in 2022/23 or 2023/24. Timeline yet to be determined.</p>	<p>No Progress to Date but Plan to Take Action</p>
<p>16. Ensure organizations have access to resources and funding support to implement this Standard.</p>	<p>The Manitoba Accessibility Fund was formally launched on February 14, 2022 and closed the first intake process on April 15, 2022.</p> <p>The Minister responsible for Accessibility approved 30 projects and a total of \$756.3K to be awarded to organizations in business, non-profit, and public sectors. These projects are to be completed by March 31, 2023.</p>	<p>Implemented / Resolved</p>
<p>17. Enhance the profile and content of AccessibilityMB.ca to make it easier to access tools and resources.</p>	<p>MAO is working with a website designer and web developer with specialized expertise in accessible web design to ensure www.accessibilityMB.ca conforms with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and enhances navigability of the site. This project will be completed in early 2023.</p> <p>MAO will be developing a process whereby the website would be evaluated annually by an accessibility specialist working with user testers with lived experience.</p> <p>Work is underway by CED to engage a vendor to assist with accessibility upgrades to Manitoba.ca sites including AaccessibilityMB.ca.</p>	<p>Work in Progress</p>

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<p>18. Modernize MAO resources and awareness raising campaigns to keep them relevant and useful.</p>	<p>MAO's Accessibility News Issue 26 provided how-to resources for creating accessible documents in various formats (Word, PDF, excel)</p> <p>MAO will be adding a web page to the AMA learning portal that will allow the public to download MAO's learning modules so that they can be integrated into an organization's pre-existing training and as part of the Organization and Staff Development Learning Management System.</p> <p>A new training module on the Accessible Information and Communication Standard will be added to existing AMA learning portal in 2023.</p>	<p>Work in Progress</p>
<p>19. Ensure Manitoba's commitment of accessibility is adequately administered.</p>	<p>Work is underway to fill the permanent positions of the MAF Financial Clerk 3 and MAF Manager in early 2023.</p> <p>MAO welcomed a new Executive Director in April 2022, a new Senior Policy Analyst (maternity leave coverage) in October 2022, and a Communications and Engagement Specialist in December 2022.</p>	<p>Work in Progress</p> <p>Allocation of additional policy staff to the Accessibility Compliance Secretariat has been completed.</p>
<p>20. Continue to monitor financial implications of recommendations on stakeholders.</p>	<p>Cost analyses are completed as part of the development of each accessible standard.</p>	<p>Implemented / Resolved</p>
<p>21. Appoint an additional member to the Accessibility Advisory Council to increase the diversity of viewpoints.</p>	<p>A ninth member was appointed to Council on February 15, 2022, for a three-year term. They identify as a member of the Deaf and Hard of Hearing Community and is a strong advocate for people with disabilities.</p>	<p>Implemented / Resolved</p>
<p>22. Ask all members of Agencies, Boards and Commissions to identify disability status during the appointment process.</p>	<p>The ABCs Office has updated inclusive language on the application form for new government ABC appointments.</p> <p>Work to include accessibility training as part of standardized onboarding process for all new members on ABCs is underway.</p>	<p>Implemented / Resolved</p>