* The following table is for the Minister’s information. It provides a summary of the current work to date to implement twenty-two recommendations stemming from the Five-Year Review of the Accessible Customer Service Standard completed by the Accessibility Advisory Council in September 2021. Quarterly updates on progress of this work will be shared with the Minister.
* Senior department staff shared an initial informal update on progress of recommendations with the Accessibility Advisory Council at their meeting on April 14, 2022.
* The Minister will provide a formal update on recommendations at the annual meeting with the Accessibility Advisory Council in fall 2022. This formal progress report will be available to the public.

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| **Recommendation** | **Work to Date** | **Status and Timeline** |
| 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.**
 | Accessibility Compliance Secretariat will issue an accessibility compliance report form to all departments via a memo from the Clerk of the Executive Council. Responses will assess the degree to which departments are complying with existing accessibility standards. Civil Service Commission will track progress of the Manitoba Government Accessibility Plan on a monthly basis. | In progressAccessibility compliance form will be issued to departments every two years.Ongoing reporting by departments and tracking document on The Manitoba Government Accessibility Plan (MGAP) have been issued to Department Accessibility Coordinators. |
| 1. **Review the role of Department Accessibility Coordinators as an important strategy for revitalizing accessibility awareness and communication commitments within departments.**
 | Civil Service Commission reviewing Terms of Reference for Department Accessibility Coordinators (DACs) and Diversity Inclusion Champions and working to fill vacant roles. DAC meetings held quarterly.Development of an Accessibility Toolkit is in progress. | In progress |
| 1. **Ensure communications and services are consistently accessible to all members of the public**
 | Director of Strategy and Governance is the Communications & Engagement Division lead for this work and a member of the Accessible Customer Service Standard Implementation Team.  Development of an Accessibility Guidebook is in progress. | In progressOngoing work to ensure government-wide application. |
| 1. **Expand the provision of materials and information for the public in American Sign Language.**
 | This work will be led by Communications & Engagement Division across government. Final production of 5 videos in American Sign Language of Manitoba Accessibility Office content is underway and projected to be completed by March 31.  | Ongoing |
| 1. **Integrate accessibility during initial stages of project and program development, especially in procurement processes.**
 | Deputy Ministers of Families and Central Services met to discuss accessibility in procurement and Manitoba Accessibility Office is leading follow-up work.  | In progress |
| 1. **Enhance transparency of government compliance and improve collaboration with Accessibility Advisory Council.**
 | Accessibility Compliance Secretariat to consult with Accessibility Advisory Council on upcoming compliance projects in 2022/23. Accessibility Compliance Secretariat is compiling fiscal year-end figures on compliance of large public sector organizations and small municipalities with accessibility plans. | Ongoing |
| 1. **Provide adequate resources to the Accessibility Compliance Secretariat.**
 | Staff waiting for final clarification decision from compensation services for new Accessibility Compliance Officer position.An impact statement will be prepared in 2023/24 requesting additional FTEs to work in the Accessibility Compliance Secretariat. | Ongoing |
| 1. **Ensure compliance activities are more transparent through annual reporting.**
 | Accessibility Compliance Secretariat will consult with Accessibility Advisory Council on dedicated compliance projects in 2022/23. Manitoba’s Accessibility Compliance Secretariat is finalizing compliance figures for 2021/2022. As is contemplated in Nova Scotia, it is recommended that a 2021/22 summary compliance report with Manitoba figures and compliance activities be brought to the attention of Minister Squires with a recommendation that they subsequently be presented to The Accessibility Advisory Council and included as a baseline for assessing compliance progress in future years. | Ongoing |
| 1. **Measure and report publicly on the impact that the Standard is having on improving accessibility.**
 | Work on this recommendation has not yet begun beyond initial research gathering. | Ongoing |
| 1. **Establish Accessibility Compliance Secretariat protocols to report and resolve accessibility standard complaints.**
 | Policy and procedures to handle complaints regarding alleged non-compliance has been approved. The policy was shared with members of The Accessibility Advisory Council in November 2021 and will be uploaded on The Accessibility Compliance website for public viewing.  | Completed |
| 1. **Revaluate returning to the lower threshold of 20 employees or more that must document policies and make these available to the public.**
 | Work on this recommendation has not yet begun. | On pauseRevisiting in 2024/25  |
| 1. **Substantially improve outreach and awareness to obligated businesses and organizations.**
 | Communications & Engagement Division promoted six organic social media messages for the Manitoba Accessibility Fund in February/March 2022. Manitoba Accessibility Office gave a webinar (in English) about Manitoba Accessibility Fund in March.  | Ongoing |
| 1. **Improve education, outreach and awareness in communities outside of Winnipeg.**
 | Manitoba Accessibility Office promoted the Manitoba Accessibility Fund in The Municipal Leader in February 2022. Conducting a postcard campaign (over 26K) about Accessibility for Manitobans Act and new Manitoba Accessibility Fund to rural businesses and farms. (March 2022) | Ongoing |
| 1. **Ensure the Manitoba Accessibility Office meets its French language commitments.**
 | Manitoba Accessibility Office gave a webinar (in French) about Manitoba Accessibility Fund, in collaboration with Bilingual Service Centres in March 2022.AccessibilityMB.ca website redevelopment in French and English is planned for 2022/23.  | Ongoing |
| 1. **Change the name of the regulation to Accessible Customer Service Standard Regulation, in line with other accessibility standards.**
 | This is part of legislative work to be undertaken in 2022/23 or 2023/24. Timeline yet to be determined.  | In progress |
| 1. **Ensure organizations have access to resources and funding support to implement this Standard.**
 | Manitoba Accessibility Fund intake process is underway until April 15, 2022.  | In progress |
| 1. **Enhance the profile and content of AccessibilityMB.ca to make it easier to access tools and resources.**
 | Manitoba Accessibility Office is working with a website developer to ensure site confirms to WCAG 2.1 AA level. The website will be evaluated annually by an accessibility specialist working with user testers with lived experience.  | In progress |
| 1. **Modernize MAO resources and awareness raising campaigns to keep them relevant and useful.**
 | Communications & Engagement Division issued six organic social media messages to raise awareness about the Manitoba Accessibility Fund in February/March 2022. | Ongoing |
| 1. **Ensure Manitoba’s commitment of accessibility is adequately administered.**
 | Manitoba Accessibility Office will be hiring two staff to assist with the Manitoba Accessibility Fund, as well as a new Executive Director. | In progress |
| 1. **Continue to monitor financial implications of recommendations on stakeholders.**
 | Cost analyses are completed as part of the development of each accessible standard.  | Completed |
| 1. **Appoint an additional member to the Accessibility Advisory Council to increase the diversity of viewpoints.**
 | A new member was appointed to the Accessibility Advisory Council on February 15, 2022 for a three-year term. | Completed  |
| 1. **Ask all members of Agencies, Boards and Commissions to identify disability status during the appointment process.**
 | Manitoba Accessibility Office and ABC Office to update inclusive language in application form and add accessibility training to standardized onboarding process. | In progress |