

## 2021 Accessibility Standard for Customer Service Five-Year Review: Status of Recommendations at June 30, 2022

- The following table is a quarterly status update for the Minister's information. It provides a summary of the work undertaken between March 31, 2022 and June 30, 2022 to implement twenty-two recommendations stemming from the Accessibility Advisory Council's Five-Year Review of the Accessible Customer Service Standard.
- It is anticipated 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.

Recommendation	Work to Date	Status and Timeline
<p><b>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.</b></p>	<p>Accessibility Compliance Secretariat (ACS) has issued 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.</p> <p>The Public Service Commission has been tracking progress of the Manitoba Government Action Plan (MGAP) on a monthly basis. Based on feedback from Department Accessibility Coordinators (DAC), a quarterly reporting structure is being implemented. A new two-year plan and progress report will be prepared by December 2022.</p> <p>The Public Service Commission coordinates follow-up actions identified by DACs and/or Diversity and Inclusion (DI) Champions are part of the implementation of the MGAP.</p>	<p>In progress</p> <p>Deputy Ministers have been requested to submit completed accessibility compliance forms by July 27, 2022.</p> <p>Accessibility compliance form will be issued to departments every two years.</p> <p>Ongoing reporting by departments and tracking document on the MGAP have been issued to DACs.</p> <p>Timeline for progress reporting of MGAP is every 2 years (in the second year).</p> <p>The ACS and Community Engagement Division (CED) will be developing a survey as part of the government review on meeting requirements of Standards. Focus groups will complement the survey results. Timeline for completion is fall 2022.</p>
<p><b>2. Review the role of Department Accessibility Coordinators as an important strategy for revitalizing accessibility awareness and communication commitments within departments.</b></p>	<p>The Public Service Commission is filling vacant DAC roles in a few departments. Orientation materials are being finalized.</p> <p>The Diversity and Inclusion Unit (DIU) is updating the DAC Terms of Reference to share by summer 2022. DAC meetings held quarterly.</p> <p>DIU receives MGAP updates from DACs via 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.</p>	<p>In progress</p>

## 2021 Accessibility Standard for Customer Service Five-Year Review: Status of Recommendations at June 30, 2022

<p><b>3. Ensure communications and services are consistently accessible to all members of the public</b></p>	<p>Director of Strategy and Governance is the Communications &amp; Engagement Division (CED) lead for this work and a member of the Accessible Customer Service Standard Implementation Team.</p> <p>CED is developing a project plan to advance implementation of the review recommendations and align with implementation of the accessible Information and Communication Standard.</p> <p>Tracking of AMA mandatory training is conducted through the MGAP progress tracker completed by DACs.</p> <p>The Public Service Commission is sharing resources for creating accessible documents with DACs who will cascade the information within their departments.</p>	<p>In progress</p> <p>Ongoing work to ensure government-wide application.</p> <p>Starting May 2022, quarterly meetings will be held by CED and FAM to ensure internal/external communications are accessible.</p>
<p><b>4. Expand the provision of materials and information for the public in American Sign Language.</b></p>	<p>This work will be led by Communications &amp; Engagement Division across government. CED is currently developing a project and implementation plan to align with accessible Information and Accessibility Standard.</p> <p>Five videos in American Sign Language of Manitoba Accessibility Office content will be re-done to align with GoM standards for ASL video production with ECCOE and CED.</p>	<p>Ongoing</p>
<p><b>5. Integrate accessibility during initial stages of project and program development, especially in procurement processes.</b></p>	<p>The Accessibility Advisory Council is interested in making recommendations regarding accessible procurement. The Council will look at accessible procurement in other jurisdictions and discuss next steps at their meeting in September 2022. MAO is leading follow-up work.</p>	<p>In progress</p>
<p><b>6. Enhance transparency of government compliance and improve collaboration with Accessibility Advisory Council.</b></p>	<p>Accessibility Compliance Secretariat (ACS) delivered a presentation to the Accessibility Advisory Council on June 8, 2022. Compliance data from 2021/22 was shared with the Council, which recommended that it be published in the forthcoming annual report on accessibility.</p> <p>The proposed performance measure “Percentage of organizations that achieve compliance with accessibility requirements after being issued an Achieving Compliance Plan” will be included in the annual ministerial report on accessibility.</p> <p>The ACS will present compliance figures at The Government of Manitoba Accessibility Steering Committee meeting in August 2022, to further discuss the publication of accessibility compliance data.</p>	<p>Ongoing</p>

## 2021 Accessibility Standard for Customer Service Five-Year Review: Status of Recommendations at June 30, 2022

<p><b>7. Provide adequate resources to the Accessibility Compliance Secretariat.</b></p>	<p>The competition for the Accessibility Compliance Officer position is underway; candidate interviews will occur in July 2022.</p> <p>An impact statement will be prepared in 2023/24 requesting additional FTEs to work in the Accessibility Compliance Secretariat.</p>	<p>Ongoing</p>
<p><b>8. Ensure compliance activities are more transparent through annual reporting.</b></p>	<p>Accessibility Compliance Secretariat and MAO will consult with Accessibility Advisory Council on potential future projects to include to the 2-year ministerial plan that will be released in spring 2023.</p> <p>Manitoba's Accessibility Compliance Secretariat finalized compliance figures for 2021/2022. MAO is preparing the annual report with this recommendation in mind.</p>	<p>Ongoing</p>
<p><b>9. Measure and report publicly on the impact that the Standard is having on improving accessibility.</b></p>	<p>Work on this recommendation has not yet begun beyond initial research gathering.</p>	<p>Ongoing</p>
<p><b>10. Establish Accessibility Compliance Secretariat protocols to report and resolve accessibility standard complaints.</b></p>	<p>Policy and procedures to handle complaints regarding alleged non-compliance was uploaded on the Accessibility Compliance website and is available for public viewing.</p>	<p>Completed</p>
<p><b>11. Reevaluate returning to the lower threshold of 20 employees or more that must document policies and make these available to the public.</b></p>	<p>Work on this recommendation has not yet begun.</p>	<p>On pause</p> <p>Revisiting in 2024/25</p>
<p><b>12. Substantially improve outreach and awareness to obligated businesses and organizations.</b></p>	<p>MAO released Issue 24 of Accessibility News (May 2022) which included compliance sections for businesses and organizations that focused on the Accessible Employment and the Information &amp; Communications Standards, and a section about accessible customer service policies for large businesses in Manitoba</p> <p><b>Note:</b> Due to the Thompson by-election blackout period (May to June), the MAO was not able to launch any outreach and awareness campaigns.</p>	<p>Ongoing</p>
<p><b>13. Improve education, outreach and awareness in communities outside of Winnipeg.</b></p>	<p>MAO is identifying and exploring potential private sector advertising opportunities (including outside of Winnipeg) that can be utilized to boost MAO reach and awareness.</p>	<p>Ongoing</p>

## 2021 Accessibility Standard for Customer Service Five-Year Review: Status of Recommendations at June 30, 2022

<p><b>14. Ensure the Manitoba Accessibility Office meets its French language commitments.</b></p>	<p>Manitoba Accessibility Office gave a webinar (in French) about Manitoba Accessibility Fund, in collaboration with Bilingual Service Centres in March 2022.</p> <p>AccessibilityMB.ca website re-design includes a French version of the site which is to be completed by MAO between May and December 2022. It is expected to go live in 2023.</p>	<p>Ongoing</p>
<p><b>15. Change the name of the regulation to Accessible Customer Service Standard Regulation, in line with other accessibility standards.</b></p>	<p>This is part of legislative work to be undertaken in 2022/23 or 2023/24. Timeline yet to be determined.</p>	<p>In progress</p>
<p><b>16. Ensure organizations have access to resources and funding support to implement this Standard.</b></p>	<p>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>Completed</p>
<p><b>17. Enhance the profile and content of AccessibilityMB.ca to make it easier to access tools and resources.</b></p>	<p>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.</p> <p>MAO is working with Relish and Lisa Snider, between May and December 2022, to redesign the AccessibilityMB.ca website.</p>	<p>In progress</p>
<p><b>18. Modernize MAO resources and awareness raising campaigns to keep them relevant and useful.</b></p>	<p>MAO's Accessibility News included a section on the Manitoba Accessibility Awareness Week webinar that offered free training on the Information and Communication Standard. This webinar was the highest registered and highest attended event in all of MAO history.</p> <p>MAO is working with a vendor and other MB government departments to add a webpage to our current Online Learning Portal that will allow the public to download the MAO's learning modules in (.zip) file format so that modules can be integrated into an organization's pre-existing LMS (into an organization's training).</p> <p><b>Note:</b> Due to the Thompson by-election blackout period (May to June), the MAO was not able to launch any outreach and awareness campaigns.</p>	<p>Ongoing</p>

**2021 Accessibility Standard for Customer Service Five-Year Review: Status of Recommendations at June 30, 2022**

<p><b>19. Ensure Manitoba's commitment of accessibility is adequately administered.</b></p>	<p>Manitoba Accessibility Office will be hiring two permanent staff to assist with the Manitoba Accessibility Fund. These positions will be filled by fall 2022.</p> <p>MAO welcomed a new Executive Director in April 2022.</p> <p>In May 2022, MAO seconded a Manitoba Accessibility Fund Manager.</p>	<p>In progress</p>
<p><b>20. Continue to monitor financial implications of recommendations on stakeholders.</b></p>	<p>Cost analyses are completed as part of the development of each accessible standard.</p>	<p>Completed</p>
<p><b>21. Appoint an additional member to the Accessibility Advisory Council to increase the diversity of viewpoints.</b></p>	<p>A new member was appointed to the Accessibility Advisory Council on February 15, 2022 for a three-year term.</p>	<p>Completed</p>
<p><b>22. Ask all members of Agencies, Boards and Commissions to identify disability status during the appointment process.</b></p>	<p>Manitoba Accessibility Office and Agencies, Boards and Commissions Office are working together to update inclusive language in application form and add accessibility training to standardized onboarding process for all new members on ABCs.</p>	<p>In progress</p>