

# ACCESSIBILITY IN THE WORKPLACE DURING COVID-19



Free webinar June 18, 2 to 3 p.m. CST.

Co-hosted by the Disabilities Issues Office, Manitoba Employment Equity Practitioners Association (MEEPA), and Manitoba Possible.



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## Manitoba Access Awareness Week 2020

### Accessibility in the Workplace During COVID-19 Webinar

June 18, 2020 from 2 to 3 p.m. CST.

For more information, please visit: [www.accessibilitymb.ca](http://www.accessibilitymb.ca)

#### Speakers:

Erika Vas, Policy Analyst, Disabilities Issues Office

Yutta Fricke, Executive Director, Disabilities Issues Office

John Leggat, Department of Families, Manitoba Government

John Wyndels, Senior Policy Analyst, Disabilities Issues Office

**[Webinar Begins]**

**Erika Vas (00:01):** Okay, so “Bozhoo! Tansi! Aanin! Tanshi! Hello! And welcome everyone! My name is Erika Vas and I am a policy analyst at the Disabilities Issues Office. Just before we begin, I’d like to cover some housekeeping just to make sure that things go as smoothly as possible. If you have any technical difficulties, please contact the DIO by email [dio@gov.mb.ca](mailto:dio@gov.mb.ca), call 204-945-7613 or call toll free at 1-800-282-8069 ext. 7613 and I will be on standby to help you as best as I can, and although today’s webinar is not interactive, we welcome your questions either by using the Zoom chat feature, email, or phone call. So we will be responding to these questions directly in the form of a list of questions and responses – the responses to be posted on [accessibility.mb.ca](http://accessibility.mb.ca) along with a recording of this webinar in the weeks to come. Please note the accessibility features for *today’s* event include captioning and ASL interpretation. So, without further ado, I’d like to welcome Executive Director, Yutta Fricke!

**Yutta Fricke (01:26):** Hi. My name is Yutta Fricke and it’s my pleasure to welcome everyone to our very first online celebration of Manitoba Access Awareness Week – so it’s a very cool thing, I mean, there were a few technical difficulties that we’ve already had, but whereas we normally have about 200 people attend in person, this year we have well over 300 – about 350 attending mostly from Manitoba, but also from across the country. So I – I really wanted to... welcome the diverse businesses, organizations, individuals with disabilities and others with an interest in accessibility, particularly during COVID-19, which is the theme for this year’s Manitoba Access Awareness Week and our webinar today. So we’re really excited about the 1-hour agenda, we know it’s hard for adults to pay attention for a very long time, so we’re going to try and be strict with our timeline and we’re going to have a presentation PowerPoint by my colleague John Wyndels on “Accessible Customer Service and Employment” and that will be the main feature of today’s presentation, but we’re also really excited to launch a training video about accessibility in the workplace! But before we begin the main part of our program, I’d like to welcome our Deputy Minister in the Department of Families, that the Disabilities Issues Office is a part of and also our Director for the Accessibility for Manitobans Act – John Leggatt. John will be providing greetings from the Province of Manitoba! Welcome, John!

**John Leggat (03:15):** Thanks a lot, Yutta, it’s – it’s really great to be with you guys today, and I’m just so happy that the temperature is a little bit more moderate than it was yesterday – it was a cooker here in the legislature. So on behalf of the Minister of Families, I am absolutely honored to bring greetings and proclaim June 14th to 20th as Manitoba Access Awareness Week. I wish to welcome the many champions of accessibility, including businesses, not-for-profit organizations, and members of the

Manitoba Disability Community. Manitoba Access Awareness Week is proclaimed annually to raise awareness of accessibility barriers experienced by Manitobans with disabilities, and to promote the removal of these barriers. It is fitting that the focus of Access Awareness Week this year is accessibility during COVID-19. The Manitoba Government is committed to helping maintain the health, safety, and wellbeing of Manitobans during this epidemic.

**John Leggat (04:26):** I'm proud of the leadership shown by the government in ensuring the accessibility of information and resources we provide, including American Sign Language interpretation during briefings and an interactive voice response to access the COVID-19 screening tool. To offset the additional disability-related expenses during the pandemic, the government established a \$4.6 million Disability Economic Support Program to provide a one-time payment of \$200 to over 23,000 Manitobans with disabilities receiving employment and income assistance. In May, the province launched "Ability CBT" to help Manitobans experiencing mild to moderate anxiety during COVID-19. This virtual therapy program provides online cognitive behavioral therapy to Manitobans 16-years and older.

**John Leggat (05:34):** We have also worked to ensure that the purchase and distribution of personal protective equipment to frontline workers and organizations, including nearly 1 million individual PPE items to workers in our disability sector. Perhaps the most important strategy for responding to the diverse needs of our community is collaboration. For instance, since it's launch in May... almost 7000 Manitobans are registered with the online program "HelpNextDoor Manitoba" with the aim to connect Manitobans who need help with those who want to help. I also wish to commend the many businesses and not-for-profit organizations that have gone the extra mile to accommodate the needs of people with disabilities during the pandemic by designating hours of service, offering home delivery, providing services online, and ensuring the safety of their employees through alternate work arrangements. During this afternoon's event, you will learn more about how Manitoba's Accessibility Legislation helps guide inclusive customer service and employment during the pandemic and moving forward.

**John Leggat (07:00):** I wish to close by thanking the Manitoba Employment Equity Practitioners Association and Manitoba Possible for co-hosting this event, as well as all the other organizations that helped to plan today's webinar. I hope you will all join us in continuing this important conversation in our social media event today. Thanks very much, Yutta!

**Yutta Fricke (07:25):** And thank you, John! And John's greeting actually laid out a little bit of the background of coming together today, and the important contribution that we

have during Manitoba Access Awareness Week, and all year long from our community partners – and including co-hosts, MEEPA, or Manitoba Employment Equity Practitioners Association and Manitoba Possible – which some of you may know better as the Society for Manitobans with Disabilities. And a special thank you to Manitoba Possible and to Heather Hiscock who is behind the scenes and is helping us with our Zoom technology and in organizing our event today, so we couldn't have done that without you. Now it's my pleasure to introduce my colleague John Wyndels, who is going to be giving the main presentation at today's event. John has been with the office for well over a decade and, as a senior policy analyst, was there right at the beginning of developing Manitoba's Accessibility Legislation and continues to support the Accessibility Advisory Council.

**John Wyndels (08:40):** Thank you very much, Yutta! Today's presentation is titled "Accessibility in the Workplace during COVID-19" although I will be touching on a number of different areas during today's presentation. I'll first give a brief overview of the Accessibility for Manitobans Act. I'll then talk about accessing goods and services during COVID-19. As many of you know, customer service was the first standard established under the Act, and there are a number of best practices that can be drawn from requirements in that standard that apply very directly to COVID-19 and how to provide good customer service.

**John Wyndels (09:53):** I'll then touch upon the accessibility standard for employment, not only during COVID-19, the period that we're in right now, and could conceivably be in for many, many months to come, and I'll close out the presentation by talking a little more about the accessibility standard for employment and its requirements, when it comes into force, and who it applies to. The Accessibility for Manitobans Act as many of you probably know, became law in 2013. Its main purpose is to identify, prevent, and remove barriers to participation, by taking a proactive approach to the removal and prevention of barriers today, we create a more accessible and more inclusive environment tomorrow.

**John Wyndels (10:58):** And although I used "today" and "tomorrow" it's meant figuratively, not literally, because this is a long-term process. Barriers to participation – we talk about the removal of barriers, they can be structural – and that would be the buildings, the facilities, even playgrounds, crosswalks. Barriers may affect information and communication, it's the ability to receive information in an accessible manner for that individual. Barriers apply to technology – technology has removed a number of barriers, but at the same time, there are barriers embedded within websites that make persons with visual disabilities, or who are blind, almost impossible to navigate because it's not compatible with the software that they may be using. Barriers are also systemic, applying to policies and practices that have never been looked at for how they can adversely affect a good chunk of the population, but attitudes continue to be the greatest barrier of all.

**John Wyndels (12:33):** In 2005, Ontario – our next-door neighbor, created the Accessibility for Ontarians with Disabilities Act, otherwise known as the AODA, that is what our legislation – the AMA – is modeled after. In 2017, Nova Scotia created the Accessibility Act, and last year, the government of Canada passed the Accessible Canada Act. I can also tell you that three other jurisdictions in Canada are currently developing legislation: British Columbia, Saskatchewan, and also, Newfoundland and Labrador. The AMA calls for accessibility standards to be developed in five areas: Customer service, employment, information and communications, transportation, and the design of public spaces. “Customer Service” came into force in 2015 and currently, all government public sector organizations, businesses, and non-profits in Manitoba are bound by the requirements in the “Customer Service” standard. “Employment” came into force last May – I’ll talk about customer service and employment, that will be the focus of today’s presentation, but I also want to tell you that information communication, transportation, and the design of public spaces are well into development and will be established as standards in the near future.

**John Wyndels (14:26):** Accessing goods and services during COVID-19. Aside from the very real, economic, difficulties this situation is creating for individuals, families, and communities across the country... it presents unique challenges for persons with disabilities. Social distancing, for example, a person who may work with a – an attendant, there is direct contact involved there. Social distancing cannot be practiced in that situation, so PPE has to be available for all people involved in that.

**John Wyndels (15:18):** There has been a disruption of routine through the temporary closure of facilities; we know this through daycare and schools being closed – even day programs for persons that have intellectual disabilities! This causes logistical challenges, not only for those individuals, but for their family and friends. So when we talk about providing barrier-free access to goods and services, there’s a lot of tips that can be taken from the customer service standard that are directly applicable to our situation right now. Give priority to people who need accommodations – a number of stores, such as Superstore, have designated hours for persons with disabilities and seniors, who require additional assistance. Offer sanitizer – hand sanitizer, or masks, or gloves.

**John Wyndels (16:26):** A lot of signs meet communication needs of customers and clients. As you go down the street, most businesses in operation have a sign clearly displayed on their window, either stating they are temporarily closed, or instructions to be observed while in the premises. Keep those signs and messages simple and easy to understand! Use easy-to-read formats, color contrasts, and white space. These are

instructions and these are requirements that we state within the customer service standard but are very applicable when we find ourselves in our current situation – and maintain a phone line! Not everybody is going to have access to a computer. Allow a support person or a family member to pick up goods or sign for a client with a disability – again, this is just creating what works best for various people. Allow a support person to accompany a client when one individual is technically allowed. It's very clearly stated, if you are going to go shopping for food and so forth, only one person comes in, but if an individual requires a support person, by all means, take that responsibility on, and make allowances for people that have guide dogs being retained, to maintain the two meter distance. They're not going to see you, but you are going to see them, and make sure that you do provide the two-meter physical distance guideline.

**John Wyndels (18:34):** Ensure there is space to move freely with an assistive device such as a walker, this is especially important right now, when we are being asked to observe physical distancing guidelines. If there are lineups, offer seating and a placeholder for persons with disabilities! A lot of people – I will go to a store, a food store right in my neighborhood, there can often be 15 and 20 people waiting in line to get in, but at the same time, think about putting a seat outside for those individuals who might find it very difficult or uncomfortable to stand for long periods of time. Masks are essential, but at the same time they can create a barrier for people who communicate in-part, by reading lips. Keep paper and pens on hand.

**John Wyndels (19:41)** Trust your customers to provide the very best feedback on how to minimize barriers, they know what works best, and invite feedback in numerous ways – on posters, websites, or ask clients directly. They are going to give you the responses that you need to eliminate barriers, not only now, in the current situation that we're in, in COVID-19, but in the future. Train your staff – this is as important a requirement as any of the others, if not more so. Attitude is the greatest barrier of all, creating a respectful culture fosters greater accessibility – and Business A, is not going to be like Business B! Every organization and business is unique, and you have to recognize what works for you and find those solutions. As I say, someone who's selling groceries is going to be in a completely different situation than someone selling computers, or someone who provides a direct service – you have to recognize what those barriers are and find the right solutions. I strongly encourage you to go to our website – [accessibilityMB.ca](http://accessibilityMB.ca) – there's free online training, we're adding to it constantly – it is the very best source for us to get information to those organizations that have obligations and requirements under the standards.

**John Wyndels (21:44):** Accessible employment during COVID-19... so the accessibility employment standard was enacted last year, in May of 2019. This is the second standard

under the AMA, and it aims to remove and prevent barriers that affect current and potential members of Manitoba's labour force. It's intent is to level the playing field, to give persons with disabilities greater opportunity to get into the labour force – there are a number of inherent barriers that are in that program right now – not the program, but the process, the more that we can take an active role in eliminating them, the greater the opportunity that we get more persons with disabilities to make up the labor force and be employed. It builds on existing requirements of the Manitoba Human Rights Code. Feasible accommodation is one of the tenets of the Human Rights Code, and it is a fundamental process within the employment standard, it helps organizations hire, support, and keep employees. The standard applies to all employees: full-time, part-time, apprentices, seasonal workers.

**John Wyndels (23:30)** I know I'm going through a lot of this quickly, there's a lot of information to get down, but again, I encourage you at the end of this – I'll provide not only a number of guidelines and things that we have on our website, but I strongly encourage everybody to go to [accessibilityMB.ca](http://accessibilityMB.ca) – that is the best way to find out the various things that we have developed, the resources and tools that we have developed, to assist organizations who need the requirements of this standard that we are implementing. There are two conditions with the employment standard that apply to all organizations one year after coming into force: that is the workplace emergency response information, where you are asked to create emergency response information to help employees with disabilities stay safe during emergencies, and the workplace emergency assistance, this is asking employees who require assistance during emergencies, for permission to share information with individuals who agree to help.

**John Wyndels (24:53):** I am in a wheelchair, I work on the 6th floor of a building, if there was a fire... or... a situation like this, accommodations must be made for me to safely get out of the building. That is why we are talking about safety first, allowing organizations – making a plan for organizations to safely allow their employees to evacuate the premises in the case of an emergency. But at the same time, we find ourselves in an emergency right now, an unexpected emergency. COVID-19 has been declared a national emergency and the provincial government is right now – we are under the Emergency Act. So... in this kind of situation right now... ask whether employees have accessibility or disability concerns, as it applies to COVID-19. They may be, possibly are, working at home, what does that mean when suddenly, they have to come back to work? What if they have underlying conditions? What if they have anxiety? Part of reasonable accommodation is developing a rule, and a policy that allows changes to the things that are usually done. And so it's a two-way street, between the employer and the employee working on a plan to effectively allow them to continue to do their job but in a manner that best suits their needs.

**John Wyndels (27:04):** So if an accommodation is reasonable, if it is A) required for applicants to access the materials/activities used in assessment/selection process, and b) are required for employees to perform their employment responsibilities or access the benefits. So for instance, I told you there are inherent barriers that have been involved in the employment process, being able to post accessible job applications, creating an environment that allows the selection process to be done in a fair and equitable manner. Because we focus on barriers, not disabilities, the fact is, that... although people may use wheelchairs and be in crutches, might have a cane, the very visible disabilities make up less than half of *all* disabilities. The majority of disabilities, you wouldn't know - they are invisible, you have to talk to the person to recognize what their needs are and how you can assist them. As we say in the customer service standard, "How can I help you?" it's the best line of communication between the customer and the proprietor of an organization.

**John Wyndels (28:53):** A lot of very good information is available on SAFE Work Manitoba. SAFE Work Manitoba is a division of the Workers Compensation Board, they have done/created lots of toolkits and resources for working safely at home, industry specific COVID-19 information, and I'm happy to say, we *will* be working with SAFE Work Manitoba moving forward, as we do more presentations and give out more information about the employment standard and how organizations can best work, not only in COVID-19, in the situation we currently find ourselves in right now and might find ourselves in for a considerable amount of time, but moving forward - this will eventually end and hopefully we'll get back to - well I guess it's a "new" normal, rather than a "normal", but again - I think we are very happy and excited with the opportunity that we have to work with SAFE Work Manitoba. I encourage you to go to their website to find out information on working safely from home and specific information geared to particular retailers, industry-specific sectors and the information they have on COVID-19.

**John Wyndels (30:41):** I talked about the first two provisions of the accessibility employment standard that apply in the first year, but there are usually - and employment works the same as customer service, we have staggered it so that the Manitoba government comes first, so they - right now, in May of 2020, last month, they should be fully compliant with the requirements stated in the employment standard. Public sector organizations have until May of next year. Private sector and non-profit organizations including small municipalities have until May of 2022. So as I talked to you when I - as I mentioned earlier... This is about creating a level playing field for persons with disabilities who are seeking employment. It starts with the recruitment, inform applicants that reasonable accommodations are available upon request. If we're going to be assessing people, you want to know if they are the right person for their job, you have to be able to give all individuals the opportunity to show their merits. Give them the information, give

them the test in a manner that best suits their needs. Offer and provide reasonable accommodations in the selection process. So in this - so you know, some of the tips that you can think of are... remember the candidates with disabilities usually know what works best for them, if they say "I need [this] and [this]." Well, they'll know best, rather than you deciding for them from the outset, how the selection process is going to be conducted - conduct the interview in an accessible location and make the format of the assessment test accessible to people with disabilities. This is a key component in the accessible employment standard, notify new hires about the organization's policies for accommodating new employees in the workplace. They're the best person for you, but at the same time, if you haven't given your organization's policies to employing them in the workplace, if they have some trepidation as to whether you are going to be able to meet their accommodations, that may influence their decision. So notify the new hires - your new hires about the organization's policies for accommodating them.

**John Wyndels (34:14):** Keep employees informed. This is just a basic thing, but at the same time employers must know the information about their own government policies, not only during the employment orientation, but in staff meetings, in employee bulletins - a person has to know that there is a staff meeting going on, you have to give them the information in the format that they can understand - if there is a staff meeting going on. It seems very common sense, but at the same time, it requires you to really think about the employees in your organizations and making sure that you create a one-on-one relationship so that they know, not only staff meetings, but internal bulletins about what is going on in your operations. They need to know - it's the same thing that you would afford able-bodied people, or employees that have disabilities that require the information in a different format, should be entitled to it.

**John Wyndels (35:30):** Create individualized accommodation plans, and this means that an employee with a disability may request an accommodation plan, and it would document any accessible formats and communications required by that employee. Any relevant workplace emergency information that is needed - those are the first two provisions that I talked about, the Workplace Emergency Information Communication and any reasonable accommodations the employee will make to address barriers. Disabilities evolve...employees evolve... individualized accommodation plans *should* evolve with that employee, because they may have different needs as either a) their disability continues to deteriorate, or they just might be in a different circumstance and require a different accommodation. Again, this is a good practice, it is one of the requirements of the individual employment standard, and it *is* very much a relationship between the employer and the employee. There are a number of very, very qualified persons with disabilities looking for the opportunity to work. If you give them the opportunity, they will thrive.

**John Wyndels (37:14):** Training - as I mentioned to you, training is very important in customer service and the same applies to employment. Employers *must* provide training on accessible employment to the staff that have supervisory or human resources roles. And the training includes not just the Human Rights' Accessibility Laws, but the standard itself and how to interact with individuals that use an assistive device or require support, or a support person or a service animal. Again, performance management and career development - again, we *want* you to pay attention to the barriers, not the individual. Focus on the individual, they are the talents there, you can remove - you can't necessarily - you can remove *barriers*. A person comes to a job with a particular skill set, and that's the skill set that you want and you covet - if you want them, you'll make the necessary changes to best allow them to thrive and really develop within your organization.

**John Wyndels (38:46):** Return to work - a Return-To-Work Policy must establish a work policy for employees that have been absent from the work due to a disability. This is fundamental. there are going to be people that are away from work due to a disability. If you have a very, very good worker for 10 years that has done an absolutely exemplary job for you, you *want* them coming back after they have a disability, rather than training somebody else who may not be - who would have a long time to gain to get up to the skill level, you already have that within the employee that you have. Again, I think the relationship, working with SAFE Work and the Workers Compensation Board would be an opportunity to share a lot of the lessons they have learned and a lot of the procedures they have in place. Documentation - this is really incumbent on the government public sector organizations and large organizations; they're required to document their accessibility policy including the content and timeframe of their training. This is just because we want to put this as the burden on larger organizations that have the capacity to document in writing and make these documents publicly available, in accessible formats, if they are requesting them.

**John Wyndels (40:39):** These are a number of resources that we have developed at the Disabilities Issues Office to better accommodate and better develop an understanding of the various requirements within the standard. So the Workplace Emergency Response Toolkit is one resource. The Employer's Handbook to Accessible Employment Standard, Policy Guide on Accessible Employment Standard, Discussing Accessibility in the Workplace poster – are other resources. As you can see, there are any number of documents that we have developed to assist organizations to better understand the accessibility employment standard and the importance of having more persons with disabilities enter the workforce. It's better for everybody involved, it's better for them, it's better for the community, it's better for the government, who would be spending unnecessary monies on programs to accommodate them, when they are best suited to be in the labor market. Again, I tried to cover this as quickly as I could, I'm very sorry that

I wasn't able to expand on a number of the slides that I had, but I strongly encourage you to send us your questions - we'll do our best to answer them in a proactive manner, so if you have questions please send them to [dio@gov.mb.ca](mailto:dio@gov.mb.ca), I believe that even on this website you'll be able to use the chat function as well, so save your questions to their directory. We will be compiling them and be responding to them. Thank you very much for your time! I hope I have created a little bit of clarity, but I'm going to pass this back to Yutta, thank you very much!

**Yutta Fricke (43:01):** Thanks, John! John had the mighty job of the day in going over our various components of the new accessibility standard for employment, so he has actually gone through the requirements of that standard, which will start affecting public sector organizations next May, as John said, and then a year later for private sector. So that's the important focus of our work right now, and as you learned through John, it aligns closely with COVID-19- and if you go to our website which is still up there, you'll see on the homepage, information specifically about COVID, and you'll see information for business and non-profits on the accessible employment standard and separately for public sector. And that brings us to the next and newest tool that we're really excited about launching today. But I just remembered on the chat line I've seen several people ask, this PowerPoint will be posted later on and, I haven't seen a lot of questions about John's content come up during the PowerPoint, but you may well have questions. The different telephone lines are right there. So either by chat right now, please feel free to comment or ask questions. Later on, you can reach us at the DIO and we'd be happy to answer those questions - and we'll be posting some of those questions and answers as well.

**Yutta Fricke (44:32):** But yes - that takes us to the exciting new tool that we created; it's called the Accessibility in the Workplace Video: Law in Manitoba. So that's what I'm going to get Heather to help me project on the screen right away. It's about 6 and ½ minutes long, and I hope that you will stay tuned - it was a creative collaboration between a number of organizations - and maybe I'll thank them right now: Reaching Equality Employment Services, which is featured in the video, Manitoba Possible, the Entrepreneurs with Disabilities Program of Community Futures, and The Independent Living Resource Centre, and also SCE Lifeworks. So these collaborators were a great source of expertise/advice and it's because of their context that you're going to see some really great voices representing accommodations in the workplace. So... Heather if you could please launch that video.

***[Video: Accessibility Employment Standard in Manitoba - captioned]***

**Yutta Fricke (53:09):** So that - that's our newest video, and- I don't know if all our contributors are online, I know that Heather was a part of it and - and just those great champions in Manitoba, and this gives me maybe a little bit of segue to say that - coming up in the Fall we'll be celebrating Manitoba Employment Champions with Accessibility Awards. So if you are a Manitoba Organization that is complying with Accessibility Standards, stay tuned. I think we'll probably make that announcement in a bit - in mid-August. So that tool will be online in the near future. Others have just been put online in the last couple of weeks, we're also working on new online training that will have self-assessment and such coming up in the summer - so we keep at it! And I know that we had a question about materials in French, so this video was made in English as you know, the transcript will appear for accessibility reasons and will also be in French, and all the training and tools will be online also in French. If you scroll to the bottom of the screen, and you read "Francais" and you just transfer to the French version of the same information and materials. Sometimes we're delayed slightly, but in the end, I think our aim is to have our French webpage to totally reflect what we have on the English side.

**Yutta Fricke (54:49):** I have been viewing some of the comments on the chat line and I want to thank you for that feedback already and invite further feedback. So, on that note, I'd like to thank our planning committee, we mentioned the co-hosts already, but there are other organizations that helped us in planning Manitoba Access Awareness Week, and that included United Way, the City of Winnipeg, the Universities of Manitoba and Winnipeg, Manitoba Hydro, Manitoba Public Insurance, Manitoba League of Persons with Disabilities, and March of Dimes. So thank you - those organizations often help us out as we plan and expand our reach, so we are really grateful to you! And a special shout out to Heather Hiscock again, from Manitoba Possible, and actually to her employer for lending us Heather, she's been a super help to us and it's made a big difference. This is our first webinar and we are expecting to have more in the future, like during the Disability Employment Awareness Month in October, and to commemorate December 3rd. And plus, we typically have monthly in-person workshops for employers to get to know our accessibility staff, of course- that's not working right now, so probably by September we'll have those online workshops to help you out. And please let us know if there are other ways that we can make it easier for Manitoba organizations to comply with our accessibility legislation.

**Yutta Fricke (56:28):** That's our goal, we think it's a culture change - we think that having laws help support that culture change, but I always give credit to the inclusive schools where you learn that our society is diverse and there are different ways of meeting people's different needs. I also want to close out by saying we launched a social media campaign this year as another way of trying to bring accessibility awareness to our public and virtual ways - so that is all online and please give a shoutout to people who are doing

a great job at being accessible. Start a conversation, there are a number of hashtags to do that, and I know Manitoba Possible is inviting videos, so I think that's a great idea.

**Yutta Fricke (57:19):** So, I just looked at my notes and I didn't thank all of the DIO staff - so I'm just going to do that right now because at the very beginning, you met Erika Vas and it's thanks to Erika that we have a social media campaign this year, and Erika has just been hugely helpful in this webinar, so I don't want to close out without saying thank you to Erika! John, you met during the video, John I know was very nervous, and did a great job, so I want to thank John, I want to thank Colleen Watters in the background, she's also been organizing Manitoba Access Awareness Week for a number of years, and will be helping us with notes about the event, Matt Reimer, who is our summer STEP student, and Tracy MacMillan who has been taking calls and questions from people right along the lines here and she's our office manager, so I'm glad that I looked at my notes! Thank you to my colleagues! So, I just looked at my notes and I didn't thank all of the DIO staff - so I'm just going to do that right now because at the very beginning, you met Erika Vas and it's thanks to Erika that we have a social media campaign this year, and Erika has just been hugely helpful in this webinar, so I don't want to close out without saying thank you to Erika! John, you met during the video, John I know was very nervous, and did a great job, so I want to thank John, I want to thank Colleen Watters in the background, she's also been organizing Manitoba Access Awareness Week for a number of years, and will be helping us with notes about the event, Matt Reimer, who is our summer STEP student, and Tracy MacMillan who has been taking calls and questions from people right along the lines here and she's our office manager, so I'm glad that I looked at my notes! Thank you to my colleagues!

***[End - Running Time MM:SS – 59:07 ]***

For questions, or comments about the webinar, or any of the information presented, please contact:

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