

## 2021 Accessibility Standard for Customer Service Five-Year Review: Status of Recommendations at March 31, 2023

- The following table is a quarterly status update for the Minister’s information. It provides a summary of the work undertaken between January 1, 2023 and March 31, 2023 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 March 31, 2023, ten (10) recommendations were complete, ten (10) were underway, and two have work yet to begin in 2023/24.

Recommendations (as per Accessibility Advisory Council Review final report)	Lead	Implementation Team Deliverable	Work to Date March 31, 2023	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>Public Service Commission  Families (Accessibility Compliance Secretariat)</p>	<p>Accessibility Compliance Secretariat and Public Service Commission to implement the following multi-step plan:</p> <ol style="list-style-type: none"> <li>1) Issuing a compliance form to Deputy Ministers via memo from the Clerk, with a request for DMs to complete and submit the form as employing authorities. The form was be discussed at a DMC meeting.</li> <li>2) Creating a table outlining all the commitments made in the Manitoba Government Accessibility Plan for 2021 and 2022 and asking DMs and/or Diversity Champions to provide a progress report on what has been done to date to complete actions in the plan. Timeline for reporting would be every 2 years (in the second year of the MGAP)</li> <li>3) Conducting focus groups to ask public servants working at various levels of government open-ended questions regarding their familiarity with the Accessibility for Manitobans Act) and accessibility within the public service.</li> </ol>	<p>Department Accessibility Coordinators (DACs) provide quarterly reports in the tracker. Quarterly MGAP progress reports from departments were received in March 2023.</p> <p>The Accessibility Compliance Secretariat has conducted 8 focus groups with Assistant Deputy Ministers, DACs, Civil Servants with Abilities Network (CSWAN) members and front-line service providers across numerous departments. Data has been analyzed and the report outlining project findings and recommendations was delivered to the GOM accessibility steering committee in late March 2023.</p> <p>Public Service Commission coordinates follow-up actions identified by Department Accessibility Coordinators and/or Diversity and Inclusion (DI) Champions as part of their implementation of MGAP.</p>	<p style="text-align: center;"><b>Implemented/Resolved</b></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) continues with the support of DACs.</p> <p>Timeline for progress reporting of MGAP is every 2 years (in the second year). The next deadline is December 31, 2024.</p>

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<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>Public Service Commission</p>	<p>Identify a Department Accessibility Coordinator in all departments and provide them adequate time and resources.</p> <p>Hold, and record, an online orientation for new Department Accessibility Coordinators.</p> <p>Department Accessibility Coordinators and MAO to work collaboratively on developing webinars and learning events for Public Service Commission employees.</p> <p>Hold internal Department Accessibility Coordinator Network meetings at least four times annually.</p> <ul style="list-style-type: none"> <li>- Diversity and Inclusion Unit will request regular updates on departmental accessibility goals and address any concerns Department Accessibility Coordinators may have.</li> <li>- Diversity and Inclusion Unit to provide Terms of Reference to Department Accessibility Coordinators and Diversity and Inclusion Champions.</li> </ul> <p>Include Department Accessibility Coordinators in Manitoba Accessibility Office (MAO) webinars.</p> <p>An Accessibility Toolkit is being developed by the Public Service Commission</p> <p>Assistive Technology catalogue is being developed by the Public Service Commission which will provide information to Department Accessibility Coordinators on technology/services that are available, this information can be forwarded to employees, managers and Human Resource Consultants.</p>	<p>The Public Service Commission (PSC) continues to fill Department Accessibility Coordinator vacancies when they arise.</p> <p>An updated DAC (Department Accessibility Coordinators) Roles and Responsibilities document has been shared with the DACs and the DI Champions.</p> <p>The PSC continues to meet quarterly with DACs. PSC is scheduling the next DAC quarterly meeting for June 2023.</p>	<p><b>Work in Progress</b></p> <p>The Accessibility Toolkit will be distributed to Human Resource Consultants and to departments through DACs in spring 2023.</p> <p>The DAC onboarding materials will be finalized and shared with DACs by June 2023.</p>
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<p><b>3. Ensure communications and services are consistently accessible to all members of the public.</b></p>	<p>Public Service Commission Communications &amp; Engagement Division (Finance) Organization and Staff Development (Public Service Commission)</p>	<p>Continue to track, and reinforce, that all staff complete AMA mandatory training which includes training on the Accessibility Standard for Customer Service.</p> <p>Public Service Commission develop a recorded webinar that explains and shows how to check for accessibility in documents.</p> <p>Organization and Staff Development work with MAO to develop and resume training for employees to prepare accessible documents.</p> <p>Communications &amp; Engagement Division to identify a Department Accessibility Coordinator to promote accessibility in communications.</p> <p>CED to assist departments to introduce accessible templates wherever possible.</p> <p>MAO assist CED in integrating accessibility into existing and new communication and engagement guides:</p> <ul style="list-style-type: none"> <li>- include an offer of alternate format or with contact information on all materials.</li> <li>- include offer of accommodations in online engagement or at in-person events.</li> </ul> <p>Diversity and Inclusion Unit of Public Service Commission to develop an Accessibility Guidebook and seek the support of CED to create accessible documents and host accessible events.</p> <ul style="list-style-type: none"> <li>- Example: have CED provide virtual training on how to provide accessible training and communications materials.</li> </ul> <p>Departments ensure that mandatory forms to be completed by program participants, service providers, members of agencies, boards, commissions, vendors and volunteers are available in accessible formats.</p>	<p>The PSC is coordinating training on accessible documents. This training will be available to all public servants through the Learning Management System (LMS).</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>CED has developed a set of communications messages for public servants about the Information and Communication Standard requirements. They were shared as a series of messages via the government-wide CONNECT bulletin starting on January 9, 2023. Content included information about offering alternative formats and accommodations.</p>	<p><b>Work in Progress</b></p> <p>Ongoing work to ensure that accessibility of communications and services have government-wide application</p> <p>Starting May 2022, quarterly meetings will be held by CED and Families to ensure internal/external communications are accessible.</p> <p>Organization and Staff Development (OSD) continues to offer two courses regarding accessible documents: Creating Accessible Digital Office Documents Using MS Word and Creating and Accessible Digital Office Documents Using Adobe Acrobat Pro.</p> <p>The Manitoba Accessibility Office learning modules about Accessible Customer Service and Accessible Employment were added to the government's LMS.</p>
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<p><b>4. Expand the provision of materials and information for the public in American Sign Language.</b></p>	<p>Communications &amp; Engagement Division (Finance) Business Transformation and Technology (Central Services) MAO</p>	<p>MAO help Communications &amp; Engagement Division and Business Transformation and Technology explore future integration of American Sign Language in priority areas, including social and health services and jurisdictional review.</p> <p>MAO model the integration of American Sign Language in recorded webinars and prioritize which tools to post in American Sign Language.</p>	<p>CED has formed an accessibility working group that will look at guidelines and procedures for providing ASL.</p> <p>MAO is assisting in formulating ASL policy with CED. A jurisdictional scan of ASL policies across Canada is currently underway.</p> <p>Manitoba Accessibility Fund grant program materials intake 2023-24 included ASL recordings of the MAF preview, guidelines, application and budget forms, and FAQs. These materials were posted online in March 2023.</p>	<p><b>Work in Progress</b></p>
<p><b>5. Integrate accessibility during initial stages of project and program development, especially in procurement processes.</b></p>	<p>Procurement Services Branch (Central Services) and Treasury Board Secretariat Families</p>	<p>Continue to support Sustainable Procurement MB Working Group in considering accessibility in procurement activities.</p> <p>PSC asks departments to report on accessible procurement as part of an MGAP commitment.</p> <p>Communications &amp; Engagement Division requiring accessible print items in its contracts, websites and other materials.</p> <p>Finance includes an accessibility policy and related guidance in the update of the Procurement Administration Manual.</p> <p>Finance to send reminder to departments to include accessibility considerations in grant funding applications from external, third-party service providers.</p>	<p>MAO has provided the Manitoba Accessibility Advisory Council's recommendations to the minister and has addressed the recommendations into the MGAP for 2023-2024.</p> <p>The Minister's Annual Plan 2023-24 states: The Government of Manitoba will work towards determining how best to incorporate accessibility requirements into all government procurement policies as standard practice. This will help ensure the government remains committed to accessibility and that it is at the forefront of all future procurement projects.</p>	<p><b>Work in Progress</b></p>

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<p><b>6. Enhance transparency of government compliance and improve collaboration with Accessibility Advisory Council.</b></p>	<p>Minister responsible for Accessibility</p>	<p>Minister responsible for Accessibility to include a discussion about government compliance with the AMA in the annual meeting with the Accessibility Advisory Council.</p> <p>Minister report to the Accessibility Advisory Council on actions taken to meet the recommendations of this Review after September 30, 2022, and September 30, 2023.</p> <p>Minister provides performance measures related to government's Accessibility for Manitobans Act compliance in the annual report tabled in Legislature.</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><b>Implemented/Resolved</b></p> <p>ACS will continue to meet with the Accessibility Advisory Council, and gather data associated with compliance of the AMA and its accessibility standards.</p>
<p><b>7. Provide adequate resources to the Accessibility Compliance Secretariat.</b></p>	<p>Families</p>	<p>MAO increase its assistance to the Accessibility Compliance Secretariat, particularly in alerting public of deadlines and educating into compliance.</p> <p>Hire a full-time permanent staff member (i.e., an Accessibility Compliance Officer), to conduct audits, inspections, site visits and to promote compliance among various sectors.</p>	<p>An additional FTE has been added to the Accessibility Compliance Secretariat.</p>	<p><b>Work in Progress</b></p>
<p><b>8. Ensure compliance activities are more transparent through annual reporting.</b></p>	<p>Accessibility Compliance Secretariat MAO</p>	<p>Accessibility Compliance Secretariat to deliver a presentation to the Accessibility Advisory Council every six months.</p> <p>Accessibility Compliance Secretariat to add more detailed compliance information in the Minister's Annual Report that specifies the affected standard or AMA obligations, such as Accessibility Plans.</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><b>Implemented/Resolved</b></p>

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<p><b>9. Measure and report publicly on the impact that the Standard is having on improving accessibility.</b></p>	<p>MAO Executive Clerk's Office</p>	<p>MAO use the 2021 survey data as a baseline for future surveys to measure public awareness and perceived impact of the AMA.</p> <p>MAO conduct cross-jurisdictional research to identify other ways of measuring and reporting on the Accessibility for Manitobans Act's impact e.g., quality of life index developed in Nova Scotia.</p> <p>Explore the possibility of adding an accessibility measurement under Quality-of-Life index as part of the dashboard at MBMeasuringProgress.ca.</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 Accessibility for Manitobans Act in 2023/24.</p> <p>The AMA review is being completed by an independent reviewer; it includes engagements occurring in Feb-Jun 2023.</p>	<p><b>Work in Progress</b></p>
<p><b>10. Establish Accessibility Compliance Secretariat protocols to report and resolve accessibility standard complaints.</b></p>	<p>Accessibility Compliance Secretariat</p>	<p>Accessibility Compliance Secretariat to provide informal report to the Accessibility Advisory Council on the number of complaints received and current trends (yearly).</p> <p>Accessibility Compliance Secretariat include number of complaints documented by the Accessibility Compliance Secretariat in the Minister's annual report and analysis of trends (yearly).</p> <p>The ACS to review complaints data published by the Manitoba Human Rights Commission, to determine the feasibility of mirroring a similar reporting structure (January 2022).</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><b>Implemented/Resolved</b></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>Families</p>	<p>Allow more time to determine impact of the lower threshold and reassess threshold as part of the five-year review of the Accessible Employment Standard Regulation.</p>	<p>Work on this recommendation has not yet begun.</p>	<p><b>No Progress to Date but Plan to Take Action</b></p> <p>Revisiting in 2024/25</p>

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<p><b>12. Substantially improve outreach and awareness to obligated businesses and organizations.</b></p>	<p>MAO Accessibility Compliance Secretariat</p>	<p>MAO improve outreach and awareness through the launch in 2022/23 of the Manitoba Accessibility Fund (MAF), with preference given to projects that increase public awareness.</p>	<p>The MAO provides regular updates about standard development, new tools, and Manitoba-specific information to over 1,800 electronic newsletter subscribers.</p> <p>Active EngageMB public engagements in Mar-May 2023 for the Transportation Standard and AMA Review.</p> <p>Hosted information booths at the Manitoba School Divisions Conference and Association of Manitoba Municipalities, respectively.</p> <p>Presenting on the IC Standard at the Winnipeg Advertising Association Digital Day.</p> <p>Promoted the Accessible Employment Standard and Compliance on social media (Feb/March 2023).</p>	<p><b>Implemented/Resolved</b></p>
<p><b>13. Improve education, outreach and awareness in communities outside of Winnipeg.</b></p>	<p>MAO Accessibility Compliance Secretariat</p>	<p>MAO continue to target awareness initiatives outside Winnipeg and report on these efforts in the Minister’s Annual Report.</p> <p>MAO present future Manitoba Accessibility Awards for municipalities at the Association of Manitoba Municipality events and liaise with their representative on the Accessibility Advisory Council.</p>	<p>The Accessibility Compliance Secretariat has been working with school divisions outside of Winnipeg to ensure they update their accessibility plans for 2023 and 2024.</p>	<p><b>Work in Progress</b></p>

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<p><b>14. Ensure the Manitoba Accessibility Office meets its French language commitments.</b></p>	<p>MAO</p>	<p>MAO engage additional staff to update AccessibiliteMB.ca to ensure all resources and pages available in English are available in French.</p> <p>MAO contract a bilingual trainer to provide a presentation on the AMA and its standards in French to key organizations and French-speaking regions. Record and post the webinar for future viewing.</p>	<p>Developing a new French-language version of <a href="http://www.accessibilityMB.ca">www.accessibilityMB.ca</a> is part of the website redesign process which is expected to be launched in June 2023.</p> <p>MAO continues its commitment to provide information about accessibility standards, resources and training in French and English, including posting new website content in both languages simultaneously.</p>	<p><b>Work in Progress</b></p>
<p><b>15. Change the name of the regulation to the Accessible Customer Service Standard Regulation, in line with other accessibility standards.</b></p>	<p>Families Justice</p>	<p>Families lead regulatory amendment to change name.</p>	<p>This is part of legislative work to be undertaken in 2023/24. Timeline yet to be determined.</p>	<p><b>No Progress to Date but Plan to Take Action</b></p>
<p><b>16. Ensure organizations have access to resources and funding support to implement this Standard.</b></p>	<p>MAO Finance</p>	<p>MAO create draft Manitoba Accessibility Fund guidelines, application form, and training to support applicants during a pilot year 2022/23.</p> <p>MAO draft a selection process and share criteria in the guidelines.</p> <p>Department of Finance review and finalize guidelines and materials to operationalize the Manitoba Accessibility Fund in 2022/23.</p> <p>MAO create a marketing plan for the Manitoba Accessibility Fund to ensure stakeholders are aware of its launch.</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><b>Implemented/Resolved</b></p>
<p><b>17. Enhance the profile and content of AccessibilityMB.ca to make it</b></p>	<p>MAO</p>	<p>MAO continue to improve the website, both in terms of its accessibility website and the</p>	<p>MAO is working with a website designer and web developer with specialized expertise in accessible</p>	<p><b>Work in Progress</b></p>



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<p><b>easier to access tools and resources.</b></p>	<p>Families web team</p> <p>Communications &amp; Engagement Division (Finance)</p>	<p>availability of easy-to-understand explanations and tools in English and French.</p> <p>MAO seek professional guidance on improvements to AccessibilityMB.ca and accessibiliteMB.ca (French), including navigation, content organization, and accessibility to be WCAG 2.1 Level AA compliant.</p>	<p>web design to ensure <a href="http://www.accessibilityMB.ca">www.accessibilityMB.ca</a> conforms with WCAG 2.1 Level AA and enhances navigability of the site. This project will be completed in late May 2023.</p> <p>MAO is working on making all resources accessible in both French and English</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 AccessibilityMB.ca.</p>	
<p><b>18. Modernize MAO resources and awareness raising campaigns to keep them relevant and useful.</b></p>	<p>MAO Families</p>	<p>MAO continue to develop social media content for the government’s organic posts and for paid advertisement.</p> <p>MAO continue to include social media toolkits in its celebration of Manitoba Access Awareness Week and other events, as well as</p>	<p>Work is underway to make most resources available on AccessibilityMB.ca fully accessible documents. These documents will be</p>	<p><b>Implemented/Resolved</b></p>

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		<p>in the launch of the Manitoba Accessibility Fund.</p> <p>Communications &amp; Engagement Division explore having MAO operate social media pages, similar to the Manitoba Human Rights Commission.</p>	<p>available when the new website launches later this year.</p> <p>Accessibility News has changed to a monthly publication in order to keep readers better informed on accessibility-related topics.</p> <p>In Feb/March 2023, a social media campaign targeted at Manitoba business owners and non-profit managers ran on Facebook, Instagram and LinkedIn. The campaign promoted the Accessible Employment Standard and compliance regulations of the standard.</p> <p>The MAO and the Compliance Secretariat attended or plan to attend several events and tradeshow including Manitoba School Division Spring Conference, Manitoba Municipalities Association and the Winnipeg Advertising Association Digital Day.</p>	
<p><b>19. Ensure Manitoba’s commitment of accessibility is adequately administered.</b></p>	<p>Families</p>	<p>Allocate an additional policy analyst to the Accessibility Compliance Secretariat.</p> <p>MAO to hire two full-time staff to administer Manitoba Accessibility Fund in 2022/23.</p>	<p>The MAO filled the permanent positions of MAF Financial Clerk 3 in January 2023. The position of MAF Manager is undergoing classification by Total Rewards.</p>	<p><b>Work in Progress</b></p> <p>Allocation of additional policy staff to the Accessibility Compliance Secretariat has been completed.</p>
<p><b>20. Continue to monitor financial implications of recommendations on stakeholders.</b></p>	<p>Families MAO</p>	<p>Families and MAO continue to research cost implications as remaining standards are introduced and collect related data as standards are implemented.</p> <p>Families ensure the eligibility criteria of the Manitoba Accessibility Fund supports</p>	<p>Cost analyses are completed as part of the development of each accessible standard.</p>	<p><b>Implemented/Resolved</b></p> <p><b>This will continue with the enactment of the two remaining standards.</b></p>

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		compliance costs of the implementation of the AMA and its standards.		
<b>21. Appoint an additional member to the Accessibility Advisory Council to increase the diversity of viewpoints.</b>	Families Minister ABC Office	Appoint an additional Accessibility Advisory Council member from the disability community.	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.	<b>Implemented/Resolved</b>
<b>22. Ask all members of Agencies, Boards and Commissions to identify disability status during the appointment process.</b>	ABC Office MAO	<p>Agencies, Boards and Commissions update the employment equity declaration to change language to persons with disabilities.</p> <p>ABC Office to add a voluntary self-declaration of disability status and request accommodations on form requesting to participate on an agency, board or commission.</p> <p>MAO review orientation process for new Accessibility Advisory Council members and include requests for accommodation as a standard practice in the materials.</p> <p>Ask ABC Office to require that all government-appointed ABC members take mandatory AMA and Standards training, prior to, or shortly after, being appointed.</p> <p>Departments to advise all newly appointed members about required AMA and standards training (and other standards as appropriate) as part of welcome letter/orientation package.</p>	<p>Manitoba Agencies, Boards and Commissions 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>	<b>Implemented/Resolved</b>