

Checklist for Public Sector Organizations: The Accessibility Standard for Information and Communication

The Manitoba government's Accessibility Standard for Information and Communication is now law in Manitoba. Starting May 1, 2024*, all public sector organizations are required to provide information and communication that is accessible to all Manitobans.

The Accessibility Standard for Information and Communication requires you to create and act on policies, practices and measures in the areas listed below. Place a checkmark beside the items below that you have acted on, so you know if you meet the Accessibility Standard for Information and Communication.

Accessible formats include, but are not limited to, large print, recorded audio, electronic formats and braille.

Communication supports include, but are not limited to, captioning, plain language, sign language and alternative and augmentative communication supports.

By May 1, 2024:

	We inform the public and our employees that information is available in accessible formats and through communication supports on request.
	We consult with the person requesting accessible information to identify the support or format that would remove the barrier.
	We provide information requested in alternate formats or through communication supports in a timely manner and do not impose a cost or fee that would not be imposed on a person who did not make a request.
	We ensure web content that is required to access our goods and services, and all newly published web content, meets or exceeds WCAG 2.1 Level AA guidelines.
	We ensure that new and updated web applications meet or exceed WCAG 2.1 Level AA guidelines.

	We welcome and respond promptly to feedback we receive on the accessibility of our information and communication. We document the actions we take to respond to the feedback we receive, and we make that information available on request.
	We provide the required training on accessible information and communication to employees, agents, volunteers and any person who develops or maintains our web content, purchases or procures information technology or communication tools, develops or implements our accessible information and communication policies and practices, or provides information to the public or to other organizations in Manitoba.
	We keep a written record of accessibility and training policies, including a summary of our training materials and when our training is offered. We let the public know that our accessibility and training policies are available on request.

*This deadline applies to all public sector organizations with the exception of:

- Manitoba government, which must comply by May 1, 2023
- smaller municipalities, which have the same requirements as businesses and non-profits, and must comply by May 1, 2025

This information is available in alternate formats on request. Please contact the Manitoba Accessibility Office at MAO@gov.mb.ca or 204-945-7613 or 1-800-282-8069 ext. 7613.

The Accessibility Standard for Information and Communication includes exceptions for some organizations in providing the requested support or format. For more information on accessibility requirements for information and communication, please visit accessibilitymb.ca.

Legal disclaimer: This information complements the application of the regulations under The Accessibility for Manitobans Act (AMA) and is not legal advice. For certainty, please refer to the [AMA](#) and the [Accessible Information and Communication Standard Regulation](#).

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