



Webinar Questions & Answers

Webinar #1: Kick-Off to Manitoba Access Awareness Week Featuring an Overview of Requirements Under the Accessible Information and Communication Standard Regulation

The Accessible Information and Communication Standard Regulation introduces new requirements and compliance deadlines for all organizations subject to the Accessibility for Manitobans Act.

Question 1: Some government departments send communications often in inaccessible formats (such as EIA letters). Are you aware of any work to make their communications more accessible?

Answer: For a specific program like EIA, I would direct you to the program itself. You can speak to staff directly if you have an ongoing accessibility need. There is also a way to provide feedback on the government website if you click the accessibility button or you can provide it to general inquiry. If you have a complaint, you can contact the Accessibility Compliance Secretariat. There is a lot of work going on right now within government to ensure all the websites and documents comply with the standard.

Question 2: Can you provide the link to all the training and learning developments to meet all standards?

Answer: <https://accessibilitymb.ca/resources-events-and-training/online-training.html>

Question 3: For the AMA Learning module - we are presenting a version of it in our Learning Management System, but we noticed that the opening video has burned in captions and no ASL English interpretation. Can you advise if it is permissible for us to present an edited version of the video that has ASL English interpretation and side-loaded captions?

Answer: Please contact the Manitoba Accessibility Office directly. They can submit a request to the communications department for approval on this.

Question 5: My organization has recently updated its website, web application and web content to meet WCAG 2.1 Level AA. Can I contact the Manitoba government to have an accessibility audit done?

Answer: The Manitoba government does not conduct accessibility audits of websites or web content upon request. If your organization would like to have an accessibility audit to ensure that your website, web content, and/or web application meets WCAG 2.1 Level AA, there are organizations in the private sector that offer this type of service. In the future, the Accessibility Compliance Secretariat will conduct planned audits of specific sectors for compliance purposes.

Question 4: How will the Manitoba government monitor and ensure compliance with this regulation?

Answer: Once the standard is in force, Manitoba's Accessibility Compliance Secretariat will monitor and enforce compliance. Dedicated reviews to determine compliance with accessible web content, web applications and other requirements under this regulation, will also take place. When these are conducted, the aim will be to provide organizations with constructive feedback and, if applicable, a concrete plan to achieve compliance. If this approach is ineffective, activities may be escalated to include sanctions, such as director's orders to comply and the levying of administrative monetary penalties.

Question 5: I am a member of the public. What if an organization does not respond to my request for accessible information or to the feedback provided about accessible information and communication?

Answer: If you have made a request or provided feedback to an organization related to accessible information and communication and do not receive a response in a timely manner or if you believe that the response is insufficient to address your accessibility

needs, you may contact the Accessibility Compliance Secretariat to report possible non-compliance with accessibility legislation.

Question 6: I don't have the skills to update my website and/or web applications to WCAG 2.1 Level AA. Does my organization still need to comply with the standard?

Answer: Yes. If your organization does not have the in house expertise to make updates, you are required to find outside sources, to ensure you comply with this legal requirement. The Manitoba government is unable to promote specific organizations that provide these services. A professional, such as a web developer, web designer or digital designer may be best suited to assist your organization.

Question 7: If my organization receives a request, can a cost or fee be applied to the person making the request?

Answer: No. Organizations are not permitted to impose a cost or fee on a person who makes a request for information to be provided in an accessible format or through a communication support. If a cost or fee already applies for the information that has been requested in an accessible format or through a communication support, your organization is not permitted to impose an additional cost or fee on the person making the request.