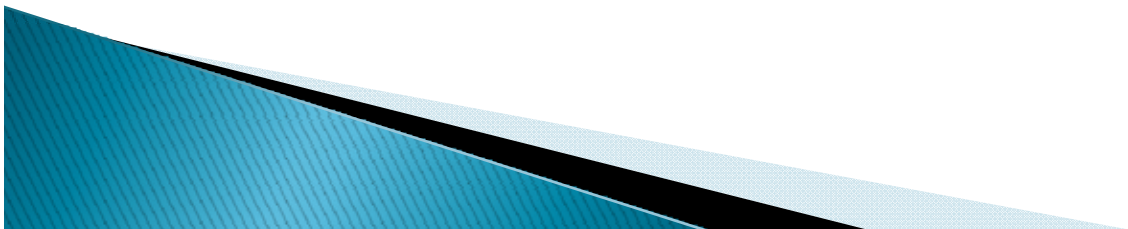


# First Standard: Customer Service

- ▶ The Province appointed a “Customer Service Standard Development Committee,” including representatives of
  - various disability organizations
  - Association of Manitoba Municipalities
  - Manitoba Hotel Association
  - Manitoba Restaurant and Foodservices Ass’n
  - Retail Council of Canada



# To Meet the Customer Service Standard

- ▶ Persons or organizations providing goods or services must have policies, processes and practices to deliver accessible customer services for persons with disabilities.



# Who is affected:

The Customer Service Standard will apply to all organizations (public, private and non-profit) that provide goods or services and that have one or more employees in Manitoba.



# Obligations:

- ▶ Identify barriers to accessible customer service;
- ▶ Remove barriers to accessible customer service;
- ▶ Prevent the creation of barriers to accessible customer service;
- ▶ Provide equivalent customer service.



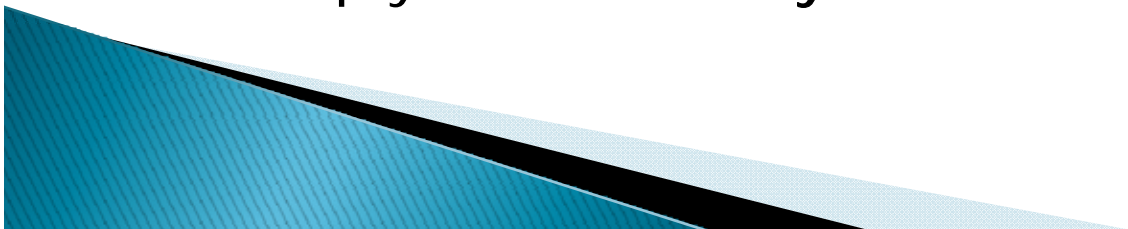
# Training affects :

- All personnel who provide goods or services to the public on behalf of the organization, including employees and volunteers.
- Any person who participates in the development of the organizations policies and practices.



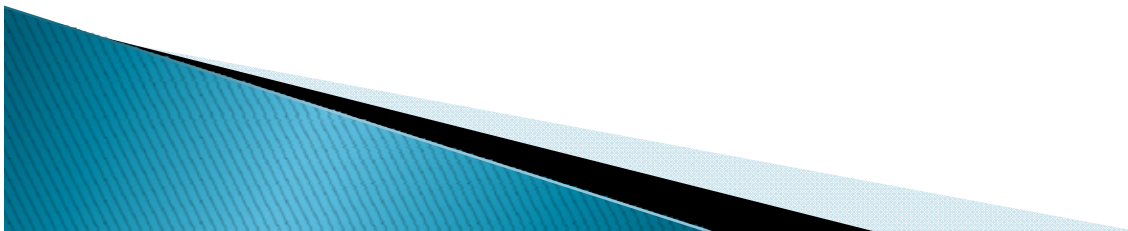
# Customer Service Standard:

- ▶ The standard has been established as a regulation and will come into force November 1, 2015
- ▶ The Government of Manitoba will take a leadership role in complying with the Customer Service Standard **one year** after this standard becomes law
- ▶ Public sector organizations, such as municipalities, Crown Corporations, regional health authorities and school divisions, will be required to comply within **two years**
- ▶ Private and non-profit organizations will be required to comply within **three years**



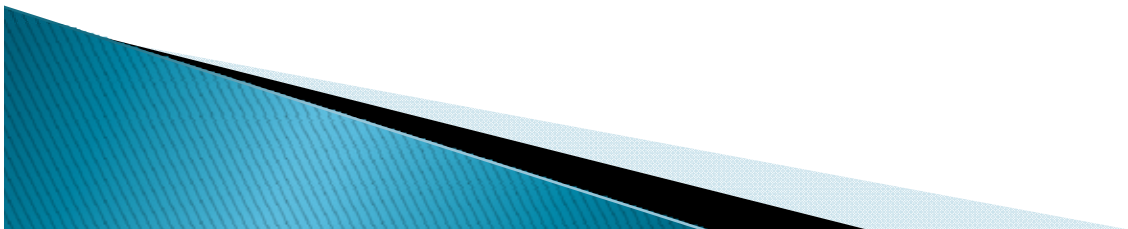
# Part 4:

## Accessibility Plans for all Public Sector Organizations



# Public Sector Accessibility Plan

- Beginning in 2016, and every two years after that, government agencies must develop and update an Accessibility Plan that addresses systemic barriers.
- Systemic barriers are policies, practices and procedures that may result in some people receiving unequal access or being excluded from public programs and services.
- Ultimately, the goal is to ensure Manitobans of all abilities have full access to the policies and services designed to meet the public's needs.





# Leadership

Public sector organizations, like municipalities, libraries, colleges and universities, hospitals and school boards, will also develop plans.



# The Accessibility Plan

- ▶ The Accessibility Plan is a proactive approach to providing accessibility.
- ▶ The ultimate goal is to achieve significant progress and make Manitoba more inclusive by 2023 by preventing and removing barriers to daily living.



# Who Does this Affect, When?

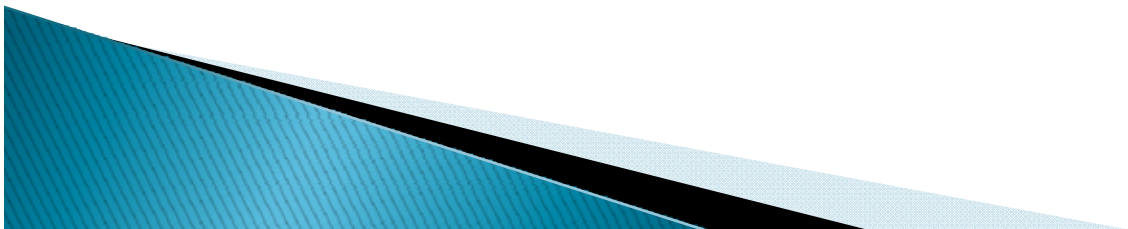
Deadlines for the introduction of accessibility plans by government agencies are as follows:

- 2016: The Manitoba government and all its departments, universities and colleges, Crown corporations, regional health authorities and municipalities identified as a city under the *Municipal Status and Boundaries Regulation*
- 2017: All other municipalities and public sector bodies, including any board, commission, association, agency or similar body whose management, directors or governing members are appointed by the Government



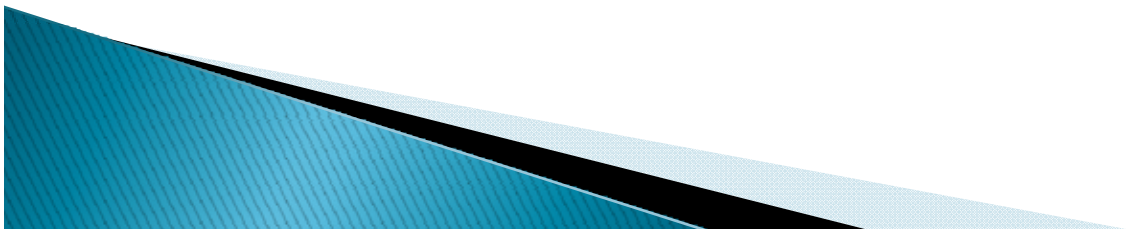
# Getting Started

- ▶ Develop team approach
- ▶ Accessibility Coordinator
- ▶ Learn about accessibility
- ▶ Create an overview of your municipality



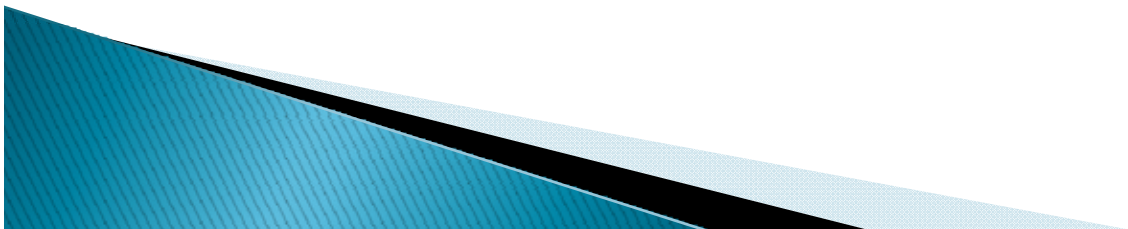
# Developing an Accessibility Plan

- Baseline Report
- Statement of Commitment
- Develop Accessibility Policies
- Identify and prioritize action plans to remove barriers
- Make you Accessibility Plan public
- Review and update your Accessibility Plan



# Baseline Report

- Identify what has already been done to “identify, prevent and remove barriers that disable people.”
- Identify barriers that exist



# Barriers to Accessibility:

- ▶ Highlight those barriers that are most significant to your municipality's mandate and to the public.
- ▶ What policies may inadvertently create barriers?
- ▶ Are there any temporary barriers which may be created by renovations or computer software upgrades that could create accessibility barriers?



# Statement of Commitment

- ▶ Overall statement
  - Ensuring equal access
  - Treating people with disabilities with respect to maintain their dignity and independence
  - Meeting the needs of people who face barriers
  - Executive level to confirm the municipality's commitment to accessibility in writing.





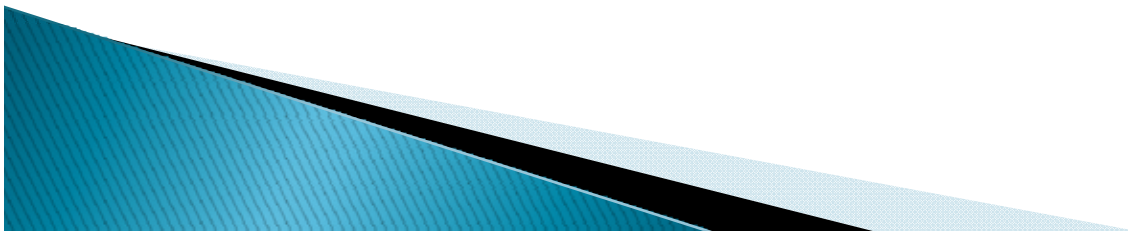
# Action 1 – offer and provide information in an accessible format on request

- ▶ Accessibility working group to develop a process for responding to requests for accessible supports and services.
- ▶ Have coordinator of the group communicate process to all staff by email.
- ▶ Create on-line training on how to respond to requests.
- ▶ Communications to promote the availability of alternate formats on request, by including the active offer on all new documents.



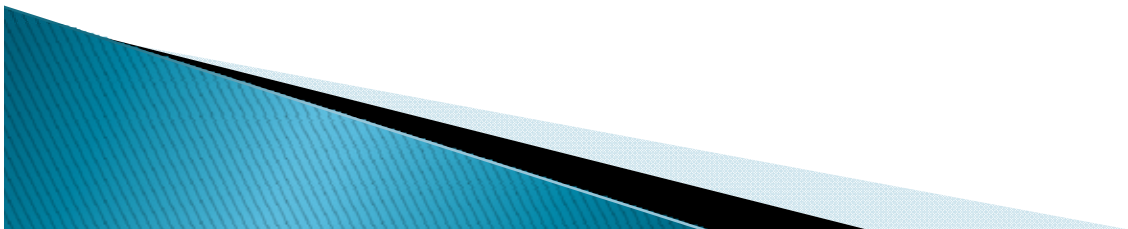
# Expected Outcomes:

- Staff are aware of alternate formats and how to make them available to the public.
- All documents created will advertise the availability of documents in alternate formats.



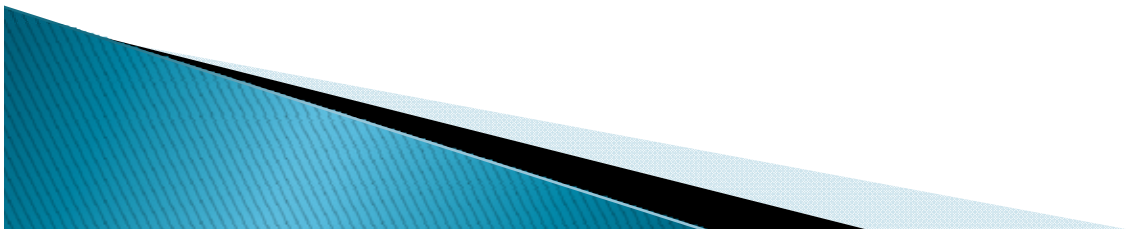
## Action 2 – Staff Awareness and Training

- Accessibility training/awareness presentations to managers, program and frontline staff.
- Accessibility working group to send email and make presentations to managers regarding accessibility legislation, expectations and resources available to ensure AMA compliance.



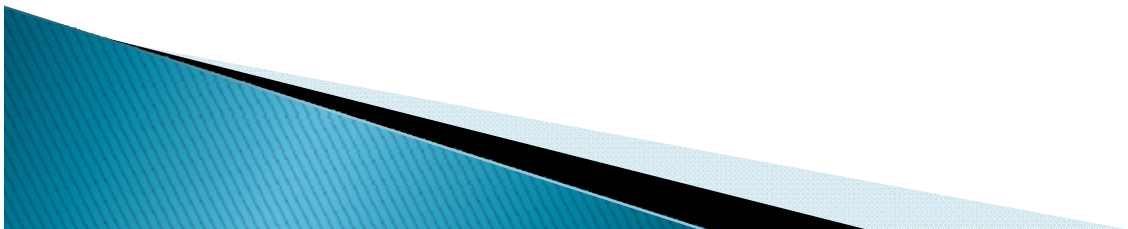
# Expected Outcomes:

- Staff understands accessibility and supports implementation of the plan.
- Information on progress on implementing municipality's Accessibility Plan is available to staff.



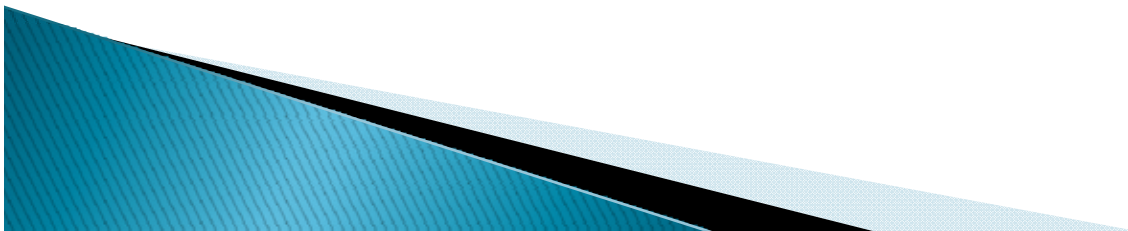
# Make your Accessibility Plan Public

- ▶ Use your website
- ▶ Available on request




# Review and update your Accessibility Plan

- ▶ Ongoing plan (at least every two years)
- ▶ New standards added



# Available Tools

- ▶ Guide on How to Create a Plan



Guide for  
Public Sector Organizations

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How to Create Your  
**Accessibility Plan**

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*The Accessibility for  
Manitobans Act*

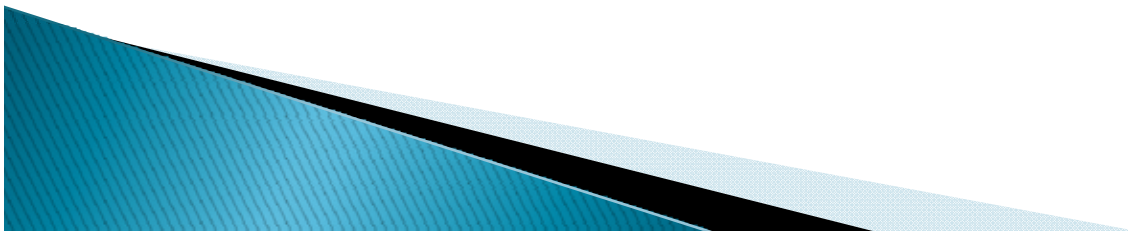


Manitoba



# Available Tools (continued)

- ▶ DIO offers Workshops on How to Create a Plan
- ▶ DIO will hold workshops at various organizations for ten or more
- ▶ Contact Disability Organizations for awareness training
- ▶ DIO is developing online tools





# The DIO is here to help: check out [www.AccessibilityMB.ca](http://www.AccessibilityMB.ca) to find updates on standards and new resources



The screenshot shows the homepage of the Accessibility for Manitobans Act website. At the top, there is a black navigation bar with the word "Français" on the left and the "Manitoba" logo on the right. Below this is a white header area with the title "The Accessibility for Manitobans Act" on the left and a search bar with a "SEARCH" button on the right. A dark blue navigation bar contains the following menu items: "ACCESSIBILITY STANDARDS", "WHAT IS ACCESSIBILITY?", "ACCESSIBILITY PLANS - PUBLIC SECTOR GUIDE", "RESOURCES", and "CONTACT US". The main content area features a large image of three people walking on a paved path. Overlaid on the left side of the image is the text: "ACCESSIBILITY SIMPLY MEANS GIVING PEOPLE OF ALL ABILITIES OPPORTUNITIES TO PARTICIPATE FULLY IN EVERYDAY LIFE" and a "CONTINUE" button. Below the image, the text reads: "Improving accessibility is the right thing to do; it's the smart thing to do; and it is the law in Manitoba." This is followed by a paragraph: "Nearly one in six Manitobans is disabled by barriers where they work, live and play. Barriers to accessibility come at an enormous cost -to persons with disabilities, to their family and friends, to their communities, and also to business. By learning how to eliminate barriers, everyone benefits." Another paragraph states: "Manitoba is committed to becoming an inclusive society. Great progress has already been made in improving accessibility, such as :". Below this is a list of accessibility improvements: "Sidewalks with curve cuts", "Inclusive schooling", "TV closed captioning", and "Audible street signals". A final paragraph explains: "Accessibility legislation builds on this progress. The Accessibility for Manitobans Act outlines a clear and proactive process to identify, remove and prevent barriers in key areas of daily living. Learn more about the AMA accessibility standards." The last line of text says: "Public sector organizations must create an Accessibility Plan by 2016. Learn more about Accessibility plans." At the bottom of the page, there is a footer with links for "Accessibility", "Disclaimer", "Copyright", and "Privacy".