

## 2021 Accessibility Standard for Customer Service Five-Year Review: Status of Recommendations at March 31, 2022

- The following table is for the Minister’s information. It provides a summary of the current work to date to implement twenty-two recommendations stemming from the Five-Year Review of the Accessible Customer Service Standard completed by the Accessibility Advisory Council in September 2021. Quarterly updates on progress of this work will be shared with the Minister.
- Senior department staff shared an initial informal update on progress of recommendations with the Accessibility Advisory Council at their meeting on April 14, 2022.
- The Minister will provide a formal update on recommendations at the annual meeting with the Accessibility Advisory Council in fall 2022. This formal progress report will be available to the public.

<b>Recommendation</b>	<b>Work to Date</b>	<b>Status and Timeline</b>
<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>Accessibility Compliance Secretariat will issue an accessibility compliance report form to all departments via a memo from the Clerk of the Executive Council. Responses will assess the degree to which departments are complying with existing accessibility standards.</p> <p>Civil Service Commission will track progress of the Manitoba Government Accessibility Plan on a monthly basis.</p>	<p>In progress</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) have been issued to Department Accessibility Coordinators.</p>
<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>Civil Service Commission reviewing Terms of Reference for Department Accessibility Coordinators (DACs) and Diversity Inclusion Champions and working to fill vacant roles. DAC meetings held quarterly.</p> <p>Development of an Accessibility Toolkit is in progress.</p>	<p>In progress</p>
<p><b>3. Ensure communications and services are consistently accessible to all members of the public</b></p>	<p>Director of Strategy and Governance is the Communications &amp; Engagement Division lead for this work and a member of the Accessible Customer Service Standard Implementation Team.</p> <p>Development of an Accessibility Guidebook is in progress.</p>	<p>In progress</p> <p>Ongoing work to ensure government-wide application.</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>This work will be led by Communications &amp; Engagement Division across government.</p> <p>Final production of 5 videos in American Sign Language of Manitoba Accessibility Office content is underway and projected to be completed by March 31.</p>	<p>Ongoing</p>
<p><b>5. Integrate accessibility during initial stages of project and program development, especially in procurement processes.</b></p>	<p>Deputy Ministers of Families and Central Services met to discuss accessibility in procurement and Manitoba Accessibility Office is leading follow-up work.</p>	<p>In progress</p>
<p><b>6. Enhance transparency of government compliance and improve collaboration with Accessibility Advisory Council.</b></p>	<p>Accessibility Compliance Secretariat to consult with Accessibility Advisory Council on upcoming compliance projects in 2022/23.</p> <p>Accessibility Compliance Secretariat is compiling fiscal year-end figures on compliance of large public sector organizations and small municipalities with accessibility plans.</p>	<p>Ongoing</p>
<p><b>7. Provide adequate resources to the Accessibility Compliance Secretariat.</b></p>	<p>Staff waiting for final clarification decision from compensation services for new Accessibility Compliance Officer position.</p> <p>An impact statement will be prepared in 2023/24 requesting additional FTEs to work in the Accessibility Compliance Secretariat.</p>	<p>Ongoing</p>
<p><b>8. Ensure compliance activities are more transparent through annual reporting.</b></p>	<p>Accessibility Compliance Secretariat will consult with Accessibility Advisory Council on dedicated compliance projects in 2022/23.</p> <p>Manitoba's Accessibility Compliance Secretariat is finalizing compliance figures for 2021/2022. As is contemplated in Nova Scotia, it is recommended that a 2021/22 summary compliance report with Manitoba figures and compliance activities be brought to the attention of Minister Squires with a recommendation that they subsequently be presented to The Accessibility Advisory Council and included as a baseline for assessing compliance progress in future years.</p>	<p>Ongoing</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>Work on this recommendation has not yet begun beyond initial research gathering.</p>	<p>Ongoing</p>
<p><b>10. Establish Accessibility Compliance Secretariat protocols to report and resolve accessibility standard complaints.</b></p>	<p>Policy and procedures to handle complaints regarding alleged non-compliance has been approved. The policy was shared with members of The Accessibility Advisory Council in November 2021 and will be uploaded on The Accessibility Compliance website for public viewing.</p>	<p>Completed</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>Work on this recommendation has not yet begun.</p>	<p>On pause Revisiting in 2024/25</p>
<p><b>12. Substantially improve outreach and awareness to obligated businesses and organizations.</b></p>	<p>Communications &amp; Engagement Division promoted six organic social media messages for the Manitoba Accessibility Fund in February/March 2022.</p> <p>Manitoba Accessibility Office gave a webinar (in English) about Manitoba Accessibility Fund in March.</p>	<p>Ongoing</p>
<p><b>13. Improve education, outreach and awareness in communities outside of Winnipeg.</b></p>	<p>Manitoba Accessibility Office promoted the Manitoba Accessibility Fund in The Municipal Leader in February 2022.</p> <p>Conducting a postcard campaign (over 26K) about Accessibility for Manitobans Act and new Manitoba Accessibility Fund to rural businesses and farms. (March 2022)</p>	<p>Ongoing</p>
<p><b>14. Ensure the Manitoba Accessibility Office meets its French language commitments.</b></p>	<p>Manitoba Accessibility Office gave a webinar (in French) about Manitoba Accessibility Fund, in collaboration with Bilingual Service Centres in March 2022.</p> <p>AccessibilityMB.ca website redevelopment in French and English is planned for 2022/23.</p>	<p>Ongoing</p>
<p><b>15. Change the name of the regulation to Accessible Customer Service Standard Regulation, in line with other accessibility standards.</b></p>	<p>This is part of legislative work to be undertaken in 2022/23 or 2023/24. Timeline yet to be determined.</p>	<p>In progress</p>

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<b>16. Ensure organizations have access to resources and funding support to implement this Standard.</b>	Manitoba Accessibility Fund intake process is underway until April 15, 2022.	In progress
<b>17. Enhance the profile and content of AccessibilityMB.ca to make it easier to access tools and resources.</b>	Manitoba Accessibility Office is working with a website developer to ensure site confirms to WCAG 2.1 AA level. The website will be evaluated annually by an accessibility specialist working with user testers with lived experience.	In progress
<b>18. Modernize MAO resources and awareness raising campaigns to keep them relevant and useful.</b>	Communications & Engagement Division issued six organic social media messages to raise awareness about the Manitoba Accessibility Fund in February/March 2022.	Ongoing
<b>19. Ensure Manitoba's commitment of accessibility is adequately administered.</b>	Manitoba Accessibility Office will be hiring two staff to assist with the Manitoba Accessibility Fund, as well as a new Executive Director.	In progress
<b>20. Continue to monitor financial implications of recommendations on stakeholders.</b>	Cost analyses are completed as part of the development of each accessible standard.	Completed
<b>21. Appoint an additional member to the Accessibility Advisory Council to increase the diversity of viewpoints.</b>	A new member was appointed to the Accessibility Advisory Council on February 15, 2022 for a three-year term.	Completed
<b>22. Ask all members of Agencies, Boards and Commissions to identify disability status during the appointment process.</b>	Manitoba Accessibility Office and ABC Office to update inclusive language in application form and add accessibility training to standardized onboarding process.	In progress