



THE UNIVERSITY OF WINNIPEG

Accessibility for Manitobans Act



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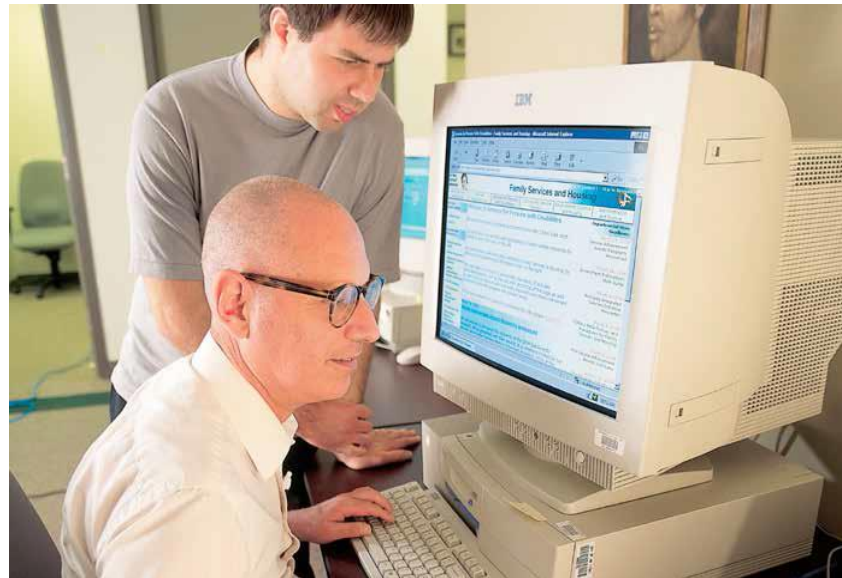
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Overview of Presentation

1. Why Accessibility Legislation?
2. *The Accessibility for Manitobans Act*
3. Customer Service Standard
4. Self-audit of successes and barriers for your Unit

Today about 1 in 6 Canadians –
or 5.3 million – lives with a disability.

By 2030, that number will grow to 1 in 5, due
in large part to our aging population.



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Barriers to Participation

- ... may be **structural**
- ... may affect **information and communication**
- ... may be improved or made worse by **new technology**
- ... may be accidental or **systemic** when they are a result of policies and common practices
- ... **Attitudes** can be the greatest barrier of all!

Main Goals of AMA

A long-term, proactive approach to make Manitoba more inclusive by 2023:

- Identify, prevent, and remove barriers to participation.
- Work with public/private sector on long-range plans to ensure accessibility.



The Accessibility for Manitobans Act became law on December 5, 2013.



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Accessibility Standards Will Target

- Customer Service
- Employment
- Information and Communication
- Transportation
- Built Environment



Customer Service Standard



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“Customers?”

- In universities, “customers” refer to students, faculty and staff, members of the public and volunteers; anyone who receives goods or services is included in this category.
- Students comprise the largest group of “customers” in a University setting.





Customer Service Standard Obligations

- **Identify, remove and prevent barriers** to accessible customer service, by having policies and practices that address:

(1) **Communications**

(2) **Assistive Devices**

(3) **Support Persons**

(4) **Service Animals**



(5) Barrier-Free Access

**(6) Notice of Disruption of
Accessibility Services**

(7) Feedback Process

(8) Employee Training

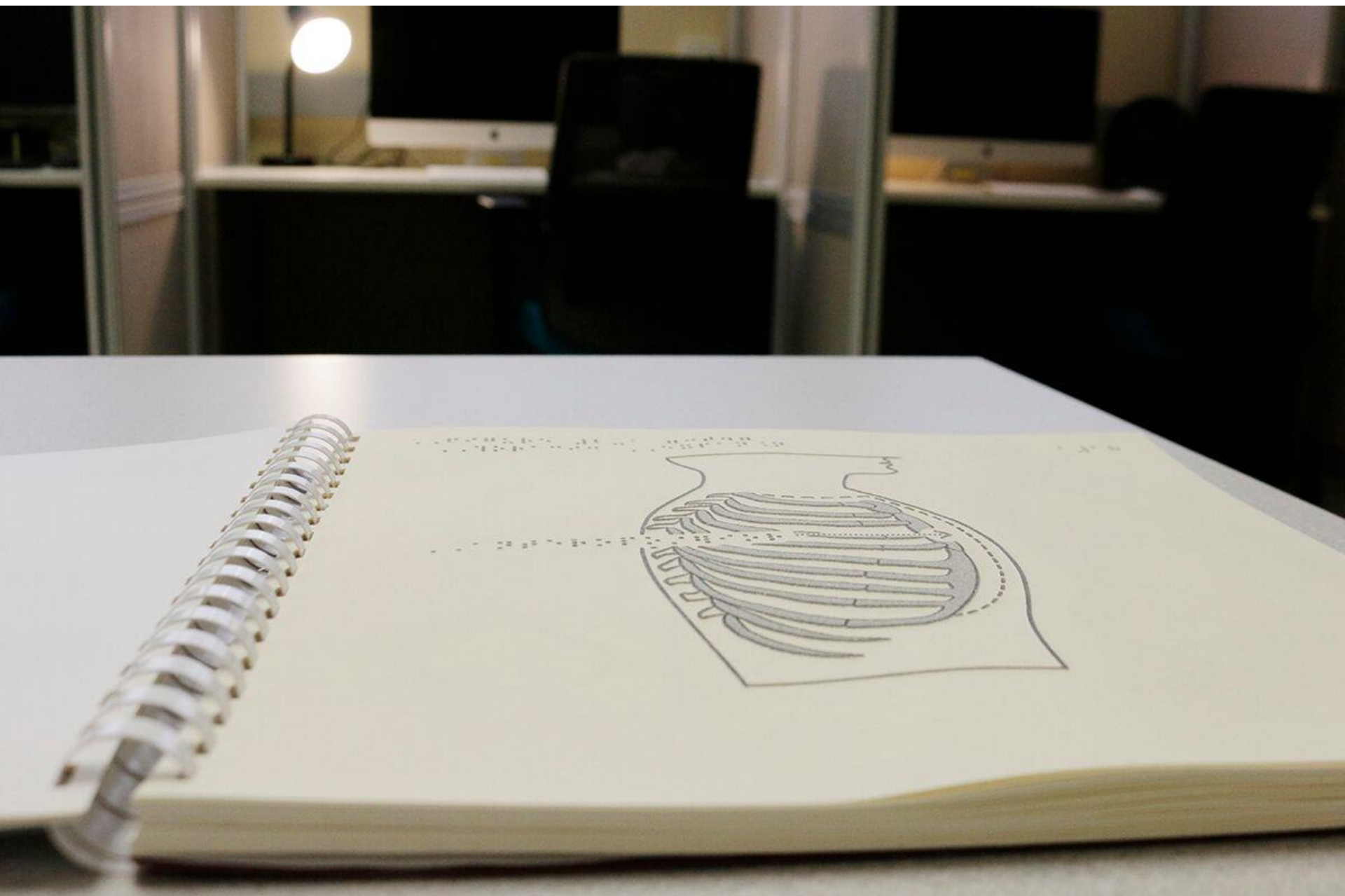
Document these policies and make
them available upon request

1.Communications and Assistive Devices



1.Communications and assistive devices

- An organization must make reasonable efforts to ensure that, when communicating with a person who self-identifies as a person with a disability, the communication is done in a manner that takes into account the barrier



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2.Support Persons



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2.Support Persons

- A person disabled by a barrier may be accompanied by a support person when receiving a service; both ought to be permitted to enter the premises together
- If there is a fee charged for the support person to be present, notice must be given in advance
- Organizations should make every effort to waive the fee for a support person



3. Service Animals

3. Service Animals

- A person who is disabled by a barrier may be accompanied by a service animal when using the University's services
- A service animal is “an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability.” (*The Human Rights Code*)
- The service animal may remain with the person at all times when they are on the premises

Service Animals.....

- There must be a link between the service that the animal provides and the person's disability
- Service animals are working animals trained to carry out specific tasks; they should not be petted or otherwise interfered with so that they become distracted from carrying out their responsibilities.

4. Architectural/Physical Barriers



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Built Environment

An organization must ensure that its policies and practices include a requirement that

(a) any aspect of its built environment intended to facilitate **barrier-free access** to its goods and services is available for use in the intended manner;

(b) If an accessible aspect of the built environment is temporarily unavailable, notice must be given of:

- The reasons it is unavailable, and an estimate of when it will resume;
- Details of alternate means to access the organization's goods services;

NOTICE must be prominently displayed on premises and website

5. Public Events



Public Events

- Public events should be held in barrier-free locations
- When this is not possible, an “active offer” of accommodation for a person with a disability should be communicated in notices about the event, registration forms, announcements, etc.

6.Obtaining feedback

- The University must create a process for receiving and responding to feedback about the accessibility of its services, and ensure that the process used is suitable for persons disabled by barriers.

7. Training for Staff and Faculty

- Training about providing accessible services and how to interact with persons disabled by barriers must be provided to anyone who provides services directly to the public or who is responsible for the development and implementation of the University's policies and practices
- Training must be completed by November 1, 2017.



ACCESS BENEFITS EVERYONE!

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