

Accessibility Plan

Statement of Commitment

Engineers Geoscientists Manitoba is committed to ensuring equal access and participation for people with disabilities. We believe in inclusion and are committed to meeting the needs and abilities of all people while ensuring their dignity and independence is maintained. We will do this by identifying, removing, and preventing barriers and by meeting the requirements of The Accessibility for Manitobans Act (AMA).

Policies

1. Engineers Geoscientists Manitoba will make information available in an accessible format or provide communication supports to people with disabilities in a way that takes into account their disability.
2. Engineers Geoscientists Manitoba will endeavour to provide barrier-free access to goods and services that accommodates the needs of its customers. The Association will recognize and support customers who use assistive devices, support persons, or service animals.
3. The Association will provide training to employees and volunteers on accessibility requirements under The Accessibility for Manitobans Act and the Accessible Customer Service Standard. As new standards are developed, updates to training modules will be developed and delivered to employees.

Actions

	Initiatives/Actions	Expected Outcomes
General Requirements	<ul style="list-style-type: none"> • Appoint Accessibility Coordinator • Establish Accessibility Working Group including all frontline employees • Develop priorities and actions including timelines and outcomes • Review and update the plan every two years 	<ul style="list-style-type: none"> • Working group has detailed work plans, expectations, and multi-year timelines • Workgroup participates in development, implementation, and updating the Accessibility Plan
Communication and documentation	<ul style="list-style-type: none"> • All communications and documents to promote the availability of alternate formats on request • Include the active offer on all new documents • Update signage at front desk to include availability of alternate formats 	<ul style="list-style-type: none"> • All documents and communications created from November 2018 onward advertise the availability of alternate formats • Information and communication is provided in accessible formats

	<ul style="list-style-type: none"> Review Association website to identify ways to improve responsiveness and accessibility 	<ul style="list-style-type: none"> Employees are aware of alternate formats and how to make them available to customers.
Operation and facility improvements	<ul style="list-style-type: none"> Review options for automatic doors to access second floor Review options for accessible payment machine at front desk Secure tablet at front desk as assistive device for communication and general information Review disability parking and signage for customers accessing Association office Review process to follow for events to ensure that all reasonable measures are taken to ensure accessibility Incorporate barrier free design principles for any renovation to Association office space 	<ul style="list-style-type: none"> Management is aware of progress on compliance and prioritizes funds as part of operational budget Barriers related to the built environment that may have a negative impact to customer service are addressed with appropriate and cost effective solutions
Employee/volunteer awareness and training	<ul style="list-style-type: none"> Training provided to all employees, either at bi-yearly review or new hire orientation Develop volunteer training documentation Training provided to all event volunteers prior to event Accessibility achievements to be acknowledged and shared with employees through internal communication and monthly staff meetings 	<ul style="list-style-type: none"> All employees understand accessibility and supports implementation of the plan. All volunteers understand accessibility and support the Association regarding implementation of the plan. Employees are able to identify barriers to accessibility and actively seek solutions to prevent or remove them on a continuous basis.
Feedback and response time	<ul style="list-style-type: none"> Develop a standard response procedure for all employees Ensure information regarding the feedback process is easily available 	<ul style="list-style-type: none"> All inquiries and feedback receive acknowledgement within appropriate set time
Monitor progress	<ul style="list-style-type: none"> Track progress on initiatives and requests for accommodations with budgetary implications Future plans and budgets to be integrated into operational plans 	<ul style="list-style-type: none"> Management is aware of progress on compliance and considers future plans Accessibility policy and plan is posted on website and available in alternate formats

Training

Engineers Geoscientists Manitoba will provide training to all employees and volunteers who deal with practitioners or members of the public in relation to programs or services offered by the Association.

All Engineers Geoscientists Manitoba employees will be trained by the end of 2018, after which, training will be provided at two year intervals. New employees hired within those two year intervals will be required to attend the training. As part of new hire orientation, employees will be required to read the Disabilities Issues Office publication: *Employers' Handbook on the Accessibility Standard for Customer Service* and *Tips for Employees on Accessible Customer Service*.

Training will include:

- An overview of The Accessibility for Manitobans Act and the requirements of its standards
- An overview of Manitoba's Human Rights Code
- Instruction on active offer and reasonable accommodation
- An overview of Engineers Geoscientists Manitoba measures, policies, and practices to provide accessible customer service.
- Employees will also be trained when changes are made to this plan.

Feedback Process

Customers who wish to provide feedback on the way Engineers Geoscientists Manitoba provides goods and services/programs to people with disabilities can provide feedback verbally, by email, or in writing to the Accessibility Coordinator at:

870 Pembina Hwy
Winnipeg, MB R3M 2M7
204-474-2736 or 1-866-277-9600
Info@EngGeoMB.ca

Feedback will be acknowledged and addressed according to Engineers Geoscientists Manitoba's regular feedback procedures.

Review and Updates

All Engineers Geoscientists Manitoba policies will be reviewed for new compliance requirements or changes every two years.

This policy and plan will be posted on Engineers Geoscientists Manitoba's website at www.EngGeoMB.ca.