



2019-2021

Accessibility Plan

Last updated December 2019

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This document is available in alternate formats upon request.

Should you require an alternate format please contact the Universal Design Office at accessibility@winnipeg.ca

*Last updated December 2019

Acknowledgements

Dear Reader

On behalf of the City of Winnipeg Universal Design office, we are pleased to present the 2019-2021 City of Winnipeg Accessibility Plan. The ideas presented in this plan are intended to identify, prevent and remove accessibility barriers that limit a person with disabilities from participating fully in activities of daily living in Winnipeg. The City of Winnipeg wishes to thank the following contributors and reviewers of this document:

- Coordinator and Members of the Access Advisory Committee
- Members of the Universal Design Steering Committee

Reference Documents:

[The Province of Manitoba's Accessibility for Manitobans Act](#)

[Introducing "The Accessibility for Manitobans Act"](#)

[Guide for Public Sector Organizations: How to Create your Accessibility Plan](#)

[The Province of Manitoba's Customer Service Standard Regulation](#)

[Introducing "Manitoba's Accessibility Standard for Customer Service"](#)

[2016-2018 Accessibility Plan](#)

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A Message from John Kiernan, Chair of the Universal Design Steering Committee

As Chair of the City of Winnipeg Universal Design Steering Committee, I am pleased to present the second edition of the Accessibility Plan for 2019-2021. This plan is the culmination of the effort and dedication of City Council and Public Service leaders, all Departments within the City of Winnipeg, and our community stakeholders.

The City of Winnipeg is committed to ensuring equal access and participation for all people who live, work or visit our city, regardless of their abilities. We are committed to treating people in a way that allows them to maintain their dignity and independence from infancy to older adulthood. And although the City has been working toward barrier removal in many areas, we recognize that we still have a journey ahead of us.

We recognize the importance of embracing the concept of inclusive design both incrementally and creatively, while remaining fiscally responsible to the diverse citizens that we serve. Since the first Customer Service Standard has been put into place, City employees have been set up to complete the Customer Service Training. This will be an ongoing initiative.

The City of Winnipeg's Accessibility Plan embodies our city's culture and engages all of us in building a community that features greater awareness and understanding of the barriers we face, and how we will continue to remove them. Accomplishing this goal won't be easy, but through innovation, technology and by embracing diversity, equity and inclusion, the City of Winnipeg together with the community, is building a city where accessibility is at the heart of everything we do.

Thank you to everyone who has contributed to the development of Winnipeg's 2019–2021 Accessibility Plan, including community members, key stakeholders and staff; and to all those who continue to work diligently

toward inclusion in our community. We welcome our community members' comments as per our consultation process; we can be reached at accessibility@winnipeg.ca.

1 Introduction

1.1 Background

This 2019-2021 Accessibility Plan is the required review of the original Accessibility plan every two years under the Accessibility for Manitobans Act (AMA). The Act ensures accessibility by outlining a clear and proactive process to identify, prevent and remove barriers that limit persons with disabilities from participating fully in daily activities within their communities. The AMA establishes the requirement to develop, apply and enforce accessibility standards. These standards, which will be developed by the Province, are intended to identify precise and attainable goals along with subsequent required actions to achieve them within a reasonable timeline. They will be defined by five key topics:

- customer service
- employment
- information and communication
- transportation
- built environment

The Customer Service Standard Regulation was the first to be passed into law in Manitoba in November 2015.

In order to comply with the AMA all public sector organizations are required to formalize and publicly post an Accessibility Plan. The purpose of the plan is to ensure an accessibility lens is applied to public sector policies, practices and procedures, therefore promoting independence, dignity and equitable opportunity for persons with disabilities. The City of Winnipeg's Accessibility Plan will not only bring our organization into compliance with the AMA, but will exemplify our commitment to creating accessible customer service, environments, information, communications, transportation, and opportunities for employment for all people within our community. This document will be used to communicate the City of Winnipeg's core accomplishments with respect to established accessibility

practices, and define the City's plan of action to continue to improve accessibility for a broad range of people. The initiatives proposed in this plan will continue to drive significant progress to make certain our City is inclusive and accessible to all.

1.2 Overview of the City of Winnipeg

The City of Winnipeg is a diverse multicultural city located at the geographic heart of the continent and is the capital and largest city in the province of Manitoba. Winnipeg is a transportation hub and centre of commerce and trade, and also boasts a thriving arts, culture, cuisine, entertainment, sports, and recreation scene. The City's land area equals 47500 hectares and has a steadily growing population estimated at 718,400 residents (2015).

The City of Winnipeg serves people of all ages, abilities, and backgrounds. Our client base consists of citizens, visitors and the employees that work within our buildings, facilities and properties. Fifty-five percent of the population of the province of Manitoba lives in Winnipeg; therefore when the City provides services to its community it serves over half of all Manitobans. Approximately 8,000 individuals are employed by the City of Winnipeg; persons with disabilities represent five percent of the City's workforce. There are 14 City departments and within each department there are several divisions with specific areas of municipal scope. Each division contributed to the development of this Accessibility Plan and bears the responsibility to carry forward the actions proposed.

Everything the City undertakes is significant to the public, given that the role of a municipality is to serve its citizens, visitors and employees. Winnipeg is part of a global movement to create age-friendly cities. In practical terms, an age-friendly city adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities. As our City grows, we are committed to ensuring our welcoming spirit of inclusion.

Our Vision

To be a vibrant and healthy city, which places its highest priority on quality of life for all its citizens.

Our Corporate Mission

Working together to achieve affordable, responsive, and innovative public service.

Our Competencies

- **Citizen and Customer Focus:** We act in the best interests of the community we serve. We strive to meet their needs and exceed their expectations.
- **Respecting Diversity:** We treat all people with dignity and respect. We demonstrate fair and equitable practices in our service delivery and in the workplace, striving to remove all forms of discrimination.
- **Ethics and Values:** The City of Winnipeg's values are: Integrity, Respect, Quality, Accountability and Diversity.
- **Results Oriented:** We are committed to responsiveness, effectiveness, and efficiency. We take personal accountability for our work.
- **Integrity and Trust:** We are accountable and transparent. We recognize that citizens are entitled to integrity in government. Our commitment to accountability means taking responsibility for our actions. Our commitment to transparency means clearly demonstrating how tax dollars are spent.

1.3 Plan Development Process

The City of Winnipeg Accessibility Plan has been prepared with input from members of the Access Advisory Committee and City staff. Under the Accessibility for Manitobans Act (AMA), all public sector bodies are required to consult with persons disabled by barriers or representatives

from organizations of persons disabled by barriers in the development of their plans. The City satisfied this requirement by consulting with the Access Advisory Committee which is mandated to provide voluntary advice to Administration on access matters. This process allowed for ongoing input from the Public so that the City can continually improve to remove barriers. Following consultations were undertaken to identify local accessibility barriers and opportunities for action:

- Departments throughout the City were consulted and asked to report progress on sections of the Accessibility Plan. These reports identify barriers and state actions to prevent and remove the barriers.
- The Universal Design Steering Committee reviewed and commented on the draft plan.
- Persons with disabilities will continue to be welcome to comment through the plan implementation and review process via accessibility@winnipeg.ca.
- The Access Advisory Committee participated in the development and review of the draft plan.
- The Accessibility Plan will be presented to the Access Advisory Committee for review and comments.
- Upon Administrative approval, the Accessibility Plan will be posted and made available to the Public for their information.

2 Statement of Commitment

The City of Winnipeg is committed to ensuring equal access and participation for all people living, working or visiting within our City, regardless of their abilities. We are committed to treating people in a way that allows them to maintain their dignity and independence from infancy to older adulthood.

The City of Winnipeg seeks to fulfill the legislative requirements expressed in the Accessibility for Manitobans Act (AMA) to meet the needs of people who face accessibility barriers by identifying, removing and preventing these barriers. Winnipeg leaders and civic administrators will work together to promote a city that is comfortable, attractive and welcoming of all citizens and visitors by providing accessible customer service, inclusive transportation systems, and accessible facilities. The City will ensure communications are clear, open and accessible. The City will provide equity in our employment practices.

Quality accessibility outcomes will evolve through the implementation of targets as set out in the City of Winnipeg Accessibility Action Plan. Persons with disabilities and older adults have been consulted within the process of plan development. The City will monitor and report every two years to the community on the implementation of the Accessibility Plan and associated achievements.

3 Further/Ongoing Identification, Prevention & Mitigation of Barriers

The following plan has been developed from consultation processes:

(A) Access Advisory Committee check in

(B) Cross Departmental Check in

(C) Data collected through 311 and accessibility@winnipeg.ca

*For a definition of the barrier types identified in the table below, please see section 4, page 84.

**Where “All Departments” are identified under the department column, the action will be referred to the Universal Design Steering Committee to develop next steps.

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
**All Departments	Systemic: Understanding and guidance on how to apply an accessibility lens to the development of policies, programs, practices and services is limited.	Develop guidance for city staff on how to apply an accessibility lens, when departments assess and update existing policies, programs, practices and services to ensure accessibility.	The Universal Design Policy adopted by Council in 2001 includes a Universal Design Checklist. Use of this checklist has been limited in practice. The UD Steering Committee will review the checklist and the policy and develop recommendations for improvements as necessary to ensure guidance exists not just for design but also for development and review of policies, programs practices and services.

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
City Clerks	Technological: Accessibility of current voting technology is limited; e.g.: ballot marking devices are available at advance voting, but not on election day.	Discuss ways to improve accessibility of election day voting such as looking into new technologies to facilitate ballot marking for voters with a disability.	Current election will retain the ability to cast an accessible ballot at City Hall. Continuous research into new technologies to facilitate ballot marking for voters with a disability. Consultation with VIRN and CNIB to be explored. Confirmed that no new equipment is available at this time.
Community Services	Information and Communication: Way-finding signage at Community Services facilities is insufficient.	Prepare to improve accessibility of way-finding and facility signage at facilities through the City of Winnipeg Accessibility Program.	Pilot Project prepared by consultant to address signage at St. James Assiniboia Pool. Underway: projects for existing facilities are funded through the Aquatics rolling capital program.
Community Services	Systemic: Opportunities for inclusion in all Community Services programming are limited.	Continue to seek ways to broaden accessibility of programs and services for customers of varied abilities.	Posted on the website: Attendant Services and sign language interpreter requests are offered and every effort will be made to provide assistance to persons with disabilities as participants in a Leisure Guide program. Sign Language is available at Library Services programs.

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
			A Sensory story-time program is offered at select library branches.
Community Services	Systemic: New Barrier: use of third party software to manage sales comes with limitations to website accessibility features.	Research ways to overcome this barrier. Future mitigation to include accessibility standards as a requirement during the tendering system.	Libraries are offering point-of-sale in-person transactions at facilities, registration centres and through 311.
Community Services	Attitudinal: Standard terminology used in communications about leisure services has not been reviewed to ensure inclusivity and sensitivity to universal access.	Work with community stakeholders, the Universal Design Office and the Access Advisory Committee to ensure: <ul style="list-style-type: none"> • information is provided in an accessible manner • terminology 	Spring 2018 Leisure Guide has been updated to more inclusive language. The Community Services Department worked with the Access Advisory Committee (AAC) to update the terminology used in the Fall 2018/Winter 2019 Leisure Guide. Community Services will continue to work with the AAC to identify and explore further improvements. Beginning Fall 2018, activity listings are available on the website in an accessible format that is screen-reader friendly.

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
		for accessibility programming is updated	
Community Services	Physical and Architectural: New Barrier: Accessible exercise equipment is not always included in equipment replacement.	Develop internal guidelines for the equipment replacement program in order to ensure continuance of availability.	Accessible exercise equipment is available at various City of Winnipeg recreational facilities.
Corporate Support Services 311	Information and Communication; Systemic: Lack of clarity/awareness within the community about how to report barriers.	Work with 311 and all departments to identify mechanisms that provide accessible and transparent means for the public to report accessibility barriers to the City.	
Customer Services and Communicati	Systemic: Long response times when contacting 311 by phone.	Review existing 311 operations in the following	Current 311 system does not classify whether an issue was an accessibility issue or not. Each operator does their own

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
<p>ons 311</p>	<p>Menus require numerous button pushes which is challenging for individuals that have difficulty with dexterity and cognition/memory.</p>	<p>areas:</p> <ul style="list-style-type: none"> • Explore opportunities to designate an accessibility operator to answer calls around accessibility, to provide better informed service and a quicker response time • Look for approaches to increase advertisement of methods available to contact 311 (example: email) • Review 	<p>resolutions of 311 concerns. A new customer service system will track the number of complaints by category (transportation, City works, recreation, water and waste, etc.).</p> <p>Increased proficiency and knowledge in accessible customer service.</p> <p>The City has added an email called accessibility@winnipeg.ca so the community can connect directly on access issues.</p>

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
		<p>opportunities to establish text to 311, utilize video relay service and create a timeout setting to connect directly with an operator</p>	
<p>Customer Services and Communications, Human Resources Services Universal Design Office ** (All Departments to follow)</p>	<p>Attitudinal: Provision of customer service requires better understanding of barriers and disability issues.</p>	<p>Ongoing review of Citizen/Customer Service standard and Customer Service training and protocols. Update training as required for employees and external consultants to increase disability awareness.</p> <p>Employee</p>	<p>Employee Development Branch, in conjunction with the Universal Design office, has developed an Accessible Customer Service online training module. Training has been delivered to 5300 City employees across departments. The goal is for all staff to be trained within 6 months.</p> <p>Corporate Education has developed a system of tracking employee course completion.</p> <p>All 311 staff have completed the Accessible Customer Service Training.</p>

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
		<p>Development can support any training as directed by Customer Services and Communications.</p> <p>Consider:</p> <ul style="list-style-type: none"> • Developing related customer service protocols • Specific training requirements for Supervisors and Foremen • Delivering lunch and learns with accessibility subject matter experts on selected areas of 	<p>Training for new City staff has been updated to include accessible customer service training for onboarding staff.</p> <p>The City’s new employee orientation package was updated to include information about the AMA, with links to the online Accessible Customer Service tool.</p> <p>A Universal Design for the Built Environment course is taught to Registered City employees twice a year.</p> <p>A Disability Awareness course is taught to Registered City employees once a year.</p> <p>Public Works prepared and delivered training to Construction Consultants in spring of 2018.</p> <p>Winnipeg Transit Training Manual for onboarding new staff for Handi-Transit was updated to include the requirement for Accessible Customer Service training. All new bus drivers and those receiving remedial training have been trained.</p>

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
		<p>accessibility</p> <ul style="list-style-type: none"> Delivering monthly educational emails on accessibility <p>New Action: Greater Council of Winnipeg Community Centres (GCWCC) may coordinate an Accessibility Forum for all Community Centres.</p> <p>New Action: GCWCC may incorporate Accessible Customer Service Training into coaches' training.</p>	<p>All existing Transit employees will be taking "TRIP" training, which includes Accessible Customer Service. This training will be delivered to all bus operators within 18 months.</p> <p>The Bus Operator Manual has been revised to include information about the AMA and has been distributed to all operators.</p> <p>Transit staff received half day training from the Main Street Project, which included understanding mental illness and substance abuse, a tour and meet & greet with staff and clients as well as assists with overall relationship building and de-escalation techniques with an emphasis on the operator's approach.</p> <p>Water and Waste training manual was also updated.</p> <p>Sewer and Water Engineer training slides, similar to Public Works, are to be developed.</p> <p>Foreman and Supervisory training: a</p>

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
			<p>disability and accessibility awareness training session is delivered yearly to the Parks staff, including training on AMA compliance requirements.</p> <p>General Council of Winnipeg Community Centres (CWCC) has trained board members of the Community Centres during the board presentation at their AGM.</p> <p>GCWCC has launched a new website and will ensure a link to the Disability Issues Office (DIO) free online training for Accessible Customer Service training is included on it.</p> <p>Corporate Communications has determined that educational emails would not be an effective means of increasing awareness, given high volumes of emails already received by staff.</p>

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
Planning, Property and Development	Systemic: The City of Winnipeg Charter requires a minimum two week advertising of public hearings for development applications. This minimum does not accommodate time needed to identify and make arrangements for providing information in alternate formats (in particular sign language interpretation).	Consider engaging the Province in discussions about addressing the challenges associated with this Charter requirement. Review options to increase the ability to fulfill this requirement.	Opportunities to address this barrier will be considered in the upcoming review of the Development Procedures By-Law.
Planning, Property and Development, Customer Services and Communications Building Communities, 311	Information and Communication: Information about neighbourhood-based projects is not always readily available.	Prepare to provide scripts to 311 more quickly, outlining project details for residents to learn more.	Building Communities Branch had provided scripts to 311 outlining Building Communities Initiative (BCI) project details so residents can learn more (completed in 2018). The BCI program is not continuing, but all projects completed under this initiative were built to meet accessibility guidelines.

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
Board of Revision	Information and Communication: Improved public accessibility to meetings and information by live-streaming portions of scheduled hearings on City's website.	Videos are recorded and maintained on the City's Decision Making Information System (DMIS) at http://clkapps.winnipeg.ca/DMIS	Agendas and decisions for the applications for review are available on DMIS, in an effort to improve public access.
Planning, Property and Development Urban Planning and Design	Systemic: Open House Guidelines for Developers do not currently consider accessibility concerns.	Prepare to update the City of Winnipeg Open House Guidelines to incorporate accessibility considerations and be in line with the City's Public Engagement Handbook.	Urban Planning is in the process of updating these guidelines.
Planning, Property and Development Urban Planning and Design	Systemic: Universal design requirements are inconsistently considered in subject or issue specific planning studies.	Identify and consider accessibility issues when undertaking planning studies.	Process improvements are being considered within current studies such as the OurWinnipeg Review. Experiences gained will be used to inform the articulation of a standard process that can be applied to projects and studies.

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
Water and Waste	Technological; Information and Communication: Currently, bills can only be expanded on a photo copier to 11" X 17". The billing software does not allow for larger print.	Review processes and resources necessary to provide large print bills.	Customer Service and Finance established a manual process to accommodate requests for large print bills. A self-service portal for managing utility accounts (billing, meter readings, consumption, etc.) has been tested and launched late 2017. Complete. Customers can view bills in larger sizes or print larger bills on home printer. Consulted with the Access Advisory Committee and a person with disabilities.
Winnipeg Fire Paramedic Service (WFPS)	Physical and Architectural: A number of aging WFPS stations do not comply with current City of Winnipeg Accessibility Design Standards.	Maintain a list of fire stations that are suitably equipped to meet the needs of members of the public with mobility disabilities. The WFPS will also enquire at the time public tours are booked regarding the needs of those attending to ensure individuals	WFPS confirmed that this has been completed.

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
		will be booked into stations equipped to meet their needs.	
Public Works	<p>Customer Service; Built Environment: Sidewalk/pathway design and installation does not have consistent accessibility features.</p>	<p>Develop standards, policies or guidelines for multi-use pathways in new neighbourhoods and add these to City of Winnipeg Construction Specifications. Develop policies or guidelines concerning sidewalk guidance strips for when a sidewalk is retrofitted or rehabilitated.</p>	

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
Winnipeg Fire Paramedic Service	Systemic: The WFPS has a limited capacity to transport a patient's power wheel chair or other large mobility aids to the hospital with the patient.	The WFPS will research protocol and make policy recommendations regarding mobility aid transportation for patients in emergency situations.	Research is complete and currently undergoing a review of the draft policy; informal procedures are in effect. The WFPS endeavors to accommodate all patients' mobility devices and has developed a variety of resources to accommodate patients' needs. Formal policy to be implemented before end of 2018.
Winnipeg Fire Paramedic Service	Systemic: The WFPS has a limited capacity to transport family members that use a mobility aid to the hospital with the patient.	The WFPS will research protocol for accommodating the request of a family member who uses a mobility aid to accompany the patient to the hospital in the ambulance and make recommendations.	As above.
Winnipeg Fire Paramedic Service	Systemic: WFPS cannot secure and transport a patient's service animal in emergency vehicles.	The WFPS will research protocol regarding requests to transport service animals to the	Research is complete and currently undergoing a review of the draft policy; informal procedures are in effect.

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
		hospital with patients and make recommendations.	<p>Consulted with service animal training organizations and client organizations, as well as researched industry standards.</p> <p>Formal policy to be implemented in 2019.</p>
Winnipeg Fire Paramedic Service	<p>Information and Communication: WFPS does not publish the availability of American Sign Language Interpreters for public education events.</p>	The WFPS will publicize that American Sign Language Interpretation services are available upon request.	Accessibility services provided upon request.
Winnipeg Fire Paramedic Service	<p>Information and Communication: The WFPS does not publicize its capacity to meet the needs of persons with disabilities requesting non-emergency services.</p>	The WFPS will place a message on its website indicating its commitment to an accessible environment and persons with disabilities are encouraged to make their needs known and every effort will be made to accommodate them.	The message: "Accessibility services provided upon request" is now posted on the website.

3.1 Customer Service

Department	*Barrier Identification	Action	Current Status
Winnipeg Transit	Technological; Information and Communication: Winnipeg Transit Navigo trip planning software has limited accessibility for persons with disabilities.	Continue to look for ways to improve the provision of alternative means of obtaining real time bus information while reviewing the feasibility of service enhancements for improved accessibility with Navigo system and transit website.	Transit accessibility strategy has always centred on text-based systems that are screen-reader compatible. The older version of BUSguide, Navigo and stop schedules are all accessible. TransitTools offer a range of access based on the delivery mechanism (i.e. Telebus is accessible for people with visual impairments, BUStxt is accessible for individuals with hearing impairments), but all are providing the same information.

3.2 Employment

3.2 Employment

Department	Barrier Identification	Action	Current Status
City Clerks	Systemic: Composition of advisory committees does not currently ensure representation from the disability community.	Review opportunities for recruitment to achieve appropriate representation. Prepare to add a voluntary self-declaring statement to the application, similar to that used for employee applicants.	City Clerks has included a voluntary declaration on application forms used for citizen appointment to City of Winnipeg Boards and Commissions.
Human Resources Services	Systemic; Attitudinal: City of Winnipeg employment standards require review for accessibility	Review and consider updating the City of Winnipeg Staffing Standards: including the General Standard, Reasonable Accommodation Standard, and Return to Work	Leverage senior leadership to promote an environment that values employees with disabilities – Current HR practices and corporate Administrative Standards are supported and driven by our Senior Leadership team on an on-going basis. Scent Sensitive Administrative Standard – in development. Reasonable Accommodation/Return to Work Administrative Standard – currently

3.2 Employment

Department	Barrier Identification	Action	Current Status
		Standard as required	<p>under revision. Reasonable Accommodation Framework – in development. Drug and Alcohol Administrative Standard has been completed.</p> <p>Compensation and Classification, in partnership with the Staffing and Diversity Branch, are working to create a City-wide recruitment manual and associated training to develop and maintain consistent, transparent and accessible recruitment at the City.</p>
<p>Human Resources Services</p>	<p>Systemic: There is a desire to maximize opportunities to tap into a diverse labour pool including people with disabilities.</p>	<p>Prepare to implement tasks from the Creating Opportunities for Persons with Disabilities Initiative.</p> <p>Coordinators provide on-going assistance and coaching to supervisors working with</p>	<p>The majority of the implementation of recommendations from the Creating Opportunities initiative is complete and work on the remaining recommendations will continue to be ongoing.</p> <p>Increase awareness and capacity around recruiting and supervising persons with disabilities. Return to Work: The Cross Departmental Accommodation Committee (CDAC) ensures all avenues to accommodate persons with disabilities have been explored, including finding placements across departments. The</p>

3.2 Employment

Department	Barrier Identification	Action	Current Status
		<p>accommodation and persons with disabilities. Engage unions in creating a workforce representative and inclusive of persons with disabilities. The City of Winnipeg HR Services and its respective departments and the unions have been working in partnership to update and implement changes to the corporate disability management program. This program will address early identification and referral to disability management</p>	<p>CDAC committee continues to meet on a monthly basis. We have expanded the committee to include Union representation, HR Consultants and Labour Relations.</p> <p>Return to work Coordinators assist employees in returning to work following a disability absence and assist with accommodating employees during their career lifecycle:</p> <ol style="list-style-type: none"> 1. Provide leadership and oversee the disability management and accommodation processes for complex cases. 2. Explain and discuss with employees the purpose and nature of disability management services. 3. Arrange and coordinate referrals to early identification and intervention services. 4. Obtain, clarify and share medical information as appropriate. 5. Collaborate with Case Management Team members, providing advice, expertise and support. <p>Provide expertise with respect to the duty to accommodate and the accommodation process.</p>

3.2 Employment

Department	Barrier Identification	Action	Current Status
		<p>services, processes and training for managing employees with disabilities and meeting their accommodation needs, and tracking and monitoring processes for continuous quality improvement. This framework and the associated guidelines will outline the general philosophy, processes, roles and responsibilities used within the City of Winnipeg’s disability management and accommodation process. While these guidelines</p>	<p>City Clerks’ has height adjustable desks to prevent health and wellness issues.</p> <p>311 completed a study called “Creating Opportunities for Persons with Disabilities”. Recommendations from this study are being reviewed for implementation by HR.</p> <p>The Staffing and Diversity Branch continue to encourage Departments to utilize the Diversity Internship Fund to promote the placement of diverse individuals within the City departments.</p>

3.2 Employment

Department	Barrier Identification	Action	Current Status
		<p>provide an understanding as to how the City generally manages/accommmodates employees with disabilities, there is no set formula. It is recognized that facts, circumstances and needs regarding each employee are unique.</p>	
<p>**All Departments</p>	<p>Physical and Architectural; Systemic: Emergency evacuation plans to be implemented for employees with disabilities.</p>	<p>Review plans for emergency evacuation; educate staff and implement plans.</p>	<p>In compliance with the Manitoba Workplace Safety and Health Act and regulations, Fire Safety Plans have been developed and are maintained for all City offices and facilities, including Community Centres that are owned by the City but operated by non-City entities. While fire wardens are encouraged to develop site specific evacuation plans for people with disabilities and/or identifying individuals that will aid people with disabilities during evacuation, the template for developing location specific emergency evacuation</p>

3.2 Employment

Department	Barrier Identification	Action	Current Status
			plans contains standard procedures for assisting persons with disabilities to evacuate buildings to ensure this need is addressed. Warden training includes training on site-specific procedures and procedures are practiced in site-specific fire drills.

3.3 Transportation

3.3 Transportation

Department	Barrier Identification	Action	Current Status
Community Services Libraries	Systemic: Some populations face difficulties accessing existing library services at facilities.	Continue to implement outreach programs throughout Winnipeg.	Outreach Programs include: 1. Home Service for older adults-Outreach visits in underserved communities. 2. Increased availability of digital and downloadable content 3. Podcast-virtual book club 4. Offsite programs (e.g. in senior centres or community centres) 5. Extending holds pickup beyond library hours through Smartlocker installations (3 currently) 6. Replacing “landlocked” libraries with new facilities with better access to bus and active transportation.
Public Works, Water and Waste	Physical and Architectural; Systemic: Alternative accessible routes for pedestrians are not consistently provided in the public right of way around construction sites.	Explore opportunities to improve practices for ensuring accessible pedestrian accommodation during construction work, including signage, barricading and	Construction crew training has taken place; slides were developed in respect to sidewalk obstructions and how to accommodate/plan for accessibility around them.

3.3 Transportation

Department	Barrier Identification	Action	Current Status
		<p>pedestrian rerouting.</p> <ul style="list-style-type: none"> • Conduct research and consider protocols used in other major cities • Review opportunities to provide information through text or email to notify the public of closures in advance 	
Public Works	Systemic: Snow clearing of pathways in park areas is inconsistent.	Consider opportunities for achieving greater consistency, including through the re-allocation of pleasure rink funding to park	

3.3 Transportation

Department	Barrier Identification	Action	Current Status
		pathway clearing.	
Public Works	Physical and Architectural: Application of visual and audible pedestrian signals is inconsistent.	Continue to implement the accessible audible pedestrian signals (APS) at signalized intersections. Continue to implement pedestrian countdown signals (PCS) at traffic signals locations.	All signal locations are scheduled to be equipped with APS by the end of 2020. Annual PCS installation plans will continue to be developed and implemented as per the Public Works website: https://winnipeg.ca/publicworks/transportation/trafficsignals/pedestriancountdownsignals.htm .
Public Works	Physical and Architectural: Pedestrians have identified some streets are difficult to cross (crossing times and distance between crosswalk locations).	Prepare to review specifically identified intersections to address the barrier issues. Consider bringing the crossing time issue to the attention of Transportation Association of	

3.3 Transportation

Department	Barrier Identification	Action	Current Status
		Canada.	
Public Works, Winnipeg Transit	Systemic; Physical and Architectural: Current level of service of snow and ice removal limits universal access to sidewalks and transit in winter months.	Explore opportunities to improve on the delivery of ice and snow removal: <ul style="list-style-type: none"> • Through research and consideration of snow clearing prioritization changes as identified within the Pedestrian Cycling Strategies • At pedestrian push button crossings, sidewalks adjacent to 	

3.3 Transportation

Department	Barrier Identification	Action	Current Status
		bus stops and windrows <ul style="list-style-type: none"> • Through a review of the Snow Clearing and Ice Control Policy • By researching the implications of implementing a bylaw requiring residents to clear sidewalks • By researching best practices from other winter cities 	

3.3 Transportation

Department	Barrier Identification	Action	Current Status
Winnipeg Parking Authority (WPA)	Systemic; Physical and Architectural: The placement of some parking pay stations results in physical barriers to the pedestrian path of travel on sidewalks.	Research best practices in positioning parking meters in ways that do not block pedestrian sidewalk traffic. WPA offers the “PayByPhone” cellular payment application, which allows parking purchases to be completed on a cell phone.	
Winnipeg Parking Authority	Systemic; Transportation: WPA has taken over the “Vehicle for Hire” Program.	There is a need for more accessible vehicles; vehicles are to be reassessed.	
Winnipeg Parking Authority	Systemic: Scratch N’ Park meter permits are currently only available at the Parking Store, an area with few accessible parking stalls in close proximity.	WPA is currently working to make Scratch N’ Park meter permits available for purchase at various retail	

3.3 Transportation

Department	Barrier Identification	Action	Current Status
		outlets.	
Winnipeg Parking Authority	Systemic: Significant misuse of accessible parking stalls on private property remains a barrier even though WPA has full authority to enter and ticket on private property for illegal parking.	WPA will continue to enforce misuse of accessible parking stalls on private parking.	The WPA has implemented Route Optimization software that will improve the timeliness of scheduled visits to locations throughout the City. Complaints have also been prioritized.
Winnipeg Transit	Physical and Architectural Aging infrastructure, along with existing policies and practices, require review and updating in order to accommodate the growing use of mobility devices on regular transit.	Continue to work toward the Transportation Master Plan's commitment for Transit to be barrier free by 2020 (including buses, stops, stations, information systems, customer service outlets).	Winnipeg Transit will be developing the Winnipeg Transit Master Plan for distribution in 2019 that will incorporate accessibility as one of the factors to be considered in its development.

3.3 Transportation

Department	Barrier Identification	Action	Current Status
		<p>Research all other major cities practices with respect to managing the demand for priority seating.</p> <p>Consider a regulation regarding stroller size allowance.</p> <p>Consider ridership data to track areas of heavy rider loads to allow better allocation of buses.</p>	<p>Winnipeg Transit has sent out a survey to other Canadian transit properties to determine best practices related to priority seating policies and securement practices on conventional service.</p> <p>Winnipeg Transit has developed business intelligence tools that will assist to collate data to determine resource allocation for improved service delivery.</p>
<p>Winnipeg Transit</p>	<p>Systemic: Inconsistent audibility of bus stop announcements.</p>	<p>Prepare to develop a protocol to ensure that audible stop announcement system is checked for volume and clarity prior to</p>	<p>All new buses are set at the same level and cannot be adjusted by the operators.</p>

3.3 Transportation

Department	Barrier Identification	Action	Current Status
		buses beginning routes.	
Winnipeg Transit Handi-Transit	Systemic: Handi-Transit’s “No Show Policy” requires proof of innocence by the rider.	Review the “No Show” policy to eliminate ambiguity of fault and consider introducing technology that can record the vehicle path.	Handi-Transit is committed to research and review policies for “No Show” and limited bags.
Winnipeg Transit Handi-Transit	Systemic: The Carry-on Bag Policy limits access to goods for those who rely on public transit to do their shopping.	Review existing policy for potential modifications.	Handi-Transit is committed to research and review policies for “No Show” and limited bags.
Winnipeg Transit Handi-Transit	Technological; Systemic: Handi-Transit drivers should manage distracted driving practices with the provision of tools to locate destinations.	Review opportunity to require tools such as GPS, Bluetooth and Wi-Fi for each vehicle to assist drivers in locating destinations hands-free.	Handi-Transit will be equipped with tablets running the new scheduling system. All features will be hands-free and real-time. Vehicles will be trackable via GPS in real time. Drivers will also have access to Google maps for navigations to required addresses.

3.3 Transportation

Department	Barrier Identification	Action	Current Status
Winnipeg Transit Handi-Transit	Physical and Architectural; Systemic: Some bariatric customers currently cannot be transported via Handi-Transit due to risk of injury to the drivers and the limited carrying capacity of vehicles.	Continue research on vehicles and boarding technologies able to accommodate needs of the bariatric population.	Handi-Transit has purchased vehicles that will transport larger weight limits.
Winnipeg Transit	Physical and Architectural; Systemic: Fare boxes are not accessible.	Review box heights for accessibility.	The fare box heights are set at a height to allow for persons with mobility aids or wheelchairs to access. Peggo card users have a choice of language for management of the Smart card and also for the fare box display information.
Winnipeg Transit	Physical and Architectural; Systemic: Pay card purchasing systems are not accessible.	Review methods for providing accessible alternatives.	Transit Smart cards can be purchased at any Shopper's Drug Mart (33 locations) or 7-11 (147 locations) in the City of Winnipeg; at a total of 10 independent outlets, including University of Winnipeg, University of Manitoba, Red River Community College and at three Transit Customer Service Centres.

3.3 Transportation

Department	Barrier Identification	Action	Current Status
Winnipeg Fire Paramedics, Handi-Transit	Physical and Architectural; Systemic: Challenges re: transporting patients with their mobility device to the hospital via ambulance.	Research Best Practices across the Country.	Research is ongoing. The current practice includes partnering with Handi-Transit. Handi-Transit drivers completed a driver training program that includes accessibility awareness and proper securement of mobility devices.
Winnipeg Fire Paramedics, Handi-Transit	Physical and Architectural; Systemic: Challenges re: transporting a service animal in an ambulance during an emergency transport.	Research space requirements for transport and proper securement of service animal.	Cross-jurisdictional studies continue on space requirements and securement; a draft policy is to be written. Service animals are allowed on Handi-Transit vehicles and the vehicles are outfitted with the Q'Straint securement system.

3.4 Built Environment

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
<p>**All Departments</p> <p>Water and Waste, Planning, Property and Development</p>	<p>Systemic: The City lacks an accessibility inventory of City facilities, buildings and properties to support strategic prioritization of maintenance and improvements.</p>	<p>Consider developing a corporate program or process to review all City buildings and facilities for current status and improvements to accessibility.</p> <p>Review opportunity to develop an accessibility checklist for safety officers to provide to foremen to use during site and facility safety walk-throughs/audits.</p> <p>Increase priority of maintenance of accessibility features which relate to safety concerns.</p>	<p>Ongoing. The City had hired an external firm (VFA Inc) to do asset reviews of City buildings. This review did not include an accessibility review.</p> <p>Planning Property and Development would need to allocate additional funds to include accessibility, as this leaves a gap in the budgeting requirements since the need is not identified in the review.</p> <p>Safety branch recommends keeping accessibility audits separate from safety audits for clarity and focus.</p> <p>Safety Branch confirms maintenance of accessibility features is already a priority as part of workplace safety procedures.</p>

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
		<p>New Action: Public Works – Regional and Local Street Renewal - include a Universal Design column in spreadsheet for pedestrian facilities and amenities</p>	
<p>**All Departments</p>	<p>Systemic: Lack of policy that considers how to address environmental sensitivities in City facilities and services.</p>	<p>Explore opportunities to address this matter (e.g. workplaces posting signs reminding others to respect a scent-sensitive/free environment)</p>	<p>Research done re: this concern. A policy should be developed for voluntary compliance to a scent-sensitive/scent-free environment. Office of Sustainability has a responsibility under the Green Building Policy, which includes LEED credits for scent-free buildings.</p>

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
<p>**All Departments</p>	<p>Systemic; Physical and Architectural: There are no formal requirements that ensure consultants who work for the City are knowledgeable and have experience with accessible design.</p>	<p>Explore opportunity to require design teams to demonstrate their accessible design competence in RFPs related to City facilities.</p> <p>Consistently add the requirement to comply with the Universal Design Policy and the City of Winnipeg Accessibility Design Standards into the specifications of Bid Opportunity for Professional Consulting Services.</p>	<p>Planning, Property and Development has started to ask for a Universal Design expert on consultation teams in RFP's for built environment projects. Would like to develop further in order to have a clearer definition of what this means in order to enable evaluation.</p> <p>For a number of City projects, the RFP's required the consultants to specifically identify Universal Design experts on their teams; have required identification of accessibility issues related to the scope of the project, and asked for demonstration of relevant/comparable experience in doing such analysis.</p> <p>Compliance to adhere to the Accessibility Design Standards was incorporated into the specifications for the St. James Civic Centre, 2055 Ness and the Facility Renewal and Expansion Project.</p> <p>Transit has required that bidders on the Southwest Rapid Transitway Project (RFP) have a design team that is experienced in Universal Design, and that the appropriate standards and legislation are followed.</p>

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
			All bus stop designs along the rapid transit corridor are fully accessible.
**All Departments	Systemic: Request For Proposals (RFP's) do not consistently identify the need to adhere to the City's Universal Design Policy and the City of Winnipeg's Accessibility Standards (e.g. develop a template for RFP's).	Consider adding a statement in the Request For Proposals template to increase consistency in the requirement to follow the Accessibility Design Standard and/or the Universal Design Policy. Develop/articulate clear process steps for projects to determine the specific relevance	Recommendation to form a cross-departmental working group (ad hoc from the UD Steering Committee), established to develop and test process guidance for more effective adherence to the policy and standard.

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
		of the policy to the project scope. Evaluate project options against relevant accessibility criteria.	
Community Services Aquatics	Physical and Architectural: Accessible change rooms at Pan Am Pool do not meet current City of Winnipeg Accessibility Design Standards.	Request capital funds through the budgeting process to pursue renovations to the Specialty Change room at Pan Am Pool in order to meet the Accessibility Design Standard, including the addition of Power Lift Change tables.	Accessibility upgrades to change rooms and washrooms were included in the Seven Oaks Pool renovation and Expansion, which will open in early 2019. Funding from the Capital Budget for 2019 has been re-submitted; pending.

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
<p>Community Services Libraries, Aquatics</p>	<p>Physical and Architectural: Some Library facilities and pool facilities do not meet current City of Winnipeg Accessibility Design Standards</p>	<p>Seek enhancement through the Library Facility Redevelopment Strategy:</p> <ul style="list-style-type: none"> • Branches will become accessible facilities through renovation or new construction • New construction and renovation projects will meet the City of Winnipeg Accessibility Design Standards as per the Universal Design policy 	<p>Library facility projects completed in 2018 include St. Vital and Pembina Trail renovations and Windsor Park Library replacement.</p> <p>Several branch renovation and renewal projects were completed or are in progress for 2018, including: Cornish Library, St. John’s Library, Transcona Library and Bill and Helen Norrie Library Project.</p> <p>New accessible spray pads-to replace inaccessible wading pool basins-were constructed in 2018 at Freight House Recreation Centre, Valley Gardens Community Centre and Sgt. Tommy Prince Place.</p> <p>Transcona Aquatic Park has zero grade access, 2017.</p>

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
<p>Planning, Property and Development</p>	<p>Systemic; Physical and Architectural: Inconsistent installation of accessibility features in City facilities</p>	<p>Continue to educate building inspectors regarding disability awareness issues.</p> <p>Encourage Building Code to reflect functional installations of accessibility features.</p> <p>Encourage Code Change Requests to be submitted to the National Research Council where discrepancies are identified e.g.: location of automatic door opener push buttons.</p>	<p>Municipal Accommodations has developed a set of requirements that merges accessibility and sustainability, including a standard for fixtures within a building that will include accessible features in order to meet Manitoba Building Code Amendments: City of Winnipeg Building Component Standards Handbook 2017. This handbook is a live document to allow for continual review and revisions.</p>

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
<p>Planning, Property and Development & Human Resource Services</p>	<p>Systemic; Attitudinal: Accessibility for the Built Environment and Disability Awareness are currently not mandatory training courses.</p>	<p>Consider developing an online version of the Universal Design training session.</p> <p>Consider making available online training to contractors with the City of Winnipeg.</p> <p>Encourage all project managers, inspectors, foreman, and supervisors to be prioritized for training.</p>	<p>Pending.</p>
<p>Planning, Property and Development</p> <p>Urban Planning and Design</p>	<p>Physical and Architectural: Inconsistent response to accessibility issues in Building Communities Initiative (BCI) projects.</p>	<p>Work towards more consistent incorporation of accessibility improvements in all new Building Communities</p>	<p>1) The BCI program had provided funding to re-build the Mayfair Recreation Centre and to upgrade the Weston Community Centre. Both projects included numerous accessibility upgrades.</p> <p>2) All BCI projects, which include</p>

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
		Initiative projects	<p>pathway upgrades or repairs, have included accessibility improvements, including accessible seating nodes, pathway materials, pathway widths and accessible pathway entry points.</p> <p>3) All new spray pads and playgrounds built with BCI funding met the accessibility guidelines. Each completed BCI project incorporated accessibility improvements.</p>
<p>Planning, Property and Development & Public Works, Urban Planning and Design, Parks and Open Space, Community Services, Corporate Finance, Public Works, Parks and Open Spaces</p>	<p>Systemic: Existing Parks Policies have not been reviewed with an Accessibility lens to ensure alignment with the City’s Universal Design Policy.</p>	<p>Review Parks Policies with an accessibility lens to ensure alignment with Accessibility Legislation and Universal Design Policy. Include review of the following:</p> <ul style="list-style-type: none"> • Recreation, Leisure and Library Facilities Policy • Hosting of 	<p>The following policies have been reviewed and require a section on accessibility and a stronger connection to the Universal Design Policy: Rec., Leisure and Libraries Policy: LW003 Community Services; Hosting Major Events Policy: F1007 Corporate Finance; Sport Services Policy: LW008 Community Services.</p> <p>The bid opportunity for the Regional Parks Master Plan includes the requirement to apply an accessibility lens; award is expected in late Sept. 2018.</p>

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
		<p>Major Events & Games Policy</p> <ul style="list-style-type: none"> • Sport Services Policy • Regional Parks Investment Plan (approved in 2016 capital –POS) • Off Leash Dog Park Master-plan (approved in 2016 capital – POS) • Regional Park Master-plan (site to be selected after Regional Parks Investment Plan 	

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
		<p>completed) – (proposed for 2017 capital – POS)</p> <ul style="list-style-type: none"> • Parks Strategic Master-plan (proposed for 2017 capital – POS) 	
<p>Planning, Property and Development</p> <p>Municipal Accommodati ons</p>	<p>Physical and Architectural: Several City-owned heritage buildings include features that are inaccessible.</p>	<p>Carry out accessibility upgrades to St. John’s and Cornish libraries.</p>	<p>Provision of the following accessibility features in both facilities:</p> <ol style="list-style-type: none"> 1. Mechanical lift 2. Accessible counters 3. Accessible book chute 4. Accessible doors <p>Estimated completion dates: St. John’s = April 2019 Cornish = December 2019</p>

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
<p>Planning, Property and Development</p> <p>Municipal Accommodations</p>	<p>Physical and Architectural: The Council Chamber, as originally designed and built, does not meet current City of Winnipeg Accessibility Design Standards; e.g.: Access to the public gallery seating and the council floor for public delegations is limited.</p>	<p>Consider conducting an accessibility audit to identify barriers and necessary improvements. Identify a budget through the Capital Budget process to pursue improvements.</p>	<p>Pending: budget has not been able to be identified in the Capital Budget Process to date.</p> <p>Council Chamber has been identified As requiring improvements and is currently on the project risk list.</p>
<p>Planning, Property and Development</p> <p>Municipal Accommodations, Community Centres</p>	<p>Physical and Architectural: Various aging City buildings, properties and facilities do not meet current City of Winnipeg Accessibility Design Standards.</p>	<p>Continue to upgrade aging City buildings, properties and facilities that do not meet current City of Winnipeg Accessibility Design Standards through the City of Winnipeg Accessibility Program.</p>	<p>Occurring on an ongoing basis; Accessibility upgrades are integrated into projects as they arise. City clients are encouraged to upgrade facilities where possible when any construction work is being done.</p> <p>Utilizing a standard template for renovation projects, Community Centres and project managers work together to determine projects' accessibility requirements.</p> <p>Existing funds will be available in Spring, 2019 for the Accessibility Program.</p> <p>In 2018, accessibility upgrades began on St. John's Library; Cornish Library; Reception desk; 4th floor; 180 King;</p>

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
			upgrades to kitchens at various community centres; showers, etc. upgraded at 1129 Waverly (Parks).
Planning, Property and Development Municipal Accommodations	Physical and Architectural: Design and implementation of inclusive washrooms- including inclusive accessible washrooms- in new City buildings and City building renovations is not mandatory. Design should be respectful of the LGBTQ community.	New Action: Requirement for inclusive washrooms is currently not a policy. Discussion on how to process (i.e. put forward to Council to be a policy, best practice or guideline).	New action pending for 2019.
Planning, Property and Development & Winnipeg Parking Authority	Systemic: Limited availability and insufficient size of accessible parking stalls (on and off street).	Review current policies and practices around accessible parking.	The Winnipeg Zoning By-Law 200/2006 was amended in June 2014. Van-accessible stall requirements were adjusted to require them on much smaller parking lots, where they were previously not required. This by-law also specifies that the width of each required accessible space must be at least 10 feet, and for every 10 accessible parking spaces to be

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
			<p>provided, at least 1 space must be a minimum of 8 feet wide and must have an adjacent loading and maneuvering area of at least 8 feet wide.</p> <p>In May of 2014, the Downtown Zoning Bylaw 100/2004 was amended to provide standards for both accessible and van-accessible parking spaces. While the provision of parking downtown remains voluntary, anywhere new parking is being created, a proportion of those spaces must be accessible and van-accessible in accordance with prescribed ratios.</p> <p>Requirements for an accessible route that links those spaces with a building entrance or public sidewalk were also added at that time.</p>
<p>Public Works</p>	<p>Physical and Architectural: Consistent installation of detectable warning tiles in curb ramps at intersections is not yet completed throughout the City.</p>	<p>Continue to install detectable warning tiles through the Capital Program on:</p> <ul style="list-style-type: none"> • Collector • Industrial • Commercial 	<p>Installation trials took place using cast iron detectable warning tiles on Empress and Westway.</p>

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
		<ul style="list-style-type: none"> Regional Street Renewal locations <p>Try new detectable warning tiles to alleviate the possibility of domes being sheared off during snow clearing operations.</p>	
Public Works	<p>Physical and Architectural: Plain concrete sidewalks, without a contrasting and detectable edge are difficult to navigate for persons who are blind. The contrasting edge is inconsistent in how it's applied.</p>	<p>Continue to include distinct colour and texture contrast when reconstructing sidewalks on collector and regional streets in order to delineate the path of travel.</p> <p>Continue to include delineation banding and directional tiles when rehabilitating</p>	<p>Due to the previous rejection of other colours, Public Works will continue to use the yellow colour, as it is specified as the most conspicuous colour by the Community.</p>

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
		bus stops on major arterials, which include bicycle lanes.	
Public Works	Physical and Architectural: Rough and uneven street pavement at intersections poses physical barriers for pedestrian crossing, especially for those with visual impairments and those using mobility devices.	Continue to remove these pedestrian barriers through the street rehab and mill and fill projects.	Unsafe streets can be reported through 311. Ongoing.
Public Works	Physical and Architectural; Information and Communication: In distinct locations, the canopies of street trees obstruct the view to street and building signage.	Forestry to look into establishing a tree maintenance program to prevent obstruction of signage.	Pending.
Water and Waste	Physical and Architectural: Existing facilities do not meet current City of Winnipeg Accessibility Design Standards.	Existing facilities and upcoming construction of new facilities will be reviewed for	North End Sewage Treatment Plant (NEWPCC): preliminary design is complete; accessibility for Admin areas, employee spaces, main control rooms and other routinely occupied spaces to be

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
	Ensure accessibility is addressed in all new facility construction.	barrier removal and meet City of Winnipeg Accessibility Design Standards: <ul style="list-style-type: none"> • North End Sewage Treatment Plant (NEWPCC) • Plinguet training spaces • New 4R(recycling) Depots • New Administration Building at Brady Road Resource Management Facility 	<p>implemented during construction.</p> <p>Plinguet training spaces include two accessible washrooms, but no access to the second floor. This has been identified as a barrier for the next stage of renovation and upgrades. First floor training space is accessible and available.</p> <p>New 4R Recycling Depots Admin areas were designed to meet Accessibility Design Standards. Panet Depot construction has started (2017); report on construction yet to be completed.</p> <p>Brady Road Resource Management Facility Administration Building has been designed to meet the Accessibility Design Standards. Building completion date is Oct/18; report on construction yet to be completed.</p>
Winnipeg Fire Paramedic Service	Physical and Architectural: Aging Fire Paramedic stations do not comply with the current City of Winnipeg Accessibility Design Standards.	Utilize the existing Accessibility Program to continue accessibility	

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
		improvements through planned renovations.	
Winnipeg Fire Paramedic Services	Physical and Architectural: The client service counter in the Fire Prevention Branch is not equipped to serve clients who use wheelchairs.	Continue to provide access to service to wheelchair users via an area immediately adjacent to the customer service center. Pursue an accessible client service counter when renovations are planned.	
Winnipeg Transit	Physical and Architectural: Some existing bus stops are not in accessible locations.	Compile a list of bus stops that have been reported as deficient. Continue to make necessary improvements through existing	A program is being developed to eliminate bus stops that are considered barriers. Funds have been allocated in the 2019 budget proposal for the continued modifications required to make existing bus stops accessible. Universal design has been incorporated

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
		Innovations Fund and City of Winnipeg Accessibility Program.	into all of the shelters and bus stop designs.
Winnipeg Transit	Physical and Architectural: Washrooms in Winnipeg Transit head office are not accessible.	Begin a feasibility study to renovate existing washrooms in Winnipeg Transit head office to ensure accessibility.	Pending.
Winnipeg Transit Handi-Transit	Physical and Architectural: Existing front entrance to Handi-Transit Offices: Customer Service Center does not meet current City of Winnipeg Accessibility Design Standards.	Develop a plan to redesign and construct a new front entrance to Handi-Transit Offices, Customer Service Center.	The Handi-Transit office entranceway and assessment area are now accessible.
311 Customer Service and Communications	Physical and Architectural: Customer Service counter does not meet current City of Winnipeg Accessibility Design Standards. Call Centre washrooms do not all meet current City of Winnipeg Accessibility Design Standards.	Develop a renovation and alteration plan to accommodate.	Counter 311 has an accessible desk to allow for accessible meetings with citizens and residents. 311 Call Centre has accessible washrooms and main entry doors. One of the inner doorways is being considered for replacement to be made accessible next

3.4 Built Environment

Department	Barrier Identification	Action	Current Status
			year.
Corporate Finance Materials Management	Physical and Architectural: Customer Service counter and washrooms do not meet current City of Winnipeg Accessibility Design Standards.	Develop a renovation and alteration plan to accommodate.	Front counter and washrooms were updated several years ago to accommodate an employee with a disability; a section of counter is lower; doors have power assist, walkways and entrances are all accessible.

3.5 Information and Communication

3.5 Information and Communication

Department	Barrier Identification	Action	Current Status
<p>**All Departments</p> <p>Universal Design Office</p>	<p>Systemic: Lack of a performance measurement framework for evaluating delivery on achieving accessibility.</p>	<p>In order to meet the requirements of the Act, establish a process to monitor and record progress of the Accessibility Plan Annual report.</p>	<p>UD Office to collaborate with members of the Universal Design Steering Committee to develop a performance measurement framework and establish the tools necessary to gather analyze and report on the data.</p>
<p>**All Departments</p> <p>Office of Public Engagement</p>	<p>Information and Communication: Lack of consistency in engaging a broad range of community members.</p>	<p>Look for opportunities to increase consultation with persons with disabilities on all City projects in order to improve accessibility in all areas of barrier identification, prevention and removal.</p> <p>Involve access related community organizations and service providers</p>	<p>The City has been working with departments across a broad range of projects that involve consultation with persons with disabilities, to improve project recommendation and implementation. In addition, the Office of Public Engagement encourages project teams to meet with the Access Advisory Committee to discuss project plans early on to ensure an accessibility lens is applied to projects before designs are developed.</p> <p>Community organizations such as the Independent Living Resource Centre, Barrier Free Manitoba and the Access Advisory Committee are involved in stakeholder engagement.</p>

3.5 Information and Communication

Department	Barrier Identification	Action	Current Status
		<p>when conducting research on how other jurisdictions address accessibility issues.</p> <p>Through the Southwest Rapid Transitway Project, Winnipeg Transit has held numerous public open houses where accessibility professionals are in attendance to provide information on accessibility design features and solicited feedback from stakeholders. In addition, the Southwest Rapid Transitway Project held individual meetings with</p>	<p>Winnipeg Transit held eight (8) open houses in 2018 and has one more planned for 2019.</p>

3.5 Information and Communication

Department	Barrier Identification	Action	Current Status
		different accessibility groups for their input.	
**All Departments	Systemic; Information and Communication: Inconsistent application of the Universal Design Policy	Work to identify barriers that prevent consistent policy application and develop strategies to overcome those barriers	<p>In 2017, the Board of Revision improved public accessibility to meetings and information by live streaming portions of scheduled hearings via the City’s website. Videos are recorded and maintained on the City’s Decision making Information Systems (DMIS) at http://clkapps.winnipeg.ca/DMIS/</p> <p>Agendas and decisions are available on DMIS in an effort to improve public access. Agendas for committees of council are posted on DMIS and provide links to individual reports and committee decisions/dispositions, as well as live on-line video of the meetings to improve public access to Council decisions.</p>

3.5 Information and Communication

Department	Barrier Identification	Action	Current Status
<p>**All Departments</p>	<p>Information and Communication; Systemic: The City of Winnipeg website does not consistently contain up to date information about its services and programs nor about service interruptions or when public facilities, buildings or properties will be unavailable for use or altered in such a way that impacts access, mobility, etc.</p>	<p>Review and perform regular updates to the City website in order to ensure information is current.</p> <p>Identify procedures to provide up to date information.</p> <p>Include information regarding temporary or permanent construction closures or service interruptions that impact access to a City property, building or facility.</p>	<p>Waste collection status updated twice daily.</p> <p>Alerts appear in a red box at the top of the main Water and Waste web page and on any other relevant pages.</p> <p>MyWaste app and Web Plug have been upgraded to meet accessibility standards.</p> <p>Recycling posters have been upgraded to increase visual contrast.</p> <p>Water and Waste Department updates are also provided through social media sites.</p> <p>311 has an Interactive Voice Recording message for public awareness in an emergency situation.</p> <p>Public Works, Transportation Division, Transportation Management Centre (TMC) all use Twitter on an ongoing basis to report on real-time road and traffic information.</p> <p>TMC is also partnered with the Waze app. to provide information to citizens regarding</p>

3.5 Information and Communication

Department	Barrier Identification	Action	Current Status
			<p>real-time road and traffic information.</p> <p>Alerts in a red box at the top of the main Public Works page shows current Streets Maintenance Division operations. These updates are also provided through social media sites.</p> <p>Regional Street lane closures are provided in updated map and lists (Transportation Division)</p> <p>A New Lane Closures application is in development that will address accessibility</p> <p>Road Construction map and list provides current construction information (Engineering Division)</p> <p>Know Your Zone (KYZ) app developed to provide citizens with easy to access, up-to-date snow zone and parking ban information in both official languages.</p>

3.5 Information and Communication

Department	Barrier Identification	Action	Current Status
<p>**All Departments</p> <p>Corporate Services</p>	<p>Information and Communication: Inconsistent accessibility of City websites, social media and self-service interactive tools: challenging web navigation, inconsistency in the availability of accessible content/alternate formats, inconsistency among web pages.</p>	<p>Conduct review of current City web accessibility and use the Web Content Accessibility Guidelines to develop a framework for ensuring accessible web design. Include consideration of:</p> <ul style="list-style-type: none"> • The provision of standards/policy • Compatibility with accessibility software • Ensuring on-line document formats that are accessible 	<p>Underway. All City Web Developers were provided with a seminar on Accessible Web Design through an external expert consultant. The same consultant did an accessibility audit and report on select pages of Winnipeg.ca.</p> <p>Marketing and Branding provides training courses, including an Assistive Technology Demonstration and an Assistive Technology Talk, with alternate formats available upon request.</p> <p>City Clerk’s FIPPA website improved to provide better access to information.</p> <p>Election training manuals and tools revised to use plain language.</p> <p>City Clerks’ are identifying venues for elections that are barrier-free.</p>

3.5 Information and Communication

Department	Barrier Identification	Action	Current Status
		<p>New Action: Review the existing word processing and document creation courses offered to include guidance for all staff on how to make these documents accessible.</p>	<p>Larger organizational training issue, not just web & social media. Educate staff to not re-use old documents as templates.</p>
<p>Planning, Property and Development Municipal Accommodations</p>	<p>Information and Communication: There is a need for more diverse signage in washroom facilities.</p>	<p>Development of more inclusive signage.</p>	<p>A standard for washroom signage that is more inclusive of the LGBTQ community is underway.</p>

3.5 Information and Communication

Department	Barrier Identification	Action	Current Status
<p>Customer Services and Communications</p> <p>Office of Public Engagement</p> <p>Handi-Transit</p>	<p>Systemic; Information and Communication:</p> <p>Alternate modes of delivery such as sign language interpreter or large font documents are inconsistently offered at Public Engagement, e.g.: Open houses.</p>	<p>Work to ensure there is an offer of these services in all advertising of public events stating “should you require an alternate format in order to participate please contact...”</p>	<p>An offer to provide alternate formats is included on all public engagement event promotion or, where space is limited, the material refers to the project webpage which includes the offer to provide alternative formats. The inclusion of such a statement is included on a document review checklist used by public engagement material reviewers.</p> <p>Handi-Transit community outreach events include the use of a sign language interpreter and provide a visual text of the presentation.</p>
<p>Customer Services and Communications</p> <p>Office of Public Engagement</p>	<p>Systemic:</p> <p>Limited accessibility resources for staff planning public engagement events.</p>	<p>Build on the universal design and accessibility considerations already included in the City of Winnipeg Public Engagement Handbook.</p> <p>Consider developing checklists and</p>	<p>The Office of Public Engagement staff currently use the Ontario Municipal Social Services Association Guide to Accessible Public Engagement, as was recommended by the Universal Design Coordinator. The Office of Public Engagement provides support to project teams in order to ensure accessible resources can be accessed and relies on the Universal Design Coordinator for guidance when those resources are not readily available.</p> <p>Online resources and checklists are</p>

3.5 Information and Communication

Department	Barrier Identification	Action	Current Status
		<p>providing online resources for staff to access as resources for planning and delivering public engagement opportunities.</p>	<p>available for online materials and are incorporated into public engagement guidelines and a material review checklist.</p>
<p>Community Services</p>	<p>Information and Communication: Leisure Guide is currently not provided in alternate/accessible formats.</p>	<p>Continue current research on potential solutions to creating accessible/interactive Leisure Guide documents.</p>	<p>Accessible listings of Leisure Guide activities are now posted online.</p> <p>Accessible listings will be available every session. View listings at: https://winnipeg.ca/cms/recreation/leisure/leisureguide.stm</p>
<p>Community Services Libraries</p>	<p>Information and Communication: Lack of understanding about and availability of technologies necessary to broaden access to online library services.</p>	<p>Assess the need to purchase assistive devices for use in the library and to be made available to the public on loan.</p>	<p>Library Services, with assistance of Library Board, purchased DAISY readers in 2018. The devices are available for customers with visual impairments too borrow.</p>

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Department	Barrier Identification	Action	Current Status
Community Services Recreation Centres and Pools	Information and Communication: Signage at St. James Centennial Recreation Centre/Pool is not accessible.	Review signage.	A pilot project is to be considered to include wayfinding signage. The Consultant has completed the assessment and provided recommendations to improve signage.
Customer Services and Communications and Corporate Support Services (CSS)	Systemic; Information and Communication: The City's Electronic Data Sharing Standard has not been reviewed from an accessibility perspective.	Review and update City-wide Electronic Data Sharing Standard and consider developing a Protocol/Standard on 'Open Data' as required. Post 2019 Action: development and adoption of one City UI/UX standards.	Considered, but not implemented departmentally. CSS is currently redeveloping Open Data Policy to clarify external data sharing. Open Data portal currently hosts 100+ unique datasets in a machine readable format. Data can be repurposed into any number of website applications so is by definition accessible. Open Data portal hosted by third party Socrata currently meets Web Content Accessibility Guidelines (WCAG) 2.0 accessibility standards.
Customer Services and Communications **(All Departments to follow)	Systemic; Information and Communication: Limited accessibility lens on existing policy and practices with respect to City websites.	Refine definition of "website" in City of Winnipeg Web Governance and consider the need for web applications to	A web governance review is to begin at the end of 2018. Education should extend to all departments, some of which have already implemented accessibility features. Startup of the Winnipeg.ca Web Content Management project. This initiative will

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Department	Barrier Identification	Action	Current Status
		<p>follow accessibility principles. Reference to best practice and standards for all front-end software developers, and training.</p> <p>Post 2019 Action: deliver the UI/UX standard and ensure awareness adherence by City IT and Corp Web.</p>	<p>make our Winnipeg.ca content easier to manage and be more consistent.</p>
<p>Customer Services and Communications</p>	<p>Information and Communication: Lack of public communication policy around accessible information and communications.</p> <p>Lack of a statement on all communications that offers alternate formats upon request.</p>	<p>Consider development of public policy on accessible information and communication.</p> <p>Increase consistency in stating the availability of alternate formats on all information</p>	<p>Awaiting Information and Communication Standard from the Province.</p> <p>An active offer of alternate formats is now applied to public accommodations.</p>

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Department	Barrier Identification	Action	Current Status
		regarding City services, programs and activities.	
<p>Customer Services and Communications</p> <p>** (All Departments to follow)</p>	<p>Systemic; Information and Communication: City document templates have not been reviewed to ensure accessibility.</p>	<p>Review document templates for standard accessibility requirements: Report Information System (RIS); Report standards: Formatting requirements could be formalized for the entire organization to ensure readability of images in public documents and compatibility with accessibility software.</p>	<p>The FIPPA application form and the Estimate of Costs are prescribed by provincial legislation and its regulations, so the province will revise if required. If new forms are introduced, the Access and Privacy Office will oversee implementation and City FIPPA officers will be advised regarding the change. The FIPPA process is already informed by a “duty to assist” applicants. For the City, there are two areas where process can be enhanced to strengthen compliance:</p> <ul style="list-style-type: none"> • The Act outlines accommodation for making oral requests if the applicant’s literacy or abilities do not enable them to submit their requests on the prescribed form –s.8(3). Staff who do intake already help applicants, as needed, to submit their requests. The Access and Privacy

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Department	Barrier Identification	Action	Current Status
			<p>Officer will remind intake staff at Clerks’ of the provision under 2.8(3) to ensure that they are clear and consistent on the oral submission option.</p> <ul style="list-style-type: none"> • The Access and Privacy Office will review two forms developed by the City to collect written consent and authorizations (Consent to Disclose Personal Information form and Proof of Authority form). If changes are needed to ensure that they are accessible to screen readers, the necessary changes will be made.
<p>Customer Services and Communications</p> <p>Office of Public Engagement</p> <p>Planning, Property and Development</p>	<p>Information and Communication:</p> <p>“Development Applications” and “Representation Forms” for public hearings are inconsistently provided in accessible formats.</p>	<p>Review templates for standard accessibility requirements.</p> <p>Current “Development Applications” and “Representation Forms” used both online and at public hearings to be provided in</p>	<p>City Clerks provide a public representation form to be filled out at public hearings. The form is only available at the meeting, but the City Clerks’ staff can assist with completing the forms, if required.</p>

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Department	Barrier Identification	Action	Current Status
		more accessible formats.	
Corporate Communications	Information and Communication: Information is not available in alternate formats.	Review forms.	Implemented messaging with an active offer to provide any form of accommodation in order that a person can participate. 311 provides training material in alternate formats, when requested. Two 311 staff members with light sensitivity were provided enabling software and other equipment.
Planning, Property and Development & Public Works Urban Planning and Design-Parks and Open Space	Information and Communication: Interpretive signs throughout the City are not accessible.	Prepare to enhance guidance in the City of Winnipeg Accessibility Design Standards with respect to interpretive signs.	

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Department	Barrier Identification	Action	Current Status
<p>Planning, Property and Development</p>	<p>Information and Communication: Limited public awareness on the policies and actions carried out by the City regarding accessibility progress; e.g.: Public awareness of the Universal Design Policy.</p>	<p>Partner with the Access Advisory Committee to increase public awareness. Consider improvements related to:</p> <ul style="list-style-type: none"> • public education • public service announcements • Winnipeg Minutes • Accessibility Awards Program 	<p>The website is improved and now includes the Accessibility Plan.</p> <p>The AAC has their own website.</p>
<p>Planning, Property and Development</p> <p>** (All Departments to follow)</p>	<p>Information and Communication: Maps and illustrations included in Report Information System reports and other files, which are intended for online publication, are not consistently checked for accessibility.</p>	<p>Research current practices in map conversion to accessible formats.</p> <p>Work toward ensuring maps and illustrations,</p>	<p>Establish a team to discuss how this can be systematically addressed.</p> <p>Public Works includes an active offer of alternate formats, available upon request.</p>

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Department	Barrier Identification	Action	Current Status
		included in Report Information System (RIS) reports, and other files which are intended for on-line publication, use formats that maintain the clarity of text and images in order to ensure readability and avoid degradation.	
Planning, Property and Development Urban Planning and Design	Systemic: Limited accessibility lens on existing policy and practices.	Include a Universal Design lens in the current legislated review of OurWinnipeg.	Underway.
Planning, Property and Development Permits	Systemic; Information and Communication: The Winnipeg Charter requires notices for Variance and Conditional Use applications only to be posted on site, making them universally inaccessible.	Contact the Province for review of the Winnipeg Charter regarding the posting process. Consider adding Variance and	Establish a team to discuss how this can be systematically addressed. Opportunities to address this barrier were identified in an Administrative Report on “Public Engagement Regarding Land Development Applications” at Standing Policy Committee on Property and Development, Heritage and Downtown

3.5 Information and Communication

Department	Barrier Identification	Action	Current Status
		Conditional Use Notices online and in alternate formats.	Development in September 2018, and will be considered in the upcoming review of the Development Procedures By-Law.
Winnipeg Fire Paramedic Service	Information and Communication: The Fire Prevention Branch “violation notices” and published information pamphlets are not currently offered or available in alternate formats.	The WFPS will publish the availability of notices and information pamphlets in alternative formats. Ensure support staff have access to the CNIB’s “Clear Print Accessibility Guidelines”.	Posted on the Public Education link on website: “Fire safety pamphlets can be offered electronically, in large print format or Braille upon request”. Support staff has been given access to the CNIB’s “Clear Print Accessibility Guidelines”.
Winnipeg Fire Paramedic Service **(All	Information and Communication: The Fire Paramedic Service Finance Branch does not currently have the capacity to generate large print format or	Review and investigate implications of 3 rd party printing due to Freedom of Information	Currently under investigation.

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Department	Barrier Identification	Action	Current Status
Departments to follow)	braille invoices.	Privacy Protection Act.	
Winnipeg Transit	Information and Communication: Transit signage is inconsistently placed and difficult to identify from other signs.	Review bus stop designs and sign placement. Work to improve consistency of placement. Review opportunity to implement audible or tactile information at stops.	All bus stops on the Southwest rapid transit route are accessible.
Winnipeg Transit Handi-Transit	Information and Communication: The current booking and scheduling technology limits universal accessibility by: <ul style="list-style-type: none"> • Requiring advanced bookings • Reliance on telephone use to book rides 	Continue to develop a new customer scheduling and information system to improve efficiency and increase the capacity of the system.	Handi-Transit has a new scheduling system to be developed and implemented. Implementation will be in 2019. Handi-Transit has surveyed the community for their input into a new, more inclusive name for Handi-Transit, through a public voting process. The public voted on several names and the policy advisory committee has approved the name with the

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Department	Barrier Identification	Action	Current Status
	<ul style="list-style-type: none"> • Numerous button pushes to achieve bookings • Potentially creating lengthy wait times for pick up and drop off • The Handi-Transit name does not reflect inclusion. 	Review option to book rides by email, text or speak to a phone operator.	most votes. The new name will be released in late 2018.
Winnipeg Transit Handi-Transit	Information and Communication: Print material is not offered in alternate formats.		Handi-Transit has print material that is available in Braille, when required.
Water and Waste	Information and Communication: Billing is not accessible. Website updates are not accessible.		Accessible billing is now available through the Web portal; to be tested before going live. Up-to-date customer service information is provided and updated on the website twice daily.

4 Barrier Identification

The City of Winnipeg recognizes that barriers to accessibility may create difficulties for people to fully participate in activities of daily living in Winnipeg. The purpose of the Accessibility Plan is to identify, prevent and remove barriers to participation and increase inclusion for all citizens and visitors to Winnipeg. According to the Accessibility for Manitobans Act, an accessibility barrier is anything that limits or prevents a person from participating in the social or economic life of our communities, including being able to receive information, services and goods, or access to space and activities. There are a variety of different types of barriers to consider, both visible and invisible. Examples include:

Attitudinal Barriers: result when people think and act based on prejudgments or false assumptions that indirectly or directly discriminate

Information and Communication Barriers: are created when information is offered in a form that suits some, but not all, of the population

Technological Barriers: occur when technology, or the way it is used, cannot be accessed or modified to support various assistive devices and/or software by people with disabilities

Systemic Barriers: can occur through policies, practices or procedures that result in some people receiving unequal access or being excluded

Physical and Architectural Barriers: can occur when the environment, including elements of buildings or spaces, presents challenges that restrict or hinder some people physical access to a place

5 Conclusion

The City of Winnipeg has made considerable progress over the past several years on improving accessibility under the civic purview. There is still much work to be done, however, and the City is committed to an ongoing process of creating a universally accessible community. The City will continue to work toward ensuring equal access and participation for all people living, working or visiting our City by methodically removing accessibility barriers. This plan identifies the ongoing efforts of the City to continue to identify, prevent and remove barriers to customer service, transportation, employment, information and communication, and the built environment. As local demographics and innovations in technology regarding accessibility continue to evolve, the City is committed to maintaining a current understanding of local accessibility needs and evolving our approach to preventing and removing barriers.

The City acknowledges our continued responsibility to meet the requirements of the Accessibility for Manitobans Act and our own Universal Design Policy. Establishing a universally accessible city is a necessary step to encourage and respect the dignity and independence of our citizens, visitors and employees. Education and awareness training will enable our employees to apply an accessibility lens to all projects, procedures and practices and improve the City's service delivery. The City will maintain strong partnerships with persons disabled by barriers and representatives from organizations of persons disabled by barriers in our community. The City recognizes that continued collaboration will lead to success in ensuring the City of Winnipeg is truly a welcoming and inclusive community where all people can fully participate.

This document is available in alternate formats upon request

Should you require an alternate format please contact the
Universal Design Office at **accessibility@winnipeg.ca**