

Accessibility for Manitobans Act (AMA) Information and Communication Standard

Information Session for Child Care Facilities

Early Learning and Child Care Division
Department of Education and Early Childhood Learning

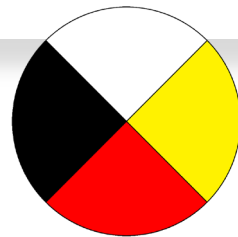
Thursday, January 16, 2025



We recognize that Manitoba is on Treaty 1, 2, 3, 4, 5, 6 and 10 Territories and the ancestral lands of the Anishinaabe, Anishinewuk, Dakota Oyate, Denesuline, Ininiwak and Nehethowuk Peoples.

We acknowledge Manitoba is located on the Homeland of the Red River Métis. We acknowledge northern Manitoba includes lands that were and are the ancestral lands of the Inuit.

We respect the spirit and intent of Treaties and Treaty Making and remain committed to working in partnership with First Nations, Inuit and Métis people in the spirit of truth, reconciliation and collaboration



■ Information and Communication Standard

Presented by : Monika Bonsor, Manitoba Accessibility Compliance Secretariat

- Legislation : Overview of Purpose
 - Who is Required to Comply
 - Areas Required for Compliance
 - Compliance Monitoring
 - Resources / Funding
 - Contacts
-
- Questions

Operational guidance - Accessible Information and Communication Standard (December 19, 2024):

Access to the circular, faq and copies of the webinar, visit:

www.manitoba.ca/education/childcare/childcare_news/current_circulars.html

General Inquiries: Early Learning and Child Care:

Visit www.Manitoba.ca/childcare

Accessible Information and Communication Standard Regulation

Presentation to Early Learning and Child
Care Centres

January 16, 2025

This presentation is available in alternate formats. For more information contact: (204) 792-0263 or accessibilitycompliance@gov.mb.ca.



Disclaimer

Please Note: Accessibility requirements may change as accessibility standards (regulations) are passed or amended. The information in this presentation complements the application of The Accessibility for Manitobans Act and its standards and **is not legal advice**. For certainty, please refer to the act and regulations directly.

Overview

1. review of Manitoba's accessibility legislation
2. about the Accessibility Compliance Secretariat
3. requirements of the Accessible Information and Communication Standard Regulation
4. resources to support compliance



The Accessibility for Manitobans Act

- Identify, prevent, and remove barriers to participation encountered by Manitobans
- A barrier is anything that prevents someone with a disability from participating in society on an equal basis
- Provides a legislative framework to develop accessibility standards
- Builds on the principles of the Manitoba Human Rights Code



Accessibility Standard Regulations

Customer Service

Employment

Information and
Communication



The
Accessibility
for
Manitobans
Act

Transportation

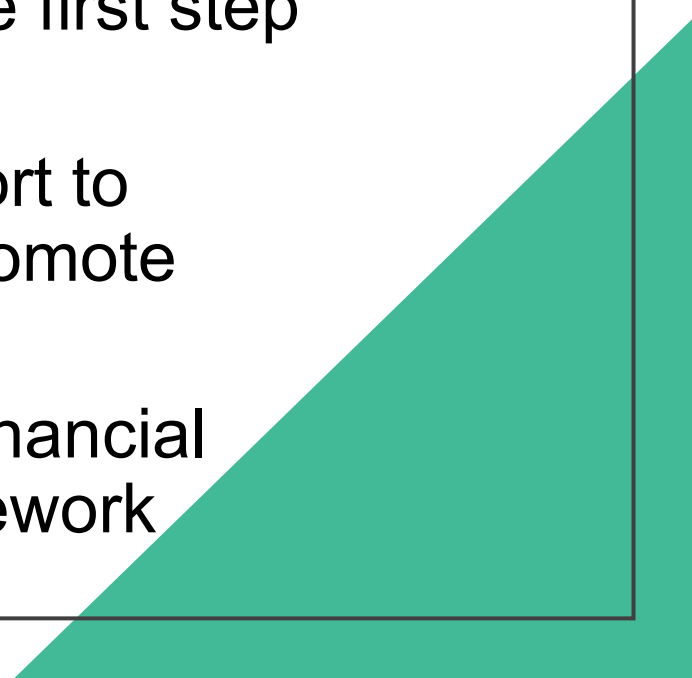
Accessible Outdoor
Spaces

Accessibility Compliance Secretariat



- promote compliance with The Accessibility for Manitobans Act and its regulated standards
 - conduct reviews and inspections to monitor compliance in the private, non-profit, and public sectors
 - investigate accessibility complaints
 - enforce compliance through education, collaboration, and sanctions
 - an accessibility compliance framework describes the different steps in the compliance process
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Compliance Framework

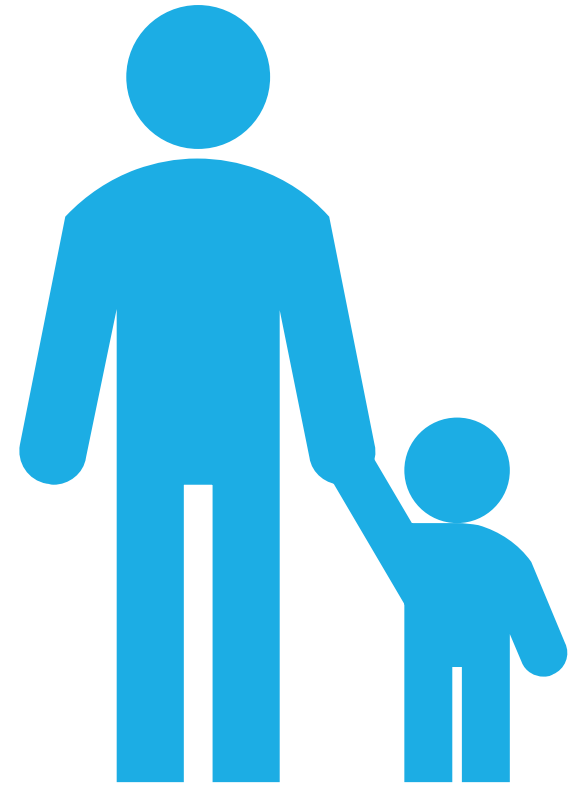
- a progressive approach to compliance that aims to reduce the use of punitive enforcement actions
 - if an organization is found to be not complying, the first step is to educate into compliance
 - educating into compliance means providing support to organizations in ways that best encourage and promote compliance with accessibility legislation
 - sanctions, such as written orders to comply and financial penalties are a last resort of the compliance framework
- 

Accessible Information and Communication Standard

- The third regulated accessibility standard under The Accessibility for Manitobans Act
- Requires organizations in Manitoba to create and act on policies, practices and measures that identify, prevent, and remove barriers respecting information and communication
- This may involve, but is not limited to, the utilization of accessible formats and communication supports

Child care facility staff, board members and volunteers who undertake the following functions are required to meet the compliance requirements. Those who:

- communicate with the public or with stakeholders on behalf of your child care facility
- maintain your website and web content
- purchase or procure information technology
- develop and implement your facility's policies, practices and procedures.



Compliance Deadline

- organizations in the early learning and child care sector, with one or more employee (including casual staff), must comply by **May 1, 2025**
- this includes not-for-profit and for-profit child care centres, nursery schools and family/group homes

Accessible Formats

Provide information in a way that is accessible to people disabled by barriers. Also referred to as alternate formats.

Examples include:

- Large print
- Braille
- Plain Language
- Recorded audio
- Useable with a screen reader
- Text transcripts of audio/visual information



Communication Supports

Facilitate communication between two or more people and help organizations to effectively communicate with a wide audience.

Examples include:

- Sign language interpretation
- Screen reader technology
- Captions
- Video relay services
- Adaptive or assistive technology



General Requirements of Accessible Information and Communication: slide 1



1. inform the public and employees that information is available in accessible formats and through communication supports, on request



2. when a request is received, consult with the person making the request to identify the support or format that would remove the barrier

General Requirements of Accessible Information and Communication: slide 2



3. provide the information, using the identified format or support, in a timely manner



4. do not impose a cost or fee for providing information through a communication support or alternate format

Feedback

Organizations must:

- receive and respond to feedback, including complaints about accessibility of information and communication
- document actions taken to respond to feedback received and make that documentation available, upon request



Exceptions: Slide One



1. It is not technically feasible to provide the information through the requested support or format.

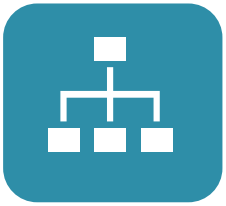


2. The technology required to provide the information through the requested support or format is not readily available.



3. Providing the information through the requested support or format would result in demonstrable undue hardship on the organization.

Exceptions: Slide Two



4. The organization does not have direct control over the information.



5. The information relates to product labels or other product information.

International Web Accessibility Guidelines

- the World Wide Web Consortium (W3C) is an international community that develops open standards to ensure long term growth of the web
- Web Content Accessibility Guidelines (WCAG) were developed by W3C, in cooperation with individuals and organizations around the world
- The goal is to provide a single shared standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally



WCAG

- WCAG guidelines have evolved over the years and continue to be updated by W3C (the World Wide Web consortium)
- Manitoba's accessibility standard for information and communication requires organizations to **meet WCAG 2.1 Level AA guidelines**



How to Meet WCAG

- WCAG guidelines are available for free on the W3C website
 - look for the [WCAG 2 Quick Reference](#) tool
 - organizations that do not have the in-house expertise to make updates are still required to comply with this legal requirement
 - a professional, such as a web developer, web designer, or digital designer may be best suited to assist organizations to meet WCAG compliance
-

Accessible Web Content

- web content includes any information that is published on the internet website of an organization in Manitoba
- web content must meet WCAG 2.1 AA if one or both of the following applies:
 - a) the web content is required to access goods and services
 - b) the web content is newly published
- internal websites or the “intranet” for early learning and child care organizations, are **not** required to meet WCAG 2.1 AA

Accessible Web Applications

- web applications are software that is run on a web server and accessed through a web browser
- web based applications must meet WCAG 2.1 AA if:
 - a. the application is newly published or;
 - b. the application receives a significant update
- significant updates are those that change the functionality, user base, or purpose of the application
- mobile applications do not need to meet WCAG 2.1 AA

Web Exceptions: slide one



Organizations are not required to meet WCAG 2.1 AA standards if one or more of the following apply:



1. it is not technically feasible for the web content or application to meet WCAG 2.1 AA

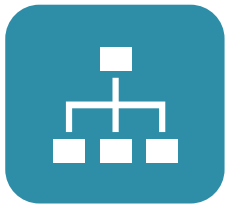


2. the technology required to meet WCAG 2.1 AA is not readily available

Web Exceptions: slide two



3. meeting WCAG 2.1 AA would result in demonstrable undue hardship on the organization



4. the organization does not have direct control over the content or application



5. the content or application relates to product labels or other product information



Training Requirements

Organizations in Manitoba are required to provide accessible communication training to employees, agents, volunteers who are responsible for the applicable duties.

Training: Who

- staff, agents, or volunteers who provide information to the public or to other organizations in Manitoba on behalf of the organization
- those who develop or maintain web content
- those who purchase or procure information technology or communication tools
- those who develop or implement the organization's accessible information and communication policies and practices

Training: When

accessible information and communication training must be provided to applicable persons as soon as reasonably practicable

ongoing training must be provided when there are changes to accessible information and communication policies, practices, or measures

Training: How

Visit The Accessibility for Manitobans Act online learning portal

AMALearningMB.ca

The Accessibility
for Manitobans Act

Home

Learning Modules ▾

Welcome to The Accessibility for Manitobans Act online learning portal!

The purpose of this online learning portal is to help Manitoba employers and organizations meet the minimum requirements for employee training required by the accessibility standards under The Accessibility for Manitobans Act (AMA).



Featured Learning Modules

This learning portal features modules, videos, and other resources for individuals and groups to learn about The AMA's accessibility standards.

For other learning options and to provide your feedback, visit accessibilitymb.ca/contact. Stay tuned for future additions!

Attention: Please ensure your browser and security settings allow pop-ups and downloads. This will ensure you can save your certificates to show completion of the modules.



**Accessible Customer Service
Standard**

[View Learning Module](#)



**Accessible Employment
Standard**

[View Learning Module](#)



**Accessible Information and
Communication Standard**

[View Learning Module](#)

Who retains the training certificate of completion?

Upon completion of the online training module, participants will receive a certificate of completion.

Participants are encouraged to save a copy of the certificate of completion for their own records, in addition to providing a copy to the director or designated administrator of their child care facility.

Note: an obligated individual is not required to re-take training if a certificate is obtained through another organization

Training : What

The regulation specifies that training contents must include:

- how to identify, prevent, and remove barriers to accessible communication
- how to provide information through a communication support or alternate format
- a review of The Accessibility for Manitobans Act and the Accessible Information and Communication Standard Regulation
- a review of The Human Rights Code

Policy Documentation

Early learning and child care facilities with 50 or more employees in Manitoba are required to keep a written record of:

- accessible information and communication and training policies
- summary of training materials offered
- when training is offered

Organizations in Manitoba must inform the public that accessibility and training policies are available, upon request.

Do early learning and child care organizations need to comply with requirements specific to educational institutions or libraries?

No. The regulation does not include early learning and child care centres in its definition of educational institution or library.

Resources:

Accessibility Compliance Secretariat

- answer questions related to compliance with The Accessibility for Manitobans Act and regulated accessibility standards
- review accessibility policies before they are finalized and offer feedback
- share tools and additional resources to assist your organization to increase service accessibility and comply with legislated standards

Resources:

Manitoba Accessibility Office

- **accessibilitymb.ca** includes many different tools to support accessibility and resources to help your school meet accessibility standards.
- subscribe to Accessibility News, a monthly electronic newsletter, to stay informed on accessibility.
- free online training for the Accessible Information and Communication Standard Regulation is available at: **AMALearningMB.ca**.

Resources:

Manitoba Accessibility Fund

- annual grant program that provides one-time grants to help organizations in Manitoba remove barriers, create awareness, and support compliance with The Accessibility for Manitobans Act
- **applications are currently being accepted for 2025/26**
- deadline to apply is February 14, 2025
- visit the Manitoba Accessibility Office website (**accessibilitymb.ca**) for more information

Questions





**Thank you for your
commitment to accessibility
in Manitoba!**



Contact Information

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