

Updating Your Accessibility Plan – Guide & Template

For Public Sector Organizations

Introduction

The Accessibility for Manitobans Act requires public sector organizations to update their accessibility plan every two years. The aim of this guide and template is to help you review and update your accessibility plan.

You may choose to update your accessibility plan by editing the original accessibility plan that acts as a baseline. Another option is to use the template provided here. Please see also [How to Create an Accessibility Plan](#).

Please remember to integrate your Accessible Customer Service Policy and future standard obligations into your plans, or as an appendix. For details and additional resources, please visit AccessibilityMB.ca/public-sector.html.

If your organization has an accessibility coordinator and working group, involve these individuals and create a team approach to accessibility planning and awareness. Include individuals affected by accessibility barriers whenever possible.

We encourage you to use the review and update of your accessibility plan as an opportunity to promote accessibility among staff, customers and stakeholders, including people with disabilities.

We hope this guide and template help your organization celebrate achievements over the last two years and to plan an accessible way forward!

Tip: Keep accessibility in mind when discussing corporate and strategic planning. Consider integrating the plan into quarterly or annual reporting periods, and/or board meetings.

5 Steps to Update Your Accessibility Plan

Step 1. Use the current accessibility plan as a baseline report

Begin by reading your previous accessibility plan.

- Is the organizational overview still accurate or have there been changes?
- Ensure the Statement of Commitment content and signing authority are still valid.

Tip: Is it easy for someone outside of your organization to understand what you do? Avoid acronyms. Use plain language.

Step 2. Review progress

Review progress on any policies, actions or measures your organization has taken to create accessibility.

- Two years ago, your organization identified a number of barriers. Have you removed any barriers? Are there new barriers, for instance with the introduction of new technology?
- Have there been changes to the policies included in your first accessibility plan? Have new policies been introduced? Would modifications to existing policies help enhance accessibility?
- Review the list of actions and expected outcomes in your first accessibility plan. Did the actions take place and achieve the expected outcomes? If not, why not? Could you modify the actions to improve results? Add to list of achievements actions that have been completed.
- Consult with your stakeholders about what barriers still exist to help consider future priorities. Include managers, staff, clients (including students) and other stakeholders, especially individuals affected by barriers.

Tip: Consultation may include a request for feedback online, on paper or in person at meetings. You may wish to use a survey.

Step 3 Set future priorities

Use analysis and feedback gathered in Step 2 to help set future accessibility priorities for your organization.

Consider also organizational priorities, human and financial resources. If hard choices must be made, prioritize your organization's most important public functions and the barriers that have the greatest impact on the most people.

The Manitoba Government continues to introduce new standards under The Accessibility for Manitobans Act. For an update on policy and other requirements that affect public sector organizations, visit [AccessibilityMB.ca/public-sector.html](https://www.accessibilitymb.ca/public-sector.html).

Tip: Before you finalize the priorities, seek feedback from your stakeholders.

Step 4 Update your policies and actions

Now begins the work of setting the action plan for the next two years, either editing your previous accessibility plan, or using the template below.

Policies act as rules to guide an organization and its interactions with employees, clients and the public. Add any new or modified policies that help make your organization accessible.

Identify actions that will take place in the next two years to remove, reduce or prevent barriers. Consider the proposed Accessibility Standard for Employment that will set new requirements in the coming years.

Tip: Create a [work plan](#) for internal use for each action item. Add details about who is responsible for the action, the budget and timeline.

Step 5 Make your update public

Post your updated accessibility plan on your website to publicize your organization's progress.

Accessibility Plan Update

[Public Sector Organization Name]

Date of first approval:

[Insert date]

Date updated:

[Insert date]

Years Applicable:

[January 2019 - December 2020]

Contact person: [Accessibility Coordinator]

Contact information:

Accessibility Working Group members:

Senior Manager's Signature:

Statement of Commitment

[Insert Statement of Commitment.]

Policies

[List policies that improve accessibility, for example your organization's Accessible Customer Service Policy. Full policy as an appendix.]

Actions

[Include actions that are ongoing from the previous plan and new actions.]

Sample: Invite requests from public for accessible services.

| | |
|---|---|
| <p>Initiatives/ Actions:</p> | <p>(1) Introduce the Access Offer sign at reception areas to inform the public that we provide accessible services.</p> <p>(2) Ensure reception staff have been trained on how to provide accessible services and have been given the Access Offer Sign Explanation.</p> <p>(3) Include offer of alternate formats with contact information on all print documentation.</p> |
| <p>Expected Outcomes:</p> | <p>Increased requests for alternate formats.</p> <p>More informed clientele, with reduced number of misunderstandings and follow-up required.</p> |

Action 1: [Identify Action]

| | |
|---|--|
| <p>Initiatives/ Actions:</p> | |
| <p>Expected Outcomes:</p> | |

Action 2: [Identify Action]

| | |
|---|--|
| <p>Initiatives/ Actions:</p> | |
| <p>Expected Outcomes:</p> | |

Action 3: [Identify Action]

| | |
|-----------------------------|--|
| Initiatives/Actions: | |
| Expected Outcomes: | |

For more information, or to request alternate formats:

Visit **AccessibilityMB.ca** or contact:

Manitoba Accessibility Office

630 – 240 Graham Avenue

Winnipeg MB R3C 0J7

Phone: 204-945-7613 (in Winnipeg)

Toll-Free: 1-800-282-8069, Ext. 7613 (outside Winnipeg)

Fax: 204-948-2896

Email: MAO@gov.mb.ca

Department of Municipal Relations

Municipal Finance and Advisory Services

508 – 800 Portage Avenue

Winnipeg MB R3G 0N4

Phone: 1-204-945-2572

Legal disclaimer: This information complements the application of the regulations under The Accessibility for Manitobans Act (AMA) and is not legal counsel.

Version 2, January 2022