

# **A Guide to Update Your Municipal Accessibility Plan**

**For small municipalities that have less than 50 employees.**

Legal disclaimer: This information in this guide complements the application of the regulations under The Accessibility for Manitobans Act (AMA) and is not legal advice. For certainty, please refer directly to the AMA and its regulations.

This document is available in alternate formats, upon request. Please contact the Manitoba Accessibility Office by email at [MAO@gov.mb.ca](mailto:MAO@gov.mb.ca) or by phone at 204-945-7613 (in Winnipeg) or toll free at 1-800-282-8069, ext. 7613 (outside Winnipeg).

Feedback is welcome.

## Introduction

The Accessibility for Manitobans Act requires public sector organizations, including small municipalities, to update their accessibility plan every two years. The aim of this guide is to help you review and update your accessibility plan and comply with legislative requirements of section 33 of The Accessibility for Manitobans Act.

You may choose to update your accessibility plan by editing the original accessibility plan that acts as a baseline. The process of updating the plan provides a unique opportunity to promote accessibility among staff, customers and stakeholders, including municipal residents and visitors with disabilities.

Consultation with persons disabled by barriers or organizations that represent or support persons disabled by barriers is required every time an accessibility plan is updated. Your municipality can decide how to adhere to this requirement in a way that works best for your community. To demonstrate compliance, describe the manner in which your municipality engaged in consultations in the updated accessibility plan.

**\*\*\* Important:** The Accessibility for Manitobans Act and its regulated standards do not include provisions for renovations, the installation of new accessibility features inside of buildings, or other matters that are already regulated under The Manitoba Building Code.

**\*\*\* Did you know?** Councils of two or more municipalities can agree to prepare a combined updated accessibility plan. This is permitted under The Accessibility for Manitobans Act.

We hope this guide helps your municipality to celebrate achievements over the last two years and to plan an accessible way forward.

# 5 Simple Steps to Update Your Accessibility Plan

---

## Step 1. Review progress and identify achievements

---

Begin by reading your previous accessibility plan and identify progress on actions your municipality has made in the past two years to promote accessibility. Guiding questions to help you complete this section include:

- Two years ago, your municipality identified a number of barriers and actions to remove them. Have the identified barriers been removed successfully?
- Did the actions to promote accessibility take place? If not, why? Could you modify actions to improve results for the next edition of the plan?
- Have any changes been made to existing policies, programs, practices or services to remove accessibility barriers?
- Move completed action items to the “achievements section” of the plan to demonstrate ways in which your municipality has removed barriers.

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

---

## Step 2. Review existing requirements

---

Begin by reviewing the requirements under The Accessibility for Manitobans Act and its regulated accessibility standards.

- Review the requirements of The Accessible Customer Service Standard Regulation and think about how barriers to accessible customer service may present in your municipality.

\* For a quick overview of accessible customer service requirements, see the [accessibility standard for customer service checklist](#).

- Review the requirements of The Accessible Employment Standard Regulation and think about how barriers to accessible employment may present in your municipality.

\* For a quick overview of accessible employment requirements, see the [accessibility standard for employment checklist](#).

- Review the new Accessible Information and Communication Standard Regulation and make a plan for your municipality will comply with this regulation by May 1, 2025.

\* For a quick overview of accessible information and communication requirements, see the [accessibility standard for information and communication checklist](#).

- Determine if your municipality is complying with the regulated accessibility standards that are already in force and identify unmet requirements, if any exist.
- Assess your municipality's existing policies, programs, services, and bylaws through an accessibility lens to determine their effect on people encountering barriers. Are there any changes to existing policies or processes that can be made to remove barriers?
- Consult with persons disabled by barriers and/or organizations that represent or support persons disabled by barriers in your community to identify relevant accessibility barriers.

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

\* Review this resource to learn more about [how to meet the consultation requirement for updating accessibility plans](#).

---

### **Step 3. Set future priorities**

---

Review the data and feedback gathered in Step 2 to help set future accessibility priorities for your municipality.

- Consider the feedback received from consultation efforts while setting priorities for your municipality over the next two years.
  - To ensure compliance, prioritize any requirements under regulations that have not been met (e.g. training requirements related to accessible customer service and accessible employment)
- 

### **Step 4. Develop an action plan**

---

Now begins the work of setting the action plan for the next two years. You may choose to edit your previous accessibility plan, use the template below, or develop a new format that works best for your municipality.

- Write down concrete actions that will take place to remove, reduce, or prevent accessibility barriers and to comply with existing regulated accessibility standards.
- 

### **Step 5 - Make your update public**

---

Finalize the document and make sure it is available to the public. Many municipalities choose to meet this requirement by posting their updated plan on their website.

# Accessibility Plan Update – Template

---

**[Name of Municipality]**

---

**Date of first approval:**

[Insert date]

**Date updated:**

[Insert date]

**Years Applicable:**

[January 1, 2024 - December 31, 2025]

---

**Contact person:**

[i.e. Accessibility Coordinator, Chief Administrative Officer]

**Contact Information:**

[Insert contact information]

---

## Achievements

---

[List achievements here. We encourage you to organize achievements based on accessibility standards (i.e., accessible customer service and accessible employment)].

---

## Policies

---

[List policies, processes, practices, programs, or bylaws that improve accessibility. For example, highlight your municipality's practice of providing council minutes in alternate formats, upon request.]

---

## Actions

---

[Include actions items that were identified in Step 4. Some actions may be ongoing and not have a definitive end date, while others can be completed by a specified deadline. Also, you may choose to add additional information related to the implementation of each action item, such as a timeline and who is responsible for the action]

### Action 1: [Identify action]

<b>Additional Information:</b>	
--------------------------------	--

### Action 2: [Identify action]

<b>Additional Information:</b>	
--------------------------------	--

**Action 3: [Identify action]**

<p><b>Additional Information:</b></p>	
---	--

**Action 4: [Identify action]**

<p><b>Additional Information:</b></p>	
---	--

**Action 5: [Identify action]**

<p><b>Additional Information:</b></p>	
---	--

**[Continue listing action items, as needed.]**



## Contact information

If you have any questions about compliance or wish to receive resources, as well as copies of accessibility plans of other small municipalities, please contact the Accessibility Compliance Secretariat:

### **Accessibility Compliance Secretariat**

Second Floor – 114 Garry Street  
Winnipeg, MB R3C 1G1  
Phone: 204-792-0263  
Email: [AccessibilityCompliance@gov.mb.ca](mailto:AccessibilityCompliance@gov.mb.ca)

If you require this information in an alternate format please contact the Manitoba Accessibility Office:

### **Manitoba Accessibility Office**

630 - 240 Graham Avenue  
Winnipeg, Manitoba R3C OJ7  
Phone: 204-945-7613  
Toll free: 1-800-282-8069, ext. 7613  
Email: [MAO@gov.mb.ca](mailto:MAO@gov.mb.ca)  
Website: [www.AccessibilityMB.ca](http://www.AccessibilityMB.ca)

Updated June 2023