



2016-2018

Accessibility Plan

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City of Winnipeg

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Acknowledgements

Dear Reader

On behalf of the City of Winnipeg Universal Design office, we are pleased to present the 2016-2018 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:

- Citizens of Winnipeg
- Coordinator and Members of the Access Advisory Committee
- Members of the Universal Design Steering Committee
- Members of the Mayor's Age-Friendly and Seniors Advisory 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"](#)

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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 2016 – 2018 Accessibility Plan. 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.

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 2016 – 2018 Accessibility Plan, including community members, key stakeholders and staff; and to all those who continue to work diligently toward inclusion in our community.

1 Introduction

1.1 Background

In December 2013, the Accessibility for Manitobans Act (AMA) came into effect with the purpose of ensuring accessibility. 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 public 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 following consultations were undertaken to identify local accessibility barriers and opportunities for action:

- An internal cross-departmental scan was performed to identify current policies, practices, procedures and projects that display the commitment to identifying, preventing and removing barriers for citizens and visitors to Winnipeg who may be affected by barriers.
- A public online accessibility survey was conducted to learn about what the community identifies as policy and procedural barriers to accessing City facilities, services and information.
- In conjunction with the City's Access Advisory Committee, a face-to-face community check-in was held to allow community members with disabilities and the organizations that support them to participate in facilitated open discussions focused around transportation, information, communication, technologies, and the built environment. The discussions focused on establishing potential action items and realistic solutions for barrier identification, prevention and removal.
- An effort was made to network with other public sector bodies to share accessibility plan development practices and learn from one another.
- The Universal Design Steering Committee reviewed and commented on the draft plan.
- Volunteer citizen advisory committees participated in the development and review of the draft plan.
- Persons with disabilities will continue to be consulted throughout the plan implementation and review process.

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 Current Status: Accessibility Highlights

The content of this section was gathered through internal, cross-departmental consultations.

3.1 All Areas

3.1.1 City-wide

- The City of Winnipeg continues to participate on the Province of Manitoba's Accessibility Council as it develops the five standards for barrier removal and accessibility.
- The Universal Design Policy, adopted by City of Winnipeg Council in 2001 ensures:
 - all new construction and/or major renovations to buildings, exterior environments, as well as purchases and developments in services, products, or systems that are funded in whole or part by the City, follow Universal Design criteria;
 - information, such as written documents and announcements, website design, interactive communication processes, and oral and visual presentations comply with Universal Design criteria;
 - all public meetings and community consultations take place in accordance with universal design principles.
- The City of Winnipeg Universal Design Steering Committee, an internal committee of administrators, is responsible for ensuring the Universal Design Policy is adhered to under the Administrative Standard as set out by the Chief Administrative Office and has been in place since 2003.
- The Universal Design Office and the position of Universal Design Coordinator were established in 2003 as a result of the adoption of the Universal Design Policy.
- The City of Winnipeg seeks, considers and utilizes the advice of the Access Advisory Committee (AAC) and the Mayor's Age-Friendly and Seniors Advisory Committee on important policy and project undertakings. The City has had an Access Advisory Committee, with

a mandate to address barrier free access, since 1993. The Committee is comprised of the Mayor, members of Council, a provincial representative, citizen members with disabilities, and citizen members who may or may not have a disability, but are interested in access issues. The Committee's role is to provide information and recommendations to the Mayor and Council while informing the public on accessibility interests within Winnipeg. The AAC and the Mayor's Age Friendly and Seniors Advisory Committee are a bridge that connects City Council, City Administration and the community.

- The “City of Winnipeg Accessibility Design Standards” are followed in all new City of Winnipeg construction, and within renovation projects to the greatest extent possible. They have been in place since 2006 and are updated every five years to reflect evolving best practices and changes to the Manitoba Building Code.
- The City's municipal development plan (OurWinnipeg and the Complete Communities Direction Strategy) incorporates universal design and accessibility objectives throughout its policy directions.
- The Universal Design Administrative Standard AS-004, that directs the civil service to implement the Universal Design Policy, has been updated to reflect the provincial Accessibility for Manitobans Act.
- The Sign Language Interpreter Policy, in place since 2000, provides a set of procedures to follow to ensure communication options are available to the Deaf Community.
- The City has set a minimum level of web access while striving to meet the requirements of the W3C Web Content Accessibility Guidelines.
- The City of Winnipeg website includes accessibility features such as a font sizing tool and an accessible features page. Each department is working towards compatibility with screen reading technology, closed captioning, and descriptors on images.

3.2 Customer Service

3.2.1 Community Services

- Entrance fees for individuals who support persons with disabilities in order to participate in leisure activities are waived in most programs.
- Library service fees are waived and payment plans are available to reduce financial barriers for those who require financial assistance.
- An adapted services listing of recreation programs and services for individuals with disabilities is available and updated annually on the community services website.
- Leisure attendant service is available upon request to provide support and assistance to persons with a disability participating in most self-selected mainstream programs from the Leisure Guide.
- Sign language interpreters are available upon request for persons to participate in recreation and library programs.
- Library membership guide is available in large print.
- Winnipeg Public Libraries offer accessible library services at select library locations such as: closed-captioned DVDs; sign language interpreters; Sign-a-Story time sessions; large print and audiobooks; talking books and DAISY books; ZoomText and talking terminals with JAWS speech recognition software, text magnifiers, and a TTY telephone; large type keyboards and roller-ball mice; screen reader technology; descriptive DVDs; books in braille; NNELS (National Network for Equitable Library Service); CELA (Centre for Equitable Library Access); eLibrary including downloadable materials such as eBooks, eMagazines and eAudiobooks; adapted books using picture communication symbols.
- A Trailrider mobility device is available for loan through the Leisure Guide.
- The Winnipeg Public Library website design allows for ease of navigation and discovery.
- Wireless technology and longer tether cables are used for better pin pad access.

- The "Check it Out! Mobile Library" program is available at scheduled times at various city center locations. This community-based program brings reading, learning and books to people in their own community spaces.
- The "Homebound Library Service" is available upon request. This volunteer-supported program provides ongoing home delivery of library materials for customers who are unable to visit a library due to a long-term illness or disability, and have no one to do so on their behalf.
- Accessible exercise equipment is available at various City of Winnipeg recreational facilities.
- Community Services Department main pages have been updated to make it easier to find information. Font size is also larger than existing pages.

3.2.2 Customer Service and Communications

- 311 has a variety of points of contact, including: phone; email; social media; self-service website; in person front counter service; TTY phone line; mail; mobile app; and fax.

3.2.3 Planning, Property and Development

- The City of Winnipeg "Public Engagement Handbook" incorporates universal design and accessibility considerations for planning and facilitating public engagement events and activities. Examples of considerations include:
 - having consultants on hand to describe poster boards;
 - providing large print materials upon request; and
 - selecting accessible venues.

3.2.4 Public Works

- A boulevard mowing service is available, through application and warranting, for citizens who are not physically able or do not have the means to hire someone to mow their boulevard.

3.2.5 Water and Waste

- Utility bills are available in alternate formats upon request, such as large font prints and E-post utility bills. The electronic billing system, E-post, allows individuals with low vision to expand the font to a larger, more readable size.
- Customer service telephones are available at accessible heights for customers to contact the Utility Billing Centre while at the 510 Main Street facility.

3.2.6 Winnipeg Fire Paramedic Service

- The assessment and management of persons with disabilities is included as part of the Primary Care Paramedic and Advanced Care Paramedic curriculums with the Winnipeg Fire Paramedic Service.
- At least one primary care paramedic is included on fire pumps and rescues.
- Text to 911 is available for persons with a hearing or speech impairment to contact the 911 Emergency Dispatch Centre.

3.2.7 Winnipeg Police Service

- In-person and non-emergency and emergency phone lines have access to almost instantaneous phone translation services.
- 911 equipped with both TTY and text services for persons with a speech or hearing impairment.
- In-person counter service locations are designed with accessibility considerations.

3.2.8 Winnipeg Transit

- All high use routes and weekend bus services use easy access low floor buses with features including: kneeling capability; electric ramps; priority seating; and next stop announcers.
- Public-facing Winnipeg Transit service centers have been renovated to meet the City of Winnipeg Accessibility Design Standards.
- Subsidized rates are provided to low income individuals and social service agencies.

3.2.8.1 Handi-Transit

- Automated fare payment system allows for a variety of ways to pay.
- Training in disability awareness is mandatory for all contracted drivers and staff.

3.3 Employment

3.3.1 City Clerk's

- Height-adjustable desks are available to prevent health and wellness issues.

3.3.2 Community Services

- Accommodation is offered during recruitment/job fairs by allowing more time to write tests in a separate area and providing specialized tools or equipment if needed.

3.3.3 Customer Service and Communications

3.3.3.1

311

- The 311 Centre accommodates employees with disabilities as it meets the City of Winnipeg Accessibility Design Standards and

provides appropriate equipment so the employee can be successful at their job.

- Employee training manual includes a section on respecting diversity.
- Employee training manual includes a section on “Making your workstation work for you” to improve employee health and wellness.

3.3.3.2 Human Resources Services

- Equity and Diversity initiative builds and maintains a more diverse and equitable workforce city-wide.
- Hiring policies encourage and facilitate the hiring of individuals with disabilities.
- Internships are supported for persons with a disability through the Diversity Internship Program.
- Human resources are implementing recommendations listed in the “Creating Opportunities for Persons with Disabilities Initiative.” This initiative was developed to support and further promote the City of Winnipeg’s culture of inclusion where persons with disabilities are recruited and retained into positions of meaningful employment. Examples of recommendations include:
 - Leverage senior leadership to promote an environment that values employees with disabilities
 - Leverage partnerships to develop employment initiatives and opportunities at the City of Winnipeg for persons with disabilities
 - Recruitment and staffing process updates to meet the needs of persons with disabilities
 - Increase awareness and capacity around recruiting and supervising persons with disabilities
 - Engage unions in creating a workforce representative and inclusive of persons with disabilities
- Diversity reports include trends and analysis regarding persons with disabilities.

- The Cross-Departmental Accommodation Committee ensures all avenues to accommodate persons with disabilities have been explored, including finding placements across departments.
- Return to Work Coordinators assist employees in returning to work following a disability absence and assist with accommodating employees during their career lifecycle.
- Corporate Staffing and Diversity works with departments to accommodate persons with disabilities during the staffing process.
- The City provides outreach through participation in community events such as: Disability Employment Awareness Month; Employability Expo; events with SCE Lifeworks, Reaching E-Quality, and Partners for Workplace Inclusion.
- The City provides diversity-related training to employees including: Disability Awareness; Mental Health First Aid; Universal Design in the Built Environment, and Indigenous Awareness
- Encourage participation from disability serving agencies and their members through various forms of outreach.
- JAWS and Zoom-Text are available on computers for Microsoft Word and Excel pre-employment assessments.

3.3.4 Public Works

- Employees who have been injured have been redeployed into modified positions where they can succeed.
- Main facilities under the Public Works Department jurisdiction have been brought up to current accessibility standards.

3.3.5 Water and Waste

- Water and Waste has successfully accommodated employees who self-declare as having a disability to remain in their existing job placement (i.e. large monitors and speech recognition software).

3.3.6 Winnipeg Fire Paramedic Service

- Support a variety of initiatives designed to uphold the mental and physical well-being of staff and accommodate those requiring assistance and endeavouring to return to work.

3.3.7 Winnipeg Transit

- Employees who have been injured have been redeployed into modified positions where they can succeed.
- Makes every reasonable effort to modify existing workstations, enabling employees to remain in their pre-injury or pre-disability roles.
- Return to Work Coordinator assists employees in returning to work following a disability absence and assists with accommodating employees during their career lifecycle.
- Employees are supported through a Critical Incident Stress Management program that is led by management and front line employees to assess, and intervene as necessary, to reduce the effects of critical incidents.

3.3.7.1 Handi-Transit

- Disability Awareness Training and training related to the aging population is required for all new hires in the Client Services Division.

3.4 Transportation

3.4.1 Public Works

- “Transportation Master Plan” and “Winnipeg Pedestrian and Cycling Strategies” both incorporate Universal Design and Accessibility considerations.
- Provision of funding for snow-clearing for safe routes to school planning.
- Larger diameter displays and LED technology are used to enhance visibility through improved conspicuity of traffic signals for travelers.

3.4.1.1 Traffic Signals

- Accessible audible pedestrian signals are added where new traffic signals are installed or replaced.
- Pedestrian countdown signals assist pedestrians to understand their crossing time more accurately. Locations for these signals are selected and prioritized based on a number of factors, including:
 - crosswalk distance
 - intersection complexity
 - traffic volume
 - land use
 - speed limit
 - proximity to schools or large populations of seniors and
 - ridership at nearby transit stops.

3.4.1.2 Transportation Engineering

- The Transportation Association of Canada's Crossing Guide for Pedestrian Crossings is used to develop locations for new pedestrian corridor crossings. As a result, 13 new locations have been installed since 2013.

3.4.2 Winnipeg Fire Paramedic Service

- Specialized ambulances are available to accommodate bariatric patients, as well as mechanical assists to help maneuver the stretchers into the units safely.

3.5 Built Environment

3.5.1 Community Services

- Strives to meet the intent of the City of Winnipeg's Accessibility Design Standards in all new City construction and renovation projects. Examples of ongoing improvements include:
 - Zero grade access to pools, both indoor and outdoor

- Larger universal washrooms and doors to washrooms removed in new construction where possible
- Automated features on taps, paper towel dispensers and toilets
- Power door operators or automated sliding doors and widened doorways
- Ramped entranceways, and curb ramps
- Elevator installations
- Auditory, visual and tactile markers
- Accessible heights for service desks and self-service stations
- New library facilities built as part of the Library Facility Redevelopment Strategy are single-story buildings with library collections, programming and services at zero-grade accessibility
- Ensure library collections are accessible which includes lowering and/or raising shelves.
- Aisle way widths between book stacks and corridors are widened in Winnipeg Public Library locations.

3.5.2 Corporate Finance

3.5.2.1 Materials Management

- Include compliance with the City's Universal Design Policy in Professional Engineering Consulting contracts.
- Continuously monitors procurement processes for compliance with the Accessibility for Manitobans Act.
- Ongoing accessibility improvements include:
 - lever handles installed on doors;
 - soap dispensers relocated to reachable locations in washrooms;
 - power door operators introduced;
 - customer service counter lowered;
 - aisles widened to a minimum width of five feet

3.5.3 Corporate Services

3.5.3.1 Human Resources and Services

- Follow Ergonomic Requirements Policy for office furniture purchasing.
- E-learning Centre is accessible for employees with a disability.
- Completed door modifications and installed washroom grab bars at the Employee Development Branch.

3.5.4 Planning, Property and Development

- A general Universal Design lens is managed through spot reviews and continuous research and updating of the City of Winnipeg Accessibility Design Standards

3.5.4.1 Building Communities, Parks

- Accessibility is included in the scoring of project bid evaluations for spray pads and playgrounds.
- The City of Winnipeg Accessibility Design Standards are included in the development, design and planning of facilities.
- Ongoing accessibility upgrades are completed through funding provided by the Building Communities Initiative program as follows:
 - Weston Community Centre
 - Mayfair Recreation Centre
 - Pathway upgrades and seating nodes
 - Spray pads and playgrounds
- Ongoing accessibility upgrades are completed through capital funding through the Parks Department as follows:
 - St. Vital Park Duck Pond Pavilion
 - St. Vital Park seasonal washroom building
 - Peguis Pavillion - Kildonan Park
- Contractors must use the City's Standard Construction Details, which adhere to the City of Winnipeg Accessibility Design Standards.

3.5.4.2 Heritage

- Ongoing accessibility improvements to heritage buildings are completed while maintaining the heritage integrity of facilities. Examples include an elevator addition at St. Vital Library and the addition of an accessible washroom at City Hall.

3.5.4.3 Urban Planning

- Winnipeg's Downtown Zoning By-Law 100/2004 was modified to support improvements regarding universal accessibility. Modifications included:
 - Permitting multi-family housing above the ground floor in "C1", "C2" Commercial Districts; this supports greater accessibility by enabling the provision of daily amenities in closer proximity to where people live
 - A requirement for paved pedestrian connections from the public sidewalk to the front entrance of a new development
 - A requirement for a minimum number of accessible parking spaces and van accessible parking stalls
- "Building a Visitable Home in Winnipeg" brochure is a publication used to provide basic contextual information for builders, developers and citizens in Winnipeg who are interested in the design of visitable housing.
- "Application Steps for a Sidewalk Patio" guideline is a publication that lays out the process, standards and expectations for creating sidewalk patios associated with food and drink establishments. This guideline incorporates specific design considerations to ensure functionality and accessibility of the public sidewalk.
- "Winnipeg Antenna Systems Policy" specifically requests that guy wires not be used in any area intended for use and travel by the public.

3.5.4.4 Municipal Accommodations

- Utilize the City of Winnipeg Accessibility Design Standards in renovations and new building construction. Examples include:
 - Front counter height renovations at the Winnipeg Parking Authority.
 - Board of Revision meeting room renovations at the 510 Main Street Administration Building incorporated universal design principles in elements such as counter heights, washroom design, doorway and hall widths, and a step-free exterior entrance from the courtyard.
 - Bonivital Fieldhouse and FIFA Women's site 2015 were designed to meet the City of Winnipeg Accessibility Design Standards.
- The Universal Design office reviews plan drawings of City projects for interpretation and compliance with the City of Winnipeg Accessibility Design Standards when required.
- Provide the requirements of the City of Winnipeg Accessibility Design Standards to external consultants at the start of projects.
- Accessibility Audit of downtown walkway system completed.

3.5.4.5 Real Estate

- Lease agreements include a legal requirement to meet the City of Winnipeg Accessibility Design Standard when leasing a space in City facilities.

3.5.4.6 Urban Design

- The Universal Design Coordinator:
 - Provides an administrative link to the Access Advisory Committee.
 - Administers a cross-departmental program of \$425,000 per year designated to improve existing infrastructure to be more accessible and to meet the intent of the City's Universal Design Policy.

- Downtown Winnipeg Urban Design Guidelines are used to develop a universally accessible pedestrian system; enhancing pedestrian comfort, safety, and accessibility.
- Sports, Hospitality and Entertainment District “Vision Development and Design Framework” require clearly defined paths of travel, building entries, and accessible way-finding signage in the public realm.
- Guiding principles in Railside and Parcel 4 Development Framework (The Forks) includes ensuring accessibility of future development.
- Dog Park Guidelines include the requirements of the City of Winnipeg Accessibility Design Standards.
- Universal Design within the public realm is considered mandatory as a component of the urban design review of new developments.

3.5.5 Public Works

3.5.5.1 Engineering

- \$100,000 is available annually in the Capital Program for Regional Accessibility Improvements. This program is used in conjunction with the Regional Street Sidewalk and Curb Renewal Programs to improve accessibility.
- The 1155 Pacific facility, including public and employee entrances and all interior doors, has been updated to be accessible.

3.5.5.2 Bridge Works

- Gradual sloped pathways are used for access to under bridge pathways to active transportation trails e.g.: Sturgeon Creek Road Bridge.
- An accessible pedestrian bridge was built to accommodate more gradual slopes at the Disraeli Bridge site.

3.5.6 Water and Waste

- Ongoing accessibility improvements including washroom renovations at the 1120 Waverley facility.
- 4R Winnipeg Depots meet the City of Winnipeg Accessibility Design Standards.

3.5.7 Winnipeg Fire Paramedic Service

- Continue to construct fire halls to meet the City of Winnipeg Accessibility Design Standards.
- The Fire Paramedic Service headquarters is equipped with accessible features such as: automatic door openers; accessible washrooms; and accessible counter heights.
- The Inter-facility Transfer Centre is accessible for persons with mobility impairment and work stations are height adjustable.
- WFPS Emergency Dispatch Centre is accessible to persons with reduced mobility. Workstations are height adjustable, washrooms are accessible, and an elevator has been installed.
- Modifications were made to the Training Academy to include accessible washrooms and classrooms.
- Station accessibility evaluations have been completed.

3.5.8 Winnipeg Police Service

- New facilities have been designed to provide accessibility features such as automatic doors, accessible washrooms, and elevators with auditory and visual floor indicators.

3.5.9 Winnipeg Transit

- Ongoing upgrades to bus stops with the addition of concrete platforms and connections to the public sidewalk in order to improve accessibility.
- Construction and placement of bus shelters and stops meet the intent of the City of Winnipeg Accessibility Design Standards.

- Construction of Bus Rapid Transit stations and stops are in accordance with the Universal Design Policy and the City of Winnipeg Accessibility Design Standards.
- Improvements to existing stops are budgeted and planned for each year. Upgrades are combined with ongoing construction and road improvements through Public Works.
- Transit ensures the disability community participates in the development and review of its Rapid Transit infrastructure design.

3.6 Information and Communication

3.6.1 City Clerk's

- FIPPA website improved to provide better access to information.
- Election training manuals and tools revised to use plain language.

3.6.2 Community Services

- Large print editions of the Recreation, Aquatics and Community By-law Enforcement Services print material is available upon request.
- On-line access to library materials continues to grow including e-books, audiobooks, movies, music, training courses, and newspaper and magazines in many languages.

3.6.3 Customer Service and Communications

3.6.3.1 Corporate Web

- Collaborate with the Universal Design Coordinator and Vision Impaired Resource Network to move the City of Winnipeg web presence to be more compatible with screen reading technology and readable by individuals with low vision.

3.6.4 Planning, Property and Development

3.6.4.1 Building Communities

- Signs are installed at project sites and scripts are provided to 311 to inform inquiries from residents about projects in their neighbourhood.

3.6.4.2 Municipal Accommodations

- Consultants new to working with the City are made aware of and educated on the City of Winnipeg Accessibility Design Standards.
- New clients are educated on the City of Winnipeg Accessibility Design Standards during the design process.

3.6.5 Water and Waste

- “CanTalk,” a web-based tool, is used by Water and Waste staff to assist when communicating via differing languages.
- Garbage and Recycling Services Guide is available in five different languages upon request.
- In-person public engagement events are held at accessible locations. Outreach is provided through community consultations to assist with making projects inclusive: e.g.: Community consultation regarding the new garbage and recycling cart design.

3.6.6 Winnipeg Fire Paramedic Service

- The WFPS General Operating Guidelines, Emergency Operating Procedures, department policies, safety policies, medical protocols and procedures, medical policies, and Triage Protocols were reviewed and meet the City of Winnipeg Accessibility Design Standards.
- Fire Public Education is provided through participation in presentations and engagements with Manitoba League of Persons with Disabilities, A&O: Support Services for Older Adults, the Seniors Resource Councils, English as a Second Language Translators, seniors, and newcomers. The information provided covers topics

such as emergency medical services, fire safety, and evacuation procedures concerning how to proceed with a disability.

3.6.7 Winnipeg Police Service

- Service website provides accessibility features such as:
 - enlarged text
 - alternative text on images
 - instructions on how to contact the WPS in a variety of languages

3.6.8 Winnipeg Transit

- Buses are equipped with interior audible and visual stop announcements.
- TeleBus and 311 services are offered for persons with vision loss and blindness to have access to route and bus time information.
- External stop announcements are provided.
- Improved signage at stops.

3.6.8.1 Handi-Transit

- Handi-Transit Contact Centre is open 7 days a week to provide service.
- Automated service line is available 7 days a week, 24 hours per day.
- Text telephone service (TTY) is available.

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 Action Plan: Identification & Mitigation of Barriers

The following action plan has been developed from the three consultation processes: the internal task sheet **(i)**, the external survey **(s)**, and the in-person community check in **(c)**.

*For a definition of the barrier types identified in the table below, please see section 4, page 31.

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

5.1 Customer Service

Department	*Barrier Identification	Action	Source
**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	(i)
City Clerk's	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	(i)
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	(i) (s) (c)

Department	*Barrier Identification	Action	Source
Community Services	Systemic: Opportunities for inclusion in all Community Services programming is limited	Continue to seek ways to broaden accessibility of programs and services for customers of varied abilities	(i)
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 for accessibility programming is updated 	(i)
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	(i) (c)
Customer Services and Communications 311	Systemic: Long response times when contacting 311 by phone Menus require numerous button pushes which is challenging for individuals that have difficulty with dexterity and cognition/memory	Review existing 311 operations in the following areas: <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 opportunities to establish text to 311, utilize video relay service and create a timeout setting 	(s) (c)

Department	*Barrier Identification	Action	Source
		to connect directly with an operator	
<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 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 accessibility • Delivering monthly educational emails on accessibility 	<p>(i) (s) (c)</p>

Department	*Barrier Identification	Action	Source
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	(i)
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	(i)
Planning, Property and Development Urban Planning	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	(i)
Planning, Property and Development Urban Planning	Systemic: Universal design requirements are inconsistently considered in subject or issue specific planning studies	Identify and consider accessibility issues when undertaking planning studies	(i)

Department	*Barrier Identification	Action	Source
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	(i)
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 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 will be booked into stations equipped to meet their needs.	(i)
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.	(i)
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.	(i)
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 hospital with patients and make recommendations	(i)

Department	*Barrier Identification	Action	Source
Winnipeg Fire Paramedic Service	Information and Communication: WFPS does not publish the availability of American Sign Language Interpreters for public education events	The WFPS will publicize that American Sign Language Interpretation services are available upon request.	(i)
Winnipeg Fire Paramedic Service	Information and Communication: The WFPS does not publicize its capacity to meet the needs of persons with disabilities requesting non-emergency services	The WFPS will place a message on its website indicating its commitment to an accessible environment, persons with disabilities are encouraged to make their needs known and every effort will be made to accommodate them	(i)
Winnipeg Transit	Technological; Information and Communication: Winnipeg Transit Navigo trip planning software has limited accessibility for persons with a 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	(i)

5.2 Employment

Department	Barrier Identification	Action	Source
City Clerk's	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	(i) (s)
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 Standard as required	(i)
Human Resources Services	Systemic: There is a desire to maximize opportunities to tap into a diverse labour pool including people with disabilities	Prepare to implement tasks from the Creating Opportunities for Persons with Disabilities Initiative	(i)

5.3 Transportation

Department	Barrier Identification	Action	Source
Community Services Libraries	Systemic: Some populations face difficulties accessing existing library services at facilities	Continue to implement outreach programs throughout Winnipeg	(i)
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 pedestrian rerouting. <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 	(i) (s) (c)
Public Works	Systemic: Snow clearing of sidewalks in park areas is inconsistent	Consider opportunities for achieving greater consistency, including through the re-allocation of pleasure rink funding to park pathway clearing	(i)
Public Works	Physical and Architectural: Application of visual and audible pedestrian signals is inconsistent	Continue to implement the accessible audible pedestrian signals at signalized intersections Continue to implement pedestrian countdown signals at traffic signals locations	(i)

Department	Barrier Identification	Action	Source
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 Canada	(s) (c)
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 bus stops and windrows • 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 	(i) (s) (c)
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	(s) (c)

Department	Barrier Identification	Action	Source
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 outlets	(c)
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 is the only authority that enforces illegal parking in the designated accessible parking stalls. Prior to the December 2013 Municipal Bylaw Enforcement Act (MBEA), select malls and agencies were provided delegation and training to enforce various parking bylaws. WPA is in the process of reviewing this practice to determine if it would be beneficial to provide similar delegation under the MBEA	(c)
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) Research all other major cities practices with respect to managing the demand for priority seating Consider a regulation regarding stroller size allowance Consider ridership data to track areas of	(i)

Department	Barrier Identification	Action	Source
		heavy rider loads to allow better allocation of buses	
Winnipeg Transit	Systemic: Inconsistent audibility of bus stop announcements	Prepare to develop a protocol to ensure that audible stop announcement system is checked for volume and clarity prior to buses beginning routes	(c)
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	(s) (c)
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	(c)
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	(c)
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	(i)

5.4 Built Environment

Department	Barrier Identification	Action	Source
**All Departments	<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>(i) (s) (c)</p>
**All Departments	<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</p>	<p>(s) (c)</p>
**All Departments	<p>Systemic; Physical and Architectural: There are no formal requirements that ensure consultants who work for the City are competent in accessible design</p>	<p>Explore opportunity to require design teams to demonstrate their accessible design competence in RFPs related to City facilities</p> <p>Consider adding compliance to the City of Winnipeg Accessibility Design Standards into the specifications of Bid Opportunity for Professional Consulting Services</p>	<p>(c)</p>

Department	Barrier Identification	Action	Source
**All Departments	Systemic: Request For Proposals (RFPs) do not consistently identify the need to adhere to the City's Universal Design Policy and the City of Winnipeg's Accessibility Standards must be followed	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	(i)
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 to meet the Accessibility Design Standard, including the addition of Power Lift Change tables	(i)
Community Services Libraries	Physical and Architectural: Some Library facilities do not meet current City of Winnipeg Accessibility Design Standards	Seek enhancement through the Library Facility Redevelopment Strategy: <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 	(i)
Planning, Property and Development	Systemic; Physical and Architectural: Inconsistent installation of accessibility features in City facilities	Continue to educate building inspectors regarding disability awareness issues Encourage building code to reflect functional installations of accessibility features	(c)

Department	Barrier Identification	Action	Source
		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	
Planning, Property and Development, Human Resource Services	Systemic; Attitudinal: Accessibility for the Built Environment and Disability Awareness are currently not mandatory training courses	Consider developing an online version of the Universal Design training session Consider making available online training to contractors with the City of Winnipeg Encourage all project managers, inspectors, foreman, and supervisors to be prioritized for training	(i) (s) (c)
Planning, Property and Development Urban Design	Physical and Architectural: Inconsistent response to accessibility issues in Building Communities Initiative projects	Work towards more consistent incorporation of accessibility improvements in all new Building Communities Initiative projects	(i)
Planning, Property and Development, Public Works Urban Design, Parks and Open Space	Systemic: Existing Parks Policies have not been reviewed with an Accessibility lens to ensure alignment with the City's Universal Design Policy	Review Parks Policies with an accessibility lens to ensure alignment with Accessibility Legislation and Universal Design Policy. Include review of the following: <ul style="list-style-type: none"> • Recreation, Leisure and Library Facilities Policy • Hosting of Major Events & Games Policy • Sport Services Policy 	(i)

Department	Barrier Identification	Action	Source
		<ul style="list-style-type: none"> • 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 completed) - (proposed for 2017 capital – POS) • Parks Strategic Master-plan (proposed for 2017 capital – POS) 	
Planning, Property and Development Heritage	Physical and Architectural: Several City-owned heritage buildings include features that are inaccessible	Carry out accessibility upgrades to St. John’s and Cornish libraries	(i)
Planning, Property and Development Municipal Accommodations	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	Consider conducting an accessibility audit to identify barriers and necessary improvements: Identify a budget through the Capital Budget process to pursue improvements	(i)
Planning, Property and Development Municipal Accommodations	Physical and Architectural: Various aging City buildings, properties and facilities do not meet current City of Winnipeg Accessibility Design Standards	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	(i) (s) (c)

Department	Barrier Identification	Action	Source
Planning, Property and Development, Public Works, 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	(s)
Public Works	Physical and Architectural: Consistent installation of detectable warning tiles in curb ramps at intersections is not yet completed throughout the City	Continue to install detectable warning tiles through the Capital Program on: <ul style="list-style-type: none"> • Collector • Industrial • Commercial • Regional Street Renewal locations 	(i)
Public Works	Physical and Architectural: Plain concrete sidewalks, without a contrasting and detectable edge are difficult to navigate for persons who are blind	Continue to include distinct colour and texture contrast when reconstructing sidewalks on collector and Regional street to delineate the path of travel Continue to include delineation banding and directional tiles when rehabilitating bus stops on major arterial which include bicycle lanes	(i)
Public Works	Physical and Architectural: Rough and uneven street pavement at intersections pose 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	(i)

Department	Barrier Identification	Action	Source
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	(c)
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 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 	(i)
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 improvements through planned renovations	(i)
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	(i)

Department	Barrier Identification	Action	Source
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 Innovations Fund and City of Winnipeg Accessibility Program	(i)
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	(i)
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	(i)

5.5 Information and Communication

Department	Barrier Identification	Action	Source
**All Departments	Systemic: Lack of a performance measurement framework for evaluating delivery on achieving accessibility	In order to meet the requirements of the Act, establish a process to monitor and record progress of the Accessibility Plan Annual report	(i)
**All Departments Office of Public Engagement	Information and Communication: Lack of consistency in engaging a broad range of community members	Look for opportunities to increase consultation with persons with disabilities on all city projects to improve accessibility in all areas of barrier identification, prevention and removal Involve access related community organizations and service providers when conducting research on how other jurisdictions address accessibility issues	(i) (s) (c)
**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	(i) (s) (c)

Department	Barrier Identification	Action	Source
**All Departments	<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>(i) (s) (c)</p>
**All Departments	<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>(i) (s) (c)</p>
<p>Customer Services and Communications Office of Public Engagement</p>	<p>Systemic; Information and Communication: 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>(i)</p>

Department	Barrier Identification	Action	Source
Customer Services and Communications Office of Public Engagement	Systemic: Limited accessibility resources for staff planning public engagement events	Build on the universal design and accessibility considerations already included in the City of Winnipeg Public Engagement Handbook. Consider developing checklists and providing on-line resources for staff to access as resources for planning and delivering public engagement opportunities.	(i)
Community Services	Information and Communication: Leisure Guide is currently not provided in alternate/accessible formats	Continue current research on potential solutions to creating accessible/interactive Leisure Guide documents	(i) (s) (c)
Community Services Libraries	Information and Communication: Lack of understanding about and availability of technologies necessary to broaden access to online library services	Assess the need to purchase assistive devices for use in the library and to be made available to the public on loan	(i)
Customer Services and Communications	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	(i)
Customer Services and Communications	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 follow accessibility principles	(i)

Department	Barrier Identification	Action	Source
Customer Services and Communications	<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 regarding City services, programs and activities</p>	(s) (c)
Customer Services and Communications (All Departments to follow)	<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>	(i)
Customer Services and Communications Office of Public Engagement	<p>Information and Communication: “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 more accessible formats</p>	(i)
Planning, Property and Development, Public Works Parks and Open Space and Planning	<p>Information and Communication: Interpretive signs throughout the City are not accessible</p>	<p>Prepare to enhance guidance in the City of Winnipeg Accessibility Design Standards with respect to interpretive signs</p>	(i)

Department	Barrier Identification	Action	Source
Planning, Property and Development	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	Partner with the Access Advisory Committee to increase public awareness. Consider improvements related to: <ul style="list-style-type: none"> • public education • public service announcements • Winnipeg Minutes • Accessibility Awards Program 	(i) (s)
Planning, Property and Development (All Departments to follow)	Information and Communication: Maps and illustrations included in Report Information System reports and other files which are intended for on-line publication are not consistently checked for accessibility	Research current practices in map conversion to accessible formats Work toward ensuring maps and illustrations, 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	(i)
Planning, Property and Development Urban Planning	Systemic: Limited accessibility lens on existing policy and practices	Include a Universal Design lens in the current legislated review of OurWinnipeg	(i)
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 Conditional Use Notices on-line and in alternate formats	(i)

Department	Barrier Identification	Action	Source
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”	(i)
Winnipeg Fire Paramedic Service (All Departments to follow)	Information and Communication: The Fire Paramedic Service Finance Branch does not currently have the capacity to generate large print format or braille invoices	Review and investigate implications of 3 rd party printing due to Freedom of Information Privacy Protection Act	(i)
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	(s) (c)
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 • Numerous button pushes to achieve bookings • Potentially creating lengthy wait 	Continue to develop a new customer scheduling and information system to improve efficiency and increase the capacity of the system Review option to book rides by email, text or speak to a phone operator	(i) (s) (c)

Department	Barrier Identification	Action	Source
	times for pick up and drop off		

6 Conclusion

The City of Winnipeg recognizes that, although considerable progress has been made over the past several years on improving accessibility under the civic purview, there is still vast work to be done in order to create 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 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**