

Accessibility Policy

The Winnipeg Foundation's vision is "a Winnipeg where community life flourishes for all" and our policies are aimed at supporting this goal. Our mission and value statements reflect our commitment to being accessible, inclusive and respectful in our relationships.

Consistent with our vision, mission and values, The Winnipeg Foundation is committed to complying with *The Accessibility for Manitobans Act (the "Act")*.

We strive to ensure our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities.

In doing so, we are guided by the Principles set out in the Act:

Access: Persons should have barrier-free access to places, events and other functions that are generally available in the community;

Equality: Persons should have barrier-free access to those things that will give them equality of opportunity and outcome;

Universal design: Access should be provided in a manner that does not establish or perpetuate differences based on a person's disability;

Systemic responsibility: The responsibility to prevent and remove barriers rests with the person or organization that is responsible for establishing or perpetuating the barrier.

This policy outlines The Winnipeg Foundation's commitment to accessible customer service and accessible employment. The Accessibility Policy applies to all employees, volunteers, and other's that provide services or interact with people with disabilities on behalf of The Winnipeg Foundation.

Definitions

"Assistive Devices" refer to auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g. canes, crutches, wheelchairs or hearing aids).

"Communication Supports" refer to supports that facilitate effective communications, including but not limited to captioning, alternative and augmentative communication supports, plain language, and sign language.

“Barrier” refers to anything that interacts with a disability, such as a physical, mental, intellectual, or sensory disability, in a way that may hinder the person’s full and effective participation in society on an equal basis.

“Disability” refers to any mental, cognitive, physical, or sensory impairment for which accommodation may be required.

“Service Animals” refer to animals individually trained to do work or perform tasks for the benefit of a person with a disability.

“Support Persons” refer to any persons, whether a paid professional, volunteer, family member or friend, who accompany an individual with a disability in order to help with communications, personal care or medical needs, or with access to services.

Customer Service

The Winnipeg Foundation is committed to working towards removing barriers that impact grantees, donors, and other community stakeholders in accessing our goods and services.

Communication

The Winnipeg Foundation is committed to ensuring that communication is accessible. For this reason, Foundation staff will communicate in clear and plain language. Further, Foundation representatives will offer communication that meets the needs of the person with a disability, this can include in-person, telephone, email, or fax.

Tax Receipts

The Winnipeg Foundation is committed to providing accessible tax receipts to all of our donors. For this reason, tax receipts will be made available in the following formats, if requested: hard copy, e-mail, or fax.

Assistive Devices

The Winnipeg will ensure that all staff, volunteers, and others dealing with the public on behalf of The Foundation are trained and familiar with various assistive devices that may be used by people with disabilities while interacting with The Foundation.

Support Persons

The Winnipeg Foundation is committed to welcoming and providing services to people with disabilities who are accompanied by a support person on the premises. All staff, volunteers, and any others dealing with the public on behalf of The Foundation will be properly trained on how to interact with people with disabilities who



are accompanied by a support person. If a person identifies that they wish to have a support person included in conversations, Foundation staff and volunteers will ensure that the support person is included in all telephone calls and email messages, as well as invited to in-person meetings. The Winnipeg Foundation does not generally charge admission to support persons to attend Foundation events.

Service Animals

A service animal is an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability. Service animals are allowed at the offices of The Winnipeg Foundation and at any event hosted by The Winnipeg Foundation unless service animals are prohibited at a particular location or in particular circumstances. If service animals are not permitted, The Foundation will ensure that an explanation is given and work collaboratively to find an alternate way of providing services.

Accessibility Features

The accessibility features put in place by The Winnipeg Foundation will be maintained so they can be used as intended. If an accessibility feature put in place by The Winnipeg Foundation is unavailable, either temporarily or permanently, The Foundation will inform the public of the change and provide alternatives to accessing our services, if available. At a minimum, The Foundation will inform the public through physical postings on unavailable features. Wherever possible, The Foundation will also seek to inform affected individuals through online communication tools. These communication tools may include The Foundation's website and/or social media platforms.

In order to maintain an accessible office space, The Foundation will design any new office spaces to be able to accommodate wheelchairs, scooters, walkers, and other assistive devices, where possible. The Foundation will keep all hallways, aisles, reception areas, and meeting rooms free of clutter.

Feedback

Feedback regarding the way that The Winnipeg Foundation provides services to people with disabilities can be provided in person, by telephone, by mail, by fax, and email using the contact information at the end of this policy.

Upon receipt of any complaints, The Winnipeg Foundation will investigate the matter and provide a response within five business days.

Training

All staff of The Winnipeg Foundation will be expected to attend an Accessibility Awareness Training within their first six months of employment. Staff will be expected to refresh this training at least every two years.

Accessibility awareness training includes:

- The purposes of the *Accessibility for Manitobans Act* and the requirements of the first standard;
- How *The Human Rights Code* of Manitoba relates to the "Act";
- How to interact with persons with disabilities in a manner that respects their dignity and independence;
- How to interact and communicate with person in a matter that takes into account their disabilities;
- What to do if a person with a disability is having difficulty accessing any goods or services;
- How to use a variety of assistive devices;
- The Winnipeg Foundation's policies, procedures, and standards related to accessibility.

Further, staff with responsibilities related to staff management and/or recruitment will be required to attend an additional training related to employment and accessibility.

Employment and Accessibility

The Winnipeg Foundation is committed to working towards removing barriers related to the employment process.

Recruitment

The Winnipeg Foundation shall post information about the availability of accommodation for job applicants with disabilities in the recruitment process. When the applicant requests accommodation, The Winnipeg Foundation shall consult with the applicant to arrange for accommodation in a manner that takes into account the applicant's disability.

Accessible Formats and Communication Supports for Employees

Upon an employee's request, The Winnipeg Foundation will consult with the employee to provide and/or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.

Workplace Emergency Response Information

Individual workplace emergency response procedures will be provided to an employee with a disability where necessary. It is the employee's responsibility to ensure that The Winnipeg Foundation is aware of this need.

Performance Management and Career Development and Redeployment

The Winnipeg Foundation shall take into account the accessibility needs of its employees with disabilities when providing career development, performance management, and when considering redeployment.

Public Events

The Winnipeg Foundation will take reasonable steps to ensure that our public events are accessible. We will do this by:

- Publicizing events in an accessible manner
- Selecting accessible meeting spaces
- Letting the public know that we will strive to meet accommodation needs of all event attendees, upon request.

In order to effectively meet these expectations, The Foundation will utilize an *Accessible Events Checklist*. This checklist can be found in the appendices.

For Further Information

If anyone has any questions about these accessibility policies or requires a copy of these policies, please contact:

Brent Retzlaff, Policy Administration Specialist

bretzlaff@wpgfdn.org

(204) 944-9474

Appendix 1: Employee Emergency Information Worksheet

Please complete this worksheet to help identify barriers and possible solutions in the event of an emergency. Your input will help us prepare emergency information that responds to your needs.

The information collected is confidential and will only be shared with your consent. You do not have to provide details of your medical condition or disability in this form, only the type of help you may need in an emergency.

Date: _____

Employee Information

Name: _____

Department, if applicable: _____

Telephone: _____ Email: _____

Mobile Phone: _____

Potential Emergency Response Barriers

1. Can you read or access our emergency information?

- Yes
- No
- I don't know

If not, what would make this information accessible to you? (Use additional sheets as necessary.)

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2. Can you see or hear the fire and security alarm signal?

- Yes
- No
- I don't know

If not, what would help you to know the alarm was flashing or ringing? (Use additional sheets as necessary.)

3. Can you activate the fire and security alarm system?

- Yes
- No
- I don't know

If not, what would help you to sound the alarm? (Use additional sheets as necessary.)

4. Are you physically able to speak with emergency staff during an emergency?

- Yes
- No

If not, what would help you to communicate with them? (Use additional sheets as necessary.)

5. Can you use the emergency exits?

- Yes
- No
- I don't know

If not, what would help you to exit the building? (Use additional sheets as necessary.)

6. Could you find the exit if it were smoky or dark?

- Yes
- No
- I don't know

If not, what would help you to find the exit? (Use additional sheets as necessary.)

7. Can you exit the building without assistance or support?

- Yes
- No
- I don't know

If not, what would help you to exit? (Use additional sheets as necessary.)



11. Would you be able to evacuate during a stressful and crowded situation?

- Yes
- No
- I don't know

If not, what would help you to evacuate? (Use additional sheets as necessary.)

12. If you need help to evacuate, what instructions do people need to help you? (Use additional sheets as necessary.)

13. If you need other accommodations in an emergency, please list them here. (Use additional sheets as necessary.)

Emergency Alerts

I would prefer to be informed of an emergency situation by:

- Existing alarm system
- Other (specify):
- Pager device
- Visual alarm system
- Co-worker

Emergency Support Staff

The following people have been designated to help [name of employee] in an emergency.

Name

Location and/or contact information

Type of assistance

| Name | Location and/or contact information | Type of assistance |
|------|-------------------------------------|--------------------|
| | | |
| | | |

Consent to Share Emergency Response Information

I, [name of employee], give consent for [name of organization] to share this individualized workplace emergency response information with the Workplace Health and Safety Committee and any individuals listed above, who have been designated to help me in an emergency.

Employee's name

Employee's signature

Date

Form completed by

Next review date



Appendix 2: Checklist for Planning Accessible Events

This checklist is intended to serve as a guide only. It is intended to be helpful, not a mandated list of activities.

| Task | Details | Completion |
|---|--|------------|
| Event Coordination and Facility Assessment | Visit facility prior to event – assess accessibility and services available. | |
| | Check that wheelchair access is near main building entrance. | |
| | Check available accessible parking, Handi-Transit drop off site, and proximity to public transportation. | |
| | Check that facility entrance is equipped with automatic door. | |
| | Check that public elevators have accessible control panel buttons and audio floor indicators. | |
| | Check that washrooms are accessible and close to meeting rooms. | |
| | Check for accessible eating facilities. | |
| | Check for Braille or large print menus for onsite restaurants. | |
| | Check that public telephones are at an accessible height. | |
| | Ask if participants' have dietary requirements in those instances where meals will be served. | |

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| Plan in advance | Create timeline for scheduling service providers (ASL interpreters, attendants, etc.). | |
| | Promote scent-free environments by requesting presenters and participants in advance to refrain from using strongly scented toiletries. | |
| Prepare event agenda or program | Include regular breaks for participants, service providers and guide/service dogs (approximately 20 to 30 minute health break and a 90-minute lunch break.). <i>For longer events.</i> | |
| Plan emergency procedures | Review procedures with event planners, including emergency exit routes in the early planning stages with the facility manager. | |
| | Plan for ways to effectively communicate directions in case of an emergency. | |
| | Review these plans with the event coordinator or Master of Ceremonies. | |
| Plan event publicity | Publicize events in alternate media formats (print, email, web page, radio, etc) using universal disability access symbols. | |
| | Contact disability community organizations to share information with their memberships. | |
| | Advertise confirmed access features of the event (i.e. ASL available). | |
| | Indicate accommodations are available upon request and provide deadline on publicity materials. | |

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|------------------------------|---|--|
| Prepare on-site | Prepare event signage using large print and contrasting colours for directions to meeting rooms, washrooms, emergency exits, participant nameplates and name tags. | |
| | Check that sidewalks leading to facility entrances are clear of ice and snow. | |
| Prepare meeting rooms | Check for an accessible path to the meeting room. | |
| | Provide optimal seating for persons with seeing- or hearing-related needs, including proximity to sign language interpreters, captioning, and visual presentations. | |
| | Provide seating that is easily moveable for persons using wheelchairs, service dogs and service providers. | |
| | Tape down electric cords, etc. lying on the floor so they do not present a hazard. | |
| | If interaction is anticipated between presenters and audience members, ensure a roving microphone is available, and assign someone to take it directly to participants who wish to speak. | |
| | Ensure availability of adequate lighting for participants and speakers at the podium. | |

Additional Considerations:

- Make interpreters available so all persons can participate in networking opportunities such as receptions, dinners, or other activities.
- Request advance copies of presentation materials from speakers for sign and simultaneous language interpreters, plain language translators, note-takers and captionists.