



Enabling Access Inc.  
Multi-year Accessibility Plan, 2021-2023

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## Message from Enabling Access Inc.

Enabling Access Inc. ("EA") was established in 2005 as a unique occupational therapy private practice that looks for opportunities to create innovative, timely, and responsive services and solutions for the community.

Enabling Access Inc. realizes that providing an accessible and inclusive environment is a shared effort. We collaborate with partners who share our goals to work towards increased ability, accessibility, and inclusion. We are proud of our commitment to identifying, removing, and preventing barriers for people with disabilities and older adults.

As a community, all businesses and services must work together to make accessibility happen. EA is committed to providing an environment in which all individuals have equal access to our services, in a way that ensures their dignity and independence.

As part of our commitment to increasing accessibility in our organization, we have prepared this 2021-2023 Multi-year Accessibility Plan that will serve as a roadmap for our team to work towards becoming a more accessible and inclusive organization. The goals included in this plan will assist us in meeting the requirements of applicable accessibility legislation, including the *Accessibility for Manitobans Act (AMA)* and EA's priorities related to identifying, removing and preventing accessibility barriers for persons with disabilities.

This Plan has been reviewed and approved by members of our EA team. We commit to reviewing the Plan annually and to using it as a resource to help us comply with applicable accessibility laws and to meet our own ongoing accessibility commitments and goals.



Marnie Courage, O.T. Reg. (Mb)  
CEO  
Enabling Access Inc.

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## Purpose

This Multi-year Accessibility Plan will:

- Summarize the actions taken by Enabling Access Inc. to identify, remove and prevent barriers for persons with disabilities;
- Describe current and planned measures to ensure ongoing compliance with accessibility legislation;
- Describe planned “beyond compliance” measures to achieve greater accessibility and inclusion for EA stakeholders; and
- Describe how the Plan will be communicated internally and externally.

## Statement of Commitment to Accessibility

Enabling Access Inc. is committed to providing a safe, dignified, and welcoming environment. We are committed to meeting or exceeding the requirements of the *Accessibility for Manitobans Act (AMA)* and all applicable accessibility and human rights legislation in our operations serving customers throughout Canada. By providing accessible services, goods, information, and facilities wherever possible, we seek to ensure that inclusive access to our services enables dignified, informed, and independent participation for people of all abilities. We strive to incorporate the principles of integration and equality of opportunity in all of our operations, in our clinic, virtual, and in-community services.

## Accessibility Policies, Procedures, and Plans

The current Enabling Access Inc. Accessibility Policy and Multi-year Accessibility Plan are available online at <https://www.enablingaccess.ca/accessibility>. Enabling Access Inc. is committed to complying with all of the measures, policies, and practices documented in our Accessibility Policy and other EA accessibility policies, procedures, and plans.

## AMA Compliance Achievements

Enabling Access Inc. is committed to meeting all of *The Accessibility for Manitobans Act (AMA)* compliance requirements and deadlines for private businesses.

<b>Category</b>	<b>Requirement</b>	<b>Status as of February 2022</b>
Customer Service and Accessibility Training	<p>Provide accessible and timely customer service training for employees to serve customers of all abilities.</p> <p>Keep a written record of accessibility training provided.</p>	Compliant
Customer Service and Accessibility Feedback	<p>Create accessible ways for people to provide feedback.</p>	Compliant
Emergency Information	<p>Provide accessible emergency and safety information to members of the public and to staff.</p>	Compliant
Accessibility Policies	<p>Create an accessibility policy.</p> <p>Make the accessibility policy public.</p>	Compliant
Accessibility Plan	<p>Create a multi-year accessibility plan to help achieve accessibility goals.</p> <p>Make the multi-year accessibility plan public.</p>	Compliant
Public Information	<p>Make public information accessible when requested.</p>	Compliant
Employment Practices	<p>Make employment practices accessible, including how the organization hires, retains, and provides career development opportunities.</p>	Compliant
Workplace Emergency Response Information and Support	<p>Create emergency response information to help employees with disabilities stay safe during emergencies.</p> <p>Ask employees who require assistance during an emergency for permission to share information with individuals who agree to help.</p>	Compliant

Category	Requirement	Status as of February 2022
Individual Accommodation and Return-to-work Plans	Document processes for developing individual accommodation plans and return-to-work plans	In Progress

### Accessibility Achievements Beyond Compliance

In addition to meeting its AMA compliance requirements, EA also has accomplished a number of “beyond compliance” accessibility achievements. Key achievements include the following:

- Enabling Access Inc. has provided a range of accessibility resources and information to support all employees in contributing more effectively to accessibility and inclusion at EA. This includes resources for all EA content creators on how to create accessible information and communication.
- Enabling Access Inc. participates in Mental Health Week annual activities as well as other mental health initiatives within the community, and provides certified training for Mental Health First Aid (MHFA) within their team.
- Enabling Access Inc. participates in Manitoba Accessibility Awareness Week (MAAW) by offering public workshops and services.
- Enabling Access Inc. provides presentations on Diversity, Equity and Inclusion, specific to accessibility regularity for the Certified Professional Human Resources of Manitoba, donating honorarium to local agencies who support persons with disabilities.
- In 2017, Enabling Access renovated the clinic to improve accessibility (Auto-door opener, widened foyer opening, widened all interior doors, replaces flooring, and more.)
- In 2021, Enabling Access Inc. performed a review of its AMA status and updated and created its accessibility policies, procedures and plans.

### Measures to Identify, Remove, and Prevent Barriers

Those responsible for accessibility actions and initiatives within EA use various measures to identify, remove, and prevent accessibility barriers.

## Identifying Barriers

In order to meet or exceed AMA compliance requirements, Enabling Access Inc. is committed to responding to employee, customer, and community feedback in identifying priorities to increase accessibility and inclusion, for employees, customers, and the public.

## Removing and Preventing Barriers

Enabling Access Inc. management and staff, with input from its Accessibility Advisory Committee have identified the following goals and actions to remove and prevent accessibility barriers at EA over the coming years. Key EA contacts, identified as Action Owners in the tables below, are responsible for ensuring that AMA compliance requirements and EA-specific accessibility goals and initiatives are carried out as per both legislative and EA-determined deadlines.

## Policies, Procedures, and Plans

Enabling Access Inc. management and staff are committed to maintaining and reviewing the EA Accessibility Policy and Multi-year Accessibility Plan annually and updating a minimum of every two years. Reviewing the documents annually will help ensure that EA continues to work towards greater accessibility and inclusion and accomplishes its accessibility goals as planned.

In addition, any EA policies that present barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Ensure that the Enabling Access Inc. Statement of Commitment to Accessibility is shared with both employees and the public	Communications	Feb 2022
Ensure that updated emergency plans are in place and available in an accessible format for both employees and clients	Management	Feb 2022
Review existing policies and procedures with an accessibility, diversity and inclusion lens and address any identified barriers	Management	Annually
Review the multi-year accessibility plan and status of accessibility goals annually and	Management	Annually

Accessibility Goal	Action Owner	Target Completion Date
update plan when required (a minimum of every two years)		

**Training**

Enabling Access Inc. is committed to ensuring that its employees and contractors receive training on the AMA and content in the *Manitoba Human Rights Code* as it pertains to people with disabilities. In addition, training will be provided on Enabling Access Inc. accessibility policies and procedures, as soon as possible during the onboarding period.

Refresher training is provided when changes are made to accessibility legislation or to EA accessibility policies and procedures.

Enabling Access Inc. also ensures that those providing products or services on behalf of EA or participating in development or approval of EA policies confirm that they have received accessibility training similar to EA's employees and contractors.

Accessibility Goal	Action Owner	Target Completion Date
Provide updated refresher training on Emergency and Safety procedures for employees and contractors	Management	Feb 2023
Continue to provide training and resources for all EA content creators on how to create accessible information and communication	Management	Ongoing
Incorporate accessibility in healthy workplace programs, and training and development programs and events	Management	Ongoing

**Customer Service**

Enabling Access Inc. is committed to providing its programs and services in a way that respects the dignity and independence of persons with disabilities. EA

is also committed to ensuring that it provides people with disabilities with integrated and equitable services and access to our programs, services, and goods in the same place and in similar way as other members of the public, wherever possible.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Ensure all feedback from Accessibility Advisory Committee is addressed	Management	Ongoing

### **Information and Communication**

Enabling Access Inc. is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. EA is also committed to making every effort to provide information in alternate formats requested by people with disabilities.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Make the Enabling Access Inc. web site and content compliant with WCAG 2.0 level AA guidelines (excluding live captioning and audio description)	Management	June 2022
Provide resources to all EA content creators regarding guidelines and best practices for creating information in accessible formats (e.g., accessible Word, PowerPoint, and PDF documents) and with accessible content (e.g., clear and appropriate language)	Management	December 2021

### **Employment**

Enabling Access Inc. is committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return to work plans. All processes involve consultation with the employee or potential employee, when requested. EA is also

committed to informing all employees of policies and procedures that support employees with disabilities.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees and during annual performance reviews	Management	Ongoing, with annual reviews
Continue to ensure that employees receive AMA and accessibility training in a timely manner, including customer service and employment content, relevant <i>Human Rights Code</i> content, and EA accessibility and related policies required for staff to perform their roles effectively	Management	Ongoing, with annual reviews
Update employee onboarding documentation and policies to ensure content is provided in plain language and in accessible formats	Management	December 2022

### **Built Environment or Barrier-Free Spaces**

Enabling Access Inc. is committed to ensuring that, wherever possible, newly constructed or redeveloped built environments and public spaces are designed in a way that takes into consideration the prevention or removal of barriers.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Ensure any new or redeveloped spaces in our clinic facility are accessible and barrier-free.	Management and staff	December 2022
Add auto door opener to main floor bathroom	Management	June 2022

## Communication of the Plan

The 2021-2023 Multi-year Accessibility Plan (MYAP) will be shared with Enabling Access Inc. employees and with the broader community. The MYAP will be

available on the EA website at <https://www.enablingaccess.ca/accessibility> and upon request. Every effort will be made to provide the document in alternate formats upon request.

## Contact Us

Enabling Access Inc. Customer Support

[support@enablingaccess.ca](mailto:support@enablingaccess.ca)

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