

Accessibility Plan

2023-2025

Overview of Programs and Services

The Liquor, Gaming and Cannabis Authority of Manitoba (LGCA) regulates the province's liquor, gaming, cannabis and horse racing industries, including oversight for liquor sales, service and manufacturing; gaming employees, products, events and operations; cannabis retailers and distributors; and horse races and racetracks. The LGCA is a mid-sized government agency that provides a vast array of regulatory services to diverse stakeholders and licensees, including businesses, charities, communities, and the public.

Statement of Commitment

The LGCA is committed to providing all people equal access to our services and premises. We are committed to identifying, removing, and preventing barriers to access and meeting the requirements of The Accessibility for Manitobans Act and associated regulations.

We seek to provide a barrier-free environment for all people with whom we interact in a way that allows them to maintain their dignity and independence. Providing an accessible and barrier-free environment is a shared effort of all LGCA employees. We all play a part in creating an equitable and inclusive environment to ensure a safe, dignified, and welcoming environment for our colleagues and those we serve.

Accessibility Achievements

The LGCA recognizes the importance of acknowledging our successes in the areas of removing and preventing barriers. LGCA's 2017-2019 Accessibility Plan represented the start of our roadmap to accessibility. Due to the COVID-19 pandemic, work continued on the LGCA accessibility plan; however, no updated progress of the plan was published in 2020. Fostering a culture of accessibility will continue to evolve as we develop our policies and processes to better support and promote accessibility.

This document is available in alternate formats, upon request.



To date, the LGCA has achieved the following to provide barrier-free access to its services and premises:

- **Policy and plan:** Accessibility policy and procedures adopted, which include a statement of commitment. Accessibility Plan implemented and made public in an accessible format. Process implemented to document accessibility activities and progress.
- **Access offer:** Access offer signage installed in all client-facing locations. Access offer promoted on existing documents, and new documents include access offer where possible.
- **Training:** In-house computer-based training developed by Organization and Staff Development on The Accessibility for Manitobans Act and associated regulations. All LGCA staff are required to complete accessibility training upon hire and upon launch of new standards, and all training is documented.
- **Client requests:** Clients receive equal and timely access to information and services. LGCA employees are aware of accessible formats and communication supports to enhance client service. Process for receiving and responding to client feedback implemented with results tracked and documented.
- **Facilities and events:** All LGCA's client-facing facilities were analyzed using the current-state evaluation. Barriers were identified and steps were taken to address barriers. In addition to meeting minimum building code requirements, broader accessible design principles were considered for all upgrades and renovations to the LGCA Winnipeg office and will be considered for all upgrades and renovations going forward to LGCA satellite offices. Accessibility requirements are incorporated into all public meetings and events.
- **Communications:** Public website enhancements made and work continues on greater accessibility, including multi-format online options for permit and licence applications. New technological initiatives consider accessibility where possible.
- **Employment:** Inclusive hiring is practiced, and staff are encouraged to share barriers to employment with a commitment to find collaborative resolutions. Reasonable accommodation policy, procedures and supporting documentation developed and launched. Emergency response planning complete.



Accessibility Barriers

The LGCA has made significant strides in improving accessibility since its earliest accessibility plans; however, consultations with the public and employees, in particular those with disabilities, continue to reveal barriers to be addressed. These include:

Attitudinal Barriers

- Different levels of employee understanding, knowledge, and awareness of how to best assist clients with accessibility needs.

Information and Communication Barriers

- Many LGCA documents are written in small font and complex language.
- People with disabilities are not evident in visuals in LGCA website or public education materials.

Technology

- Sections of external websites and web content do not meet WCAG 2.1 Level AA standards.
- Many website graphics do not have text descriptions for people with vision loss.
- Although accessing forms through websites increases access for many, not everyone has access to computers or feels comfortable using one, which may limit access.

Employment

- LGCA primarily promotes online job application submissions, which may not sufficiently encourage those who require access through other means of submission.

Systemic

- Not all policies and processes have been reviewed from an accessibility lens.

Physical and Architectural

- The LGCA's satellite offices do not meet physical accessibility standards.



Multi-Year Accessibility Plan

The Accessibility for Manitobans Act requires public sector agencies like the LGCA to update their accessibility plans every two years. This plan for 2023-25 builds on the LGCA's earlier plans to ensure that we continue to identify, prevent, and remove barriers to accessibility. The LGCA will continue to consult with the public and employees, in particular those with disabilities, to identify and address barriers and to help us maintain an awareness of diverse accessibility needs.

Accessibility Initiatives, Actions and Removing Barriers

Actions:

- Continue to document the measures, policies and practices implemented to meet accessibility standards.
- Continue to provide notice of measures, policies and procedures at LGCA offices and on our website.
- Continue to prevent new barriers from being created.
- Continue to ensure if a barrier cannot reasonably be removed, the person who is disabled by the barrier is provided with access to the service/premises by an alternate means.
- Continue not to impose a fee or charge relating to an accommodation for an individual who is disabled by a barrier, unless the LGCA cannot reasonably accommodate the person otherwise.
- Develop terms of reference for the Accessibility Coordinator role and publicize this role among LGCA employees.
- Continue to apply an accessibility lens in reviews of corporate policies and procedures, to ensure all promote the principles of inclusion, independence, and equal opportunity for people disabled by barriers.
- Review, develop and monitor actions to comply with new standards as they are enacted.
- Continue to update this plan every two years to identify actions and priorities that will allow the LGCA to increasingly improve accessibility.

Expected Outcomes:

- Ongoing compliance with The Accessibility for Manitobans Act and associated regulations, and with LGCA policy.



- Accessibility principles are implemented through all LGCA business practices and systems.
- Increased familiarity with the Accessibility Coordinator role among employees.

Accessible Client Service

Action:

- Continue to consult with clients and members of the public who self-identify as being disabled by a barrier, to respond to their individual accessibility needs in a manner that takes into account the barrier.
- Review the accessibility feedback process, including developing new pages on all websites that better communicate the LGCA's commitment to accessibility.
- Continue to track client feedback regarding accessibility requests and use this feedback to prioritize which services and documents to offer proactively in accessible formats.
- Continue to recognize and support clients who use assistive devices, support persons or service animals.
- Formalize procedures for posting notices of disruption, and for responding to requests for accessible supports and services, including for assisting individuals using assistive devices, service animals and/or support persons.
- Continue to ensure that any public events hosted by the LGCA are as accessible as possible.
- Formalize procedures to ensure when hosting a public event (e.g., safe grad training, public consultation, appeal hearings), reasonable measures are taken to ensure notice of the event is given in a manner that is accessible to a persons disabled by barriers and includes an active offer for alternate formats.
- As part of a procurement review, apply an accessibility lens to ensure all contracts for products and services meet accessibility standards.

Expected Outcomes:

- Clients and the public have a clear and consistent process to request services and information in ways that meet their individual accessibility needs.
- Clients and the public have a clear and accessible way to provide feedback regarding barriers and accessibility.



- Accessibility requests are tracked, and data is available to inform ongoing improvements.
- Public events hosted by the LGCA are accessible.

Accessible Information, Communication and Technology

Action:

- Continue to follow LGCA processes to provide documents in accessible formats upon request, including consulting with the individual making the request to ensure the information is provided in a way that takes into consideration the nature of the barrier faced, within a reasonable time frame and at no cost.
- Continue to include access offer on publications, documents, and websites.
- Set standards for accessible information as part of the development of a corporate style guide (e.g., using plain language, using accessibility checking functions).
- Continue to develop new websites, web content and user interfaces to meet WCAG 2.1 Level AA standards.
- Apply an accessibility lens in developing new public education materials or reviewing existing materials.

Expected Outcomes:

- Documents are provided in accessible formats to meet individual accessibility needs.
- Public education materials reflect people with disabilities.

Accessible Employment

Actions:

- Continue to offer and facilitate workplace accommodations and return to work plans in keeping with LGCA policy.
- Continue to include access offer on all job postings.
- Continue to include information related to accessibility policies and practices for accommodation with all offers of employment.
- As part of a staffing policy and process review, apply an accessibility lens to continue to identify and remove barriers in the hiring process.



- Provide educational materials for staff to support accessibility and maintaining and accessible workplaces, including developing an internal webpage with more resources on accessibility for employees.
- Continue to inquire of all new employees and those on return to work plans whether they need assistance in an emergency.
- Continue to include information about individualized accommodation plans and accommodations in emergency situations as part of the onboarding process for new employees.
- Continue to refresh emergency response training for all employees annually, including asking all employees to indicate whether they need assistance in an emergency.
- As part of the development of a new performance management system, apply an accessibility lens to ensure the system reflects that employees may be temporarily or permanently disabled by barriers, and/or have an accommodation plan.

Expected Outcomes:

- Candidates with disabilities have access to employment opportunities at the LGCA.
- The LGCA has access to a larger pool of candidates by being a welcoming employer for candidates with disabilities.
- Reasonable accommodations are provided during all phases of the recruitment process to meet individual accessibility needs.
- Employees are aware of the process to request accommodations in the workplace.
- Reasonable accommodations are provided to all employees impacted by temporary or permanent barriers, as needed.
- The LGCA is prepared to respond in an emergency in ways that are specific to each employee’s needs and the physical nature of the employee's workspace.

Enhanced Training and Education

Actions:

- Continue to ensure that all employees are trained on accessibility standards and LGCA accessibility policy upon hire and if the policy or associated procedures change, as well as when new standards are launched.



- Continue to ensure ongoing employee training meets the requirements of The Accessibility for Manitobans Act and associated regulations, and LGCA policy.
- Develop and roll out training on the Information and Communications Standard before this comes into effect.
- Continue to document all training.
- Continue to promote learning events to employees in celebration of Manitoba Access Awareness Week, Disability Employment Awareness Month, Indigenous Disability Awareness Month, and the International Day of Persons with Disabilities.

Expected Outcomes:

- All employees are educated on The Accessibility for Manitobans Act, associated standards as they are enacted, and the LGCA’s corresponding policies and processes.
- Employees are confidently able to identify barriers to accessibility and solutions to resolve, remove or prevent them.

Accessibility of the Built Environment

Actions:

- Continue to ensure the LGCA head office is compliant with accessibility requirements, and barrier-free access to services are available for their intended manner.
- Review satellite offices from an accessibility lens and ensure building upgrades incorporate barrier-free universal design principles.
- Review and document accessible features of the LGCA offices, making the information available to the public on the website.
- Continue to provide notices at offices and on the website if accessible features of buildings are not working.
- Build accessibility monitoring into the tasks of the Workplace Safety and Health Committee, and a standing item on this committee’s agenda.

Expected Outcomes:

- There is barrier-free access to all LGCA premises.



Related Policies

- Appendix A: LGCA Accessibility Policy
- Appendix B: LGCA Accommodation and Return to Work Policy

Feedback

For any feedback or questions about the LGCA's Accessibility Plan or Accessibility Policy, or to request these or other documents in alternate formats:

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