

Liquor and Gaming Authority of Manitoba's Accessibility Plan 2017-2019

Part 1 – Baseline Report

OVERVIEW OF PROGRAMS AND SERVICES

The Liquor and Gaming Authority of Manitoba (LGA) is created by *The Liquor and Gaming Control Act* (the Act), as authorized by the *Criminal Code (Canada)*. The Act and associated regulations establish and empower the LGA to regulate liquor and gaming in Manitoba.

Our stakeholder groups include consumers, the hospitality and gaming industries, the people employed in those industries, charities, communities and citizens. Our regulatory partners include policing agencies, civic and business groups, and regulators in other provincial, national and international jurisdictions.

The LGA is led by a minimum seven-member board appointed by the Lieutenant Governor in Council and reporting to the minister responsible for the Act. Operations, finance and corporate services are provided by 90 employees.

The LGA provides high-quality integrated, adaptive and innovative regulatory services delivered by three organizational divisions:

OPERATIONS

This division is responsible for licensing and approving all regulated liquor and gaming activities and equipment, as well as for ensuring compliance with applicable legislation, regulation, and terms and conditions. Staff provides advice and assistance to applicants, licensees, permit holders, the general public and other stakeholders. They also respond to consumer complaints, conduct inspections and investigations, mediate disputes, and recommend remedies and sanctions.

FINANCE

This division is responsible for the administration and management of the LGA's financial activities as required under Part 2 of the Act. This includes general accounting, budget planning, management and reporting; managing and safeguarding assets; borrowing and investing; and banking. This division is also responsible for accurately recording, consolidating and reporting the LGA's financial activities to be presented for audit by the Office of the Auditor General of Manitoba.

CORPORATE SERVICES

This division administers and manages the LGA's human resources, information technology, and communications, policy and research activities as authorized by the Act and in support of operational activities. This division also provides advice and services to the minister responsible for the Act, the board and senior management, and is the primary liaison with the media.

Accessibility Achievements/Accomplishments to Date

The LGA continues to identify, remove and prevent barriers for people with disabilities, and has taken various steps to foster an accessible organization and workplace, including:

- Willingness to help persons disabled by barriers
- Accommodations – screen reader, sit/stand workstations for staff
- Redeveloping website and employee intranet to meet Web Content Accessibility Guidelines
- Waverley Street office location reception desk is accessible and approachable
- Automatic doors and push buttons on building main entrances
- Lever door handles for some of our office doors
- Ramps to ensure entry at our Waverley Street office
- Elevator access offered at our Garry Street location
- Staff provide other forms of communication, if requested
- Evacuation plan for persons with mobility issues working on site
- All bathrooms and elevators have Braille buttons with raised tactile numerals/symbols
- All office locations are scent-aware
- Accessible parking available at all office locations

Accessibility Barriers

In an effort to better understand the barriers to accessibility encountered at the LGA, feedback was gathered through various surveys and interviews with the public, disability organizations and employees, as well as consultation with disability community representatives.

Some of the barriers identified include:

Attitudinal:

- Staff somewhat unfamiliar with how best to assist persons with disabilities

Information and communication:

- Different information was provided by different phone lines (liquor and gaming)
- Some terminology used for gaming was confusing
- Accessible parking stalls are difficult to locate
- Some signs are difficult to read due to low contrast or glare
- Lack of Braille handouts
- Lack of tactile signage throughout the Waverley Street office location

Technology:

- Website does not fully support screen-reading software; there are a few buttons that are not labelled, making it difficult to navigate
- Light colored print on website is difficult to read
- Lack of accessible information regarding office locations online
- Although accessing forms through the website increases access for some, not everyone has access to computers, or feel comfortable using computers, which may limit access
- Lack of public telephone at Waverley Street office reception

Systemic:

- No barriers identified at time of screening

Physical and architectural:

LGA leases its office space on Garry Street and Waverley Street and has limited ability to make physical or structural changes. The LGA can request the landlord consider accessibility improvements when completing renovations. The barriers identified during stakeholder consultations will be addressed as the new LGA office is developed and constructed later this year. The office will be fully compliant with the current *Accessibility for Manitobans Act* requirements.

- No ramp access to sidewalk from accessible parking stall
- No exterior drop-off zone
- Exterior entrance way at the Waverley Street office is not level, difficult to wheel manual wheelchair at an incline while opening the door
- Obstacles in path of travel in entrance-way and hall
- Insufficient lighting in the accessible washrooms at Waverley Street office and soap dispensers not at accessible height
- Lack of horizontal grab bar located behind toilet to assist with transfers and no bench or toilet lid available if needed
- Lack of overhead signage for wayfinding and locating board rooms and washrooms
- Lack of green space to relieve a service animal
- Round door knobs difficult to grab
- Waiting area did not have bariatric seating
- Difficulty in finding the Waverley Street office unit signage from the road and in the parking lot
- Elevator at Garry Street office had Braille beside the elevator buttons which may be confusing for what button was for each floor; no audible indicator when the elevator doors opened
- Signage for the LGA office on the 8th floor at the Garry Street office was in white on the left side of the door and difficult to see as low contrast and glare and did not include website information for further information
- Office door on 8th floor at the Garry office does not have a door activator to automatically open the door when unlocked
- Lighting in the Garry Street office reception area is harsh; only using fluorescent bulbs
- Both reception desks at the Garry Street office are too high, creating a barrier

- No accessible washrooms on the 2nd or 8th floors at the Garry Street office; accessible washrooms for the building are located in the basement and not very accessible-friendly

Part 2 – Accessibility Plan

Statement of Commitment

The LGA 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*.

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 LGA board members and 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 Policy

The LGA is committed to the *Accessibility for Manitobans Act* and its accessibility standards, and has developed an overarching policy related to accessibility. As each of the five standards are developed and released, associated policies and procedures will be developed and implemented. Please click on the following link to read LGA’s accessibility policy and procedures.

Actions

The LGA has, and will continue to, incorporate accessibility measures into its policies, procedures, training and websites, as identified in the Multi-Year Accessibility Plan, as each of the five standards becomes legislated.

Multi-year Accessibility Plan: 2017-2019

Accessibility Requirements	Expected Outcomes
<p>General Requirements</p> <ul style="list-style-type: none"> • Develop a Statement of Commitment. • Develop an overarching Accessibility Policy. • Create, publish and implement a multi-year accessibility plan. • Provide the plan in accessible formats upon request. • Review and update the plan every two (2) years. • Identify actions and priorities that will assist the LGA in becoming more accessible. 	<ul style="list-style-type: none"> • Provide a clear message and overarching direction about accessibility at the LGA. • Create employee awareness and support of <i>The Accessibility for Manitobans Act</i> and LGA’s accessibility plan.

Accessibility Requirements	Expected Outcomes
General Requirements	
<p>Accessible formats, communication and documentation</p> <ul style="list-style-type: none"> • Develop a process for responding to requests for accessible supports and services. • Provide documents in an accessible format upon request. 	<ul style="list-style-type: none"> • Provide consistent process for customers and the public to access information that best suits their needs. • Provide information and communication in accessible formats.
<p>Training</p> <ul style="list-style-type: none"> • Provide accessible customer service training to all employees involved in developing our policies or providing services to customers on our behalf. • All staff will be trained on providing accessible customer service within three months of starting employment with the LGA. • Training will include: <ul style="list-style-type: none"> ○ An overview of <i>The Accessibility for Manitobans Act</i> and the requirements of its standards; ○ An overview of Manitoba’s human rights legislation (<i>The Human Rights Code</i>); ○ Instruction on active offer and reasonable accommodation; and ○ An overview of LGA’s measures, policies and practices to provide accessible customer service. • Keep a record of the training provided, including the dates on which accessibility training took place. 	<ul style="list-style-type: none"> • Create awareness and educate employees on <i>The Accessibility for Manitobans Act</i>, <i>The Human Rights Code</i> and the accessible Customer Service Standard. • Assist employees with identifying barriers to accessibility and solutions to resolve, remove or prevent barriers in the future.
Customer Service	
<p>Barrier free access to services and information</p> <ul style="list-style-type: none"> • Develop internal guidelines and practices for employees to improve barrier free access to services and information. • Design customized training for employees on complex accessibility requests. 	<ul style="list-style-type: none"> • Improve customer service for members of the public facing barriers to services and information. • Provide a consistent customer service process for members of the public making accessibility requests.
<p>Communication Supports</p> <ul style="list-style-type: none"> • Assist and consult with customers who self-identify as being disabled by a barrier to address their needs. • Recognize and support customers that use assistive devices, support persons or service animals. • Develop resources to familiarize employees with formats and supports to make information more accessible to those disabled by barriers. 	<ul style="list-style-type: none"> • Customers receive equal and timely access to information and services. • Employees are aware of accessible formats and communication supports to enhance customer service.

Accessibility Requirements	Expected Outcomes
<p>Public Events</p> <ul style="list-style-type: none"> • Make public events hosted by the LGA accessible by: <ul style="list-style-type: none"> ○ Announcing events in a manner that is accessible; ○ Holding event(s) in accessible meeting places; and ○ Inviting requests for relevant accessibility accommodations. 	<ul style="list-style-type: none"> • Public events hosted by LGA are accessible to all Manitobans.
Built Environment	
<ul style="list-style-type: none"> • Review and document accessible features of LGA buildings. Make information public. • Establish process of notification and signage when accessible features of buildings are not working. • Consider incorporating barrier free, universal design principles when upgrading current and designing new buildings. 	<ul style="list-style-type: none"> • Improve physical access for all visiting our offices.
Information and Communication	
<ul style="list-style-type: none"> • Review external websites' content and identify ways to improve accessibility. • Develop all new website content to comply with Web Content Accessibility Guidelines. • Review once Information and Communication Standard is released. 	<ul style="list-style-type: none"> • Improve access to LGA information on external websites.
Employment	
<ul style="list-style-type: none"> • Continue to review employment programs and processes to identify and/or remove employment barriers. • Establish a process for tracking candidates' accessibility requests. • Review once Employment Standard is released. 	<ul style="list-style-type: none"> • Enhance employment opportunities for people who are disabled by barriers.

Feedback:

Please contact the Accessibility Coordinator if you have any questions or comments related to this accessibility plan or on how we can further improve accessibility, and/or if you would like this plan in an alternate format.

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