

# ACCESSIBILITY POLICY

---

## Objective

The purpose of Efficiency Manitoba's Accessibility Policy is to ensure equitable access and participation for people facing accessibility barriers, and to guide the identification, removal, and prevention of barriers in alignment with the Accessibility for Manitobans Act (AMA).

## Scope

This policy applies to all employees and Board of Directors of Efficiency Manitoba and covers all programs, services, employment practices, and communications.

## Policy

### 1. STATEMENT OF COMMITMENT

Efficiency Manitoba is committed to inclusion, ensuring equitable access and participation for people who face accessibility barriers. We're committed to treating people with disabilities in ways that support dignity and independence. We'll do this by identifying, removing, and preventing barriers and by meeting the requirements of the Accessibility for Manitobans Act (AMA).

### 2. POLICY AVAILABILITY

This policy is available in written format and will be provided in alternate formats upon request.

Efficiency Manitoba will display notice that this policy and related accessible customer service documentation are available upon request. This notice will be communicated on our website.

### 3. MULTI-YEAR ACCESSIBILITY PLAN

Efficiency Manitoba's Accessibility Plan is reviewed and updated every two years. We also provide an annual progress report and continuously review the plan to ensure it reflects current needs, practices, and identified opportunities. The plan is publicly available and can be provided in accessible formats upon request.

### 4. INFORMATION & COMMUNICATION

Efficiency Manitoba will communicate with people with disabilities in ways that respect their dignity and independence. Upon request, we'll provide information and communications in accessible formats or with communication supports, in consultation with the individual. We're committed to ensuring our digital and print materials meet accessibility standards and will continue to improve access to information across all communication channels.

Efficiency Manitoba welcomes feedback on accessibility. Feedback can be submitted by phone, email, or through the online form on our Accessibility page at <https://efficiencyMB.ca/accessibility/>. All feedback is tracked in our customer relationship management system and responded to in a timely manner. Information and communications are provided in accessible formats upon request.

Documentation related to Efficiency Manitoba's accessible customer service measures, policies, and practices will be provided upon request at no cost and in a format that takes into account the requestor's accessibility needs.

## **5. CUSTOMER SERVICE**

We strive to improve barrier-free access to our offers. Accessibility requests can be submitted by phone, email, or through the online form on our Accessibility page at <https://efficiencyMB.ca/accessibility/>.

Our customer contact centre records these requests in our customer relationship management system. We consult with customers who self-identify as having accessibility requirements and support the use of assistive devices, support persons, and service animals.

Efficiency Manitoba permits people disabled by barriers to be accompanied by their support person and to have access to that support person at all times while onsite.

## **6. BUILT ENVIRONMENT**

Efficiency Manitoba is committed to providing a barrier-free workplace. Our office incorporates accessibility features and emergency planning to support employees with disabilities. We will continue to apply barrier-free universal design principles when upgrading our office space and perform accessibility audits to review office design against accessibility codes and standards.

Efficiency Manitoba will work with building management as required to maintain existing accessibility features so they remain available for their intended use, including automatic doors, clear hallways, ramps, and other built environment elements.

If an accessibility feature within Efficiency Manitoba's office space becomes unavailable, Efficiency Manitoba will provide notice that includes:

- The reason for the disruption
- The anticipated duration
- Alternative means of accessing services, if available

Notices will be prominently displayed onsite.

## **7. EMPLOYMENT ACCESSIBILITY**

Efficiency Manitoba is committed to providing reasonable accommodations for employees and applicants with disabilities. We ensure a fair and consistent process for requesting accommodations and work collaboratively to remove barriers in the workplace.

## **8. TRAINING**

Efficiency Manitoba provides training to employees on accessibility requirements under The Accessibility for Manitobans Act (AMA) and the Accessibility Standard for Customer Service. Training is mandatory for all employees. New hires are required to complete online AMA training within their first month of employment. As new standards are developed, we will deliver updated versions of training modules to employees.

Efficiency Manitoba will provide ongoing training whenever changes are made to our measures, policies, or practices related to providing barrier free access to our services.

## **9. ACCESSIBILITY OF PUBLIC EVENTS**

When hosting a public event, Efficiency Manitoba will take reasonable measures to ensure that:

- a) Notice of the event is given in an accessible manner
- b) The event is held in a meeting space that's accessible
- c) Physical and communication needs of persons disabled by barriers are met upon request
- d) Notice is provided that accessibility supports may be requested

## **10. REVIEW**

This policy will be reviewed every two years or as required to ensure alignment with current legislation, practices, and organizational commitments including via our multi-year accessibility plan.

Available in accessible formats upon request.