
ACCESSIBILITY PLAN

JANUARY 2025 TO DECEMBER 2026

This Accessibility Plan highlights Efficiency Manitoba's progress and achievements related to accessibility in the 2023 and 2024 calendar years and identifies the actions Efficiency Manitoba commits to in the 2025 and 2026 calendar years.

This publication is available in alternate formats upon request. For more information, please call 1-844-944-8181 or email energyteam@efficiencymb.ca.

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OVERVIEW OF PROGRAMS & SERVICES

Efficiency Manitoba is Manitoba's Crown corporation dedicated to achieving significant electricity and natural gas savings in the province. Our programs and rebates for homes, businesses, and communities make it easier to take on energy-saving improvements in an accessible and more affordable manner.

STATEMENT OF COMMITMENT

Efficiency Manitoba is committed to inclusion, ensuring equitable access and offer 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).

ACCESSIBILITY ACHIEVEMENTS TO DATE

We continue to identify, remove, and prevent barriers for people with disabilities. This section highlights some of the steps we've taken to integrate accessibility into our organization and workplace.

Built environment

- Our office space follows new building specifications and includes the following accessibility standards:
 - The main doors have push buttons to open while going in or out.
 - The countertops in the kitchen and common areas (shared equipment and library) are all lowered for accessibility.
 - All workstations and touchdown desks are height adjustable.
 - Hallways and walkways are wider than standard.
 - All entrance points are wide enough for a wheelchair to enter.
 - Large and medium boardrooms have room for a wheelchair to turn around.
 - In case of a fire and someone is unable to make it down the stairs, our office has a fire-safe room, which is a safe space for someone to wait for the fire department's assistance.
- We developed an emergency evacuation plan and evacuation drill and communicated them to all employees. In accordance with the AMA, our employees were asked to contact human resources to develop an individualized emergency response plan if they require additional support during an evacuation.

Information & communication

- We track public requests through our customer relationship management (CRM) case management process and ensure requests are dealt with in a timely manner.
- We updated our website to the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard.
- We developed accessible PDFs that contain information about our offers.

Customer service

- When we host public events, the planning process includes consideration of accessibility needs.
- Accessibility requests can be submitted by phone and email, and our customer contact centre records these requests in our CRM.

Employment

- We continue to inform applicants that reasonable accommodations are available upon request during any phase of the assessment and recruitment process.
- All external job postings inform candidates that reasonable accommodations are available to applicants who may experience a barrier arising from a protected characteristic(s) identified in The Manitoba Human Rights Code.

Accessibility consultations

- In 2024, we collaborated with other Crown agencies to conduct a joint Crown accessibility survey of organizations representing persons facing accessibility barriers. The results of the survey have been taken into consideration while developing this plan.
- We participate in a cross-functional accessibility working group with other Crown Corporations ('Crowns'). Meetings are held three times per year and ensure the Crowns are aligned with AMA requirements. The working group is responsible for identifying policies, programs, practices, and services that cause or may cause barriers to people with disabilities within their respective corporate or operating groups.

ACCESSIBILITY BARRIERS

Accessibility requests are tracked through our CRM and public feedback can be submitted by email, phone, and social media. We use this feedback to understand the needs of our customers and identify barriers to accessibility encountered at Efficiency Manitoba. We'll continue to ensure equitable access and participation for people with disabilities.

This section outlines some of the barriers identified through the feedback process.

Built environment

- Some door handles to meeting rooms are problematic for people with dexterity issues.

Information & communication

- Sections of our external website, including web documents and our online application system, aren't fully accessible for screen readers.
- Communication challenges prevent people with hearing or visual impairment from fully receiving information about our offers. We currently collect information about the accessibility accommodations our customers need through our CRM.
- In 2024, we took part in a joint Crown Corporation accessibility survey. Organizations representing Deaf, deafened, and hard of hearing clients identified a lack of alternate communication options at Efficiency Manitoba as well as a lack of American Sign Language (ASL) video options on our website and social media.

Customer service

- We must continue to integrate accessibility considerations into processes and procedures to improve customer service to people with disabilities.

Employment

- The 2024 joint Crown Corporation accessibility survey highlighted that sometimes accessible options aren't provided.

MULTI-YEAR ACCESSIBILITY PLAN: 2025-2026

We've incorporated, and will continue to incorporate, accessibility measures into our policies, procedures, training, and website as identified in this Multi-Year Accessibility Plan.

1 | GENERAL ACCESSIBILITY

Multi-Year Accessibility Plan

Ongoing initiatives

- Develop our Accessibility Policy and Statement of Commitment and update as required
- Review and update our Multi-Year Accessibility Plan every two years
- Provide an annual progress report on the Accessibility Plan
- Continuously review the Accessibility Plan to ensure it's up to date with current practices and technologies

Outcomes

- We'll provide a clear message and overarching direction about accessibility
- Clear expectations will be set by the accessibility representative about accessibility commitments and requirements
- Actions and priorities will be identified to help us become more accessible
- Employees will become aware of and support the AMA and our Accessibility Plan

Accessibility requests

Ongoing initiatives

- Provide documents in accessible formats upon request
- Continue to monitor customer feedback regarding ease of use for reporting accessibility requests
- Monitor and take appropriate action on requests submitted through our CRM from members of the public

Outcomes

- Customers and employees will have a clear understanding on the accessible process to report and receive feedback regarding barriers and accessibility
- Information and communications will be provided in accessible formats

2 | TRAINING

Ongoing initiatives

- Provide training on accessibility requirements under the AMA and the Accessibility Standard for Customer Service for all employees
- As new standards are developed, deliver training module updates to employees
- Track and monitor AMA course completions
- All new employees will be required to complete online AMA training within their first month of employment (proof of completion is retained by Efficiency Manitoba in the employee training records)
- Review training content of AMA modules and update as new AMA standards are announced

Outcomes

- All employees will be trained to identify barriers and will complete the accessibility training by June 30, 2025
- Employees will be educated on AMA legislation and standards
- Employees will be trained to anticipate and address accessibility barriers in advance and respond to customer requests for accommodation

3 | BUILT ENVIRONMENT

Ongoing initiatives

- Incorporate barrier-free, universal design principles when upgrading Efficiency Manitoba's office space
- Perform an accessibility audit to review office space design against accessibility codes and standards

Outcome

- We will provide a barrier-free workplace

4 | INFORMATION & COMMUNICATION

Ongoing initiatives

- Review existing website content and identify ways to improve accessibility
- Develop all new website content to comply with Web Content Accessibility Guidelines (WCAG) version 2.1 Level AA
- Ensure graphic designers, web and digital media specialists, and the internal communications team complete accessibility training and apply their learnings to reports, documents, ads, graphics, web content, social media content, and videos
- Create an accessibility page on our website for users to easily find accessibility information and read our plan
- Collect accessibility feedback through our website user exit survey
- Design an internal SharePoint web page dedicated to accessibility which includes multiple resources to assist employees with accessibility requests, guidelines on interacting with people with disabilities, information about accessible format standards and checklists, and information about respectful language and terminology

Outcomes

- Access to information on our website, ads, and social media will be improved
- Our website, web applications, and newsletters will be more accessible

5 | CUSTOMER SERVICE

Ongoing initiatives

- Strive to improve barrier-free access to offers
- Consult with customers who self-identify as having accessibility requirements and assist them by addressing their needs
- Recognize and support customers that use assistive devices and support persons
- Review and revise processes, resources, and checklists for employees to ensure reasonable accessibility to public events
- Have captions in our virtual annual public meeting

Outcomes

- Customer service will be improved for members of the public facing barriers to offers
- The customer service process will be consistent for members of the public making accessibility requests
- Customers will receive equitable and timely access to information about our offers
- Employees will be aware of accessible formats and communication supports to enhance customer service
- Public events will be accessible to all Manitobans

6 | EMPLOYMENT

Ongoing initiatives

- Ensure regular review of the reasonable accommodation policy for Efficiency Manitoba employees
- Continue to create individual emergency response plans for employees with disabilities that require assistance
- When consent is given, develop a process to share emergency response plan information with emergency response personnel
- Continue to review employment programs and processes to identify and remove employment barriers
- Improve awareness opportunities for the candidates to request reasonable accommodations during the recruitment process
- Ensure new hires are informed of our policies for accommodating employees in the workplace

Outcomes

- Employees will have a fair and consistent process to request accommodations if a need is identified
- Employees with disabilities that require assistance during emergencies will have individual emergency response plans
- Emergency response personnel will have access to emergency response plans (when consent is provided)
- Enhanced employment opportunities will be available for members of the public disabled by barriers

- Candidates will be aware of the process to request reasonable accommodations during recruitment
- Our reasonable accommodation policy will be aligned with The Manitoba Human Rights Code