



# **MANITOBA MUSEUM ACCESSIBILITY PLAN**

Instituted: November 1, 2018  
Latest updated: February 1, 2021

## Context

This document responds to the Accessibility for Manitobans Act which became law in Manitoba on December 5, 2013.

For the purpose of this document, accessibility is understood to be multi-dimensional and includes the following, to the extent that it is practicable to do so:

- **Physical accessibility:** the ability of people with physical disabilities to reach and take part in all Manitoba Museum (the Museum) spaces.
- **Sensory accessibility:** the ability of people with impaired vision or hearing to access information and programs through alternative formats.
- **Intellectual accessibility:** the ability of people with learning disabilities to engage with and benefit from the Museum.

This document resides on the Museum's website, shared server, and at the front reception desk. It is available in alternate formats upon request.

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## **Part 1: Baseline Report**

### **A. Overview of Programs and Services**

#### **Summary:**

The Manitoba Museum's (the Museum) mission is:

- To preserve the heritage of Manitoba for present and future generations;
- To seek, acquire, and share knowledge of Manitoba's history, culture, and natural world with Manitobans and others; and
- To inspire personal discovery, appreciation, and understanding of Manitoba, the world, and our universe.

With nine permanent Museum Galleries, a Science Gallery, and a Planetarium, the Museum is renowned for its unique multi-dimensional interpretation of human and natural history themes, immersive dioramas, science and astronomy education, and the scope and quality of school and public programs. As the central repository of the Province of Manitoba's rich cultural and natural heritage, the Museum holds in trust more than 2.8 million artifacts and specimens.

The Museum is located within the Manitoba Centennial Centre Corporation campus (Centennial Concert Hall) with public access on the main level (where the Museum Galleries and Temporary Exhibitions are located) and in the lower level concourse (where the Planetarium and Science Gallery are located).

#### **Our Visitors:**

The Museum offers exhibitions, publications, as well as, on-site and outreach programs to the general public, members, school groups, group tours, and event guest.

Museum visitors are primarily residents of Manitoba, but services are also delivered to many international tourists visiting the province. Museum visitors span a wide range of demographics. The Museum strives to ensure its products and services meet the diverse needs of its customers.

**B. Accessibility Achievements**

The Manitoba Museum is accredited by Imagine Canada for excellence in non-profit accountability, transparency, and governance and is committed to diversity, inclusion, and great accessibility. Examples of achievements related to accessibility include:

Year	Date	Achievement	Department Lead(s)
<b>2009</b>	Aug	Hired an external consultant (Design for All Inc) to do an Accessibility Audit to identify areas that the Museum could improve.	Design
<b>2013</b>	April	Completed an internal accessibility audit of the Museum Galleries.	Design
<b>2017</b>	May	Redesigned the front reception desk and surrounding space with accessibility in mind.	Design Visitor & Member Services
	May	Established a Comments & Complaints policy and procedure to standardize process for responding to feedback	Management Visitor & Member Services
<b>2018</b>	June	Invested in public washroom upgrades in the Nonsuch gallery to reflect universal design and to improve accessibility.	Design
	July	Established an Accessibility Committee that meets quarterly (May, Aug, Nov, Feb) to discuss accessibility topics such as the accessibility plan, policies and procedures, training and resources, and building improvements.	All
	July	Developed an Accessibility Toolkit for staff and volunteers which contains resources to support accessible practices, and development/delivery of accessibility-related training	Design Visitor & Member Services Human Resources
	July	Added a Comments & Complaints form to website	Visitor & Member Services Marketing
	Oct	Revised policies and procedures relating to Accessibility	All/Management
	Oct	Initiated mandatory online Accessibility Training for all Staff & Volunteers	Human Resources
	Nov	Implemented Manitoba Museum Accessibility Plan	Visitor & Member Services Design
	Nov	Added an Accessibility page to website to establish a centralized location for updates and temporary closures, easy access to the online comments and complaints form, the	Marketing

		wayfinding map, and the Museum's Accessibility Plan.	
<b>2019</b>	Aug	Developed a New Pilot Program: Descriptive Touch Tours for visitors who are visually impaired. Worked with CNIB to offer sighted support program.	Learning & Engagement
	Oct	Developed a New Pilot Program: Now & Then: A Journey in Time is a dementia-friendly program for participants and their care partners. Worked with Alzheimer Society to create a supportive program.	Learning & Engagement
	Nov	Invested in new interactive technology and improved accessibility in the new Winnipeg Gallery.	Design
	Dec	Worked with CNIB to train frontline staff on supporting visitors with visual impairments.	Learning & Engagement Visitor & Member Services
<b>2020</b>	Feb	Invested in public washroom upgrades in the Foyer to reflect universal design and to improve accessibility.	Design
	Apr	Implemented new virtual public and school programs in response to COVID-19 that are accessible by various types of audiences.	Learning & Engagement
	Apr	Implemented Phase 1 of Accessible Standard #2 – Employment (identifying those who need help in the case of an emergency and individual plan creation)	Human Resources
	Dec	Created an Equity, Diversity, & Inclusivity Committee at the Museum to make further improvements throughout the organization (the Accessibility Committee reports to the ED&I Committee).	Management
<b>2021</b>	Jan	Updated WIFI throughout the building (free WIFI now accessible to all visitors)	Operations
	Apr	Invested in new interactive technology and improved accessibility in the renewed Grasslands Gallery.	Design
	Apr (TBD)	Implemented a Visitor Experience Strategy to address gaps in Museum's overall visitor experience (i.e. amenities, signage, etc.)	Visitor & Member Services
	Sept (TBD)	Implement a Visual Visitor/Group Story Through Museum (Photos/Descriptions of how to prepare for a visit to the Museum)	Learning & Engagement Visitor & Member Services
	TBD	Implement an Educational Audio Tour/Visitor Experience App	Learning & Engagement Visitor & Member Services

	TBD	Update style guidelines to ensure Box Office TV Screen design consider colour pairings for visitors with visual impairments.	Marketing
	TBD	Implement new Manitoba Museum Website	Marketing
	TBD	Develop and implement a Visitor Code of Conduct	Visitor & Member Services
	TBD	Create a video tour of the Nonsuch ship and have available on an iPad in Nonsuch Gallery for visitors.	Learning & Engagement

## C. Accessibility Barriers

This plan aims to address the most significant barriers to accessibility encountered at the Museum:

- **Attitudinal barriers:**
  - Lack of awareness of the range of accessibility barriers that exist and how to make accommodations;
  - Lack of awareness of accessibility legislation among some employees.
- **Systemic barriers:**
  - Inconsistent processes for addressing accessibility complaints and ensuring satisfactory resolutions;
  - Inconsistent program development and event planning that ensures barrier-free participation.
- **Information and communication barriers:**
  - Inconsistent employee awareness of best practices for interactions with members of the disability community (i.e. appropriate terminology and interaction with service animals);
  - Inconsistent ability to provide alternate format documents in a timely manner.
- **Technology barriers:**
  - Web documents, including application forms, templates, and brochures are not consistently accessible to screen reader devices;
  - Areas of the Museum's website were not designed or developed with accessible navigation in mind.
- **Physical and architectural barriers:**
  - Some public and internal areas are not physically accessible:
    - Limited accessible parking options
    - Limited alternate options to doors and stairs that present barriers to individuals with mobility disabilities
    - Limited accessible washrooms
    - Uneven flooring and ramps
    - Lack of handrails where there are changes of elevation or ramps

## Part 2: Accessibility Plan

### A. Statement of Commitment

The Manitoba Museum is committed to ensuring equal access and participation for people with disabilities. We believe in inclusion. We are committed to treating people with disabilities in ways that allow them to maintain their dignity and independence. We are committed to meeting the needs of people who face accessibility barriers. We will do this by identifying, removing, and preventing barriers, and by meeting the requirements of The Accessibility for Manitobans Act (AMA).

### B. Policies & Procedures

On an ongoing basis, the Manitoba Museum monitors provincial legislation and recommendations by provincial organizations, including *The Accessibility for Manitobans Act* and its related standards. All Manitoba Museum policies and procedures are reviewed on a maximum three year cycle and are updated as required. These policies and procedures are available in alternate formats upon requests:

- Accessibility Policy & Procedure
- Equity and Diversity Policy & Procedure
- Admission Fees Policy
- Complimentary Admissions Policy & Procedure
- Use of Service Animals Operational Procedure
- Comments and Complaints Policy & Procedure
- Harassment and Discrimination Prevention Policy & Procedure
- Employee Recruitment & Selection Operational Procedure
- Facility Rentals Policy
- Signage in Public Spaces Operational Procedure
- Media Communications Policy & Procedure
- Emergency Evacuation Operational Procedure
- Employee Assistance
- Return to Work Policy & Procedure

## C. Actions

<b>Action 1</b>	
<b>Create an institutional framework that keeps accessibility at the forefront</b>	
Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none"> <li>• Assign executive level responsibility to ensure the Manitoba Museum satisfies The Accessibility for Manitobans Act and its related standards.</li> <li>• Create an Accessibility Committee that is made up of staff from different departments within the Museum to address Initiatives/Actions.</li> <li>• Ensure that all staff are responsible for identifying and reporting existing barriers in a timely manner.</li> <li>• Ensure that members of the disability community are consulted with respect to the development of accessibility plans and processes.</li> <li>• Ensure that the Accessibility Plan is reviewed and updated annually.</li> <li>• Develop appropriate policies to ensure that facilities are accessible for inspection and accountability.</li> </ul>	<ul style="list-style-type: none"> <li>• Executive responsibility (Chief Executive Officer) assigned overall responsibility.</li> <li>• The Accessibility Committee is maintained with representation across departments to review, remove, and prevent accessibility barriers. Working group meets quarterly and as needed.</li> <li>• People with disabilities and others in the community are consulted with and engaged to identify barriers and provide advice on solutions where required.</li> <li>• The Accessibility Plan is reviewed annually by the Committee to ensure that it considers the latest practices and technologies. Updates are brought to the executive level and then disseminated to all staff as appropriate.</li> <li>• The Accessibility Plan is made public and available in alternate formats.</li> <li>• Museum facilities are accessible for inspection and accountability under <i>The Accessibility for Manitobans Act</i>.</li> <li>• Accessibility improvements are incorporated and prioritized in the organizational plan, strategies, and budget.</li> </ul>

**Action 2**  
**Provide accessible customer service**

Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none"> <li>• Update feedback process for the public to report accessibility issues they encounter.</li> <li>• Supplement general accessibility training with department specific or site-specific training on accessible customer service, where needed.</li> <li>• Ensure programs are developed and facilitated to ensure accessible participation.</li> <li>• Review and update policies, as necessary, to ensure accessible customer service for the products and services offered.</li> <li>• Review and maintain related employee training, and ensure staff are regularly scheduled for updated training.</li> <li>• Create process for clear and accessible communication of temporary barriers (i.e. elevator out of order).</li> <li>• Ensure events are hosted in accessible locations.</li> <li>• Develop an event planning guide to ensure Manitoba Museum hosted events are accessible.</li> </ul>	<ul style="list-style-type: none"> <li>• Clear and current policies for identifying and removing barriers and responding to customer needs for accommodation, including assistive devices, support persons, and service animals.</li> <li>• Staff are trained to anticipate and address accessibility barriers in advance and respond to customer requests for accommodation.</li> <li>• Staff are trained to provide reasonable accommodation and are prepared to work with customers to offer alternatives when a barrier cannot be removed.</li> <li>• Staff are trained what to do when temporary barriers are encountered.</li> <li>• Templates are ready in multiple formats to inform the general public about temporary barriers.</li> <li>• Customers and employees have a clear and accessible manner in which to report and receive feedback regarding barriers and accessibility.</li> <li>• Manitoba Museum hosted events are accessible to all, and there is a process and protocol to request and receive accommodation.</li> </ul>

**Action 3**  
**Create and maintain an accessible workplace that encourages a diverse workforce**

Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none"> <li>• Create and update accessibility tools and resources to support accessible operations (i.e. Accessibility Toolkit).</li> <li>• Provide training to employees on accessibility legislation, and incorporate additional accessibility content into existing training courses.</li> <li>• Continue to review human resource policies, programs, guidelines, and information resources in support of removing employment barriers.</li> <li>• Review and update procedure manuals to ensure accessible administration, format, and procurement processes.</li> <li>• Review recruitment efforts to ensure that employment opportunities are broadly advertised to the disability community.</li> <li>• Review job descriptions and identify and remove barriers to employment where reasonable.</li> <li>• Create interview protocols with a proactive emphasis on accessibility and meeting the accommodation needs of job applicants.</li> <li>• Ensure information on requesting accommodation is accessible and available to all employees, especially new employees during orientation.</li> <li>• Ensure professional and personal development training is available in accessible formats.</li> </ul>	<ul style="list-style-type: none"> <li>• Applications for employment with the Manitoba Museum received from people with disabilities.</li> <li>• Job descriptions will not unreasonably exclude people with disabilities from seeking opportunities within the organization.</li> <li>• Interview processes that do not create barriers for people with disabilities.</li> <li>• New employees are made aware of how to request and receive accommodation.</li> <li>• A diverse and inclusive workforce that ensures employees are supported and provided with the training and accommodation required to perform their duties to the best of their abilities, and promotes professional development and career advancement.</li> </ul>

**Action 4**  
**Provide accessible information and communications**

Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none"> <li>• Create a communications standard for marketing materials and exhibition signage that ensures accessibility using plain language, alternate formats, large print, etc.</li> <li>• Develop an Accessibility page on the Museum's website.</li> <li>• Develop and implement a plan to ensure the Museum's website is compliant for accessibility and follows current web accessibility development standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Information regarding accessibility commitments and plans are clear and readily accessible.</li> <li>• The Manitoba Museum's website is accessible.</li> </ul>

**Action 5**  
**Provide barrier-free facilities**

Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none"> <li>• Review both public and office spaces to identify and remove barriers.</li> <li>• Create policies and procedures on accommodations required when a barrier cannot be removed and develop or provide reasonable alternatives.</li> <li>• Create policies and procedures to remove barriers as efficiently as possible when identified.</li> <li>• Consider barrier-free, universal design principles and the accessibility of the work environment when undertaking any project within the Museum.</li> <li>• Create a consistent plan for internal operations on how to deal with disruption of services in public spaces.</li> <li>• In coordinating facility and site renovations, ensure all applicable building codes and bylaws with respect to accessibility are met.</li> <li>• In addition to all applicable building codes and bylaws, at the time of renovating, we will consider other accessibility options.</li> <li>• Work with the disability community to regularly audit facilities and workplaces for accessibility barriers.</li> </ul>	<ul style="list-style-type: none"> <li>• Physical access to the Manitoba Museum is improved.</li> <li>• Facilities and workplaces are barrier-free.</li> <li>• Accommodations and/or alternatives are readily available when a barrier cannot be removed from a facility or work place.</li> <li>• Facility maintenance and renovations includes and considers removal and prevention of barriers.</li> <li>• Future Museum space will include specifications for accessibility.</li> <li>• Ongoing improvements are made in consultation with the disability community.</li> </ul>

**Action 6**  
**Continue to monitor progress**

Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none"> <li>• Accessibility Committee will track progress on challenges and requests for accommodations and report regularly to senior management.</li> <li>• Future Accessibility Plans and budgets are to be integrated into operational plans.</li> <li>• Communication like the annual report will include a progress report and update on <i>The Accessibility for Manitobans Act</i>.</li> </ul>	<ul style="list-style-type: none"> <li>• Executive and senior management is aware of progress that is made on compliance with <i>The Accessibility for Manitobans Act</i> and considers future plans.</li> <li>• Annual report includes a section highlighting progress on accessibility compliance obligations.</li> <li>• Accessibility Plan is posted on website and available in alternate formats.</li> </ul>

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Approved by: \_\_\_\_\_ Claudette Leclerc \_\_\_\_\_ Date: \_\_\_\_\_ November 1, 2018 \_\_\_\_\_

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