

Manitoba Film and Music

Accessibility Plan 2017-2019

(December 12, 2018)

Part 1: Baseline Report

A. Overview of Programs and Services

Manitoba Film and Music is a statutory corporations of government proclaimed under the Manitoba Film and Sound Recording Development Corporation Act funded by the Province of Manitoba through the Department of Sport, Culture and Heritage.

MFM supports the Manitoba film and music industries through our objectives, which are to create, stimulate, employ and invest in Manitoba by developing and promoting Manitoba companies, producing and marketing film, television, video and music recording projects as well as to promote Manitoba as a film location for off-shore production companies.

B. Accessibility Achievements

Manitoba Film and Music encourages an environment of inclusion, diversity and equal opportunities for all who seek our services. Our organization works to achieve greater accessibility through efforts such as:

- Wheelchair accessible ramp located at back entrance of building.
- Automatic doors available at front and back doors of the building.
- Staff trained in Customer Service Standard according to the Accessibility Legislation.
- Website is compatible with software used by the visually impaired.
- Program applications are available in a variety of formats (online, email, mail, or in-person).
- Open concept office allows for greater mobility within our physical space.

C. Accessibility Barriers

Consultations were conducted with persons disabled by barriers, and we will continue these conversations in future updates of the Plan to maintain barrier-free access to services.

- There are currently no accessible parking spaces available to our building.
 - Note: MFM is a renter in the building but has met with the owners, who are considering our accessibility requests.
- Application forms are designed in 12 point font and currently not available in other formats.

Part 2: Accessibility Plan

A. Statement of Commitment

Manitoba Film and music is committed to ensuring equal access and participation for people of all abilities. We are committed to treating people in ways that allow them to maintain their dignity and independence. We are committed to meeting the needs of people who face accessibility barriers where possible by meeting the requirements of The Accessibility for Manitobans Act (AMA).

B. Policies

(Appendix A)

- Accessible Customer Service Training:

MFM will require all employees to be part of training to ensure staff awareness of accessible customer service. New staff and Board who develop policies will receive training on our plan and customer service policies. Volunteers who interact with the public will be provided information on the importance of Accessibility and how to address various situations.

- Reasonable Accommodation:

MFM will accommodate and provide support to people of all abilities when delivering services. MFM will accommodate assistive devices, support persons, and service animals.

- Information and Communication Requests:

MFM will make information and grant applications available in alternative document formats on request. We will work to accommodate specific information and accessibility needs where possible.

- Feedback Process:

MFM will respond to any accessibility concerns and questions. Responses to concerns will be acknowledged and discussed within three business days.

- Temporary Notice of Unavailable Services:

MFM will advise clients when accessible features of the building are temporarily out of order through signage and/or notice on our website.

- Support Persons:

MFM welcomes support persons who accompany people with disabilities. At MFM hosted public events, there will be no admission charge for the support person. MFM will address the person with the disability directly, unless asked to do otherwise.

- Service Animals:

MFM welcomes service animals that assist people with disabilities. For safety reasons, MFM may ask whether the animal has been trained to assist a person because of disability and what type of assistance the animal provides.

- Accessible Public Events:

MFM hosted public events will be announced in a manner that is accessible, hold events in accessible places, and is open to requests for disability accommodations.

C. Actions

Action 1 – General Requirements

Initiatives/Actions	Expected Outcomes
<p>MFM will:</p> <ul style="list-style-type: none"> • Review programs and services to ensure accessibility • Provide accessible formats and alternative documents as requested • Make policies and plans public • Create procedures and processes specific to how to receive and respond to feedback • Update plan every 2 years 	<ul style="list-style-type: none"> • Identify actions that will assist MFM in becoming more accessible • Improved ability for ongoing assessment of MFM's accessibility
<p>Progress Update:</p> <ul style="list-style-type: none"> • MFM Programs reviewed and language added to accommodate accessibility requests. • MFM Accessibility Plan to be incorporated into MFM website by Dec 31, 2018. • Accessibility Feedback received to be reviewed by Director, Finance & Administration and Administrative Assistant for possible action. • Plan will be revised as necessary, with scheduled full review in January, 2021. 	

Action 2 – Customer Service

Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none"> • Management to confirm the organization's commitment to accessibility • HR to offer accessibility awareness presentation and "employee tips booklet" to staff 	<ul style="list-style-type: none"> • Board of Directors approval • Staff understands accessibility and supports implementation of plan • Accessibility Plan is available to staff
<p>Progress Update: Completed</p> <ul style="list-style-type: none"> • MFM Senior Management, MFM Board of Directors and MB Government have reviewed and approved MFM Accessibility Plan. • Training provided to all MFM staff on the Customer Service Standard in which staff understand and support implementation of Plan. 	

Action 3 – Employment

Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none"> • Continue to review human resource policies and programs in support of ensuring there are no employment barriers • Require employees to attend training or information session • Include Accessibility Plan in Employee Handbook 	<ul style="list-style-type: none"> • Improved awareness of employee standards necessary for accessible service when hiring
<p>Progress Update: Completed</p> <ul style="list-style-type: none"> • Training provided to all MFM staff on the Customer Service Standard in which staff understand and support implementation of Plan. • Accessibility included in MFM Employee Handbook – training and information will be provided to all new MFM employees. 	

Action 4 – Information and Communication

Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none"> • Advise public of MFM’s Commitment & Plan on corporate website • Promote availability of alternative formats upon request by including active offer on website and documents • Set up active offer for feedback regarding accessibility 	<ul style="list-style-type: none"> • Staff aware of all alternative formats • From date of website updated onward, advertise the availability of alternate formats of documents • Feedback process allows ability to adjust and prioritize future actions
<p>Progress Update:</p> <ul style="list-style-type: none"> • MFM Accessibility Plan to be incorporated into MFM website by Dec 31, 2018. 	

Action 5 – Built Environment

Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none"> • HR schedule meeting with building management to discuss improved accessibility of building • Building management to investigate all possible suggestions 	<ul style="list-style-type: none"> • Proposed projects, such as automatic back entrance doors, are implements and benefit all who use our services

<ul style="list-style-type: none"> • Visible signage to indicate “Ramp at Back Entrance” 	<ul style="list-style-type: none"> • City of Winnipeg agrees to designated loading/accessible spots close to building • Greater awareness what services are available or not
<p>Progress Update: Completed</p> <ul style="list-style-type: none"> • Building management has installed signage and automatic door openers at front and back entrance of building. Will consider future requests. • City of Winnipeg approached to convert loading zone to dual-purpose parking – no response. 	

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Signature 

CEO

Date: 

Approved by Disabilities Issues Office, Province of Manitoba: November 8, 2018

Manitoba Film and Music Accessible Customer Service Policy

Statement of Policy

Manitoba Film and Music is committed to improving access and removing barriers to accommodate people with all ability levels. We are committed to treating people in ways that allow them to maintain their dignity and independence.

This policy is created in accordance to the introduction of the first standard under *The Accessibility Act* for Manitobans enacted by the Government of Manitoba in 2015.

Purpose

The purpose of the Manitoba Film and Music Accessible Customer Service Policy is to ensure inclusion and equal opportunity for people who face accessibility barriers.

Scope

This policy applies to all those employed by the corporation.

Policy Implementation

- Accessible Customer Service Training

MFM will require all employees to be part of training to ensure staff awareness of accessible customer service. New staff and Board who develop policies will receive training on our plan and customer service policies. Volunteers who interact with the public will be provided information on the importance of Accessibility and how to address various situations.

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