

# Consumer Protection Division

## Accessibility Survey

Branch Name: \_\_\_\_\_

Branch Locations: Please specify each:

\_\_\_\_\_  
\_\_\_\_\_

### 1. Web Accessibility

What types of accessibility provisions are incorporated into your web site?

Please answer Yes or No

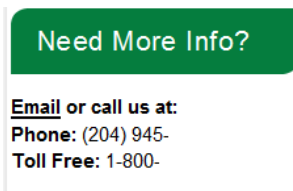
\_\_\_\_\_ Scalable Web Text Size?



\_\_\_\_\_ Accessibility Tab on web page?

[Accessibility](#) [Disclaimer](#) [Copyright](#) [Privacy](#) [Contact](#) [Government](#)

\_\_\_\_\_ Need More Info? on the right side bar



\_\_\_\_\_ Branch contact info (address, phone, email, TTY etc.):

- \_\_\_\_\_ Posted hours of office operation?
- \_\_\_\_\_ Accessibility for screen reader software?
- \_\_\_\_\_ Statement posted on website: "Available in alternate formats, upon request"
- \_\_\_\_\_ Statement posted on .pdf documents and forms "Available in alternate formats, upon request"
- \_\_\_\_\_ Other web accessibility features? Please specify each:

## **2. Accessibility in public areas of the workplace - Barrier-free access to goods and services**

- \_\_\_\_\_ Is the Main entrance access to office at street level? In other words there is no need for ramps or lifts?
- \_\_\_\_\_ Are the building elevators at street level so that there is no need for ramps or lifts?
- \_\_\_\_\_ Are there wheelchair accessibility ramps where there are stairs to the entrance?
- \_\_\_\_\_ Are there wheelchair accessible lifts or elevators?
- \_\_\_\_\_ Does your contact and address information indicate that the office or service facility is wheelchair accessible?
- \_\_\_\_\_ Does your wheelchair accessibility information indicate special requirements such as assistance by building staff required to access ramps, elevators or lifts?
- \_\_\_\_\_ Is there an automated opener on the front door of building
- \_\_\_\_\_ Is there an automated opener on the office front door?
- \_\_\_\_\_ Where automated door is not available, does the office door have a lever rather than round knob door handle?

### **Washrooms:**

- \_\_\_\_\_ Is the accessible washroom on same floor as public services?
- \_\_\_\_\_ Is the location of accessible washrooms posted in public areas?

\_\_\_\_\_ Does the location notice have a map to accessible washroom when it is difficult to find?

Do the elevators at your locations(s) have:

\_\_\_\_\_ Braille on elevator floor numbers?

\_\_\_\_\_ Automated voice announcing floor number?

\_\_\_\_\_ Wheel chair accessible floor selection panel (panel is closer to the floor)?

Does your office space have:

\_\_\_\_\_ Accessible meeting or hearing rooms?

\_\_\_\_\_ Sitting-level transaction counters for clients with wheelchairs or that have difficulty standing (with chairs available)?

\_\_\_\_\_ Other accessibility aids available. Please specify each:

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### 3. Communications

When office layout was design, was consideration given for clients with:

\_\_\_\_\_ Visual impairment?

\_\_\_\_\_ Hearing impairment?

\_\_\_\_\_ Understanding (cognitive) impairments?

\_\_\_\_\_ Is the "Active Offer" poster displayed prominently in public areas (see Appendix A)?

\_\_\_\_\_ Is the following statement "Available in alternate formats, upon request" printed on publications, forms and other documents?

\_\_\_\_\_ Are there other accessibility communication aids available: Please specify each:

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#### 4. Assistive devices

\_\_\_\_\_ Is TTY available? [Text Telephone \(use of telephones for the hearing impaired\)](#)

\_\_\_\_\_ Are there other aids available? Please specify each:

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#### 5. Support persons

\_\_\_\_\_ Is there an office policy to allow a designated third party to act on the clients behalf (with or without the client present)?

\_\_\_\_\_ Is there an office policy for allowing support person into meetings, hearings and consultations?

What approach to service does your area employ when communicating with clients who have a support person with them? Please specify:

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\_\_\_\_\_ Other considerations given to support people? Please specify:

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## 6. Service animals

\_\_\_\_\_ Does your office have a policy on service animals in public areas of branch?

What approach to service does your area employ when providing services to persons with a service animal? Please specify:

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Are there other issues regarding service animals? Please specify:

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## 7. Training for staff

\_\_\_\_\_ Is your branch aware of the availability of any accessibility training?

If yes please specify:

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\_\_\_\_\_ Has staff received any training directly or indirectly related to accessibility?

\_\_\_\_\_ If yes, please specify all training received and location and name of the training provider.

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\_\_\_\_\_ Are there any other training issues? please specify:

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## 8. Accessibility of public events

What types of public events does your branch conduct?

\_\_\_\_\_ Public consultations (e.g. meetings with stakeholders)

\_\_\_\_\_ Hearings

\_\_\_\_\_ Open houses

\_\_\_\_\_ Other public events? please specify:

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What types of accessibility accommodations are considered or provided when public events are scheduled?

\_\_\_\_\_ Wheel chair accessible: ☐ considered ☐ provided

\_\_\_\_\_ Hearing assistive devices: ☐ considered ☐ provided

\_\_\_\_\_ Presentation materials available in alternative formats: ☐ considered ☐ provided

\_\_\_\_\_ Are there other accessibility accommodations considered and/or provided?

Please specify each:

\_\_\_\_\_

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\_\_\_\_\_

## Appendix A – Active Offer of Accommodations: The Public Sign - Active Offer

The concept of **active offer** means that Government of Manitoba services, such as providing information, organizing events, and offering services, are evident, readily available and easily accessible to persons with disabilities, and of comparable quality to those offered to the general public.

Include the following statement in publications: “This publication is available in multiple formats upon request.” This statement should appear in **large** font at the bottom of the first page of the document.

### Active Offer Means:

- **Include** in documentation an offer to provide alternate formats of documentation, brochures, forms or on-line information
- **Publicize** an offer of disability accommodations available at events
- **Provide in-person service** that is respectful of the diversity of Manitobans and their needs.

**Do you need assistance because of a disability?**

**We can provide information and services in different ways.**

**Please ask us.**



**Avez-vous besoin d'aide à cause d'une incapacité?**

**Nous pouvons vous fournir des renseignements  
et des services de différentes manières.**

**N'hésitez pas à nous le demander.**

