



Accessibility Plan (January 2019 – December 2020) for Manitoba Liquor & Lotteries

This publication is available in alternative formats upon request.

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PART 1. Overview of programs and services

Summary

A Crown corporation of the Province of Manitoba, we distribute and sell liquor, and provide gambling and entertainment experiences, in a socially responsible manner. We are also the provincial wholesale provider of retail cannabis.

As the wholesaler and distributor of liquor and cannabis in Manitoba, we serve more than 1,700 commercial customers through our distribution centre. We also operate all Liquor Mart and Liquor Mart Express outlets in the province.

Our Club Regent and McPhillips Station Casinos feature table games, slots, bingo, restaurants, lounges, and live shows throughout the year. Our video lottery terminal (VLT) network supports the hospitality industry across the province, while PlayNow.com offers Manitobans a safe, secure and legal way to play online.

We are the exclusive supplier of break-open tickets and bingo paper in Manitoba, and distribute and sell Western Canada Lottery products through a network of independently-owned lottery retailers.

Our customers

Manitoba Liquor & Lotteries provides products, services and entertainment to customers 18 years and older (19 years and older for cannabis). Our customers are primarily residents of Manitoba, but we also deliver services to the many tourists visiting our province. Consumers of our products and entertainment services span a wide range of demographics and we strive to ensure our products meet the diverse needs of our customers.

Accessibility achievements

Manitoba Liquor & Lotteries continually looks to identify, remove and prevent barriers to people with disabilities. In addition to the achievements listed in our 2016-2018 Accessibility Plan (available at www.mbl.ca or upon request), the corporation has taken the following steps to enhance accessibility throughout our organization and workplace including:

Collaboration

- Worked with the disability community to conduct comprehensive audits of all locations where our products and services are available to identify barriers to accessibility for remediation.
- In those cases where our products and services are available in a location that is not within the direct control of Manitoba Liquor & Lotteries (i.e., VLT siteholders, lottery terminal kiosks, etc.), Manitoba Liquor & Lotteries prepared communications to siteholders informing them of the *Accessibility for Manitobans Act* and the Customer Service Standard.

Communication

- Established accessibility@mbl.ca as an option to contact Manitoba Liquor & Lotteries to inquire about accessibility concerns or request accommodations. Since its implementation, this account was contacted five times regarding accessibility request, two of which were internal and three of which were external concerns or questions. All five were responded to and resolved. The account also received three requests which were unrelated to accessibility, and these were forwarded to the appropriate departments for response.
- Manitoba Liquor & Lotteries conducted a diversity census with an expanded definition of persons with a disability to ensure representation of persons with invisible disabilities and those not requiring workplace accommodation. The percentage of persons with disabilities working at Manitoba Liquor & Lotteries increased from 3.62% to 5.09%.
- Our gaming and retail spaces respond to requests almost daily. While tracking each and every interaction in these environments is not practical, Manitoba Liquor & Lotteries does survey employees regarding common accommodation requests and responses. Employees are also surveyed to ensure that they have the support they need from the corporation to provide accessible customer service.

Process

- A process for the identification and public notification of temporary barriers has been put in place for all locations.
- Accessibility requirements have been incorporated into the corporate procurement process. Requests for Goods and Services are monitored for opportunities to embed accessibility features and requirements into bid documents.
- Manitoba Liquor & Lotteries participates in work experience programs, hosts work placements and attends and presents at recruitment events to actively recruit persons with disabilities.

Education

- An online training tool has been developed and rolled out to all front-line customer service staff. This tool has also been incorporated into the onboarding process for all MBLL employees and into the Learning Management System for all employees. Front-line managers and supervisors also received in-person training in accessible customer service and the *Accessibility for Manitobans Act*.
- Communications and administrative staff received classroom training in creating accessible Word, PDF, and Outlook communications. Writing with clarity is available to all staff to facilitate plain language communications.

Accessibility Solutions

- All locations have an Accessibility binder that includes a notepad and pen for communication barriers, notice of policy regarding allowing entrance of an inspector under the *Act*, instructions on reporting and communicating temporary barriers, as well as a review of providing accessible customer service, the MBLL Accessibility Policy and Customer Service Standard.
- Active offer signage has been installed at all locations.
- Websites have been updated to increase accessibility.

- Liquor home delivery service has been changed from a phone-based system to an online delivery service.
- Human Resources actively offers accommodations when scheduling interviews and testing for applicants.
- Accessibility features such as lowered counters, single lane cashiers, wide aisles, new rear-stocking fridges are incorporated into the renovation plan for Liquor Marts and continue to be implemented.
- Worked with the British Columbia Lottery Corporation to incorporate accessible customer service into PlayNow.com. This includes allowing support persons to represent customers on customer service calls and a process for receiving and responding to accessibility concerns and requests.
- Large print menus are now available at casino eating establishments.

Accessibility Barriers

In an effort to better understand the barriers to accessibility encountered at Manitoba Liquor & Lotteries, accessibility audits were once again conducted at our main customer contact points (Casinos, Liquor Marts, Liquor Mart Express Stores and Front Reception desks of corporate offices).

Some of the barriers identified include:

Attitudinal:

- Staff would benefit from additional training on how to address and communicate with persons with disabilities, how to respond to and address identified barriers, and providing reasonable alternatives where barriers exist.

Physical and architectural:

- While our facilities are being continuously upgraded to increase accessibility, not all sites currently meet accessibility requirements.
- Promotional displays are still occasionally placed in a manner that makes it difficult for a wheelchair to navigate aisles.

- Not all gaming devices, products and equipment are accessible. Many features are supplier/manufacturer-driven.

Informational and communication:

- No ability to accept TTY (text telephone) calls from customers.

Technology:

- Not all gaming devices, products and equipment are accessible. Many features are supplier/manufacturer-driven.
- Home delivery service website requires improvement to increase accessibility.

Systemic:

- Wayfinding continues to be a challenge in Casinos of Winnipeg and the Shark Club Gaming Centre.

PART 2. Accessibility plan

On an ongoing basis, Manitoba Liquor & Lotteries monitors *The Accessibility for Manitobans Act* and its related standards. Manitoba Liquor & Lotteries' policies, including its Accessibility Policy, are reviewed, and if required, updated annually to ensure consistency. These policies are available in alternate formats upon request.

Statement of Commitment

Manitoba Liquor & Lotteries believes in diversity and inclusion. We are committed to equal access and participation for all people, regardless of their abilities. We are committed to treating all people in the way that allows them to maintain their dignity and independence. We are committed to identifying, removing and preventing barriers to accessibility and meeting the requirements of *The Accessibility for Manitobans Act*.

Actions

1: ESTABLISHED FRAMEWORK TO ENSURE EQUAL ACCESS AND PARTICIPATION FOR PEOPLE WITH DISABILITIES

Completed and Ongoing Actions:

- Vice-President, Corporate Services continues to have executive responsibility and oversight of accessibility, and oversees the work of the Accessibility Coordinator who continues to work with employees and the disability community to identify and remove barriers.
- Staff have been trained and continue to be trained to identify and remove barriers and a temporary barriers process has been put into place.
- Accessibility Coordinator works with employees and leads consultations with the disability community to update corporate accessibility plan.
- Accessibility Plan and Customer Service Standard appendix is public and available in alternate formats.

New Initiatives/Action 2019/2020

- Based on feedback received from the disability community, the Accessibility Coordinator will work with relevant departmental representatives to address barriers identified in most recent audits.

Expected outcomes

- Identified barriers will be removed and/or reasonable accommodation alternatives will be in place.

2: PROVIDE ACCESSIBLE CUSTOMER SERVICE

Completed and Ongoing Actions:

- Accessibility Policy and Customer Service Standard is in place and staff are trained in identifying and removing barriers, responding to customer requests for accommodation and to work with customers to offer reasonable alternatives when a barrier cannot be removed.
- A record of accessibility requests through accessibility@mbll.ca is maintained and staff are surveyed to monitor accommodation requests, accessible customer service achievements, and to ensure that staff are supported and provided with what they need to continue to provide accessible customer service.
- A Temporary Barriers Process is in place and communicated to staff so that they know what to do and how to communicate information about the temporary barrier to the public.
- A communications guide has been prepared.
- Accessibility guidelines have been incorporated in corporate event planning processes.

Initiatives/action

- Explore options to improve wayfinding and trip planning at the casinos.
- Explore options to provide clearer instruction on game play.
- Develop accessible communications regarding obtaining and using a Club Card.
- Ongoing training will be made available on providing accessible customer service.

Expected outcomes

- Improved wayfinding at casinos.
- Improve access to information on game rules
- Clearer instructions around Club Card benefits.
- Improved customer service.

3: PROVIDE ACCESSIBLE INFORMATION AND COMMUNICATIONS

Completed and ongoing initiatives:

- Corporate websites contain information regarding accessibility.
- Corporate websites have undergone redevelopment to improve accessibility
- BCLC has improved accessibility of PlayNow.com

Initiatives/action

- Continue to maintain and update Accessibility page on corporate website (i.e. mbll.ca).
- Continue to ensure all websites are compliant for accessibility and follow current web accessibility development standards.
- Continue to work with BCLC to ensure hosted PlayNow.com site and related customer services are accessible.
- Improve accessibility of online home delivery service.

Expected outcomes

- Information regarding accessibility commitments and plans are clear and readily accessible.
- All Liquor & Lotteries websites are accessible.
- Influence BCLC to comply where required with applicable accessibility requirements for websites.
- Accessible online home delivery service.

4: CREATE AND MAINTAIN AN ACCESSIBLE WORKPLACE THAT ENCOURAGES A DIVERSE WORKFORCE

Initiatives/action

- Monitor anticipated Employment Standard and prepare for implementation and compliance.

- Work with relevant departments to ensure compliance with the Employment Standard, once released, within legislative timeframes.
- Continue to implement recruitment efforts so that employment opportunities are broadly advertised to the disability community.
- Continue to review job descriptions and identify and remove barriers to employment where reasonable.
- Continue to implement interview protocols with a proactive emphasis on accessibility and meeting the accommodation needs of job applicants.
- Continue to ensure information on requesting accommodation is accessible and available to all employees, especially new employees during orientation.
- Continue to ensure information regarding Liquor & Lotteries' diversity strategy and accommodation policies is readily accessible to all employees.
- Develop a plan to ensure that all onboarding training is available in accessible formats.
- Develop a plan to ensure professional and personal development training is available in accessible formats.

Expected outcomes

- Compliance with the Employment Standard under the *Accessibility for Manitobans Act*.
- Applications received from persons with disabilities for employment with Liquor & Lotteries.
- Job descriptions will not unreasonably exclude persons with disabilities from seeking opportunities within the corporation.
- Interview processes that do not create barriers for persons with disabilities.
- New employees are made aware of how to request and receive accommodation.
- New employees are able to have access to a network of coworkers committed to raising awareness and celebrating diversity & inclusion in the workforce.
- A diverse and inclusive workforce that ensures employees are supported, provided with the training and accommodation required to perform their

duties to the best of their abilities, and promotes professional development and career advancement.

5: CREATE AND MAINTAIN BARRIER-FREE FACILITIES AND WORKPLACES

Initiatives/action

- Ongoing review of facilities and workplaces and identify and remove barriers.
- Remove barriers as efficiently as possible when identified.
- In coordinating facility and site renovations, ensure all applicable building codes and bylaws with respect to accessibility are met.
- In addition to all applicable building codes and bylaws, at the time of renovating, other accessibility options will also be considered to meet the needs of our staff and customers.
- Considering accessibility features that may not be captured under Building Code compliance, develop inventory of accessibility features to be considered and implemented when planning renovations or lease requirements.
- Ensure all future lease acquisitions include mandatory accessibility standards as part of the scheduled specifications.
- Work with the disability community to regularly audit facilities and workplaces to identify accessibility barriers.

Expected outcomes

- Barrier-free facilities and workplaces.
- Accommodations and/or alternatives are readily available when a barrier cannot be removed from a facility or work place.
- Removal and prevention of barriers is included and considered in facility maintenance and renovations on an ongoing basis.
- Future leased space includes specifications for accessibility.
- Ongoing improvements are made in consultation with the disability community.

6: MONITOR PROGRESS

Initiatives/action

- Accessibility Coordinator will track progress on challenges and requests for accommodations.
- Accessibility Coordinator to report regularly to senior management.
- Accessibility Coordinator to consult regularly with disability community on plans and progress.
- Future plans and budgets to be integrated into operational plans.
- Vice-President responsible for Accessibility and compliance with the Accessibility for Manitobans Act will report annually to the Executive Management Committee on progress and achievements.

Expected outcomes

- Executive and senior management is aware of progress made on compliance with *The Accessibility for Manitobans Act* and considers future plans.
- Annual reporting on progress on accessibility compliance obligations.
- Accessibility plan is posted on website and available in alternate formats.

Contact

Accessibility Coordinator
830 Empress Street
Winnipeg, MB R3G 3H3

Phone: 204-957-2500

Email: accessibility@mbl.ca

Approved by:

[original signed in person]

Gerry Sul
Vice-President, Corporate Services

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Date approved