



# **2018 – 2019 Accessibility Plan**

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## PURPOSE

This document serves as the Town of Melita's (the Town's) multi-year Accessibility Plan (the Plan). This was created in compliance with the requirements of the following<sup>1</sup>:

- *Accessibility for Manitobans Act (AMA, the Act)* passed into legislation on 5 December 2013 by the Province of Manitoba. As a small municipality or public sector organization, the deadline to submit a Municipal Accessibility Plan is by 31 December 2017.
- The first of the standards to receive regulatory approval was the *Customer Service Accessibility Standard*, which was put into force by the *Customer Service Standard Regulation (CSSR)* on 1 November, 2015. As a small municipality or public sector organization, the deadline to comply with the CSSR is by 1 November 2018.

## METHODOLOGY

The Town of Melita Accessibility Committee is the working group tasked by Council to: develop Melita's Accessibility Plan; participate in implementing change; and update the Plan as required. This group is guided by an Accessibility Coordinator. As a starting point, a review of the Act and other resources available was done in order to have a deeper understanding of the regulatory requirements. A workshop on AMA, facilitated by the Disabilities Issues Office, was attended by committee members and non-profit organizations in the community. Current programs and services were assessed in relation to barriers that people with disability may encounter when accessing the municipality's services. A consultation with key community members was held. Information was posted publicly to encourage feedback on the Plan and suggestions that may be added. Regular progress monitoring will be scheduled in order to determine if outcomes are met, on track, need to be updated or revised.

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<sup>1</sup> Accessibility for Manitobans Act; <http://accessibilitymb.ca>

## **ORGANIZATION PROFILE**

The Town of Melita is adjacent between the Saskatchewan and U.S. borders, at latitude of 49°16'52.600" N and longitude of 100°59'10.900" W. It has an elevation of 445.90 m. It occupies an area of 2.97 square kilometers or 1.15 square miles. It is located at the junction of highways 3 and 83, about 320 kilometres southwest of Winnipeg. It is approximately 33 kilometres north of the United States border, and 37 km east of the Saskatchewan border. It is surrounded by the Municipality of Two Borders and occupies a bend of the Souris River.

For years, Melita has been known as the *Hub of the Southwest*, being able to provide full amenities for the Southwest corner. Many of the smaller communities surrounding Melita depend on it as a service provider.

Melita is governed by a citizen-elect Town Council comprised of a mayor and four councilors. The services offered by the Town includes: water, sewer, waste, roads, parks management, commercial and industrial development, and land development, to name a few. The municipality provides these programs and services to a community of 1,042 (based on the 2016 Census).

The vision for the Town of Melita is to be a sustainable and competitive rural community in Manitoba by 2025. Our mission is to provide residents, businesses, and other stakeholders with a sustainable community through a holistic approach in dealing with environmental, social, cultural, and economic policies.

## **STATEMENT OF COMMITMENT**

The Town of Melita is committed to ensuring equal access and participation for people with all types of abilities. We are committed to treating people with disabilities in ways that allow them to maintain their dignity and independence. We believe in inclusion. 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).

## THE LEGISLATION

### Accessibility for Manitobans Act<sup>2</sup> (AMA or the Act, 3 December 2013)

The goal of the Act is to make significant progress towards achieving accessibility in Manitoba by 2023. The Act provides a clear and proactive process to identify, prevent, and remove barriers to accessibility. Removing barriers to accessibility will give Manitobans of all abilities the opportunity to: participate fully in everyday life; and access and benefit from a system, service, product or environment. Disabled persons can encounter barriers in: employment; accommodation; navigating the built environment; the delivery and receipt of goods, services, and information; and participation in a prescribed activity or undertaking.

In achieving accessibility, the following principles taken into consideration are:

1. **Access:** Persons should have barrier-free access to places, events and other functions that are generally available in the community;
2. **Equality:** Persons should have barrier-free access to those things that will give them equality of opportunity and outcome;
3. **Universal design:** Access should be provided in a manner that does not establish or perpetuate differences based on a person's impairment;
4. **Systemic responsibility:** The responsibility to prevent and remove barriers rests with the person or organization that is responsible for establishing or perpetuating the barrier.

A person can have a disability that is visible, non-visible, permanent or one that occurs only at certain times. Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their participation on an equal basis with others. A disability, aging, an injury and other life events may temporarily or permanently affect<sup>3</sup>:

- mobility
- dexterity (use of hands)
- vision
- hearing
- communication
- understanding
- mental health

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<sup>2</sup> Accessibility for Manitobans Act; <http://accessibilitymb.ca>

<sup>3</sup> How to Create your Accessibility Plan: Guide for Public Sector Organizations, Disabilities Issues Office

Barriers exist because the range of accessibility needs is not considered. There are many different types of barriers, both visible and invisible. Examples<sup>4</sup>:

1. Attitudinal barriers – When people think and act based on false assumptions
2. Informational and communication barriers – When information is offered in a form that suits some, but not all, of the population
3. Technological barriers – Focusing information and service delivery on technology that is not accessible
4. Systemic barriers – Policies, practices or procedures that result in some people receiving unequal access or being excluded
5. Physical and architectural barriers – When the environment presents challenges that make it difficult for some to easily access a place

The Act requires the development of Accessibility Standards over the next several years. These standards serve as the building blocks for change.

The standards will address barriers and set out requirements in five key areas of daily living<sup>5</sup>:

1. Customer Service – addresses business practices and training requirements to provide better customer service to people with disabilities
2. Employment – will address practices related to employee recruitment, hiring and retention
3. Information and Communications – will address barriers to accessing information: information provided in print, in person, on websites or in other formats
4. Built Environment – will deal with access to those areas outside the jurisdiction of The Manitoba Building Code, such as sidewalks, pathways, parks and other aspects of the environment that we design and construct
5. Transportation – will apply to public transportation to address barriers Manitobans might encounter while getting to work or school, shopping, socializing and other aspects of daily life

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<sup>4</sup> How to Create your Accessibility Plan: Guide for Public Sector Organizations, Disabilities Issues Office

<sup>5</sup> Accessibility for Manitobans Act; <http://accessibilitymb.ca>

## **Customer Service Standard Regulation<sup>6</sup> (CSSR, 1 November 2015)**

Accessible customer service means that organizations and businesses provide products or services in an efficient, fair and respectful manner to people of all abilities. Often, this can be done at no cost. The standard includes a number of legal requirements.

Organizations and businesses with at least one employee must introduce policies and practices in the following areas:

1. **Communication** – Ensure communication with a person disabled by a barrier is done in a way that removes the barrier. For example, use easy-to-read fonts and plain language
2. **Assistive devices** – Welcome the use of assistive devices to remove or reduce barriers. Do not charge fees for use of on-site assistive devices, such hearing technology, descriptive video, or wheelchairs.
3. **Support persons** – Welcome support persons to enter and remain with your customer. Avoid charges for a support person when possible. If there is an admission fee for a support person, give advance notice to the customer.
4. **Allow people with service animals** – Welcome people with service animals to enter a restaurant, store, hotel, taxi or other place where the public, customers or guests are generally allowed.
5. **Barrier-free access** – Create barrier-free access to goods and services, so they benefit everyone as intended. For example remove boxes or other obstructions from hallways.
6. **Temporary barriers** – Inform the public when there are temporary barriers to buildings, spaces or services. An example is if the elevator is out of order.
7. **Feedback** – Introduce a process to receive and respond to feedback, including what action will be taken to respond to complaints. Make the information about the feedback process readily available to the public on-site, on the webpage and offer alternate format.
8. **Training** – Ensure employees receive training on how to serve people disabled by barriers. Include everyone who participates in, or is responsible for, the implementation of policies and practices. An organization must document its training policy, including a summary of the content of the training and when training is to be provided.
9. **Public events** – Accessible public events must take reasonable measures to ensure that the notice, meeting place, accommodations for physical and communication

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<sup>6</sup> Accessibility Standard for Customer Service: Employer's Handbook, Disabilities Issues Office

needs and the option to request relevant support by persons disabled by barriers are taken into consideration. Public events include public meeting, a public hearing and a consultation process required under an enactment.<sup>7</sup>

10. Documentation – An organization must document the measures, policies and practices it establishes and implements under section 4 of the CSSR, and must provide a copy of the documentation on request.<sup>8</sup>

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<sup>7</sup> Customer Service Standard Regulation; <http://accessibilitymb.ca>

<sup>8</sup> Customer Service Standard Regulation; <http://accessibilitymb.ca>



## **ACCESSIBILITY COMMITTEE**

### **Accessibility Coordinator**

Responsible for coordinating accessibility initiatives of an administrative body and must be familiar with its programs and priorities.

#### **Duties**

- Help senior officials develop an Accessibility Plan and coordinate accessibility initiatives.
- Create and coordinate an accessibility working group.
- Ensure public information and events are accessible. Include the offer to provide information in alternate formats and disability accommodations (Example: “active offer”).
- Provide expertise to colleagues and clients to ensure accessibility.
- Include accessibility awareness in staff training and orientation.
- Monitor progress in implementing the Accessibility Plan and track costs related to disability accommodations.
- Use this information in your organization’s reports and when developing the next plan.
- When new policies or programs are introduced, consider accessibility needs and provide advice on removing barriers.
- Stay up-to-date on compliance requirements for new standards under the AMA as well as new technology and resources to help the organization maximize accessibility.

### **Accessibility Working Group**

Members should represent various branches of the organization – from frontline workers to senior management – especially those who work directly with the public.

#### **Duties**

- Participate in developing and introducing the Accessibility Plan.
- Monitor its implementation.
- Provide expertise from the branch or function represented to ensure accessibility is integrated into policies and programs throughout the organization.
- Fulfill the duties of the accessibility coordinator related to information, training and accessible public interaction of the branch or function represented. Monitor progress.
- Integrate accessibility priorities into the operational plan and budget of the branch or function represented.

## **Council and Chief Administration Officer**

Provide leadership in introducing and implementing initiatives, ideally acting as accessibility champions.

### **Duties**

- Sign off on Accessibility Plan and reports related to accessibility.
- Include accessibility coordination duties on job descriptions and performance review.
- Integrate accessibility priorities into the organizational plan and budget.

### *Appendix A: Members of the Accessibility Committee*

## PRIORITIES

The Town’s goal is to provide municipal services and programs that are accessible to all persons with varying abilities. Anyone who seeks, uses, and benefits from the Town’s programs and public spaces, will have equal opportunity to access all these. The Town will develop and implement policies and practices that will lead to supporting AMA’s target of achieving accessibility in Manitoba by 2023.

## ACTION PLAN

The Town of Melita recognizes the importance of meeting the requirements of the Act and succeeding accessibility Regulations set forth. The Customer Service Standard Regulation is the first compliance standard to be fulfilled by 1 November 2018.

General Deliverables Action Items	Working Timeline			Responsibility
	2017	2018	2019	
Create an Accessibility Plan with Statement of Commitment, update every two years	x	x	x	Accessibility committee
Develop Accessibility Policies starting with customer service	x			Accessibility committee
Consultation with persons disabled by barriers and other stakeholders	x	x	x	Accessibility committee
Post the Plan on the Town website	x			Accessibility Coordinator
Prepare an Annual Status Report and post on the Town website		x	x	Accessibility committee
Provide the Plan in alternative format	x			Accessibility Coordinator
Implement customer service policies		x	x	Administration

Customer Service Standard Regulation Action Items	Working Timeline			Responsibility
	2017	2018	2019	
Identify barriers to accessible customer service	x	x	x	Accessibility committee
Be familiar with the Human Rights Code (Manitoba)	x			Accessibility committee
Develop policy/ies for meeting the communication needs of clients	x			Accessibility committee
Develop policy/ies for allowing assistive devices	x			Accessibility committee
Develop policy/ies for welcoming support persons	x			Accessibility committee
Develop policy/ies for allowing people with service animals	x			Accessibility committee
Review physical spaces and first line of contact for the Town's services	x			Accessibility committee
Develop policy/ies for informing the public when accessible services are not available	x			Accessibility committee
Develop an accessibility customer feedback process	x			Accessibility committee
Develop a training plan for Town employees to undergo an accessible customer service course	x	x		Accessibility committee, Administration
Develop policy/ies to ensure public events are accessible and information is available in alternative formats	x			Accessibility committee
Review and monitor implementation of the CSSR policies	x	x	x	Accessibility committee
Consultation with persons disabled by barriers and other stakeholders	x	x	x	Accessibility committee
Implement customer service policies		x	x	Administration

## **ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE POLICIES**

The CSSR is the first regulation that needs to be complied with in relation to the Act. The Town is committed to implement policies that will ensure equal access to all who needs to avail of our services.

### **Communication**

**Policy 1:** We will communicate with people disabled by barriers in ways that take into account the nature of the barrier. This includes the following:

- a. Greeting people with “How may I help you?” as a proactive approach in finding out what a person with disability can or cannot do.
- b. Have a pen and paper available at the reception for a person with a disability such as speech impairment.
- c. Identify and ensure that public notices and other Town documents are created with easy to read fonts and in plain language.
- d. Provide an “active offer” on documents informing that they are available in an accessible format on request.

**Policy 2:** We will work with the person to determine the barrier and what method of communication works for them.

*Appendix B: Accessibility Request Form*

### **Assistive Devices**

**Policy 1:** People with disabilities may use their personal assistive devices when accessing Town services, public spaces, and public events. In cases where the assistive device presents significant and unavoidable health or safety concerns, we will work with the person to determine other ways for him/her may still gain access to the service, public space, or public event.

### **Support Persons**

**Policy 1:** A person with disability is welcomed to be accompanied by a support person.

## **Service Animals**

**Policy 1:** We welcome people with disabilities and their service animals. Service animals are allowed on most areas that are open to the public. The person with the service animal is expected to maintain control of the animal at all times.

**Policy 2:** We will remind staff members of the following guidelines when interacting with people with service animals:

- a. When you meet a person with a service animal ie. dog, always keep in mind that the dog is working.
- b. Do not do anything to interrupt the service dog while it is working.
- c. Speak to the person first. Do not aim distracting or rude noises at the dog.
- d. Do not touch the service dog without asking for, and receiving, permission.
- e. Do not offer food to the service dog.
- f. Do not ask personal questions about the handler's disability, or otherwise intrude on his/her privacy.
- g. Do not be offended if the handler does not wish to talk about their service dog.

## **Maintain Barrier-Free Access**

**Policy 1:** We will maintain barrier-free access by:

- a. Keeping hallways and meeting rooms clear of clutter, such as boxes.
- b. Keeping entrance ways cleared of snow and ice.
- c. Having space for mobility device in meeting rooms, Town office, or public facilities.

**Policy 2:** We will explore alternate methods of providing customer service where physical barriers exist. We will post notices of alternate solutions to provide access to a public space or public event. For more long term solutions, the Accessibility Committee will determine cost, feasibility, and recommend an alternate method of service delivery, if required.

## **Notice of Temporary Disruption**

**Policy 1:** In the event of a planned or unexpected disruption of services or facilities for persons disabled by barriers, we will promptly post notices and, when possible, announce the disruption. A clearly posted notice or announcement will include information about the anticipated length of time of the disruption and a description of alternative facilities or services, if available.

- a. Services/Facilities include:
  - Accessible ramp
  - Accessible washroom
- b. The notice will be made publicly available in the following ways:
  - Posted at entrance
  - Announced on the public address system
  - Immediately explained by the staff

## **Feedback Process**

**Policy 1:** We welcome feedback on how we provide accessible customer service. Feedback from the public will help us identify barriers and respond to concerns.

Accessibility Request and Feedback Forms are posted on the Town's website. A printed copy may also be picked-up at the Town office. Feedback could be submitted in the following ways: email, phone, or you may visit the Town office. Feedback will be directed to the Chief Administration Officer. We will make sure our feedback process is accessible to people with disabilities by providing accessible formats, on request.

*Appendix B: Accessibility Request Form*

*Appendix C: Accessibility Feedback Form*

## Training

**Policy 1:** We will provide accessible customer service training to existing frontline employees and anyone involved in developing our policies, ie. Council and Chief Administration Officer. A process to schedule and monitor course completion will be implemented.

**Policy 2:** Newly hired frontline employees will be trained on accessible customer service within a month after being hired. The training will include:

- a. Background and purpose of The Accessibility for Manitobans Act
- b. The requirements of the Customer Service Standard Regulation
- c. Explanation of all policies relating to CSSR
- d. How to interact and communicate with people disabled by barriers  
*Appendix D: Words with Dignity, Disabilities Issues Office*
- e. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- f. What to do if a person with a disability is having difficulty in accessing our services, public spaces, or public events
- g. Staff will also be informed when changes are made to our accessible customer service policies

## Public Events

**Policy 1:** We will make public events accessible by:

- a. Providing an “active offer” to provide alternative format in event announcements
- b. Holding event(s) in accessible public spaces
- c. Inviting requests for relevant disability accommodations



## REVIEW AND MONITORING

The initial roll-out of the Plan will include a consultation process with stakeholders to gain valuable input on the effectiveness of the policies that aim to remove accessibility barriers. The Town will likewise assess current by-laws, procedures and potential financial impact of CSSR policies and other standards coming thereafter ie. training compliance, that will have an effect on how the Town will deliver the ongoing requirements of the Act.

The Action Plan will serve as the implementation guide. Milestones and reviews will be set in place to monitor the progress and adherence to the terms of the legislation. The annual review and monitoring will be shared on the Town's website to demonstrate the commitment in making the services, public spaces, and public events accessible to people with all kinds of abilities.

## FEEDBACK

If you have any questions or comments related to this Accessibility Plan, or how we can further improve accessibility, and or would like to request an alternate format, please contact:

Accessibility Coordinator at 204-522-3413

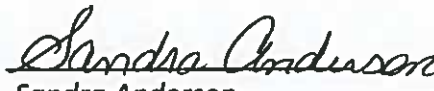
E-mail: tofmel@mymts.net

**Date Adopted:** Dec. 18, 2017

### Signatories:



William Holden  
Mayor



Sandra Anderson  
CAO

## REFERENCES

The Accessibility for Manitobans Act  
Customer Service Standard Regulation  
How To Create Your Accessibility Plan: Guide for Public Sectors; Disabilities Issues Office  
Accessibility Standard for Customer Service: Employer's Handbook; Disabilities Issues Office  
City of Morden Accessibility Plan, November 2016  
City of Portage La Prairie Multi-Year Accessibility Plan (2016-2018)  
Clarington 2013 – 2017 Multi-Year Accessibility Plan  
Western School Division, Administrative Procedures Manual  
District of Thunder Bay Social Services Administration Board – Accessibility Feedback Process  
Community Living, Stormont County – Accessibility Feedback Form – Customer Service  
Hands TheFamilyHelpNetwork.ca Customer Feedback Form  
One Floral AODA Customer Service Accommodation & Alternative/Accessible Format Request Form  
Town of Milton Accessibility Request Form, Documents in Alternate Formats  
[www.AccessibilityMB.ca](http://www.AccessibilityMB.ca)  
<http://www.barrierfreemb.com/>  
<http://quotesgram.com/service-dog-quotes/>

## APPENDIX

Appendix A: Members of the Accessibility Committee  
Appendix B: Accessibility Request Form, Documents in Alternate Formats  
Appendix C: Accessibility Feedback Form  
Appendix D: Words with Dignity

## **Appendix A: Members of the Accessibility Committee**

**Accessibility Coordinator:** William Holden, Mayor

**Accessibility Working Group:** Eric Forster, Councillor  
Iris Vercaigne, Economic Development Officer

**Champions/Policy Makers:** Ray Smithson, Deputy Mayor  
Jocelyn Skelton, Councillor  
Brian Teetaert, Councillor  
Sandra Anderson, Chief Administration Officer

## Appendix B: Accessibility Request Form



### ACCESSIBILITY REQUEST FORM Documents in Alternate Formats

The Accessibility for Manitobans Act, 2013 (AMA) is a provincial legislation that aims to make significant progress towards achieving accessibility in Manitoba by 2023. The Act provides a clear and proactive process to identify, prevent, and remove barriers to accessibility.

The Town of Melita is committed to ensuring equal access and participation for people with all types of abilities. We are committed to meeting the needs of people who face accessibility barriers. Kindly fill out this form if you would like to request for documents in alternative/accessible formats and where the format cannot be readily provided, advanced request or approval is required, or where the appropriate request is uncertain.

Date: \_\_\_\_\_ Time: \_\_\_\_\_

#### Personal Information

Name:
Address:
Home phone number:
Cell phone number:
Email address:

#### Document Information

Name of document:
Event (if applicable):
Which format would you prefer? (Check appropriate box) <input type="checkbox"/> Large print Preferred font size: _____ Preferred font style: _____ <input type="checkbox"/> Braille <input type="checkbox"/> Plain Language <input type="checkbox"/> Audio <input type="checkbox"/> Electronic (Check preferred format) <input type="checkbox"/> Microsoft Word <input type="checkbox"/> HTML <input type="checkbox"/> Rich Text <input type="checkbox"/> PDF <input type="checkbox"/> Other: _____

Signature: \_\_\_\_\_

This form can be mailed, e-mailed, faxed or hand-delivered to the following:

Town of Melita – Accessibility Request

Mail/In Person: 79 Main Street Box 364 Melita Manitoba, R0M1L0

E-mail: [tofmel@mymts.net](mailto:tofmel@mymts.net) | Fax: 204-522-3587 | Phone: 204-522-3413

Alternate formats of this form may be provided upon request  
AMA, pursuant to Customer Service Standard Regulation

## Appendix C: Accessibility Feedback Form



### ACCESSIBILITY FEEDBACK FORM

The **Accessibility for Manitobans Act, 2013 (AMA)** is a provincial legislation that aims to make significant progress towards achieving accessibility in Manitoba by 2023. The Act provides a clear and proactive process to identify, prevent, and remove barriers to accessibility.

The Town of Melita is committed to ensuring equal access and participation for people with all types of abilities. We are committed to meeting the needs of people who face accessibility barriers. We welcome public input and comments on the provision of our services to persons with disabilities. Your feedback is important in helping us improve our services. This will help support our continuous effort in improving our delivery of accessible and inclusive customer service.

Date and time of visit:
What was the purpose of your visit?
What services/programs were you accessing?
Did we respond to your customer service needs? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Somewhat Please explain:
Were our services/programs provided to you in an accessible manner/format? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Somewhat Please explain:
Did you encounter any barriers or difficulties accessing services/programs? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Somewhat Please explain:
What could we do to make it easier for you to access our services/programs?

Alternate formats of this form may be provided upon request  
AMA, pursuant to Customer Service Standard Regulation

If you would like to receive a response, please let us know if you prefer to be contacted by telephone or email, and kindly provide the appropriate contact information below:

Contact information:

This form can be mailed, e-mailed, faxed or hand-delivered to the following:

**Town of Melita – Accessibility Feedback**

**Mail/In Person: 79 Main Street Box 364 Melita Manitoba, R0M1L0**

**E-mail: [tofmel@mymts.net](mailto:tofmel@mymts.net)**

**Fax: 204-522-3587**

If you would like to share your comments, suggestions or if you have any questions about the provision of our services/programs to people with disabilities and wish to speak to someone, please contact our CAO by telephone 204-522-3413.

Our accessibility policies are posted on our Town website. If you would like a hard copy of our accessibility policy, we will be pleased to provide you a copy.

Thank you.

## Appendix D: Words with Dignity

### WORDS with DIGNITY

Language is powerful

Use respectful terms when referencing persons with disabilities.

USE...	INSTEAD OF...
people	those people you people
person with a disability	the disabled the handicapped special deformed
person with diabetes, arthritis, etc.	afflicted with... suffers from...
person with mental illness person with mental health issues	mentally ill insane crazy
person who is hearing impaired	the hearing impaired
person with an intellectual disability	developmentally delayed mentally retarded mentally challenged
person who is blind person who is visually impaired	the blind

USE...	INSTEAD OF...
person with a learning disability	the learning disabled
person with a mobility disability person with a spinal cord injury person with polio	physically challenged crippled lame
person who uses a wheelchair	confined to a wheelchair
accessible parking accessible washrooms	handicapped/ disabled parking handicapped/ disabled washrooms
person without a disability	normal

If in doubt, ask.

For more information on the Manitoba Policy on Access to Government (MPAG), contact:

**Disabilities Issues Office**  
630 - 240 Graham Avenue  
Winnipeg MB R3C 0J7  
Phone: 204-945-7613  
TTY: 204-948-2901  
Fax: 204-948-2896  
Website: [manitoba.ca/dio/access](http://manitoba.ca/dio/access)  
E-mail: [dio@gov.mb.ca](mailto:dio@gov.mb.ca)

**Disabilities**  
**ISSUES**  
**OFFICE**

Available in alternate formats, upon request.

Manitoba 