



Accessibility Plan

2020 - 2021

This document is available in alternate formats, on request.

Accessibility Plan

Rural Municipality of West Interlake

Date of approval:
December 23, 2019

Years Applicable:
January 1, 2020 – December 31, 2021

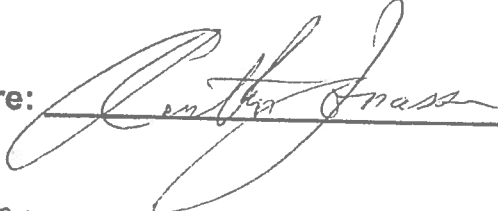
Rural Municipality of West Interlake

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CAO signature: 

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Date: Dec 23, 2019

Statement of commitment

The Rural Municipality of West Interlake is committed to providing equal access and benefits of services to all citizens and visitors regardless of their abilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence.

We will do this by identifying, removing and preventing barriers and by meeting requirements of *The Accessibility for Manitobans Act (AMA)*.

Organizational overview

The Rural Municipality of West Interlake is located in the Interlake region of Manitoba. The municipality includes the communities of Ashern and Eriksdale, which are nestled between Lake Manitoba to the west and Lake Winnipeg to the east. Provincial Highway #6 is the main thoroughfare connecting the region to the provincial capital.

Overview of Programs and Services:

Formed through the authority of the Province of Manitoba, the Rural Municipality of West Interlake encompasses 2,162 people (2016 census) and is governed by a reeve and six councilors. The Rural Municipality of West Interlake is responsible for the delivery of local services, facilities, safety and infrastructure for residents within its boundaries including:

- Water and sewer
- Roads
- Garbage and recycling collection
- Parks and recreation
- Fire protection and emergency measures services
- Land and commercial development
- Collection of municipal and school taxes
- Municipal elections
- Other government services - economic development, tourism, transportation services, animal control services

Policies and by-laws

- Accessible Customer Service Policy (Appendix “A” attached)

Achievements

- Created Rural Municipality of West Interlake Accessibility Survey
- In November 2017, we surveyed residents about existing barriers to accessing services
- Created Rural Municipality of West Interlake Accessibility Plan (November 2017)
- Created Rural Municipality of West Interlake Accessible Customer Service Policy (November 2017)
- Newly elected Council members and staff took the training in the Customer Service Standard Regulation and The Accessibility for Manitobans Act
- Added Accessibility Plan to Rural Municipality of West Interlake website
- Added Accessible Customer Service Policy to Rural Municipality of West Interlake website
- Cleared clutter from hallways and corridors in municipal facilities
- Posted signage to indicate accessible washroom
- Posted signage to indicate that we offer accessible service in different ways
- Ensured accessible communication by using large print for posters, website notices and clear font for website page information
- Formed an accessibility working group to develop further Accessibility Policies

Actions

1. Make our completed 2020 and 2021 Accessibility Plan and Accessible Customer Service Policy available to the public (e.g., add online).

Timeline: By December 31, 2019

2. Invite residents to provide emergency response information to assist in the event of an emergency or disaster, e.g., in an electrical failure, alternative sources are needed to power a medical ventilator.

Timeline: By June 30, 2020

3. Place the Access Offer sign at reception desks to let residents know that we provide accessible services.

Timeline: By December 31, 2019

4. Put in place a process to respond to residents' requests for accessible supports and services and to respond to feedback and complaints.

Timeline: By December 31, 2020

5. Put in place a process for residents to phone the public facility, program or service in advance of attending to make accommodation requests, and to then have staff/volunteers on site to provide the requested accessibility accommodations. [Examples: opening doors, ticket taking/reception, creating appropriate seating to accommodate a person in a wheelchair or with a service animal, and other reasonable accommodations].

Timeline: By December 31, 2020

6. Engage the public to remind them about the importance of abiding by the rules for reserved accessible parking.

Timeline: By June 30, 2020

7. Offer a variety of accessible payment options for utility bills, tax bills and other fees, including meeting people in their vehicles to collect payments and/or provide information, as well as “at home” options: automatic withdrawal, telebanking, e-transfers, online and mail.

Timeline: By January 31, 2020

8. Add accessibility information, policies and procedures to regular staff training and orientation.

Timeline: By June 30, 2020 and Ongoing

9. Complete staff, volunteer and Council participation in online accessibility training.

Timeline: By March 31, 2020 and ongoing

10. Begin to assess existing employment policies for accessibility, and plan for changes that may be needed for future compliance with the Accessible Employment Standard.

Timeline: Start January 2, 2020

11. Implement changes needed to comply with the Accessible Employment Standard.

Timeline: By May 1, 2020

12. Create and use an accessibility barrier checklist for our facilities, services, infrastructure and programs.

Timeline: By December 31, 2021

13. Provide all publications and notifications in large font and provide them in alternate formats, on request.

Timeline: By December 31, 2021

14. Consider accessibility when making new or changing current programs, services and public facilities.

Timeline: Start January 2, 2020

15. Offer accessible municipal elections by:

- Using physically accessible voting locations, including designated parking.
- Permitting voters to bring a support person to assist with marking their ballot.
- Ensuring election material follows CNIB Print Guidelines.
- Providing magnifiers at voting locations, and providing alternate formats on request, such as having information read aloud.
- Permitting service animals in voting locations, unless excluded by law.
- Providing accessible customer service training to all election officials.
- Offering to respond to accommodation requests related to municipal election events, such as candidate debates.

16. Monitor progress in implementing this Accessibility Plan to help update future plans.

Timeline: Quarterly

Contact information

If you have questions regarding the Rural Municipality of West Interlake Multi-Year Accessibility Plan or require this information in an alternate format, please contact the Rural Municipality of West Interlake Office.

Rural Municipality of West Interlake Office

#10 Main Street

PO Box 10

Eriksdale, Manitoba R0C 0W0

Phone: 204-739-2666

Fax: 204-739-2073

Email: edo@rmofwestinterlake.com

Email: admineriksdale@rmofwestinterlake.com

Website: www.rmofwestinterlake.com

[Schedule "A"]

RM of West Interlake

ACCESSIBLE CUSTOMER SERVICE POLICY

SUBJECT: Accessible Customer Service Policy	POLICY # 06-2018
EFFECTIVE DATE: November 23, 2017	
REPLACES POLICY:	RESOLUTION #: 309-2017
REVIEW DATE: January 2019	RESOLUTION DATE: November 23, 2017

PREAMBLE:

In 2015, a Customer Service Standard Regulation (CSSR) came into force under The Accessibility for Manitobans Act, outlining requirements for organizations across the province to improve equitable access to the goods and services they provide.

An RM of West Interlake policy on accessible customer service is required to continue improving the quality of municipal services provided to Manitobans with disabilities and address the requirements of the CSSR.

STATEMENT OF POLICY:

The RM of West Interlake Accessible Customer Service Policy instructs the quality of interaction between municipal departments and Manitobans with disabilities when providing information, organizing events, including public meetings and offering services.

PURPOSE:

The purpose of the RM of West Interlake Accessible Customer Service Policy is to ensure that people with disabilities benefit from equitable access to:

- Public information: in print and online
- Public events: meetings, hearings and community consultations
- Customer service

SCOPE OF APPLICATION:

The policy applies to all departments of the RM of West Interlake.

POLICY IMPLEMENTATION:

1. General Customer Service

- 1.1 Meet the disability-related needs of individuals on request when they seek service from municipal departments
- 1.2 Provide reasonable accommodations to allow for the use of disability-related assistive devices, support persons or support animals when seeking service from municipal departments.
- 1.3 Ensure that aspects of the built environment intended to facilitate accessibility are available for use. If such aspects are unavailable, advise the public of alternate means of access.

2. Public Information

- 2.1 Produce public information in alternate formats upon request or provide communication supports to people to meet various disability-related needs.

3. Public Events

- 3.1 Hold public events in accessible meeting spaces.
- 3.2 Meet the physical and communication needs of Manitobans with disabilities on request.

3.3 Publicize events using methods accessible to people with disabilities.

3.4 Add to publicity and registration forms that disability supports are available on request.

4. Training

4.1 Provide training to employees on how to interact and communicate with persons with disabilities and how to use assistive devices or equipment.

4.2 Provide ongoing training for relevant changes to accessibility policies and measures.

4.3 Ensure there is documentation of the accessibility training content and dates on which the training took place.

5. Documentation

5.1 Provide public notice that this policy and the RM of West Interlake Accessibility Plan are available upon request.

5.2 Provide a copy of this policy and the RM of West Interlake Accessibility Plan upon request, in a manner that takes into account the accessibility needs of the person, within a reasonable time and at no cost to the person requesting the copy.

B) Accessible Employment Standard Policy:

RM of West Interlake is committed to creating emergency response information to help employees with disabilities stay safe during emergencies.

RM of West Interlake is committed to identifying employees who require assistance during an emergency and to obtain their permission to share information with individuals who have agreed to help.

Procedure:

RM of West Interlake will send an Employee Memo (Appendix A.1) to all employees to identify those that may require an individualized emergency response plan. Employees will be encouraged to notify RM of West Interlake if their accommodation requirements change.

When an accommodation is identified, the employee will be provided with the Employee Emergency Information Worksheet (Appendix A.1) to obtain the necessary information to create the Individualized Accommodation Response (Plan).

Management and the employee will use the worksheet information to create the Individualized Accommodation Response (Plan). An Employee Emergency Response Information Template is provided in Appendix A.1.

All parties required for the execution of the plan will be advised and trained if necessary.

An employer must review, and update if required, an employee's individualized accommodation plan when any of the following situations occur:

- (a) the employee's workspace is modified or relocated;
- (b) the employee's responsibilities are changed; or
- (c) the employer becomes aware that there are any other changes that impact the accommodation required.

At any time, personal circumstances change, employees can request a modification or creation of the Individualized Accommodation Response Plan to ensure needs are met.

References:

Appendix A

- 1) Workplace Emergency Tool Kit
- 2) Introduction to Standard for Employment
- 3) Checklist for Business and Non-Profit Organizations: The Accessibility Standard for Employment
- 4) Accessible Employment Standard Regulation

This policy is available in alternate formats, upon request.

Workplace Emergency Response Information

Toolkit to Keep Employees with Disabilities Safe

As an employer, you want to keep your employees safe, including during emergencies. This toolkit will help guide your efforts to plan your emergency response with special consideration to accessibility barriers.

Enacted May 1, 2019, the Accessibility Standard for Employment calls on employers to offer individual emergency response information to their employees.

Remember, one in four Manitobans have a disability. Most disabilities are invisible.

During an emergency evacuation, avoid guessing whose arthritic knees cannot descend stairs, which employee has severe asthma, or who is immobilized by panic attacks. Plan to meet the needs of all your employees.

What is required?

The Accessibility Standard for Employment requires employers to:

- Have individual emergency response information made available for employees with disabilities
- Ask employees who require assistance during an emergency for permission to share information with individuals who agree to help

Does this apply to my organization?

All Manitoba employers that employ at least one person must comply, including

- Businesses
- Non-profit organizations
- Manitoba government and public sector organizations.

All Manitoba employers must comply with these safety provisions by May 2020.

Tips to get you started:

The following steps are designed to help you comply Accessibility Standard for Employment, [Sections 15 and 16](#). You may wish to modify these steps to meet the circumstances of your organization.

Step 1. Review your emergency procedures

A good place to start is to learn more about emergency procedures that affect your workplace. For example, if you have not done so already, review your building's evacuation plan.

Share information about emergency procedures with your employees.

Step 2. Ask employees if they face barriers in the event of an emergency

To promote a safer workplace, talk to your employees about your organization's efforts to create accessibility and to keep all employees safe during an emergency.

Invite employees to notify you confidentially about their accessibility needs during an emergency.

The standard requires that the information employees share with you remains confidential and shared only a) with their permission and b) with someone who is designated to help them in an emergency

Please see the attached [sample employee memo](#), which you may modify to reflect your circumstances.

Step 3. Engage affected employees in preparing for emergencies

Employees who face barriers are the experts on how best to remove these barriers, including during an emergency. In addition to talking with affected employees, you both may wish to record some relevant information to assist current and future management.

Please see the attached [Sample Employee Emergency Information Worksheet](#), which you may modify to reflect your circumstances.

Step 4. Provide individualized emergency response information

The information you collect in the Employee Emergency Information Worksheet from an employee with a disability may be helpful in creating the individualized emergency response.

Meet the employee to discuss the information and available options.

Ask employees who require assistance during an emergency for permission to share information with individuals who agree to help.

Please see the attached [Sample Employee Emergency Response Information Template](#), which you may modify to meet the specific circumstances.

Step 5. Review and update

Review and update the employee's emergency response information when:

- the employee changes work locations
- you review the employee's overall accommodation needs
- you review your organization's general emergency response policies

This information is available in alternate formats on request. Please contact the Disabilities Issues Office at DIO@gov.mb.ca or 204-945-7613 or toll free at 1-800-282-8069, ext. 7613.

For more information:

- on accessibility requirements, please visit AccessibilityMB.ca
- about your rights and responsibilities, please visit ManitobaHumanRights.ca

Legal disclaimer: This information is not legal advice. For certainty, please refer to the [AMA](#) and the [Accessible Employment Standard Regulation](#).

The Disabilities Issues Office thanks the Queen's Printer of Ontario for sharing information and templates.

Sample Employee Memo

Subject: Employee safety during emergencies

At [organization], we take employee safety seriously.

If you have a disability, whether permanent or temporary, visible or invisible, and believe you may need help during an emergency, please let me know. I will ask you to complete a self-assessment form, then work with you to develop individualized emergency response information that will meet your needs in an emergency situation.

Please note that at this time I do not need to know the details of your medical condition or disability, only the kind of help you may need. The information you provide will be kept confidential and would only be shared with your consent. For example, if you need another person to assist you during an emergency, I would request that you allow me to share the relevant information with that helper.

If you have questions or you already have emergency response information and need to adjust it, please let me know and we can go through it together.

Thank you.

[Manager's Name]

Sample Employee Emergency Information Worksheet

Please complete this worksheet to help identify barriers and possible solutions in the event of an emergency. Your input will help us prepare emergency information that responds to your needs.

The information collected is confidential and will only be shared with your consent. You do not have to provide details of your medical condition or disability in this form, only the type of help you may need in an emergency.

Date: _____

Employee Information

Name: _____

Department, if applicable:

Telephone: _____ Email: _____

Mobile Phone: _____

Emergency Contact Information

Name: _____

Telephone: _____ Email: _____

Mobile Phone: _____

Relationship: _____

Work Location

1. Where do you work?

Address:

Floor: _____ Room Name/Number: _____

2. Do you work in different places on a regular basis?

- Yes No

List the addresses, floors, and room locations. (Use additional sheets as necessary.)

Potential Emergency Response Barriers

3. Can you read/access our emergency information?

- Yes
 No
 I don't know

If not, what would make this information accessible to you? (Use additional sheets as necessary.)

4. Can you see or hear the fire/security alarm signal?

- Yes
 No
 I don't know

If not, what would help you to know the alarm was flashing or ringing? (Use additional sheets as necessary.)

5. Can you activate the fire/security alarm system?

- Yes
 No
 I don't know

If not, what would help you to sound the alarm? (Use additional sheets as necessary.)

6. Can you speak with emergency staff?

- Yes
- No

If not, what would help you to communicate with them? (Use additional sheets as necessary.)

7. Can you use the emergency exits?

- Yes
- No
- I don't know

If not, what would help you to exit the building? (Use additional sheets as necessary.)

8. If you have a mobility device, does it fit in the emergency waiting area?

- Yes
- No
- I don't know
- Not applicable

If not, what would help it fit, or is there a better location? (Use additional sheets as necessary.)

9. Could you find the exit if it were smoky or dark?

- Yes
- No
- I don't know

If not, what would help you to find the exit? (Use additional sheets as necessary.)

10. Can you exit the building without assistance or support?

- Yes
- No
- I don't know

If not, what would help you to exit? (Use additional sheets as necessary.)

11. If an emergency evacuation chair is available, are you able to access it without assistance or support?

- Yes
- No
- I don't know
- Not applicable

If not, what help do you need? (Use additional sheets as necessary.)

12. Would you be able to evacuate during a stressful and crowded situation?

- Yes
- No
- I don't know

If not, what would help you to evacuate? (Use additional sheets as necessary.)

13. If you need help to evacuate, what instructions do people need to help you?
(Use additional sheets as necessary.)

14. If you need other accommodations in an emergency, please list them here. (Use additional sheets as necessary.)

Sample Employee Emergency Response Information Template

Instructions

Use the information collected in the Employee Emergency Information Worksheet to create individualized emergency responses for each employee with a disability. Feel free to modify the form if an employee needs different types of accommodations for different types of emergencies.

All information in this document is confidential and will only be shared with the employee's consent.

Employee Information

Name: _____

Department: _____

Telephone: _____ Mobile phone: _____ E-mail: _____

Emergency Contact Information

Name: _____

Telephone: _____ Mobile phone: _____ E-mail: _____

Relationship: _____

Work Location

(Repeat for other work locations)

Address: _____

Floor: _____ Room name/number: _____

Emergency Alerts

[Name of employee] will be informed of an emergency situation by:

- Existing alarm system
- Other (specify):
- Pager device
- Visual alarm system
- Co-worker

Assistance Methods

List types of assistance (e.g., staff assistance or transfer instructions).

Equipment Required

List any devices required, where they are stored, and how to use them.

Evacuation Route and Procedure

Provide a step-by-step description, beginning from the first sign of an emergency.

Alternative Evacuation Route

Emergency Support Staff

The following people have been designated to help [name of employee] in an emergency.

Name	Location and/or contact information	Type of assistance

Consent to Share Emergency Response Information

I [name of employee] give consent for [name of organization] to share this individualized workplace emergency response information with the individuals listed above, who have been designated to help me in an emergency.

Employee's name

Employee's signature

Date

Form completed by [manager's name]

Next review date

Introduction to

Manitoba's Accessibility Standard for Employment

Enacted on May 1, 2019, Manitoba's Accessibility Standard for Employment is the second standard under The Accessibility for Manitobans Act. Its aim is to remove and prevent barriers that affect current and potential members of Manitoba's labour force.

The Accessibility Standard for Employment:

- builds on existing requirements of Manitoba's Human Rights Code
- helps organizations hire, support and keep employees
- applies to paid employees who are:
 - full-time
 - part-time
 - apprentices
 - seasonal

Safety comes first!

To ensure the safety of employees with disabilities, **all employers** in the public, private and non-profit sectors must comply **by May 1, 2020** with the following two requirements:

- **Workplace Emergency Response Information**
 - Create emergency response information to help employees with disabilities stay safe during emergencies
- **Workplace Emergency Assistance**
 - Ask employees who require assistance during an emergency for permission to share information with individuals who agree to help

For more information, see the [Workplace Emergency Response Information Toolkit](#).

Compliance deadlines for all other requirements

Manitoba government will demonstrate leadership, complying within one year, by May 2020.

Public sector organizations must comply by May 2021.

- These include Crown corporations, regional health authorities, colleges, universities, school divisions, Manitoba's 10 largest municipalities and government agencies, boards and commissions

Private sector, non-profit organizations and small municipalities must comply by May 2022.

- Private sector includes Manitoba businesses and organizations with one or more employees, such as shops, restaurants and professional services
- Non-profit organizations include charities, places of worship, community organizations and membership associations

Reasonable accommodation in the workplace

The Accessibility Standard for Employment requires employers to provide [reasonable accommodation](#) to people with disabilities. Most accommodations offer an adjustment to how things are usually done at little or no expense. A workplace accommodation is reasonable if it:

- is required for an employee to carry out workplace responsibilities or to access benefits available to employees
- would not result in undue hardship, such as safety risks to other staff

Reasonable accommodation levels the playing field for employees with disabilities, so they can equally access opportunities available to others in the workplace. The employer and employee share the responsibility to find the right solution.

Example:

An employee tells her employer that since her knee replacement surgery, she has difficulty standing for long periods. The employer accommodates her needs by offering the option of sitting while performing her duties.

Employer Requirements

The Accessibility Standard for Employment calls on all employers to have measures, policies and practices to provide reasonable accommodations for employees and applicants. Employers need to consider reasonable accommodation at various stages of employment as it applies to their organizations. This includes:

Recruitment

- Inform applicants that reasonable accommodations are available on request and consult with affected applicants on the requested accommodation
- Offer and provide reasonable accommodations to the individuals participating in the selection process

Offer of employment

- Notify new hires about the organization's policies for accommodating employees in the workplace

On the job

- During performance management, consider whether a workplace accommodation could remove a barrier affecting job performance
- Consider how a workplace accommodation may support an employee's opportunities for training and advancement
- Inform employees about employment policies and practices and any updates
- Offer to provide information in accessible formats and with communication supports
- Develop an individualized accommodation plan if an employee requests it

Return to work

- Create a policy that sets out the steps to reintroduce an employee who has been absent from work due to a disability
- Describe the process the employer will follow to determine whether and what reasonable accommodation is necessary to support an employee in returning to work

Training

An employer must ensure they train staff with the following responsibilities:

- recruiting, selecting, or training employees
- supervising, managing, or coordinating the work of employees
- promoting or redeploying employees
- developing and implementing employment policies and practices

Content must include:

- how to create accessibility in the workplace
- how to interact with individuals who use an assistive device or require a support person or service animal
- a review of The Human Rights Code (Manitoba), The Accessibility for Manitobans Act and the Accessibility Standard for Employment

Additional requirements for large employers

All public sector organizations and Manitoba organizations with 50 or more employees, must:

- Document in writing all accessible employment policies and practices, including the content and timeframe for training
- Make these documents publically available and in accessible formats, by request

For more information or alternate formats, contact:

Disabilities Issues Office

630 - 240 Graham Avenue

Winnipeg MB R3C 0J7

Phone: 204-945-7613 (in Winnipeg)

Toll-Free: 1-800-282-8069, ext. 7613 (outside Winnipeg)

Email: dio@gov.mb.ca

Fax: 204-948-2896

Visit AccessibilityMB.ca for information, tools and templates.

Legal disclaimer: This information complements the application of the regulations under The Accessibility for Manitobans Act (AMA). It is not legal advice. For certainty, please refer to the [AMA](#) and the [Accessible Employment Standard Regulation](#).

Checklist for Business and Non-Profit Organizations: The Accessibility Standard for Employment

The Accessibility for Manitobans Act (AMA) requires all businesses and non-profit organizations with at least one employee to prevent and remove barriers to accessibility.

The Accessibility Standard for Employment under the AMA is now law. It sets deadlines that require businesses and non-profit organizations with at least one employee to create and act on measures, policies and practices in the areas listed in the checklist below. For more information, visit AccessibilityMB.ca/business-and-non-profit.html.

By May 1, 2020:

	We provide individual emergency response information to keep employees with disabilities safe.
	We have asked employees who require assistance during an emergency for permission to share information with individuals who have agreed to help.

By May 1, 2022:

	We offer reasonable accommodations when recruiting new employees.
	We inform applicants about workplace accommodation policies and practices when making an offer of employment.
	Our management considers workplace accommodations to remove a barrier affecting an employee's performance.
	We consider workplace accommodations to remove a barrier that may affect an employee's opportunities for training and advancement.
	We develop and implement individual accommodation plans for employees that request them.
	We let employees know about our policies and practices, including updates. We offer this information in accessible formats and with communication supports upon request.
	We follow a return to work policy for employees who have been off work due to a disability, and we have a process to determine reasonable workplace accommodations.
	We train management and staff with human resource responsibilities about accessible employment and related legislation.

Requirements for Large Employers

If you have 50 or more employees, you need to meet the following additional requirements by **May 1, 2022:**

	We keep a written record of accessible employment policies and practices, including a summary of training content and when training is offered.
	Our policy on individualized accommodation plans meets the requirements of section 13(2) of the Accessible Employment Standard Regulation .
	We let the public know that our accessible employment policies and practices are available on request and in accessible formats.

This information is available in alternate formats on request. Please contact the Disabilities Issues Office at DIO@gov.mb.ca or 204-945-7613 or toll free at 1-800-282-8069, ext. 7613.

For more information:

- on accessibility requirements, please visit AccessibilityMB.ca
- about your rights and responsibilities, please visit ManitobaHumanRights.ca

Legal disclaimer: This information complements the application of the regulations under The Accessibility for Manitobans Act (AMA) and is not legal advice. For certainty, please refer to the [AMA](#) and the [Accessible Employment Standard Regulation](#).

B) Accessible Employment Standard Policy:

[Name of organization] is committed to creating emergency response information to help employees with disabilities stay safe during emergencies.

[Name of organization] is committed to identifying employees who require assistance during an emergency and to obtain their permission to share information with individuals who have agreed to help.

Procedure (Please note: Your existing policy and procedure manual may contain additional resources under Health and Safety and Human Resources)

[Name of organization] will send an Employee Memo (Appendix B.1) to all employees to identify those that may require an individualized emergency response plan. Employees will be encouraged to notify [Name of organization] if their accommodation requirements change.

When an accommodation is identified, the employee will be provided with the Employee Emergency Information Worksheet (Appendix B.1) to obtain the necessary information to create the Individualized Accommodation Response (Plan).

Management and the employee will use the worksheet information to create the Individualized Accommodation Response (Plan). An Employee Emergency Response Information Template is provided in Appendix B.1.

All parties required for the execution of the plan will be advised and trained if necessary.

An employer must review, and update if required, an employee's individualized accommodation plan when any of the following situations occur:

- (a) the employee's workspace is modified or relocated;
- (b) the employee's responsibilities are changed; or
- (c) the employer becomes aware that there are any other changes that impact the accommodation required.

At any time, personal circumstances change, employees can request a modification or creation of the Individualized Accommodation Response Plan to ensure needs are met.

References:

Appendix B

- 1) Workplace Emergency Tool Kit
- 2) Introduction to Standard for Employment
- 3) Checklist for Business and Non-Profit Organizations: The Accessibility Standard for Employment
- 4) Accessible Employment Standard Regulation

As of 2019-09-16, this is the most current version available. It is current for the period set out in the footer below. It is the first version and has not been amended.

Le texte figurant ci-dessous constitue la codification la plus récente en date du 2019-09-16. Son contenu était à jour pendant la période indiquée en bas de page. Il s'agit de la première version; elle n'a fait l'objet d'aucune modification.

THE ACCESSIBILITY FOR MANITOBANS ACT
(C.C.S.M. c. A1.7)

LOI SUR L'ACCESSIBILITÉ POUR LES
MANITOBAINS
(c. A1.7 de la C.P.L.M.)

Accessible Employment Standard Regulation

**Règlement sur la norme d'accessibilité à
l'emploi**

Regulation 70/2019
Registered April 5, 2019

Règlement 70/2019
Date d'enregistrement : le 5 avril 2019

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Definitions

1 The following definitions apply in this regulation.

"**accessible format**" means a format of information that is used to facilitate effective communication by or with a person disabled by a barrier, and includes large print, recorded audio, electronic formats and braille. (« format accessible »)

"**applicant**" means a person who applies for employment. (« demandeur d'emploi »)

"**communication support**" means a support used to facilitate effective communication by or with a person disabled by a barrier, and includes sign language, captioning and augmentative and alternative communication supports. (« support à la communication »)

"**large employer**" means an employer who

(a) in the case of a seasonal workplace, employs at least 50 employees to do work that is expected to continue for at least 90 days; and

(b) in the case of any other workplace, employs at least 50 employees. (« grand employeur »)

"**service animal**" means a service animal as defined in *The Human Rights Code*. (« animal d'assistance »)

"**support person**" means, in relation to a person who is disabled by a barrier, a person who accompanies the person to

(a) support the person obtaining, using or benefiting from a good or service provided by an organization; or

Définitions

1 Les définitions qui suivent s'appliquent au présent règlement.

« **animal d'assistance** » S'entend au sens du *Code des droits de la personne*. ("service animal")

« **demandeur d'emploi** » Personne qui sollicite un emploi. ("applicant")

« **format accessible** » Format employé dans le cadre de la fourniture de renseignements afin de favoriser une communication efficace avec les personnes victimes de barrières, notamment un format en gros caractères, un enregistrement audio, un format électronique ou le braille. ("accessible format")

« **grand employeur** »

a) Dans le cas d'un lieu de travail saisonnier, employeur dont au moins 50 employés effectuent un travail dont la durée prévue est d'au moins 90 jours;

b) dans le cas de tout autre lieu de travail, employeur qui compte au moins 50 employés. ("large employer")

« **personne de confiance** » Particulier qui accompagne une personne victime de barrière afin, selon le cas :

a) de l'aider à obtenir ou à utiliser un bien ou un service fourni par un organisme ou à en bénéficier;

b) de l'aider à communiquer ou à se déplacer, de lui prodiguer des soins personnels ou de répondre à ses besoins médicaux. ("support person")

(b) assist the person in addressing his or her communication, mobility, personal care or medical needs. (« personne de confiance »)

« **support à la communication** » Support favorisant une communication efficace avec les personnes victimes de barrières, notamment le langage gestuel, le sous-titrage et les formes de suppléance à la communication. ("communication support")

Application and phase-in of obligations

2(1) The following organizations are subject to sections 3 to 14 at the following times:

(a) on the day that is one year after the coming into force of this regulation, a department of the government;

(b) on the day that is two years after the coming into force of this regulation,

(i) a government agency as defined in section 1 of *The Financial Administration Act*,

(ii) a university and a college as defined in section 1 of *The Advanced Education Administration Act*,

(iii) a regional health authority established under *The Regional Health Authorities Act*,

(iv) The City of Winnipeg and a municipality that is a city, as listed in Schedule A of the *Municipal Status and Boundaries Regulation*, Manitoba Regulation 567/88 R, and

(v) a school division and a school district established under *The Public Schools Act*;

(c) on the day that is three years after the coming into force of this regulation, any other organization subject to the Act that has one or more employees in Manitoba.

2(2) Each organization referred to in subsection (1) is subject to sections 15 (workplace emergency response) and 16 (workplace assistance) on the day that is one year after the coming into force of this regulation.

Application progressive des obligations

2(1) Les articles 3 à 14 s'appliquent aux organismes indiqués ci-dessous selon l'échéancier suivant :

a) un an après l'entrée en vigueur du présent règlement, dans le cas des ministères;

b) deux ans après l'entrée en vigueur du présent règlement, dans le cas :

(i) des organismes gouvernementaux au sens de l'article 1 de la *Loi sur la gestion des finances publiques*,

(ii) des universités et des collèges au sens de l'article 1 de la *Loi sur l'administration de l'enseignement postsecondaire*,

(iii) des offices régionaux de la santé constitués sous le régime de la *Loi sur les offices régionaux de la santé*,

(iv) de la ville de Winnipeg ainsi que des villes dont le nom figure à l'annexe A du *Règlement sur le statut et les limites des municipalités*, R.M. 567/88 R,

(v) des divisions et des districts scolaires constitués en vertu de la *Loi sur les écoles publiques*;

c) trois ans après l'entrée en vigueur du présent règlement, dans le cas de tout autre organisme visé par la *Loi* qui compte au moins un employé au Manitoba.

2(2) Les articles 15 et 16 s'appliquent aux organismes indiqués au paragraphe (1) à compter d'un an après l'entrée en vigueur du présent règlement.

When accommodation is reasonable

3 For the purposes of this regulation, an accommodation is reasonable if it

(a) is required for an applicant to access the materials or activities used in the assessment or selection process and would not result in undue hardship to the employer; or

(b) is required for an employee to perform their employment responsibilities or access the benefits available to them, by virtue of their employment, and it would not result in undue hardship to the employer.

Mesures d'adaptation raisonnables

3 Pour l'application du présent règlement, est raisonnable toute mesure d'adaptation qui ne cause pas un préjudice indu à l'employeur et qui répond à l'un des critères suivants :

a) les demandeurs d'emploi en ont besoin pour participer aux activités et accéder au matériel liés à la procédure d'évaluation et de sélection;

b) les employés en ont besoin pour exercer leurs fonctions et profiter des avantages offerts dans le cadre de leur emploi.

EMPLOYER'S GENERAL OBLIGATIONS**Employment to be accessible**

4(1) An employer must establish and implement measures, policies and practices respecting employment to reasonably accommodate employees and applicants who are or may be disabled by one or more barriers in the workplace.

Requirements for public sector and large employers re documented policies

4(2) Large employers and employers listed in subsections 2(1)(a) and (b) must document the measures, policies and practices established under this regulation and make those documented policies

(a) publicly available; and

(b) on request, available in an accessible format.

Recruiting employees

5(1) When recruiting employees, an employer must inform

(a) potential applicants of the availability of reasonable accommodations for those who may be disabled by a barrier in respect of the assessment or selection process; and

OBLIGATIONS GÉNÉRALES DE L'EMPLOYEUR**Accessibilité à l'emploi**

4(1) L'employeur instaure et met en œuvre des mesures, des politiques et des pratiques d'emploi afin de répondre raisonnablement aux besoins des employés et des demandeurs d'emploi qui sont ou qui pourraient être victimes d'une ou de plusieurs barrières dans le lieu de travail.

Exigences à l'égard du secteur public et des grands employeurs

4(2) Les grands employeurs et les employeurs visés par les alinéas 2(1)a) et b) consignent les mesures, les politiques et les pratiques instaurées pour l'application du présent règlement; en outre :

a) ils mettent ces documents à la disposition du public;

b) sur demande, ils les offrent dans un format accessible.

Recrutement des employés

5(1) Au moment du recrutement d'employés, l'employeur informe :

a) les demandeurs d'emploi potentiels que des mesures d'adaptation raisonnables sont offertes aux personnes qui pourraient être victimes de barrières dans le cadre de la procédure d'évaluation ou de sélection;

(b) applicants that, on request, reasonable accommodations may be available for those who may be disabled by a barrier in respect of the materials or activities used in the assessment or selection process.

5(2) When an applicant makes a request for accommodation under clause 5(1)(b), the employer must

(a) consult with the applicant to determine the reasonable accommodations for the barrier or barriers that are identified; and

(b) provide, or arrange for the provision of, those reasonable accommodations when carrying out the assessment or selection process.

Offering employment

6 When offering employment to a person, an employer must inform the selected applicant of the employer's measures, policies and practices for accommodating employees disabled by one or more barriers in the workplace.

Training

7(1) An employer must ensure that accommodation training is provided to persons within the employer's organization who are responsible for

- (a) recruiting, selecting or training employees;
- (b) supervising, managing or coordinating employees;
- (c) promoting, redeploying or terminating employees; or
- (d) developing and implementing the employer's employment policies and practices.

7(2) Accommodation training must include

- (a) instruction about how
 - (i) employment opportunities may be made accessible to persons disabled by barriers,

b) les demandeurs d'emploi que des mesures d'adaptation raisonnables pourraient être offertes sur demande aux personnes qui pourraient être victimes de barrières à l'égard du matériel utilisé et des activités exercées dans le cadre de la procédure d'évaluation ou de sélection.

5(2) Lorsqu'un demandeur d'emploi demande une mesure d'adaptation en vertu de l'alinéa 5(1)b), l'employeur :

a) le consulte afin de déterminer les mesures d'adaptation raisonnables à l'égard des barrières visées;

b) prend ces mesures ou veille à ce qu'elles soient prises dans le cadre de la procédure d'évaluation ou de sélection.

Offres d'emploi

6 L'employeur qui offre un emploi informe le candidat retenu de ses mesures, politiques et pratiques d'adaptation à l'intention des employés qui sont victimes d'une ou de plusieurs barrières dans le lieu de travail.

Formation

7(1) L'employeur veille à ce qu'une formation sur les mesures d'adaptation soit offerte aux personnes de son organisme ayant des responsabilités mentionnées ci-dessous :

- a) le recrutement, la sélection ou la formation des employés;
- b) la supervision, la gestion ou la coordination des employés;
- c) la promotion, la réaffectation ou le licenciement des employés;
- d) l'élaboration et la mise en œuvre des politiques et des pratiques de l'employeur en matière d'emploi.

7(2) La formation comporte :

- a) un volet sur la façon :
 - (i) de rendre les possibilités d'emploi accessibles aux personnes victimes de barrières,

(ii) to interact and communicate with persons disabled by barriers, and

(iii) to interact with persons disabled by barriers who use an assistive device or require the assistance of a support person or service animal; and

(b) a review of *The Human Rights Code*, *The Accessibility for Manitobans Act* and this regulation.

7(3) An employer must ensure that

(a) training is provided to a person as soon as reasonably practicable after the person is assigned the duties described in subsection (1); and

(b) on-going training is provided in connection with changes to the employer's measures, policies and practices respecting accessible employment.

7(4) Large employers and employers listed in subsections 2(1)(a) and (b) must create and document an accommodation training policy, including a summary of the content of the training and when training is to be provided.

Performance management

8(1) An employer must ensure that any performance management process implemented in the workplace takes into account

(a) that employees may be temporarily or permanently disabled by one or more barriers in the workplace;

(b) an employee's individualized accommodation plan under section 12, if any; and

(c) that the accommodations provided for a particular employee, if any, may not fully address a barrier that disables the employee.

8(2) In subsection (1), "**performance management process**" means any process used by an employer to manage the work of individual employees or to plan, monitor and review an employee's work objectives and overall contribution to the employer's organization.

(ii) d'interagir et de communiquer avec ces personnes,

(iii) d'interagir avec les personnes victimes de barrières qui utilisent des dispositifs d'assistance ou qui ont besoin de l'aide d'une personne de confiance ou d'un animal d'assistance;

b) un volet portant sur le *Code des droits de la personne*, la *Loi sur l'accessibilité pour les Manitobains* et le présent règlement.

7(3) L'employeur veille :

a) à ce qu'une formation soit offerte dès que possible aux personnes qui se voient accorder des responsabilités indiquées au paragraphe (1);

b) à ce qu'une formation continue soit offerte relativement aux modifications apportées à ses mesures, politiques et pratiques en matière d'accessibilité à l'emploi.

7(4) Les grands employeurs et les employeurs indiqués aux alinéas 2(1)a) et b) créent et consignent une politique en matière de formation sur les mesures d'adaptation, laquelle comporte un résumé de la formation et son calendrier.

Gestion du rendement

8(1) L'employeur veille à ce que tout procédé de gestion du rendement mis en œuvre dans le lieu de travail tienne compte de ce qui suit :

a) la possibilité qu'un employé soit, de manière temporaire ou permanente, victime d'une ou de plusieurs barrières dans le lieu de travail;

b) le plan d'adaptation personnalisé d'un employé élaboré en application de l'article 12, le cas échéant;

c) la possibilité que les mesures d'adaptation prises à l'égard d'un employé ne remédient pas complètement aux barrières dont il est victime.

8(2) Dans le paragraphe (1), « **procédé de gestion du rendement** » s'entend de tout procédé qu'utilise l'employeur pour gérer le travail de chaque employé ou pour planifier, surveiller et revoir ses objectifs de travail et l'ensemble de sa contribution à l'organisme.

Career development training and internal advancement

9 An employer who provides career development training or opportunities for internal advancement within the employer's organization must ensure that the process for recruiting, selecting, training, promoting or redeploying an employee takes into account

(a) that employees may be temporarily or permanently disabled by one or more barriers in the workplace;

(b) an employee's individualized accommodation plan under section 12, if any; and

(c) that the accommodation provided for a particular employee, if any, may not fully address a barrier that disables the employee.

Keeping employees informed

10 An employer must provide each employee with information about

(a) the employer's measures, policies and practices in respect of accommodating employees who are temporarily or permanently disabled by one or more barriers in the workplace; and

(b) any changes made to those measures, policies and practices.

Return to work process

11(1) An employer must establish and implement a policy respecting the return to work of employees who

(a) have been absent from work due to a disability; and

(b) require reasonable accommodation in respect of one or more barriers that disable the employees on returning to work.

11(2) The return to work policy must include a description of the process the employer will follow in determining the accommodations necessary to facilitate the return to work of employees who have been absent due to a disability.

Formation pour l'avancement professionnel et possibilités d'avancement

9 L'employeur qui offre une formation pour l'avancement professionnel ou des possibilités d'avancement au sein de son organisme veille à ce que les procédures de recrutement, de sélection, de formation, de promotion et de réaffectation tiennent compte de ce qui suit :

a) la possibilité qu'un employé soit, de manière temporaire ou permanente, victime d'une ou de plusieurs barrières dans le lieu de travail;

b) le plan d'adaptation personnalisé d'un employé élaboré en application de l'article 12, le cas échéant;

c) la possibilité que les mesures d'adaptation prises à l'égard d'un employé ne remédient pas complètement aux barrières dont il est victime.

Communication de renseignements aux employés

10 L'employeur donne à chacun de ses employés des renseignements sur :

a) ses mesures, ses politiques et ses pratiques d'adaptation visant les employés qui sont, de manière temporaire ou permanente, victimes d'une ou de plusieurs barrières dans le lieu de travail;

b) toute modification apportée à ces mesures, politiques et pratiques.

Retour au travail

11(1) L'employeur instaure et met en œuvre une politique de retour au travail visant les employés qui :

a) se sont absents du travail en raison d'un handicap;

b) à leur retour au travail, ont besoin que des mesures d'adaptation raisonnables soient prises à leur égard en raison d'une ou de plusieurs barrières dont ils sont victimes.

11(2) La politique de retour au travail fait notamment état de la méthode que l'employeur suivra afin de déterminer les mesures d'adaptation nécessaires pour faciliter le retour au travail des employés qui se sont absents en raison d'un handicap.

11(3) For certainty, the provisions of *The Workers Compensation Act* prevail over this section.

11(3) Les dispositions de la *Loi sur les accidents du travail* l'emportent sur le présent article.

EMPLOYER'S OBLIGATIONS RE INDIVIDUAL EMPLOYEES

OBLIGATIONS DE L'EMPLOYEUR À L'ÉGARD DE CHAQUE EMPLOYÉ

Individualized accommodation plans

12(1) An employer must, on request of an employee who is temporarily or permanently disabled by one or more barriers in the workplace, develop and implement an individualized accommodation plan for the employee.

12(2) An individualized accommodation plan must document

- (a) any accessible formats and communication supports to be used in providing information to the employee, as provided for in section 14;
- (b) any workplace emergency response information the employer is to provide to the employee under section 15; and
- (c) any other reasonable accommodation the employer is to make to address any barriers that disable the employee and the manner and timing within which the accommodation is to be made.

12(3) An employee must, in good faith, cooperate in the establishment and implementation of the employee's individualized accommodation plan, including

- (a) by providing any relevant information that may assist the employer in the assessment of the accommodation request, including any medical reports or reports by other practitioners in the area of workplace accommodations for persons disabled by barriers;
- (b) by complying with the accommodation plan and performing their work in accordance with the accommodation plan;
- (c) by providing feedback to the employer with respect to the requirements of the accommodation plan;

Plans d'adaptation personnalisés

12(1) L'employeur élabore et met en œuvre un plan d'adaptation personnalisé pour chaque employé qui en fait la demande et qui est, de manière temporaire ou permanente, victime d'une ou de plusieurs barrières dans le lieu de travail.

12(2) Le plan d'adaptation personnalisé indique :

- a) les formats accessibles et les supports à la communication devant être utilisés lorsque des renseignements sont communiqués à l'employé, en conformité avec l'article 14;
- b) les renseignements sur les interventions d'urgence dans le lieu de travail que l'employeur fournit à l'employé pour l'application de l'article 15;
- c) les autres mesures d'adaptation raisonnables que l'employeur doit prendre afin de remédier à toute barrière dont l'employé est victime ainsi que les modalités et les délais applicables.

12(3) L'employé collabore de bonne foi à l'élaboration et à la mise en œuvre de son plan d'adaptation personnalisé, notamment :

- a) en fournissant les renseignements pertinents qui sont susceptibles d'aider l'employeur à évaluer la demande de mesures d'adaptation, comme des rapports médicaux ou des rapports préparés par d'autres praticiens œuvrant dans le domaine des mesures d'adaptation au travail à l'intention des personnes victimes de barrières;
- b) en se conformant au plan d'adaptation, notamment dans le cadre de ses fonctions;
- c) en faisant le point avec l'employeur au sujet des exigences que comporte le plan d'adaptation;

(d) by participating in and cooperating with accommodation efforts on an on-going basis, including communicating with the employer if modifications to the accommodation plan are requested or if accommodation is no longer required;

(e) by participating in an evaluation of the employee, requested by the employer, to assist the employer in determining what reasonable accommodation is required.

12(4) An employer must review, and update if required, an employee's individualized accommodation plan

(a) when the employee's workspace is modified or relocated;

(b) when the employee's responsibilities are changed; or

(c) when the employer becomes aware that there are any other changes that impact the accommodation required.

Additional requirements for public sector and large employers re individualized accommodation policies

13(1) Large employers and employers listed in subsections 2(1)(a) and (b) must establish and implement a policy respecting individualized accommodation plans for employees who are temporarily or permanently disabled by one or more barriers in the workplace.

13(2) The policy must provide

(a) for how an employee can request that the employer prepare an individualized accommodation plan for the employee;

(b) that both the employee and the possible accommodations will be assessed on an individual basis;

d) en participant de façon continue à la mise en œuvre de mesures d'adaptation et en communiquant avec l'employeur si des modifications au plan d'adaptation sont demandées ou si les mesures d'adaptation ne sont plus requises;

e) en participant à sa propre évaluation, à la demande de l'employeur, afin d'aider ce dernier à déterminer les mesures d'adaptation raisonnables qui sont requises.

12(4) L'employeur revoit le plan d'adaptation personnalisé de l'employé et le met à jour, au besoin, dans les cas suivants :

a) l'espace de travail de l'employé est modifié ou déplacé;

b) les responsabilités de l'employé changent;

c) l'employeur découvre que d'autres changements se répercutent sur les mesures d'adaptation requises.

Exigences supplémentaires à l'égard du secteur public et des grands employeurs — politiques en matière de plans d'adaptation personnalisés

13(1) Les grands employeurs et les employeurs indiqués aux alinéas 2(1)a) et b) instaurent et mettent en œuvre une politique sur les plans d'adaptation personnalisés à l'égard des employés qui sont, de manière temporaire ou permanente, victimes d'une ou de plusieurs barrières dans le lieu de travail.

13(2) La politique prévoit :

a) la façon dont l'employé peut demander à l'employeur d'élaborer un plan d'adaptation personnalisé à son égard;

b) le fait que l'employé et les mesures d'adaptation possibles seront évalués au cas par cas;

(c) that the employer may request an evaluation of an employee, done by an independent regulated health professional or other practitioner in the area of workplace accommodations for persons disabled by barriers, to assist the employer in determining if reasonable accommodation is required, and that any such evaluation will be at the employer's expense;

(d) that the employee can request the following persons to assist in the development of the plan on the employee's behalf:

(i) if the employee is represented by a bargaining agent, a representative of the employee's bargaining agent or a person who is knowledgeable in the area of workplace accommodations for persons disabled by barriers,

(ii) if the employee is not represented by a bargaining agent, a person who is knowledgeable in the area of workplace accommodations for persons disabled by barriers;

(e) for the frequency within which an employee's plan will be reviewed and updated, and that a plan will be reviewed and updated earlier on the employee's request;

(f) that, on request of the employee, the employer must provide a copy of a plan to the employee in an accessible format;

(g) for the circumstances in which the employer may deny an employee's request for an individual accommodation plan, and that the employer must provide the employee written reasons for why the request was denied;

(h) that the employee's personal information and personal health information is to be appropriately protected at all times and state the steps to be taken to protect that information.

c) la possibilité pour l'employeur de demander, à ses frais, que l'employé soit évalué par un membre indépendant d'une profession de la santé réglementée ou un autre praticien indépendant œuvrant dans le domaine des mesures d'adaptation dans le lieu de travail à l'intention des personnes victimes de barrières, cette mesure visant à aider l'employeur à déterminer s'il est nécessaire de prendre des mesures d'adaptation raisonnables;

d) la possibilité pour l'employé de demander aux personnes qui suivent d'aider l'employeur à élaborer le plan de l'employé :

(i) si ce dernier est représenté par un agent négociateur, un représentant de cet agent ou une personne qui connaît bien le domaine des mesures d'adaptation dans le lieu de travail à l'intention des personnes victimes de barrières,

(ii) s'il n'est pas représenté par un agent négociateur, une personne qui connaît bien le domaine des mesures d'adaptation dans le lieu de travail à l'intention des personnes victimes de barrières;

e) la fréquence à laquelle le plan de l'employé sera revu et mis à jour, et le fait qu'il sera revu et mis à jour plus tôt si l'employé le demande;

f) l'obligation pour l'employeur de fournir à l'employé qui en fait la demande une copie du plan dans un format accessible;

g) les circonstances dans lesquelles l'employeur peut refuser d'élaborer un plan d'adaptation personnalisé pour un employé qui en fait la demande et son obligation de lui communiquer par écrit les motifs du refus;

h) l'obligation de protéger de façon appropriée et en tout temps les renseignements personnels et les renseignements médicaux personnels de l'employé ainsi que d'indiquer les mesures à prendre pour les protéger.

Communication of information

14 On the request of an employee who is temporarily or permanently disabled by one or more barriers in the workplace, an employer must

(a) consult with the employee to identify the accessible formats or the communication supports needed to be used when providing information to the employee; and

(b) ensure that those identified accessible formats or communication supports are used when providing information to the employee.

Workplace emergency response information

15(1) An employer must provide an employee who is temporarily or permanently disabled by one or more barriers in the workplace with appropriate information on how to respond to an emergency in the workplace if the employer is aware that, in the event of such an emergency, the employee may face special risks or challenges due to being disabled by the barrier.

15(2) The workplace emergency response information must be specific to the employee's particular barrier or barriers and the physical nature of the employee's work space.

15(3) An employer must comply with this section as soon as reasonably practicable after becoming aware that the employee may need assistance in the event of a workplace emergency due to the employee being disabled by a barrier.

15(4) An employer must review the information provided to an employee under this section each time

(a) the employee is moved to a different workspace;

(b) the employee's workspace is modified; or

(c) the employer reviews the employer's general emergency response plans and makes changes that would affect the employee's response to an emergency in the workplace.

Communication de renseignements

14 L'employeur consulte l'employé qui en fait la demande et qui est, de manière temporaire ou permanente, victime d'une ou de plusieurs barrières dans le lieu de travail afin de déterminer les formats accessibles et les supports à la communication devant être utilisés lorsque des renseignements lui sont communiqués; il veille également à ce que ces formats et ces supports soient bel et bien utilisés.

Renseignements sur les interventions d'urgence dans le lieu de travail

15(1) L'employeur qui constate qu'une ou plusieurs barrières dont un employé est victime de manière temporaire ou permanente dans le lieu de travail pourraient l'amener à affronter des risques ou des défis particuliers si une situation d'urgence devait y survenir est tenu de lui fournir des renseignements appropriés sur les mesures à prendre en cas d'urgence.

15(2) Les renseignements sur les mesures à prendre en cas d'urgence sont adaptés aux barrières dont l'employé est victime et aux caractéristiques physiques de son espace de travail.

15(3) L'employeur qui constate qu'un employé victime d'une barrière pourrait de ce fait avoir besoin d'aide si une situation d'urgence devait survenir dans le lieu de travail se conforme dès que possible au présent article.

15(4) L'employeur revoit les renseignements fournis à un employé pour l'application du présent article chaque fois que l'un ou l'autre des cas suivants se produit :

a) l'employé change d'espace de travail;

b) son espace de travail est modifié;

c) l'employeur revoit ses plans d'intervention d'urgence généraux et apporte des changements qui auront des répercussions sur les mesures que l'employé doit prendre en cas d'urgence dans le lieu de travail.

Designated assistance person may be provided employee information

16 If an employee who receives information under section 15 requires the assistance of another person in the event of a workplace emergency, the employer may, with the employee's consent, provide the necessary information to the person designated by the employer to provide assistance to the employee.

Privacy obligations

17 An organization to whom this regulation applies must protect the privacy and confidentiality of the personal information and personal health information provided by employees for the purposes of this regulation, and may only collect, use and disclose information as required for the purposes of this regulation, unless the employee consents to the use or disclosure. This requirement is in addition to any requirements of *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*, where applicable.

Coming into force

18 This regulation comes into force on May 1, 2019, or the day it is registered under *The Statutes and Regulations Act*, whichever is later.

Communication de renseignements sur l'employé à un assistant désigné

16 L'employeur qui fournit des renseignements visés à l'article 15 à un employé qui aurait besoin de l'aide d'un assistant si une situation d'urgence devait survenir dans le lieu de travail peut, avec le consentement de l'employé, fournir les renseignements nécessaires à l'assistant qu'il désigne à cette fin.

Obligations liées à la protection de la vie privée

17 Tout organisme à qui le présent règlement s'applique est tenu de protéger le caractère privé et confidentiel des renseignements personnels et des renseignements médicaux personnels fournis par tout employé en application du présent règlement et ne peut recueillir, utiliser et divulguer que les renseignements requis pour l'application du présent règlement, sauf si l'employé consent à ce qu'ils soient utilisés et divulgués. Cette obligation s'ajoute aux exigences applicables que prévoient la *Loi sur l'accès à l'information et la protection de la vie privée* et la *Loi sur les renseignements médicaux personnels*.

Entrée en vigueur

18 Le présent règlement entre en vigueur le 1^{er} mai 2019 ou le jour de son enregistrement en vertu de la *Loi sur les textes législatifs et réglementaires*, si cette date est postérieure.