

SPORT MANITOBA ACCESSIBILITY PLAN

April 2026 to March 2027

The following plan highlights Sport Manitoba's progress in calendar years 2025 and early 2026, as well as identifies the actions that Sport Manitoba will commit to in calendar years 2026 and 2027.

Contents

Statement of Commitment _____	1
2025 - 2026 Completed Projects _____	2
Ongoing Initiatives and Action Items _____	3
Contact and Feedback _____	5

This publication is available in alternate formats upon request.

STATEMENT OF COMMITMENT

At Sport Manitoba, we are committed to creating an inclusive and accessible environment for all individuals, including employees, volunteers, participants, visitors, and members of the community. As part of our commitment to promoting equality and inclusion, we have developed this plan to ensure that our programs, services, policies, and physical facilities are accessible to everyone, regardless of ability.

This plan has been prepared to meet our organization's obligations under the Accessibility for Manitobans Act (AMA). The AMA sets out important requirements that help identify, remove, and prevent barriers to accessibility.

As a sport organization that operates a sport facility, we recognize that accessibility is not just about meeting legal requirements, but about fostering a culture of inclusion that benefits all members of our community. We believe that everyone should have the opportunity to participate fully in the activities, programs, and services we provide, without facing physical, attitudinal, or technological barriers.

We are committed to ongoing improvement and will continue to assess and address barriers, work collaboratively with people with disabilities, and implement solutions that enhance the accessibility of our environment. This Accessibility Plan outlines our goals, strategies, and actions to make accessibility a priority at every level of our organization and within our facility.

2025 COMPLETED PROJECTS

During the 2025 calendar year, Sport Manitoba took the following steps to enhance accessibility for employees and facility users:

Policy and Employment

- Accessibility considerations and modifications were included as a part of the operational strategic priorities for the organization, ensuring actionable and measurable changes.
- Sport Manitoba remains on a hybrid work-schedule, providing flexibility and improved work-life balance to staff.
- Job postings include a statement of commitment to recruitment and hiring practices that are inclusive and barrier-free.
- Onboarding documents and training materials are available in accessible formats upon request.

Customer Service

- Maintained 100% compliance with the AMA standard, ensuring that all Sport Manitoba employees complete the Accessible Customer Service Standard training module.
- All casual staff working at the front desk completed Accessible Customer Service training to ensure consistency in our services and deepen understanding.
- Casual staff were provided with both onboarding and ongoing training to ensure they are equipped to handle fire or other emergencies should they occur after weekday, daytime staff hours.

Information and Communication

- Launched the new Sport Manitoba website, which meets or exceeds WCAG 2.2 AA standards.
- Implemented alt text on all social media posts from Sport Manitoba's accounts.
- All documents and graphic design follow accessibility best practices.

Built Environment

- In consultation with persons with disabilities, a review of door opener locations and functionality was conducted.
- Installation of accessible door openers and signage to the Manitoba Sports Hall of Fame gallery as well as the L3 Performance Centre training space was completed.
- Completed the final phase of modifications to create an accessible entrance to the facility following consultation with the Accessibility Secretariat's office. This entrance provides street-level access to the building, without the need for stairs or a lift.

Sport & Recreation

- Following consultations with a broad group from the sports and recreation community for people with disabilities in 2024–2025, an 11-person working group from different backgrounds was formed to work on a final document. *Inclusive Experience (IX)* facilitates the discussion and the work.
- The working group, under the facilitation of IX, submitted [Calls to Action](#) pertaining to sport and recreation, as well as Sport Manitoba's operations. From this, an action plan was created to implement a number of recommendations over the upcoming period.
- Actions completed as of March 31, 2026:
 - Promote and distribute the Calls to Action both internally and publicly on our Sport Manitoba website
 - Create an executive summary of the Calls to Action
 - Provided financial support for securing ASL interpretive services to support Manitoba athletes participating in integrated sport programming.
 - Reviewed options for the Sport Manitoba website, registration forms and social media to ensure they are accessible.
 - Provided support and funding to Accessible Sport Connection for programming and staff
 - Provided funding through the Bilateral Program to Provincial Sport Organizations with integrated Para athletes/participants and Accessible Sport Connection

ONGOING INITIATIVES AND UPDATED ACTION ITEMS

Through ongoing conversations with persons with disabilities who are accessing our facility and services, building residents who are or who serve persons with disabilities and organizations who provide information and training to assist in the removal of barriers, Sport Manitoba recognizes that there is work to be done to achieve accessibility at a level that exceeds the minimum requirements set out by the Accessibility for Manitobans Act.

The following items remain high-priority for either improvement or resolution in the 2026 and 2027 calendar years:

Policy and Employment

- Continue to conduct a thorough review and update of Sport Manitoba's Accessibility Plan and Policy every two (2) years.
- All hiring managers are required to complete Reducing Unconscious Bias in Hiring training.
- Individualized accommodation plans are outlined in the workplace accommodation plan to provide a safe and productive work environment for employees.
- Implement an ongoing accessibility training schedule covering a variety of topics that includes delivery to Sport Manitoba employees, building residents and volunteers.
- Annual review of accessibility initiatives and collection of information and feedback from staff and their audiences
- Develop recruitment partnerships with the disability community:
 - Project SEARCH – work placements
 - SCE Lifeworks – work placements
 - Reaching E-Quality Employment Services (REES) – job postings
 - Manitoba Possible – job postings

Customer Service

- Continue to conduct bi-annual staff review of fire safety procedures, in May and October each year.
- Continue to achieve 100% compliance with the AMA pertaining to accessibility training, including documentation of completion.
- Include casual staff in all AMA Customer Service training.

- Accessibility guidelines and accommodation request opportunities are included in event planning and program development processes.
- Create a formal process to receive, document and address complaints or feedback regarding our customer service, built environment or amenities, in a timely manner.

Information and Communication

- The marketing team, in consultation with persons with disabilities, will conduct a review of signage size, colour, location and fixtures. Create a plan to address identified barriers or areas of improvement.
- Add an enhanced accessibility widget to sportmanitoba.ca called Userway, so online visitors can further customize their experience based on their needs.
- Develop an accessibility landing page with more detailed information, including our commitment, facility accessibility, access to interpreter services for Provincial Sport Organizations and Sport Partners and support for finding accessible sport programs.
- Create a framework to incorporate accessible supports within Sport Manitoba's Game Day event, particularly ASL interpreters and adaptable sports. This will include noting these offerings in detail in event promotion.

Health, Safety and Emergency Planning

- Accessibility procedures are incorporated into fire safety plans. Employees are asked annually to self-declare a temporary or permanent disability that could impact a workplace emergency. A copy of the individual's needs is maintained within the facility's fire safety plans. A support person is identified and informed of an individual's specific needs during a workplace emergency.

Built Environment

- Conduct a review of previously installed dispensers in all washrooms, change rooms and public spaces to ensure that the height is appropriate for chair users. Remove and relocate fixtures that do not meet this requirement.
- Complete the addition of a door opener on storage spaces designated for Wheelchair Sport and their membership to ensure ease of access.
- Modify the accessible entrance intercom to ensure high-contrast colour is used to assist visitors in identifying the button location.

Sport and Recreation

- Following consultation with *Inclusive Experience (IX)* between 2025–2026, an Action Plan was formed. Many of the items within this plan are projected for completion between the 2026–2027 period:
 - Review and rebuild the Sport Manitoba financial model to support organizations that provide services for athletes with disabilities
 - Review the current ASL application process and funding guidelines
 - Continue to provide support and funding to Accessible Sport Connection for programming and staff
 - Continue to provide funding through the Bilateral Program for Provincial Sport Organizations with integrated Para athletes/participants, specific Para-sport projects, and Accessible Sport Connection.
 - Provide education and training opportunities for coaches, officials, staff and volunteers to become well-versed in working with athletes with disabilities.
 - Invest money and human resources in mentorship programs designed for persons with a disability to become sport leaders, coaches, and/or officials.

Contact

Email: info@sportmanitoba.ca

Phone: (204) 925-5600

Approved by:

_____ [original signed in-person]

Janet McMahon

President & CEO of Sport Manitoba

_____ April 15, 2026

Date approved