

BARRIERS TO ACCESSIBILITY 2019

REPORT & ACTION PLAN

BARRIERS (prioritized)	INTERIM SOLUTIONS	ACTION PLAN 2018/2019	PROGRESS REPORT November 2019
<i>Transportation</i>			
- Getting to court/office without bus tickets - Not able to get around (rural)	- Get as much done when you see clients in court - Schedule appointments with clients around their availability	Add a section to the Case Conduct Manual to provide these and other "Tips" (September 2019)	Completed 2019
<i>Language</i>			
- Clients do not speak English - Not able to understand clients with accents - Language over the phone	- Calling or bring a family member/friend to assist (App Centre) - Arrange for a translator (Available) - Requests be sent via letter or email	Determine feasibility of providing tablets with translation apps for short interactions with clients at reception. September 2019) Remind all staff of the availability of CanTalk (May 2019)	Pending - scope depends on change to Online Application centre Completed/ongoing
<i>Communication</i>			
Literacy - Clients cannot read and/or write Impairment - Limited vision or hearing	- Read documents to clients -ASL interpreter in house or on call	Monitor the volume of requests/need and determine if volume merits placing a document reader at reception (October 2019)	Need confirmed. Under review to determine best option given limited need. Review to be completed by March 30, 2020
<i>Childcare</i>			
- Clients do not always have a way to make appointments	- Schedule appointments with clients around their availability	Add a section to the Case Conduct Manual Requiring development/recording of an	Completed 2019

<ul style="list-style-type: none"> - Clients may not always make it to court 	<ul style="list-style-type: none"> - Use phone appointments more 	<p>individualized plan to address needs on the client file. (September 2019)</p>	
<p>Physical Barriers</p>			
<p>Mobility</p> <ul style="list-style-type: none"> - Wheelchair access - Heavy Front doors/No opener/Blind sensors? - Washroom (too small) access/Wheelchair access for washroom - Ramp Access/Repair -Stairs 2nd Floor/No elevator (Rural) - Little space for offices/boardrooms (wheelchair/walker) <p>Phone/Internet</p> <ul style="list-style-type: none"> - No public phones (reception) <p>- No wifi to offer or share information without data use</p>	<ul style="list-style-type: none"> - Open doors when observed - Push/start buttons to open doors for reception - Meet at CLC/Court - Allow use of office washrooms. - Use office visits wisely-prepare minimize appointments Staff needs to attend to CLO office when needed. - Move furniture around in the office - Asking/making a note on the file re: needs and alert staff to prepare when appt is happening - Allow phone use if not busy - Arrange for private calls within the institution or in-person meetings - Allowing clients to send information at a later time when access to internet is available -OSD Being more attune to the client's accessibility needs 	<p>Provide automatic door openers and building access ramps/repairs as a fiscal priority for 2018/19. (October 2019)</p> <p>Survey accessible washrooms post maps in reception areas. (September 2019)</p> <p>Consider feasibility of a LD limited public phone line in reception areas (September 2019)</p> <p>Monitor need for wireless access (LAM related) and report determine if guest account is justifiable. (September 2019)</p>	<p>Building Lease review commenced and lease needs for next 5 years under review. As soon as plan approved by MC RFP will be issued. Due September 2020</p> <p>Size of need uncertain - pending results of pilot project for Online apps. No requests have been made for this access.</p>

<p>Knowledge - Not knowing the client's accessibility needs</p> <p>Child Care Client difficulties attending IV or Court – no sitter</p> <p>- No change tables in washrooms for mothers and fathers with young ones</p> <p>Payments - There are no payments by credit card</p>	<p>Minimize appointments and schedule around client availability Use phone/video appointments</p> <p>- Allow credit card payments</p>	<p>Add a section to the AD Manual requiring record of limitations on each client file (September 2019)</p> <p>Add section to Case Conduct Manual with “Tips” (September 2019)</p> <p>Request building managers put infant change tables in washrooms (June 2019)</p> <p>Monitor need for Credit Card POS and report. September 2019)</p>	<p>Determination is to create a means of recording this in LAMAS – Systems development in process</p> <p>Completed 2019</p> <p>Request made for min. 1/Bldg requested – pending reply.</p> <p>Credit Card POS deployed in Winnipeg, Brandon, Dauphin</p>
Information			
<p>- Clients have trouble understanding court process and/or how to apply for Legal Aid</p> <p>- Not sure where to direct clients</p> <p>- Clients do not understand “Charge on Land”/AATP</p>	<p>- Direct clients on how to apply and who is qualified - Considering which methods of communication works for each client's</p> <p>Referrall list. Give info and numbers to resources that may help</p> <p>- Explaining to the client what is financially eligible for Legal Aid or refer to Payment</p>	<p>Use In The Loop to encourage OSD courses that focus on strategies for plain language communication. (June 2019)</p> <p>Update & make more visible on Intranet/Internet pages (June 2019)</p> <p>Develop Plain language FAQ on topics of common misunderstanding. (September</p>	<p>Survey of client service (2020) will provide feedback on Application process. Quarterly review, no OSD courses available.</p> <p>Changes made to websites</p> <p>Ongoing due September 1, 2020</p>

-Limited Services, especially in the North.	Program to get detailed information	2019)	
- There are no drop-ins during the morning	- Provide other ways to apply for LA.	Develop long term plan goals to encourage counsel to practice in North (June 2019)	Hired 2 AS in Thompson 6 lawyers in office. LSM amending loan program to open it to those with employment in North
“Word”/Cannot open documents in OpenOffice/PDF Docs	Get “Word” for reception	Survey need for morning drop ins and report back (July 2019)	Reviewed - Plan is to move more heavily to Online Apps with capacity for in person as needed
Staff don't know client accessibility needs	Being more attune to needs	Ensure all docs are exported in universal format (PDF) (September 2019)	LAMAS docs issues in PDF Scanners all set to PDF mode
		Add a section to the AD Manual requiring record of needs on client file (July 2019)	To be completed by September 1, 2020
Cultural			
- Different outlooks/ way of thinking - Staff can be afraid to discuss certain things with clients if they are worried about offending them	- Cultural awareness - Cultural training (learning how to ask questions and become comfortable interacting with people from traditional cultures)	Continue Cultural competence training (September 2019)	Ongoing cultural competency training 2020
Poverty			
- Affects their ability to comply with court orders - No home phone or active phone number	- Be more sensitive to poverty issues - Scheduling around the client's availability, Use an alternative method of	- Encourage effective office visits (plan to get all info needed in 1 or 2 meetings). Use court meetings more thoughtfully and waive unnecessary appearances if	Completed 2019

<ul style="list-style-type: none"> - Clients have no way of getting to court or making appointments/court orders - No/limited internet access 	<p>communication</p> <ul style="list-style-type: none"> - Provide assistance irt what the client needs - Providing bus fare or tickets for clients that have no means of transportation 	<p>possible. Add section to Case Conduct Manual with “Tips” (September 2019)</p>	
Impairments			
<ul style="list-style-type: none"> - Limited or no vision at all - Limited or no hearing at all - Not physically able to get around 	<ul style="list-style-type: none"> - Reading documents out loud - ASL interpreter - Appointments over the phone - Writing out conversation on paper 	<p>Add a section to the Case Conduct Manual requiring development/recording of an individualized plan for communication on each client file where issues exist. (September 2019)</p>	<p>Completed 2019</p>
Access to Information/File			
<ul style="list-style-type: none"> - Family members not able to have to access to a client's information or file - Client's have no access to the documents they have previously provided from a file. 	<ul style="list-style-type: none"> - Informing them about FIPPA 	<p>Advertise attendance at 1 FIPPA session within 3 months of hire and every 2nd year after in “In the Loop”. (July 2019)</p>	<p>All FIPPA sessions (internals and external to LAM) posted on “In the Loop”.</p>
Mental Health Crisis			
<ul style="list-style-type: none"> - Erratic behaviour / Social stigma - Not knowing how to handle certain situations on both 	<ul style="list-style-type: none"> - Refer to services for management of MH - Non-violent Crisis Intervention Training - Work with 	<p>Continue / enhance MH training and non violent crisis intervention training. (September 2019)</p>	<p>Toolkit Advertised on “In the Loop” and made avaiable to willing/interested staff. LAM Senior Manager is on CMHB and looking for any</p>

<p>sides</p> <ul style="list-style-type: none"> - Mental Health / Cognitive concerns - Unable to follow through because of depression / social anxiety or a great deal of difficulty attending hearings/appointments 	<p>counsellor/community supports (if available)</p> <ul style="list-style-type: none"> - Provide clear explanations of what to expect and to offer to meet by phone or telephone hearings - Individualize plan to assist and mark in client file - M.H. training available 	<p>Add a section to the Case Conduct Manual requiring development/recording of an individualized plan for communication on each client file where issues exist. (September 2019)</p>	<p>new programs/training for 2020.</p> <p>Completed 2019</p>
Youth			
<ul style="list-style-type: none"> - Relying on CFS workers for meeting with lawyer - Parents do not have access to their child's information 	<ul style="list-style-type: none"> - Keeping information up to date as much as possible - Informing them of FIPPA 	<p>FAQ for Parents on information and direction of YCJA cases (what the law requires) (September 2019)</p>	<p>Completion by September 1, 2020.</p>
Attitudinal			
<ul style="list-style-type: none"> - Clients will not always agree to "Charge on Land" or Agreement to Pay - Clients have trouble understanding these Agreements - Staff Bias Poverty/Disability - Training 	<ul style="list-style-type: none"> - Explaining to the client the way Legal Aid works to them. Knowing clearly. - Directing clients to the appropriate person to give a more detailed explanation 	<p>Update FAQ on These issues and make them easier to find on the web page (September 2019)</p>	<p>FAQ link on all Internet web pages. Link from Intranet to Internet sites</p> <p>A/A</p>
Accessibility for Staff			
<ul style="list-style-type: none"> - Assistants do not have Microsoft Word. Provide clients that 	<ul style="list-style-type: none"> - Provide Microsoft Word - Take courses when available/offered 	<p>Mandate Universal format for documents sent electronically (PDF, etc.) (September 2019).</p>	<p>Documents sent in LAMAS are sent in PDF by default. Scanners set to PDF as</p>

need Word documents for accessibility			default.
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