Agenda - Executive Policy Committee - December 11, 2002

1. Universal Design Policy
File CR-3 (Vol. 6)

ADMINISTRATIVE RECOMMENDATION:

1. That the Universal Design Progress Report be received as information (Attachment A).

2. That the draft Universal Design Administrative Directive - a key strategy for on-going implementation - be received as information (Attachment B).

3. That a Universal Design Coordinator term position be established in the Corporate Services Department.

4. That $145,000.00 be allocated to fund the operational and performance requirements of this initiative for a two-year period over three fiscal years and that the matter be referred to the 2003 budget process for consideration.

5. That the Chief Administrative Officer establish an interdepartmental Universal Design Steering Committee to support the work of the Universal Design Coordinator and to ensure that the on-going implementation of the Universal Design policy is conducted in an effective and efficient manner.

Universal Design Implementation Team

Re: Universal Design Policy

For Submission to: Executive Policy Committee

Submitted by: Jim Thomson, Chairman, Universal Design Implementation Team

Report date: November 29, 2002

In Camera Item: No

Recommendations:

1. **That the Universal Design Progress Report be received as information.**

2. **That the draft Universal Design Administrative Directive – a key strategy for ongoing implementation - be received as information.**

3. **That a Universal Design Coordinator term-position be established in the Corporate Services Department.**

4. **That $145,000 be allocated to fund the operational and performance requirements of this initiative for a two year period over three fiscal years and that the matter be referred to the 2003 budget process for consideration.**

5. **That the Chief Administrative Officer establish an interdepartmental Universal Design Steering Committee to support the work of the Universal Design Coordinator and to ensure that the on-going implementation of the Universal Design policy is conducted in an effective and efficient manner.**

REPORT SUMMARY:

Key Issues

- In approving the Universal Design Policy in December 2001, Council directed the Chief Administrative Officer to establish a Universal Design Implementation Team (UDIT), to provide a progress report on the initial implementation of the policy (Attachment A) and to make recommendations for further action.
- UDIT was established in January, 2002 and met on a monthly basis throughout the year in order to report back to EPC within one year as required by the Universal Design policy.
- Though the City has made significant progress in implementing the policy since December 2001, UDIT has identified critical areas in the City's organizational culture with respect to Universal Design which will require additional administrative alignment, research and training, and technical support to meet the access provisions prescribed in Plan Winnipeg and the overall objectives of the Universal Design policy.
- To ensure that roles and responsibilities within the organization are clearly defined with respect to Universal Design, UDIT recommends that that the Chief Administrative Officer establish a Universal Design Directive (Attachment B).
- To ensure that research and training needs are met, UDIT recommends that a Universal Design Coordinator term-position be created within the Corporate Services Department.
- In order to meet the operational and performance objectives of the Universal Design implementation initiative, UDIT recommends that $145,000 be allocated to this initiative to cover all costs over a 24-month period.
- To ensure that that there is sufficient technical support for the on-going implementation of the policy, UDIT recommends that the CAO establish an Interdepartmental Steering Committee.
- UDIT believes that through the implementation of these recommendations, the City will not only meet all policy objectives but will also significantly reduce the number of Human Rights complaints against the City, the majority of which relate to disability and access issues.

IMPLICATIONS OF THE RECOMMENDATIONS:

General Implications:

	None
X	For the organization overall and/or other departments
X	For the community and/or organizations external to the City
X	Involves a multi-year phase in process

Comments: Though the Universal Design Policy has been in effect for less than one year, the organization has made progress in making its facilities, programs and services accessible to all. There are, however, opportunities for significant improvement which need to be addressed to satisfy policy objectives and meet organizational and community needs.

Policy Implications

[X] No
[ ] Yes

Comments: Additional action is required to meet the Access provisions of Plan Winnipeg and to satisfy the objectives of the Universal Design policy.

Financial Implications

[ ] Within approved current and/or capital budget
[X] Current and/or capital budget adjustment needed

Comment: The Universal Design Implementation Team recommends that $145,000 be allocated to support this initiative and that the funds be used to cover all costs over a 24-month period. Following the completion of the term, a review will be undertaken to determine if additional financial support is required.

UNVERSAL DESIGN IMPLEMENTATION TEAM RECOMMENDATIONS

Recommendations:

1. That the Universal Design Progress Report be received as information (see Attachment A).

2. That the draft Universal Design Administrative Directive – a key strategy for on-going implementation - be received as information (see Attachment B).

3. That a Universal Design Coordinator term position be created in the Corporate Services Department.

4. That $145,000 be allocated to fund the operational and performance requirements of this initiative for a two year period over three fiscal years and that the matter be referred to the 2003 budget process for consideration.

5. That the Chief Administrative Officer establish an interdepartmental Universal Design Steering Committee to support the work of the Universal Design Coordinator and to ensure that the on-going implementation of the Universal Design policy is conducted in an effective and efficient manner.

Reason For the Report:
In approving the Universal Design Policy in December 2001, Council directed the Chief Administrative Officer to establish a Universal Design Implementation Team (UDIT) to provide a progress report (Attachment A) on the initial implementation of the policy and to make recommendations for further action.

History
In April 2000, the Access Advisory Committee (an ad hoc committee of Council) was requested by the Mayor to study how the principles of Universal Design could be applied to the City of Winnipeg. Working in cooperation with the community, the CAO Secretariat and key civic departments, the Access Advisory Committee developed a Universal Design policy which was approved by Council on December 12, 2001.

Discussion
The progress report appended in Attachment A demonstrates that since the Universal Design Policy was approved by Council last December, significant steps have been taken in making the City's programs, services, and facilities accessible to every citizen of Winnipeg. In preparing the progress report, however, UDIT became aware that despite the progress made, there were still areas in the City's organizational culture which needed to be addressed in order to meet the policy objectives with respect to both Plan Winnipeg (3C-04) and Universal Design. The areas of concern were:

- **Organizational Alignment:** UDIT found that roles and responsibilities with respect to policy implementation were not well understood within the organization.
- **Research and Data Collection:** UDIT found that the City needed to establish a comprehensive research foundation to implement the policy and that there was no instrument for data collection and analysis to enhance the process for policy implementation.
- **Training:** UDIT found that there were few dedicated training programs in place to educate city employees about the policy and how it might be incorporated into existing and future civic programming. Moreover, the City has an additional obligation to ensure that external consultants and contractors are aware of the Universal Design policy but there is no method to provide training or information for these groups.
- **Technical Support:** UDIT found that the City required a mechanism to provide technical support to departments to implement the policy. Though there is considerable expertise across the organization to assist with policy implementation, there was no interdepartmental mechanism for the coordination and application of technical support.

To enhance the transition from policy to practice, therefore, UDIT identified three key strategies to enhance the process of policy implementation:

Strategy #1:

Universal Design Administrative Directive

Responsibility: CAO
Cost: Nil

The purpose of the Administrative Directive is to clarify roles and responsibilities to ensure that Universal Design is considered when new projects and services are being designed. The Administrative Directive also builds accountability into the process by clearly articulating the obligations of the key players in the process, especially since the Chief Administrative Officer is responsible for enforcing the directive. Finally the utilization of the administrative directive ensures corporate alignment and provides implicit recognition that the implementation of the policy is a shared responsibility across the organization. **See Attachment B**

Strategy #2:

Universal Design Coordinator

Responsibility: Council
Cost: $ 145,000

The function of the Universal Design Coordinator is to address both the research and training gaps identified by UDIT. Consequently, the primary duties of the coordinator will be:

- To create a corporate registry of universal design initiatives undertaken by the City.
- To review existing City programs and policies to ensure that the principles of universal design are applied consistently across the organization.
- Build a resource library regarding new initiatives in other jurisdictions.
- Coordinate training and information for City staff in cooperation with the Access Advisory Committee and Corporate Services. Such programs may include E-training, train the trainer programs, video production and training seminars.
- Serve as a resource for managers during the design stage of project and service development.
- Participate as secretary to, and resource person for, the Universal Design Steering Committee.
- Create and maintain a Universal Design Consultant Registry.
- Provide a single point of contact for the community on matters related to Universal Design.
- Assist in prioritizing the Accessibility Program adopted by Council in September 2002.
- To report annually (as directed by the Chief of Human Resources) during the tenure of the position on the status of policy implementation and make recommendations for additional action.

The development of a research and training program is critical to policy implementation by strengthening organizational awareness of Universal Design. It is anticipated that the Universal Design position would be located within the Corporate Services Department and would report to the Chief of Human Resources. It is recommended that the position be filled by April 2003 to provide time for the position to be properly rated and described according to existing human resource standards. Upon completion of the term in 2005, the initiative will be reviewed to determine if an extension is required.

The estimated funding requirements to provide for this position from April 2003 to April 2005 are:

Annual Costs	**2003**	**2004**	**2005**	**Total**
Salary including benefits	$39,750	$53,000	$13,250	
Computer requirements	$3,000			
Phone	$375	$500	$125	
Office costs	$2,800	$3,400	$600	
Staff Development		$5,000		
Training / Education Budget	$8,450	$11,600	$3,150	
	$54,375	**$73,500**	**$17,125**	**$145,000**

Note: In addition to the funds provided for the position, other funding for education and training will be sought through sources such as CUPE/Joint Education Fund and the WAPSO Training Initiative.

Strategy #3:

Universal Design Steering Committee

Responsibility: CAO
Cost: Within existing budgets
The purpose of the Universal Design Steering Committee is to provide interdepartmental coordination and technical support for on-going Universal Design policy implementation. The Universal Design Implementation Team's own deliberations have demonstrated the value of an integrated approach to universal design to ensure that all departments have input into the decision-making process and provide a coordinated approach to policy application across the organization. In addition the steering committee will provide a useful forum for information sharing and provide important support to the Universal Design Coordinator.

It is recommended that the Chief Administrative Officer appoint the Chief of Human Resources to Chair the committee from and that representation include all key civic departments, the Universal Design Coordinator, and the Coordinator for the Access Advisory Committee.

Conclusion

The Equity and Diversity Branch reports that in the last three years, 60% of the Human Rights complaints against the City related to disability and reasonable accommodation. This statistic alone underlines both the inherent value of the Universal Design policy and the importance of dedicating resources – human and financial – to ongoing policy implementation. The recommendations are considered to be meaningful and practical steps toward ensuring that Winnipeg continues to develop as an inclusive community sensitive to the needs of every citizen.

Financial Impact Statement — Date: December 4, 2002

Project Name: **First Year of Program**

Universal Design Coordinator **2003**

	2003	2004	2005	2006	2007
Capital					
Capital Expenditures Required					
Less: Existing Budgeted Costs					
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal					
Debt - External					
Grants (Enter Description Here)					
Reserves, Equity, Surplus					
Other - Enter Description Here					
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -				
Total Additional Debt Required	$ -				
Current Expenditures/Revenues					
Direct Costs	$ 54,375	$ 73,500	$ 17,125	$ -	$ -
Less: Incremental Revenue/Recovery					
Net Cost/(Benefit)	$ 54,375	$ 73,500	$ 17,125	$ -	$ -
Less: Existing Budget Amounts				-	-
Net Budget Adjustment Required	$ 54,375	$ 73,500	$ 17,125	$ -	$ -

Additional Comments: Annual budget requirements include; salary, office and related costs and training resources. Salary costs, including benefits are estimated using WAPSO Grade IV.

Manager of Finance & Administration

In preparing this report, there was consultation with and concurrence by:

All key departments.

The Universal Design Implementation Team, with representation from key departments and the Access Advisory Committee, provided drafts of this report and of the Administrative Directive to departments for comment. At a consultation session, participants indicated unanimous concurrence with the Universal Design Policy



Universal Design Progress Report

November 7, 2002
Appendix A

UNIVERSAL DESIGN IMPLEMENTATION TEAM PROGRESS REPORT

Background

On December 12, 2001 Council approved the Universal Design Policy. The Access Advisory Committee (AAC), requested by the Mayor's office, finalized this policy. The AAC worked in cooperation with the community, the Chief Administrative Officer's office and key civic departments to develop the report and consider the implications to the city.

City Council recommended:

- That the Chief Administrative Officer establish an Interdepartmental Implementation Team to manage the implementation of the policy.
- That the Interdepartmental Implementation Team provides a Universal Design progress report to Executive Policy Committee by December 2002.
- That the Proper Officers of the City be authorized to do all things necessary to effect the intent of the foregoing.

The Terms of Reference of the UDIT were:

- To provide training on Universal Design to UDIT members
- To do a departmental inventory of current practices within the criteria of Universal Design Policy
- Establish a Universal Design network with civic staff and oversee the development of training for this Universal Design network
- To develop minimum expectations of reporting from Universal Design Consultants.
- To develop a method of monitoring departmental progress.
- To study the policy in depth and develop a plan for cross-departmental consistency of application within the policy.

DISCUSSION

In preparing this report the UDIT considered the diversity of the citizens of Winnipeg and the City's roles and responsibilities as an employer. While some of the following considerations are specific to one sector of the community, most are applicable to the community as a whole.

Plan Winnipeg…2020 Vision

The Universal Design Implementation Team used Plan Winnipeg…2020 Vision as a guide to ensure their recommendations were aligned with Council's long-range vision

"to be a vibrant and healthy city which places its highest priority on quality of life for all of its citizens."* The recommendations outlined in this report will assist the City in achieving this goal. Plan Winnipeg's policy **"to promote mobility through principles of universal access"** can be met by **"ensuring that universal design principles are applied."***

Reasonable Accommodation

UDIT researched the legal responsibility the City is required to follow under the Manitoba Human Rights Code. The Equity and Diversity Branch reports in the last three years, 60% of the Human Rights complaints received related to disability and reasonable accommodation. The Manitoba Human Rights Code has paramount status over all laws of the Province, whether enacted before or after the Code. This means, for example, that simply meeting building code, health and safety, employment standards or labour law requirements is not enough if the result still discriminates.

Aging Demographics

The City of Winnipeg's aging demographics has to be considered in relation to accessibility to facilities and how citizens utilize services and programs. In 2001 Statistics Canada reported that baby boomers (those aged 45 to 65 years) and people over age 85 are the fastest growing segments of our population. As human functioning changes with age, people should be assured access to the fundamental elements of daily life available in the community.

City's Role as an Employer

In its Human Resource Strategic Plan the City of Winnipeg identified the “creation of a positive, respectful, safe and healthy work environment that supports the physical, psychological and social well being of employees” as a key success factor in achieving the City’s vision of a “dynamic and diverse workforce of highly skilled people working together to deliver excellent service to the community of Winnipeg”. Creating a diverse workforce and managing diversity capitalizes on the skills and expertise of everyone and enables the organization to better meet its goals of delivering services to the citizens of Winnipeg.

Diversity includes visible differences, such as age, disabilities, race and gender as well as invisible differences, including education, learning styles, and personal demands on time outside of work. Managing diversity is about creating an environment where differences are recognized, respected and accommodated when reasonably possible.

***Policy 3C-04 Plan Winnipeg….2020 Vision**

PROGRAMS AND INITIATIVES

Prior to the adoption of the Universal Design Policy, the City developed various programs to help its citizens have access to its facilities, programs and services. Many of these programs and initiatives were developed incrementally over time and usually in reaction to a particular problem or event. Until now, these programs have lacked a comprehensive strategy to ensure consistent implementation. The Universal Design Policy provides a change in philosophy, adopting a proactive approach. This shift in philosophy will assist the City in achieving its organizational goal to **"maintain a consistent high level of citizen satisfaction with key City services."***

The Universal Design Implementation Team has identified many programs and initiatives the City has improved in 2002 that are aligned with the Universal Design Policy.

Planning, Property and Development

- This department has led the way in designing and coordinating Universal Design solutions to civic facilities and urban design.
- The renovation to the Council Building is a good example how Planning, Property and Development have consulted with the end users to balance function and design.
- Recent major Capital projects, such as the St. James-Assiniboia Centennial Pool and Millennium Library Expansions, have included Universal Design requirements as a part of the Request for Proposals for hiring architectural consultants. The architectural consultants will be designing facilities with Universal Design principles in mind.

Corporate Services

- Equity and Diversity, Occupational Health and Corporate Rehabilitation have provided leadership in workplace wellness and reasonable accommodation.
- Corporate Services has included Universal Design in the new Supervisory Development Program.
- A one-time $38,000 assistive devices fund is a joint project of the Access Advisory Committee and the Equity and Diversity Initiative. Funded by the Program 5C of the Winnipeg Development Agreement, the $38,000 will help employment and services become more accessible for all people in the City of Winnipeg. Devices included in this program were:

***Policy 2B-05 Plan Winnipeg….2020 Vision**

- Telecommunication devices for persons who are deaf (e.g. TTY and loop systems)
- Strobe light fire alarms
- Adaptive equipment for computers (e.g. voice-activated software)
- Vibrating pager
- Automatic door openers
- Temporary use wheelchairs
- Portable pool lift

Public Works

- Public Works has made a strong commitment to ensuring a pedestrian pathway system that is inclusive and safe. They are testing options detectable surface options for sidewalk curbs.
- By improving sidewalk design and installing audible pedestrian signals, Winnipeg streets are becoming more accessible to a wide range of users.
- Within the 5 year Capital Budget program there is a plan for removal of physical barriers to facilities which ensures equitable access to buildings and services.
- The Customer Service department has encouraged and supported the Universal Design Train the Trainer initiative, funded through the CUPE/Joint Education Fund, the Access Advisory Committee and Equity and Diversity.

Corporate Information Technology

- An accessible page is available on the Internet and Intranet, clearly providing the top ten recommendations for accessible Web sites.
- The new look and feel corporate pages on the Internet were modified to follow the top ten recommendations for Universal Design on the Web. Instructions were provided to all departments for implementing these Universal Design Web features.
- Access keys were added to the Corporate Internet Web pages to make it easier for people using screen readers to quickly navigate around the Web pages to the different sections.

Transit

- Bus Replacement Program – The City took delivery of 62 New Flyer Low Floor Buses - including new features such as;
  - High visibility LED destination signs,
  - Rear facing wheelchair positions,

    - "Next Stop Request" buttons located on grab-handle bars in aisle (as opposed to reaching for the pull cord over the window).
- Bus Stop Accessibility Project;
    - On-going retrofit of shelters and sidewalks at bus stops city-wide to accommodate persons using wheelchairs or mobility aids.
- Barrier-Free Design incorporated to new Transit Terminal at Garden City Shopping Centre.
    - Minimized grade-level changes in sidewalk and platform,
    - Outdoor elements placed to minimize obstacles and travel path hazards,
    - Provided curb-cut ramps for persons using wheelchairs or mobility aids.

Spin-offs

- The audible pedestrian signals program produced some unexpected results. Initially the program's objective was to provide audible cueing and directional assistance to pedestrians with visual impairments. When the audible devices were installed, Traffic Signals also upgraded the optical equipment to new L.E.D. fixtures. Many citizens expressed positive feed back on the increased visibility of the new equipment. As well, the new L.E.D pedestrian heads reduced power consumption by 85%.
- Public Works and Planning, Property and Development have worked together to develop accessible public rights-of-way. This includes accessible pedestrian routes, alternate circulation paths (during construction) and ensuring that utility poles, refuse containers and street signs are located out of the pedestrian's path of travel. The wider, unobstructed sidewalks are now not only esthetically pleasing but also have made the removal of snow more efficient.

DEPARTMENTAL REVIEW

Departments	UDIT Member	Staff who have Attended Training	Senior Management Overview	Projects or Services
CAO Secretariat	Yes	1	1	TTY
City Clerks	No	6	2	TTY, Web design,
Community Services	Yes	11	10	TTY, Elevators Vibrating Pager, Strobe Fire Alarms
Connexus	No		9	
Corporate Finance	Yes	8	10	Customer Service Counter
Corporate IT	Yes	8	4	Accessible Web Design
Corporate Services	Yes	15	8	TTY,E-Learning, Multi-level Counter
Employee Benefits	No	1	1	
Fire Paramedic	Yes		11	TTY
Planning Property&Dev..	Yes	22	10	Power Doors, Ramps,Elevators
Property Assessment	Yes	3	8	TTY
Public Works	Yes	39	11	TTY , Curb Cuts, Audible Signals, Portable Pool Lift
Transit	Yes	1	7	Handi-Transit, Power Door, TTY
Water Waste	Yes	6	10	TTY, Multi –level Counter
Winnipeg Police	Yes	1	11	TTY

- **TTY**-Teletype or Teletypewriter, is an electronic device that permits people with hearing and/or speech limitations to communicate over the standard telephone lines without the aid of an interpreter. **TTY's** are also referred to as **TT** and **TDD**.

OPPORTUNITIES FOR IMPROVEMENT

Opportunities for improvement that have been identified are spread across all departments. These include, providing wheelchair access and more accessibility to washrooms, doorways, and office space. Although great strides have been made to make the City's Internet and Intranet accessible to a wide array of users, many civic departments have not made their sites accessible.

FEEDBACK

Many members of the **community** have expressed concerns regarding the implementation of the Universal Design Policy. Their major considerations were:

- That implementation of the policy should not only focus on wheelchair access but ensure sensory issues are recognized as well
- That community voices should be included during implementation and consultation in the planning and design phase of proposed projects regarding Universal Design.
- That administration still perceived the policy as of barrier-free design and not truly universal by practice

Employees who participated in Universal Design training sessions were asked a series of questions regarding Universal Design within their departments. These 122 participants represented 12 departments. Participants' responded:

- That more research and information was needed with respect to communication methods and web design
- That improved access to both the workplace and washroom facilities was required
- That education/training, funding and a continuing partnership with the Access Advisory Committee would greatly help departments implement the policy

Professionals who must implement the policy have voiced their concerns to the Universal Design Implementation Team. They stated:

- That project managers, consultants and front-line foreman did not have the available information on Universal Design and had insufficient time to research material
- That reporting criteria required by the Universal Design Policy is incomplete and too vague
- That they are unsure how to balance existing standards with the principles of Universal Design
- That the existing checklist recommended in the policy is too generic and not an effective tool across departments

SUMMARY OF UNIVERSAL DESIGN EDUCATION AND TRAINING

Throughout the organization a total of one hundred and thirteen senior managers have been presented an overview on Universal Design principals and policy. Additionally, one hundred and twenty-two departmental designates, selected by their senior managers, have attended a half-day Universal Design Training session. These half-day sessions were successful in providing the participants with a general understanding of the principals of Universal Design and the Universal Design Policy. As well, the participants provided valuable feedback to the UDIT on what their departments are currently doing that is aligned with Universal Design and opportunities for improvement.

Universal Design has been mentioned in the three day Supervisory Development Program scheduled to start in the fall of 2002. There is also a commitment to include a Universal Design module in upcoming Corporate Customer Service training and Diversity Training courses. The Universal Design Implementation Team has written articles published in the Civic Pulse to inform all civic employees on Universal Design. The City's Intranet now has a Universal Design Web page providing information, links upcoming events and training opportunities. In the near future a City of Winnipeg Universal Design Web page will be available on the Internet.

UNIVERSAL DESIGN IMPLEMENTATION TEAM

The Universal Design Implementation Team (UDIT) was formed in January 2002. All key departments that are most effected by the Universal Design Policy are represented. The UDIT has met, as a group, on a monthly basis since its inception. Smaller working groups have met in addition to the monthly meetings. Over a relatively short period of time the UDIT has been busy in preparing this report and drafting recommendations to facilitate a corporate implementation of the policy.

Jim Thomson - Director, Public Works, Chairman
James Allum - CAO Secretariat
Kenn Rosin - Public Works
Abdul Aziz - Police Service
Peter Bennett - Corporate Information Technology
Claudia Engel Boyce - Water and Waste

Jerry Comeau - Planning, Property and Development
Barb D'Avignon - Corporate Finance
Jackie Halliburton - Corporate Services
Ken McKim - Community Services
Alex Regiec - Transit
Cal Schmidt - Fire Paramedic Service
Eric Turner - Property Assessment
Judy Redmond - Access Advisory Committee, Project Manager
Derrick Saedal - Project Assistant



Universal Design Administrative Directive

November 5, 2002
Appendix B

Winnipeg

ADMINISTRATIVE DIRECTIVE NO.UD-001

UNIVERSAL DESIGN

DRAFT

Authority for Directive: **Gail Stephens, Chief Administrative Officer**

Last Updated: **November 5, 2002**

DIRECTIVE

ALL DEPARTMENTS, EMPLOYEES AND CONTRACTED AGENTS OF THE CITY WILL SUPPORT AND FACILITATE THE IMPLEMENTATION OF THE UNIVERSAL DESIGN POLICY

CONTEXT FOR DIRECTIVE

On December 12, 2001 Council adopted the Universal Design Policy. This policy recognizes that its citizens have a variety of different abilities, strengths and heights and this should not exclude or segregate anyone from participating in community life and accessing and using municipal services.

Universal Design is a concept, or a way of thinking about design. Universal Design creates environments, programs and services that respond to the needs of the widest range of the population to the greatest extent possible. To meet the ever-changing needs of the community it is important the employees, departments and the organization recognize the need for flexibility in implementing the philosophy and principles of the Universal Design Policy.

The City is aware that Canadian and Manitoba Courts have clearly stated an employer has a responsibility to provide a safe and healthy work environment, free of harassment and discrimination. Additionally, the City is committed to providing an environment that supports the physical, psychological and social well-being of its employees.

A. PURPOSE OF DIRECTIVE

The Universal Design Policy, adopted by Council, provides the organization with the fundamental principals and guidelines. This Directive will clarify the authority and outline the roles and responsibilities within the organization.

This Directive is intended to be broad and flexible in its application. There are a multitude of factors that will be considered when decisions are made regarding the implementation of the Universal Design Policy. These considerations will vary depending on the given situation.

This Directive will ensure a coordinated, timely and cost effective implementation of the Universal Design Policy throughout the organization. The effective implementation of the Universal Design Policy will mitigate a significant risk to the organization regarding disability and reasonable accommodation issues.

B. ROLES AND RESPONSIBILITIES

This Directive reinforces the joint responsibility of the organization, department and individual employee in implementing the Universal Design Policy

<u>THE CHIEF ADMINISTRATIVE OFFICER (CAO) WILL:</u>

1. Ensure compliance with this directive.

<u>THE CHIEF OF HUMAN RESOURCES AND CORPORATE SERVICES WILL:</u>

1. Oversee and provide support to the Universal Design Initiative.

<u>DEPARTMENT HEADS OR DESIGNATES WILL:</u>

1. Support the compliance of this Directive and support the procedures attached to it.
2. Ensure that this Directive and the procedures attached to it are clearly communicated to and adhered to by supervisors and by all employees within their area of control.
3. Ensure that all appropriate staff receives training and development of the principles and philosophy of Universal Design.
4. Designate a department representative to actively participate as a member of the Universal Design Steering Committee.
5. Provide immediate mediation for contravention of this Directive.

UNIVERSAL DESIGN STEERING COMMITTEE WILL:

1. Support compliance with this Directive, and facilitate the implementation of the Universal Design Policy
2. Provide coordinated leadership regarding Universal Design matters.
3. Identify emerging trends, technologies, initiatives, and industry best practices of Universal Design to enable the City to implement the Universal Design Policy in a timely and cost effective manner.
4. Continuously evaluate and recommend improvements, as required, to the Universal Design procedures.
5. Strengthen organizational awareness and understanding of the City's Universal Design Policy.
6. Coordinate with Corporate Services, the Access Advisory Committee and the Universal Design Coordinator to develop educational programs and tools for City of Winnipeg staff.
7. Include representation from all key departments, the Universal Design Coordinator, and the Committee Coordinator from the Access Advisory Committee.

UNIVERSAL DESIGN COORDINATOR WILL:

1. Provide support and advice to departments, as requested, regarding the application of the principles and guidelines of the Universal Design Policy.
2. Research emerging trends, technologies and initiatives of universal design.
3. Coordinate, as a resource for staff, the establishment of a central repository for information regarding universal design.
4. Coordinate, with the Access Advisory Committee and Corporate Services, to develop educational programs and tools for civic staff.
5. Support the Universal Design Steering Committee and administer all tasks related to managing the Universal Design office

A. REFERENCES

- Universal Design Policy (approved by Council, December, 2001)
- Canadian Charter Of Rights And Freedom
- The Manitoba The City of Winnipeg Human Resource Strategic Plan (approved by Council, July 2001
- Manitoba Human Rights Commission

B. LINKS TO RELATED PROCEDURES

Universal Design Checklist (attached)

C. AMENDMENTS

None

D. REVIEW PROCESS

The Chief of Human Resources is accountable for implementing and reviewing this Directive. The Chief Administrative Officer maintains authority regarding amendments to this Directive.

E. DEFINITIONS

UNIVERSAL DESIGN

Universal Design is a way to create products and environments that are more usable by everyone, regardless of age or ability. (Mace, 1985)

PHILOSOPHY OF UNIVERSAL DESIGN

Universal Design respects human diversity and promotes inclusion of all people in all activities of life to the greatest extent possible. It is not an identifiable architectural or design style. Rather a way of thinking about the design process and how it can provide comfort and convenience for the widest range of citizens.

Universal Design Checklist©

©Actualizing Universal Design, Gail Finkel & Yhetta Gold, 1999 (permission to reproduce is granted to the City of Winnipeg)

Design under consideration:

Facilitator/Reviewer:

1. Range of Functioning

	Rating	Comments
Vision		
Hearing		
Stature		
Balance		
Cognition		
Lower body strength and mobility		
Upper body strength and mobility		
Communication		
Dexterity		
Life span		

2. Statements of Good Design

	Rating	Comments
Marketable		
Flexible		
Uncomplicated & Understandable		
Safe		
Easy to Use and Access		
Reasonable Effort		
Environmentally Sensitive		

3. Appropriateness and Actions to be Taken: