

## Glossary of Terms

For alternate formats, please contact the Manitoba Accessibility Office at [MAF@gov.mb.ca](mailto:MAF@gov.mb.ca), or call 204-945-7613 or toll free at 1-800-282-8069 (ext. 7613).

**Accessible Communication** – This means communicating information free from barriers that prevents or limits people’s abilities to receive, use, or benefit from that information.

**Accessibility** – Related to The Accessibility for Manitobans Act, this means giving people of all abilities opportunities to participate fully in everyday life. Accessibility refers to the ability to access and benefit from a system, service, product or environment.

**Access Offer** – This is a proactive way for people to know that your goods and services are accessible to everyone. For example, in the resource section of [www.AccessibilityMB.ca](http://www.AccessibilityMB.ca), you will find signage for reception areas that asks visitors: “How can I help?” In documents, the offer may look a little different, such as: “Alternate formats are available, upon request.” Be sure to add contact information so people know where to make the request.

**The Accessibility for Manitobans Act (AMA)** – This is provincial legislation that was introduced in December 2013 to identify, remove and prevent barriers to accessibility. The AMA calls for accessibility standards that act as regulations. The law will result in improved accessibility for all Manitobans, regardless of their abilities. The purpose of the standards is to implement measures, policies and practices to identify, prevent and remove barriers within the time period specified.

**Accessible Formats** – These are formats of information that facilitate effective communication by or with people disabled by barriers. Examples of accessible or alternate formats include:

- large print
- recorded audio
- electronic formats
- braille

**Accommodations (reasonable accommodations)** – These are arrangements that allow people with disabilities to participate or benefit equally. The Manitoba Human Rights Code requires that reasonable accommodations be made for people with disabilities up to the point of undue hardship. There is no set formula for what kind of modifications are necessary. Usually, this means a simple and inexpensive adjustment to how things are typically done. Examples include healthy snacks to accommodate dietary needs, or a flexible work schedule to accommodate disability needs, homecare or medication.

**Applicant** – A person or entity who submits an application to a program and satisfies all eligibility requirements set out in the program guidelines.

**Alt Tags** - Also referred to as alt attributes are descriptions of visual materials or graphs for individuals with vision impairments who use screen readers.

**American Sign Language** – This describes hand gestures and physical expressions that interpreters use to translate spoken words into sign language for persons who are Deaf. American Sign Language is common to English-speaking North Americans. In Quebec, another form of sign language is used, called Langue des signes du Québec (LSQ).

**Barriers** – These are obstacles that limit access and prevent people with disabilities from fully participating in everyday life. Most barriers are not intentional. Barriers usually arise because spaces, goods or services do not take into account users' diverse abilities. For instance, this might be related to height, strength, memory or understanding. For more information on different types of barriers, please visit [accessibility barriers](#).

**Built Environment** – More than buildings, the built environment includes everything humans have changed in the natural environment, such as sidewalks, curbs, roadways and parks.

**Captioning** – This describes text that appears at the bottom of the screen (television or video) allowing people who are Deaf or hard-of-hearing to follow the spoken dialogue. Closed captioning is similar but the text must be decoded to appear on the screen.

**Communication** – This is the exchange of information between two or more people, organizations or a combination of the two.

**Communication Supports** – These include captioning, alternative and augmentative communications, plain language, sign language, texting and other methods that facilitate effective communication between people and organizations.

**Companies Office** – This is the Manitoba government office that registers information about corporations and business names.

**Core Education, Health and Social Services** – These are programs delivered through provincial or federal funding. They could include programs like the delivery of the Manitoba curriculum, healthcare delivery in a regional access center, or a provincial or federal employment office. Agencies and offices that receive full or partial funding from the provincial or federal governments are eligible for funding under MAF for short-term new initiatives.

**Crown Corporation** - Manitoba crown corporations include:

- Manitoba Hydro
- Manitoba Public Insurance
- Manitoba Liquor and Lotteries
- Manitoba Centennial Centre Corporation
- Efficiency Manitoba

**Disability** - This is a condition that limits a person's daily activities. People with disabilities may have long-term physical, mental, intellectual or sensory impairments, which, by interacting with various barriers, may hinder their participation on an equal basis with others. A disability, aging, an injury and other life events may temporarily or permanently affect:

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

**Duty to Accommodate** – This is the requirement established by The Manitoba Human Rights Code to remove barriers up to the point of undue hardship.

**Employee Assistance Program** – This is a voluntary, work-based program that offers free, confidential services, including counselling, referrals and advocacy services, to employees and their families to address personal and/or work-related problems.

**In-Kind Contribution** – non-monetary goods or services provided by the applicants to their partners to assist in the completion of a project.

**Interveners** – These are people who are specially trained to communicate auditory and visual information to persons who are Deaf-Blind. Various methods are used, depending on individual needs. These include visual sign language, tactile sign language, tactile finger spelling, Braille and large print notes.

**Manitoba's Indigenous Languages** – These include Cree, Dakota, Dene, Inuktitut, Michif, Ojibwe and Ojibwe-Cree.

**Oral Interpreters** – These are people who silently mouth or interpret speech. These actions are done when individuals who are hard-of-hearing or Deaf are able to lip read but do not use sign language.

**Private Residential** – These are homes owned by an individual, not an organization.

**Private Sector** – This includes businesses and organizations, such as:

- stores and shops
- restaurants
- hotels
- bars
- conference centres
- charities
- places of worship
- non-profit organizations

**Public Sector** – This includes organizations connected to the government, including:

- crown corporations
- regional health authorities
- school divisions
- post-secondary institutions
- small and large municipalities
- government agencies, boards and commissions

**Service Animals** – Defined by The Manitoba Human Rights Code - These are animals trained to assist people with disabilities. The work or tasks that service animals perform must be directly related to a person's disability. Animals that provide emotional support, comfort and companionship, but are not trained to assist with a person's disability, are not service animals. For more information on service animals, please see The Manitoba Human Rights Code or the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act.

**Sign Language Interpreters** – These are people who translate from one language (English) to another language (American Sign Language) using gestures and physical expressions (sign language). Interpreter services are critical to ensure accurate communication between individuals who are Deaf and people who can hear and do not use sign language.

**Support Persons** - in relation to people disabled by barriers – These are people who accompany individuals to support them in obtaining, using or benefiting from goods, services, or communications provided by organizations or individuals.

**Undue Hardship** – Sometimes, an accommodation is so difficult it becomes unreasonable, or an undue hardship. However, it is more than minimal hardship and it must be based on actual evidence of hardship and not merely assumptions about how hard it would be to accommodate a person's special needs. For more information on undue hardship, please visit the Manitoba Human Rights Commission.

**Universal Design** – This refers to making things safer, easier and more convenient for everyone. It involves a broad range of design concepts - including design of products, spaces and environments - to provide access in a way that respects all abilities.

**Wage Subsidy** – This refers to a payment towards the wage of an employee.

**WCAG 2.1 Level AA** – This refers to the World Wide Web Consortium Web Content Accessibility Guidelines 2.1 Level AA. For further information on WCAG Accessibility Guidelines, please visit: <https://www.w3.org/TR/WCAG21/>.

**Web Content** – This is information published on Internet or intranet websites.