



R.M. of ELLICE - ARCHIE

ACCESSIBILITY STANDARDS POLICY

PURPOSE:

The purpose of this policy is to establish a framework to guide the review and development of other policies, standards, procedures, By-Laws and guidelines of the RM of Ellice – Archie in order to comply with the 5 standards developed under The Accessibility for Manitobans Act.

The 5 standards are:

1. The **Customer Service** accessibility standard addresses business practices and training requirements to provide better customer service to people with disabilities.
2. The **Employment** accessibility standard will address practices related to employee recruitment, hiring and retention.
3. The **Information and Communications** accessibility standard will address barriers to accessing information – information provided in print, in person, on websites or in other formats.
4. The **Built Environment** accessibility standard will deal with access to those areas outside the jurisdiction of The Manitoba Building Code, such as sidewalks, pathways, parks and other aspects of the environment that we design and construct.
5. The **Transportation** accessibility standard will apply to public transportation to address barriers Manitobans might encounter while getting to work or school, shopping, socializing and other aspects of daily life.

APPLICATION:

This Policy applies to all RM of Ellice – Archie employees and volunteers.

PRINCIPLES:

The RM of Ellice – Archie is committed to:

- a) Treating all people in a way that allows them to maintain their dignity and independence;
- b) Believing in inclusion and equal opportunity;
- c) To meeting the needs of people with disabilities in a timely manner;
- d) To preventing and removing barriers to accessibility and meeting accessibility requirements under The Accessibility for Manitobans Act.

ACCESSIBILITY PLANS & POLICIES:

The RM of Ellice – Archie is committed to meeting the accessibility needs of people with disabilities. The Municipality shall produce a multi-year Accessibility Plan. The multi-year Accessibility Plan will be:

- a) Reviewed and updated every 2 years
- b) Established, reviewed and updated in consultation with persons with disabilities.



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If through public consultation, feedback, and our own accessibility action and planning process, it is determined that the Accessibility Plan needs revision, the RM of Ellice – Archie will update it to reflect these insights.

The RM of Ellice – Archie will establish an internal Administrative Accessibility Committee that meets regularly to review progress in meeting the requirements of The Accessibility of Manitobans Act and to monitor progress on implementing the Accessibility Plan and to determine that barrier-removal and barrier-prevention strategies are implemented effectively.

An annual status report on the progress of measures taken to implement the Accessibility plan will be prepared for Council. The Accessibility Plan and accompanying status report will be posted on the RM's website and provided in an accessible format upon request.

CUSTOMER SERVICE STANDARD:

Guide Dogs, Service Animals:

If a person with a disability is accompanied by a licenced guide dog or other service animal, the RM will permit the person to enter the premises with the animal and keep it with him or her.

Disruption of Services:

If there is a temporary disruption in a particular Municipality facility or service used to allow a person with a disability to access services, the Municipality will give notice of the disruption to the public.

Assistive Devices:

If a person with a disability requires assistive devices to access goods or services, they are allowed to use such devices.

Accessibility Feedback:

The RM of Ellice – Archie has an accessible feedback process. Feedback on how services are delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback can be provided in multiple formats including in person, by mail, phone or email.

Training:

All permanent RM employees will receive accessibility training. This training shall include:

- a) A review of the purpose of The Accessibility Act for Manitobans Act and the requirements of the Manitoba's Accessibility Standard for Customer Service;
- b) A review of the RM of Ellice – Archie Accessibility Plan.

The training provided shall be appropriate to the duties of the employee. Training shall take place as soon as it is practical and upon completion, the Municipality shall keep a record of the training provided including the dates on which accessibility training took place.



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INFORMATION & COMMUNICATIONS:

Accessible Formats & Communication Supports:

The RM of Ellice – Archie shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person’s accessibility needs and at a cost that is no more than the regular cost charged to other persons.

Employment:

The RM of Ellice – Archie is committed to creating an inclusive work environment for all and providing accessibility for people with disabilities throughout the employment life cycle in accordance with the requirements and timelines set out in The Accessibility Act for Manitobans Act and existing requirements under The Human Rights Code.

Built Environment:

The RM of Ellice – Archie shall comply, within reason, with The Accessibility for Manitobans Act when undertaking new construction and redevelopment of public spaces. This policy does not apply to construction that is external to the Municipality for which the Municipality has provided a permit.

Non-Compliance:

Employees who fail to comply with this policy may be subject to disciplinary action.