



Accessibility Plan

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1. STATEMENT OF COMMITMENT

The City of Dauphin is committed to providing inclusive access to all municipal spaces, services, and information. Accessibility planning demonstrates respect for the dignity and independence of people with disabilities, who are a valued part of our city. In accordance with the *The Accessibility for Manitobans Act. (AMA)*, we will identify, remove, and prevent accessibility barriers through compliance with the five standards as they are released under the AMA related to: Customer Service, Accessible Employment, Information and Communications, Transportation, and the Built Environment.

2. ACCESSIBILITY POLICIES

The following policies have been approved and implemented as part of the City of Dauphin's compliance with the first two accessibility standards as we strive to be an inclusive employer, service provider, and municipal government:

3.41 Accessible Customer Service

3.8 Accessible Employment

3.9 Individualized Accommodation Plan

We will continue to engage and seek advice from the Manitoba Accessibility Secretariat on advancing accessibility and inclusion measures in our city and developing policies that meet legislative obligations and help to make Dauphin an equitable and inclusive city.

Outcomes:

An organization that cultivates a culture of equity and inclusion, that values and includes employees, residents, and visitors with disabilities.



City employees, residents, and visitors are aware of resources and can easily utilize accommodation and accessibility services when accessing City goods, services, and facilities.

City employees have the support and tools needed to actively identify, prevent, and remove accessibility barriers.

City employees understand their responsibilities to provide accessible goods, services, and facilities that take into account the needs of employees, residents, and visitors with disabilities.

3. ACCESSIBILITY STANDARDS

Accessible Customer Service

City of Dauphin Council approved an Accessible Customer Service Policy in December 2018, which was reviewed and updated in November 2020. All frontline Administration, Tax, and Utility staff who interact with the public have completed the accessible customer service training module provided by the Manitoba Accessibility Office.

The City of Dauphin will continue to comply with this standard by ensuring the following:

- That all employees continue to complete training appropriate to their role to provide the highest standard of accessible customer service to our residents and visitors.
- The hosting of employee and committee meetings and public events in facilities and public spaces that are accessible.
- The review and improvement of the accessibility of election services through the identification, removal, and prevention of barriers that affect electors and candidates with disabilities.
- Continued evaluation of City programs and services to ensure inclusion and equitable participation of employees, residents, and visitors with disabilities in City operated programs.

Outcomes:

People with disabilities receive City goods and services of the same quality and within the same timeline as others and benefit equally from customer service initiatives.

City employees have access to tools, resources, policies, and procedures to support accessible customer services.



Accessible Employment

Initiatives:

City of Dauphin Council approved an Accessible Employment Policy in June 2021, which ensures that barriers to accessibility are addressed in the City's recruiting, hiring, and employment of staff. Employment advertisements and letters of offer give notice that the City of Dauphin provides workplace accommodations for employees with disabilities or medical needs.

Additionally, Emergency Response Information has been collected from employees to ensure any disabilities are addressed in the event of an emergency in the workplace. An Individualized Accommodation Plan Policy was approved in June 2021, providing employees with the opportunity to request an individualized accommodation plan should a disability present barriers to completing their work and participating in an inclusive, safe, and functional work environment.

The City of Dauphin will continue to comply with this standard by ensuring the following:

- Continued practice of preparing individualized accommodation and emergency response plans for City employees with disabilities.
- Barrier-free application and interview process for City employment opportunities.
- Cultivation of a culture of employee engagement and inclusion.
- Continued review of policies and procedures to identify, remove, and prevent barriers to employment and development opportunities.
- That employees with disabilities have equitable access to learning, development, and career growth opportunities.

Outcomes:

Increased employment, engagement, and advancement of employees with disabilities within the City organization.

Equitable, clear, and consistent employment and accommodation policies and procedures that seek to remove systemic barriers and ensure people with disabilities are able to participate fully as job applicants and employees of the City.



Accessible Information and Communication

Initiatives:

- This standard removes and prevents barriers to accessing information, digitally, in print, or through interaction with technology (including websites). The City of Dauphin will comply with this standard by May 1, 2024 as required by the *Act* by ensuring the following:
 - Development and implementation of an accessible information and communications policy with guidelines to ensure the City is providing clear, accessible, appropriate, and timely information and communication.
 - That any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports.
 - That City employees understand the accommodation request process, including the requirement to arrange for accessible formats and communication supports, and the requirement to consult with the person making the request in order to determine suitable accessible formats or communication supports.
 - That the City's website and other digital communication platforms incorporate accessibility compliance requirements.
 - That the public is advised about the availability of accessible formats and communication supports.

Outcomes

City employees will have the tools and resources to develop and provide information in accessible formats.

City employees, residents, and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.

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