



## MUNICIPALITY OF ROBLIN

### POLICIES AND PROCEDURES MANUAL

<b>Section:</b> Finance and Administration	<b>Policy No.:</b> F/A-009
<b>Subject:</b> Accessibility Policy	<b>Date Issued:</b> October 24, 2023
<b>Resolution No.:</b> 2023-	<b>Revision Date:</b>

#### 1. Introduction

1.1 The Municipality of Roblin is committed to promoting accessibility and inclusion for all residents, employees, and visitors. This Accessibility Policy outlines the measures and strategies the municipality will implement to ensure equal access for individuals with disabilities in compliance with the Manitoba Accessibility Act. The policy focuses on various aspects of accessibility, including physical access, communication, and emergency preparedness.

1.2 The intended goal of this policy is that employees, residents, and visitors with disabilities will have equal access to Municipal information through communication supports, alternate formats, accessible websites, and digital content. Further that individuals with physical disabilities have access to Municipal facilities.

#### 2. Physical Accessibility:

2.1 The Municipality shall ensure that waiting areas and meeting rooms are arranged to allow ample space for assistive devices, such as wheelchairs and walkers. This includes removing any physical barriers that may obstruct paths.

2.2 The Municipality shall regularly maintain and clear entrance areas and pathways during winter to prevent hazards and ensure safe access for everyone. Implement a snow and ice removal schedule.

2.3 The Municipality shall, when necessary, provide in-home or alternative services for residents who are unable to visit the municipal office due to their disabilities. Ensure that municipal paperwork and services are accessible at the individual's residence.

2.4 The Municipality shall improve lighting in municipal office spaces and keep magnifiers readily available at the front counter to aid individuals with low vision. Ensure that signage and information are well-lit and easy to read.

2.5 The Municipality shall allow service animals within Municipal facilities.

We:

- treat a service animal as a working animal
- do not distract a service animal from its job by petting, feeding or playing with it, unless given permission by the person with the service animal to do so
- know how to identify a service animal by its harness or vest and by the assistance the animal is providing
- If we have concerns, we may ask if the animal has been trained to help a person with a disability-related need.
- We do not inquire about the disability.
- We expect the person who is handling the service animal to maintain control of the animal physically or through voice, signal or other means.
- If another law prohibits service animals (e.g., sterile laboratories, and food preparation areas), we explain why the animal cannot enter the space and discuss with the person another way of providing goods or services

2.6 The Municipality shall maintain accessibility features so they can be used as intended such as automatic doors. Should an accessibility feature not be available, a sign shall be posted on how long it may be unavailable and if there is another way to access the Municipal services.

### **3. Communication Accessibility:**

3.1 The Municipality shall make all information accessible through multiple channels, including communication supports, alternate formats (large print), accessible websites, and digital content. Ensure that any documents and information released are accessible to all residents, including those with disabilities.

3.2 The Municipality shall provide training for municipal staff on creating and sharing accessible content, both online and in print. This training should cover the use of assistive technologies and best practices for accessible communication.

3.3 The Municipality shall establish a feedback mechanism that allows residents and visitors to report any accessibility issues related to communication. This could include a dedicated email address, an accessible online form, or a phone line to receive feedback and complaints.

### **4. Emergency Preparedness:**

4.1 The Municipality shall implement a program requiring all municipal employees to complete worksheets that help identify barriers and possible solutions in the event of an emergency. This should include specific considerations for evacuating and assisting individuals with disabilities during emergencies.

4.2 The Municipality shall develop and maintain a comprehensive emergency response plan that addresses the needs of individuals with disabilities, including accessible evacuation routes, communication systems, and trained personnel to assist during emergencies.

**5. Public Consultation:**

5.1 The Municipality of Roblin shall, prior updating this Accessibility Policy conduct regular public consultations. These consultations should involve residents, disability advocacy groups, and other stakeholders to gather input, suggestions, and feedback on accessibility initiatives.

**6. Complaint Mechanism:**

6.1 Complaints regarding accessibility issues within the municipality can be submitted in person at the municipal office, by phone, or by requesting a complaint form to be emailed to them.