

Accessibility Policy

Purpose and Application

To ensure compliance with the Accessibility for Manitoba Act (2015) standards, this policy establishes guidelines for the review of existing Municipality of Louise policies and the development of future policies.

This policy applies to all Municipality of Louise employees, volunteers, and elected officials.

This policy will be reviewed bi-annually in conjunction with the Accessibility Plan review starting in December, 2019. Policies will be updated as required.

Policy Overview:

The Municipality of Louise believes in inclusion and equal opportunity for all people. We will attempt to serve all residents, including people with disabilities, in a dignified manner that promotes their participation in the services our municipality offers.

1) Communication:

The Municipality of Louise will make public events accessible by:

- Announcing events in an accessible manner
- Inviting clients to request alternate formats of documents
- Inviting disability accommodations for clients to participate in a public event
- Holding events in accessible meeting places
- Multiple Media (ex. Newspaper, website, posters)

2) Assistive Devices:

People with disabilities are welcome to use personal assistive devices (e.g. wheelchair, walker, cane, communication board, etc.) when accessing Municipality of Louise goods, services or functions.

3) Support Persons:

A support person is welcome to accompany a disabled person accessing municipal goods, services or facilities. No admission fee will be charged to the support person.

4) Service Animals:

No standardized identification or certification of service animals exists in Manitoba. The Human Rights Code identifies any animal trained (including self-trained) to provide assistance to someone with a disability as being a service animal

The Municipality of Louise welcomes people with trained service animals to enter any premises that are open to the public unless prohibited by another law. Service animals are not allowed in areas where food is being prepared.

5) Barrier-free Access

Municipality of Louise employees and volunteers will maintain a barrier-free access to all public facilities by:

- Keeping entrance ways cleared of snow and ice
- Placing standing signage to avoid causing a tripping hazard
- Keeping hallways, waiting rooms and meeting rooms clear of clutter such as boxes
- Making space for client mobility device(s)

6) Temporary Disruption of Service:

In the event that a disruption of accessibility services (e.g. accessible washroom, elevator, automatic doors, etc.) occurs, Municipality of Louise employees and volunteers will promptly inform the public by posting a notice at the facility entrance identifying the disruption. Upon entry to the facility, service providers will also immediately explain the disruption to the clients with disabilities.

7) Training:

- a) Training supplied by The Accessibility for Manitobans Act Website (<http://www.accessibilitymb.ca/online-training.html>) is supplied to all permanent employees of the Municipality of Louise
- b) Training shall take place as soon as possible after an employee achieves permanent status.
- c) The Municipality of Louise administration shall document all training: the employee's name, the training and method of training provided and the date training was completed.
- d) All Municipality of Louise volunteers will receive copies of two information documents: (i) "Event Planning Accessibility Checklist" (ii) "Customer Service Accessibility Tips for Employees and Volunteers". Volunteers will be invited to participate in employee accessibility training. The Municipality of Louise administration will document volunteer receipts of information hand outs and training received.

8) Feedback Process:

The Municipality of Louise will invite feedback on our provision of accessible services as this will enable us to identify barriers and respond to concerns. Customers are invited to provide feedback or submit complaints in the following ways:

- By telephone (204-873-2591)
- By email (admin@louisemb.com)
- By letter (Box 310 Crystal City MB R0K 0N0)

- By visiting the reception desk at the Louise office located at 26 South Railway Ave E. in Crystal City
- Website www.louisemb.com

All feedback, including complaints, will be directed to the Louise Accessibility Committee c/o Administrative Officer. Clients can expect a response within 5 business days.

9) Employment (in conjunction with the HR Committee):

- a. Provide individual emergency response information to keep employees with disabilities safe.
- b. Employees who require assistance during an emergency for permission to share information with individuals who have agreed to help.
- c. Offers reasonable accommodations when recruiting new employees.
- d. Informs applicants about workplace accommodation policies and practices when making an offer of employment.
- e. Considers workplace accommodations to remove a barrier affecting an employee's performance.
- f. Considers workplace accommodations to remove a barrier that may affect an employee's opportunities for training and advancement.
- g. Will develop and implement individual accommodation plans for employees that request them.
- h. Will inform employees about policies and practices, including updates and offer this information in accessible formats and with communication supports upon request.
- i. Follows a return to work policy for employees who have been off work due to a disability, and have a process to determine reasonable workplace accommodations.
- j. Train management and staff with human resource responsibilities about accessible employment and related legislation as training becomes available.