

	MUNICIPALITY OF RHINELAND	POLICY NO. 2024-70
	ADOPTED BY: Resolution No. 15/24	Last Updated: March 2020
	DATE: January 10, 2024	Page: 1 of 3
	TITLE: Accessibility Plan Policy	Department: All

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Years Applicable: January 1, 2024 – December 31, 2025

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STATEMENT OF COMMITMENT: The Municipality of Rhineland is committed to ensuring equal access and participation for all people, regardless of their abilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion. We are committed to meeting the needs of people who face accessibility barriers by identifying, removing, and preventing these barriers and by meeting the requirements of The Accessibility for Manitobans Act.

1. OVERVIEW OF PROGRAMS AND SERVICES:

- Utility
- Public Works
- Employment
- Building Services
- By-law Enforcement
- Tourism
- Economic Development
- Fire Protection Services

2. ACCESSIBILITY ACHIEVEMENTS

The Municipality of Rhineland is proud of the following accessibility achievements since 2020:

- All new policies are being written and/or updated in plain language and a minimum of 12-point font for enhanced readability.
- Assistive devices are encouraged and welcomed.
- “Service Animals Welcome” were placed on entry doors.
- Staff are willing to meet residents’ communication needs.
- All job listings offer disability accommodations upon request.
- Added a standalone TV monitor screen to assist with visual difficulties in the Council Chambers
- Added the Meeting Owl to assist individuals with diverse mobility, visual, and auditory needs.
- Added microphones in the Council Chambers
- Added magnifying glasses at the front counter to assist residents with visual impairment.
- Added a sign at the front counter that says: “If you would like information to be provided in an alternative format please ask. We would be happy to help”
- Added flashing lights to the alarm systems in Public Arenas
- All public building parking spots have handicap-accessible spots and signages.
- All accessibility standards will now be reviewed annually.

3. BARRIERS TO ACCESSIBILITY

- Any temporary barriers that may be created can be overcome through assistance from staff upon request.

4. POLICIES:

- The Municipality of Rhineland will review all programs, services and new initiatives on an ongoing basis to ensure accessibility.
- The Municipality of Rhineland will make information available in an accessible format or provide communication support to people with disabilities in a way that considers their needs.
- Ongoing regular training for existing and new staff on accessible customer service.
- The Municipality of Rhineland will use its website, social media pages and post signs in the office to inform customers of its commitment to accessibility, to let customers know when accessibility services are not available, and to invite feedback from residents.
- We are committed to simplifying all our written policies to make them easy to understand, by using a larger font size of at least 12 points to make them easier to read.

5. ACTION PLAN

Planned Accessibility Action Items for 2024-2025

Initiative/Action	Working Timeline			Responsibility
	2023	2024	2025	
Appoint Accessibility Coordinator	✓			CAO
Form accessibility committee		✓		Accessibility Coordinator
Annual Review of the Accessibility Plan	✓	✓	✓	Accessibility Committee
Develop a working plan to address existing barriers		✓	✓	Accessibility Committee
Annual training for administration staff on accessible service		✓	✓	Accessibility Coordinator
Review the Accessibility Employment Policy and update it to ensure compliance with standards		✓	✓	Accessibility Committee and Policy Committee
Work with our website developers to ensure any website update continues to be accessible.	✓	✓	✓	Accessibility Coordinator
Add Braille Signage to facilities that do not yet have it			✓	Public Works Director
Public washrooms at the parks, beach and museum will be addressed for accessibility.			✓	Public Works Director
Ensure all public buildings are accessible, signage posted			✓	Public Works Director

6. ONGOING PROGRESS

- The Municipality of Rhineland's Accessibility committee will continuously monitor progress on the above action items. It will also continue to review policies and procedures to ensure accessibility compliance with the current standard and all future standards. The Accessibility Plan will be made public as an agenda item for a Municipal Council meeting and on the municipality's website,
- Council may make changes to this policy upon consultation with the accessibility committee.