



City of Dauphin Accessibility Plan

November 29, 2016

Overview of Programs and Services

- Provide municipal services to residents and others
 - Utility
 - Public Works
 - Building Services
 - Bylaw Enforcement
 - Tourism
 - Economic Development
 - Fire Protection Services

Accessibility Achievements

- City Hall (including washrooms and Council Chambers) is accessible; main doors have door openers; accessible parking stalls with sloped access to sidewalk.
- All services provided and public meetings, upon request, could be accommodated for hearing or visual accessibility.
- All staff are instructed to ask public “how can I help you” when accessibility (physical, mental, mobility, dexterity, vision, hearing, cognitive, etc.) may be an issue.

Barriers to Accessibility

- Forms may be small to read/are not translated into audio.
- Website is not translated into audio.
- Any temporary barriers that may be created can be overcome through assistance from staff upon request.

Statement of Commitment

The City of Dauphin 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 requirements of The Accessibility for Manitobans Act.

Policies

Upon request, the City of Dauphin will gather and provide information in an accessible format or with communication supports that consider a person’s specific needs.



Action 1	
Initiatives/Actions <ul style="list-style-type: none">• Ensure all staff are trained to meet people where they are at in terms of communication and assistance (ask how residents can be helped; don't assume staff knows the needs)	Expected Outcomes <ul style="list-style-type: none">• Ensures all residents can access all services and opportunities available at City Hall.
Action 2	
Initiatives/Actions <ul style="list-style-type: none">• Posters at both main entrances indicating staff is willing to help; just ask.	Expected Outcomes <ul style="list-style-type: none">• Ensures residents know they can ask for help, and will be treated with respect and dignity.
Action 3	
Initiatives/Actions <ul style="list-style-type: none">• Ensure snow and ice removal is appropriate in parking lot and sidewalk.	Expected Outcomes <ul style="list-style-type: none">• Provides better physical access to the building in inclement weather.

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Senior Manager's Signature _____

Date: November 22, 2016