

# Accessible Information and Communication



Policy #	3.10
Procedure #	-
Replaces	-
Revises	
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Our File # 03.03

## 1. Principles

The City of Dauphin is committed to excellence and openness in local government by ensuring accessible, responsive representation. In adherence with the *Accessibility for Manitobans Act* and Manitoba's *Human Rights Code*, the City's policies, practices, and measures reflect the principles of dignity, independence, integration, and equal opportunity for all community members, including people with disabilities.

## 2. Purpose

This policy outlines the procedures and standards to be followed in ensuring that the community's needs are met when accessing information and communications provided by, or on behalf of, the City of Dauphin. It supports the City's efforts to identify, remove, and prevent barriers to digital and print information and to interactions with technology and people.

This policy aligns with the requirements of the Province of Manitoba's Accessible Information and Communication Standard Regulation. It applies to any employee, volunteer, or third-party representative who authors, publishes, or delivers public information or communications on behalf of the City.

## 3. Policy Availability

The City of Dauphin will maintain its Accessible Information and Communication Policy in a written format. It will be posted on the website and will be provided in an accessible format when requested.

## 4. Availability of Accessible Formats and Communication Supports

The City will receive requests for alternate formats or communication supports through various channels, including but not limited to: in person, in writing, via email, over the phone, or via the City's online Accessibility Request Form. This form will be used for recording details of the request and tracking the response and will be retained for the City's records.

Upon request, the City will make every reasonable effort to provide, in a timely manner, any public information and communications produced by or on behalf of the City in an alternate format or with communication supports. In consultation with the person making the request, the City will determine the appropriate alternate format or communication support.



Alternate formats can include, but are not limited to:

- Large print
- Descriptive video
- Recorded audio
- Text transcripts
- Closed captioning
- Print-to-electronic or electronic-to-print formats

Communication supports can include, but are not limited to:

- Reading information out loud
- Clear speech and plain language
- Exchanging written notes
- Picture communication exchanges
- Sign language
- Using yes/no questions
- Assistive devices such as iPads

The City will not be required to provide the information through an accessible format or communication support if one or more of the following applies:

- It is not technically feasible to provide the information through a communication support or accessible format.
- The technology to provide the information through an accessible format or communication support is not readily available.
- Providing the information through an accessible format or communication support would cause undue hardship to the City.
- The City does not have direct control over the information.
- The information relates to product labels or other product information.

The City will not impose a cost or fee on the person who requests that information be provided through an accessible format or communication support that is greater than the cost or fee that would be imposed on a person who did not make the request.

### 5. **City of Dauphin Web Content**

The City of Dauphin's website and all web content will be accessible and compliant with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA. The website will be compatible with assistive devices, such as screen readers, and will provide users with multifunctional usage options, such as enlarging text, adjusting contrast, and toggling text-to-audio functionality.

Design and maintenance of the City's website and web content will continually endeavour to uphold the four main principles of web accessibility, which are, as detailed by the WCAG, to be perceivable, operable, understandable, and robust.

City staff who edit or post information and communications on the City's website will receive training to ensure they understand the accessible format requirements.



## 6. Notice to the Public

The City of Dauphin uses an Access Offer sign with disability icons to advise the public that the City of Dauphin can offer service in different ways.

The City will post notice that alternate formats or communication supports are available upon request in a conspicuous location in all City facilities that are open to the public, as well as on the City's website. Additionally, the City will clearly provide this notice for:

- Any public emergency response procedures, plans, or public safety information produced on or on behalf of the City.
- Any public meetings, information sessions, or events held by the City where information or communications will be produced, distributed, or displayed. Notice will be posted in a conspicuous location in all City facilities, on the City's website, and through any promotional or advertisement material in advance of the date of the meeting, session, or event.
- Council and committee agendas and minutes.
- Standard public documents as appropriate.

## 7. Training

The City will ensure that training on accessible information and communication policies and practices are provided to any employee who:

- Communicates directly with the public.
- Develops and/or maintains the City's web content.
- Purchase or procures information technology or communication tools.
- Develops and/or implements the City's policies, practices, and measures respecting accessible information and communication.

Training content will include:

- Instruction regarding how to identify, remove, and prevent barriers to accessible information and communication.
- Instruction regarding how to provide information through an accessible format or communication support.
- A review of the *Human Rights Code*, the *Accessibility for Manitobans Act*, and the Accessible Information and Communication Standard Regulation.
- The Province of Manitoba's Accessible Information and Communication training module. All applicable employees should complete the training module within 30 days of the launch of this policy, and all new employees should complete the training module within 30 days of onboarding.

## 8. Feedback Process

The City welcomes feedback on our policies, practices, and measures related to the accessibility of our information and communications. Upon receipt of feedback regarding accessible information and communication, the City will respond in a manner that is appropriate in the circumstances and that is suitable to the person disabled by barriers. Actions taken in response to feedback will be documented and made available upon request.



	Distribution
	Master Policy Database
	Notice to Department Heads (Email)
	Notice to All Staff (Email)
	Internet (Public Information)

