

Accessibility Plan

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1. 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 maintaining 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*.

2. 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.

Current Accessibility Policies

3.41 Accessible Customer Service

3. ACTIONS

Action 1: Accessible Public Events

Initiatives/Actions:

Ensure that all public events continue to be reasonably accessible. Create a checklist to ensure that barriers, including those related to physical ability, vision, hearing, and cognition, are reduced. Ensure that the City of Dauphin provides consistent customer service during public events, such as accommodating the use of assistive devices and maintain accessibility features (e.g. automatic doors).

Expected Outcomes:

Public events to be accessible to everyone, regardless of a person's abilities.



Action 2: Accessibility Policies

Initiatives/Actions:

Continue the biannual review of the Accessible Customer Service Policy. Continue to provide training for employees who administer customer service and keep a written record of accessibility policies available to all employees. Additionally, continue to post the Accessible Customer Service Policy on our website and provide a written copy at City Hall upon request.

Develop an Accessible Employment Policy by May 1, 2021.

Develop an Individualized Accommodation Plan Policy by May 1, 2021.

Expected Outcomes:

Provide a clear understanding of and overarching direction regarding accessibility within the City of Dauphin while meeting the requirements of the *Accessibility for Manitobans Act*.

Action 3: Reduce Barriers in the Workplace

Initiatives/Actions:

Collect Emergency Response Information from all employees.

Implement the Individualized Accommodation Plan for those employees who identify a need in their Emergency Response Information.

Expected Outcomes:

Provide employees with a safe and inclusive workplace that is supportive of their abilities.

Contact: Renee Sigurdson, Deputy City Manager

Phone: 204-622-3218

Email: dcm@dauphin.ca