Accessibility Plan 2025/2026

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1. STATEMENT OF COMMITMENT

The City of Dauphin is committed to providing inclusive access to all municipal spaces, services, and information. Accessibility planning demonstrates respect for the dignity and independence of people with disabilities, who are a valued part of our city. In accordance with *The Accessibility for Manitobans Act*. (AMA), we will identify, remove, and prevent accessibility barriers through compliance with the five accessibility standards as they are released under the AMA related to: Customer Service, Accessible Employment, Information and Communications, Transportation, and the Built Environment.

2. ACCESSIBILITY POLICIES

The following policies have been approved and implemented as part of the City of Dauphin's compliance with the first three accessibility standards as we strive to be an inclusive employer, service provider, and municipal government:

3.41 Accessible Customer Service

3.8 Accessible Employment

3.9 Individualized Accommodation Plan

3.10 Accessible Information and Communication

On October 9, 2024, the City conducted an engagement session with community members experiencing disability and/or accessibility concerns to solicit feedback that will help to inform accessibility policies and practices going forward. These participants came to us with a range of perspectives, including residents who are wheelchair dependent and residents who are parents of children with neurodevelopmental disabilities.

We will continue to engage and seek advice from the Manitoba Accessibility Secretariat on advancing accessibility and inclusion measures in our city and developing policies that meet legislative obligations and help to make Dauphin an equitable and inclusive city.

Outcomes:

An organization that cultivates a culture of equity and inclusion, that values and includes employees, residents, and visitors with disabilities.

City employees, residents, and visitors are aware of resources and can easily utilize accommodation and accessibility services when accessing City goods, services, and facilities.

City employees have the support and tools needed to actively identify, prevent, and remove accessibility barriers.

City employees understand their responsibilities to provide accessible goods, services, and facilities that take into account the needs of employees, residents, and visitors with disabilities.

3. ACCESSIBILITY STANDARDS

Accessible Customer Service

In accordance with the City's Accessible Customer Service Policy 3.4.1, all frontline Administration, Tax, and Utility staff who interact with the public have completed the accessible customer service training module provided by the Manitoba Accessibility Office.

The City of Dauphin will continue to comply with this standard by ensuring the following:

- That all employees continue to complete training appropriate to their role to provide the highest standard of accessible customer service to our residents and visitors.
- The hosting of employee and committee meetings and public events in facilities and public spaces that are accessible.
- The review and improvement of the accessibility of election services through the identification, removal, and prevention of barriers that affect electors and candidates with disabilities.
- Continued evaluation of City programs and services to ensure inclusion and equitable participation of employees, residents, and visitors with disabilities in City operated programs.

Outcomes:

People with disabilities receive City goods and services of the same quality and within the same timeline as others and benefit equally from customer service initiatives.

City employees have access to tools, resources, policies, and procedures to support accessible customer services.

Accessible Employment

Initiatives:

The City's Accessible Employment Policy 3.8 ensures that barriers to accessibility are addressed in the City's recruiting, hiring, and employment of staff. Employment advertisements and letters of offer give notice that the City of Dauphin provides workplace accommodations for employees with disabilities or medical needs.

Additionally, Emergency Response Information has been collected from employees to ensure any disabilities are addressed in the event of an emergency in the workplace. The City's Individualized Accommodation Plan Policy 3.9 provides employees with the opportunity to request an individualized accommodation plan should a disability present barriers to completing their work and participating in an inclusive, safe, and functional work environment.

The City of Dauphin will continue to comply with this standard by ensuring the following:

- Continued practice of preparing individualized accommodation and emergency response plans for City employees with disabilities.
- Barrier-free application and interview process for City employment opportunities.
- Cultivation of a culture of employee engagement and inclusion.
- Continued review of policies and procedures to identify, remove, and prevent barriers to employment and development opportunities.
- That employees with disabilities have equitable access to learning, development, and career growth opportunities.

Outcomes:

Increased employment, engagement, and advancement of employees with disabilities within the City organization.

Equitable, clear, and consistent employment and accommodation policies and procedures that seek to remove systemic barriers and ensure people with disabilities are able to participate fully as job applicants and employees of the City.

Accessible Information and Communication

Initiatives:

The City's Accessible Information and Communication Policy 3.10 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. The City of Dauphin will continue to comply with this standard by ensuring the following:

- The City receives 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 is used for recording details of the request and tracking the response and will be retained for the City's records.

- Upon request, the City makes 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 determines the appropriate alternate format or communication support.

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

- The City ensures that training on accessible information and communication policies and practices is provided to any employee who:
    - Communicates directly with the public.
    - Develops and/or maintains the City's web content.
    - Purchases or procures information technology or communication tools.
    - Develops and/or implements the City's policies, practices, and measures respecting accessible information and communication.

- 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 responds 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 are documented and made available upon request.

Outcomes

City employees have the tools and resources to develop and provide information in accessible formats.

City employees, residents, and visitors with disabilities have equal access to City information through communication supports, alternate formats, accessible websites and digital content.

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