



VILLAGE OF DUNNOTTAR ACCESSIBILITY PLAN

Part 1: Baseline Report

A. Overview of Programs and Services

The Village of Dunnottar provides and delivers services to the residents of Dunnottar in a broad range of areas, including the provision of protective services, transportation services, environmental services, economic development services, recreation and cultural services and wastewater services. The Municipal Office is the central location for ratepayer inquiries and services.

B. Accessibility Achievements

- Wheelchair accessible venues: Municipal Office, Dunnottar Community Club and Ponemah Beach Central
- Service animals are not prohibited from Municipal Buildings
- Provide support to ratepayers accompanied by a support person.
- Website is compatible with visual impaired reading programs, and contains a zoom feature to enlarge text.

C. Accessibility Barriers

- Staff training
- Human Resources has not considered how to create barrier-free hiring processes or on-the-job disability accommodations
- Alternate formats not available (forms, public notices)
- Communication barriers
- Dexterity barriers

Part 2: Accessibility Plan

A. Statement of Commitment

The Village of Dunnottar is committed to ensuring equal access and participation for people with disabilities. The Village of Dunnottar is committed to the principle of inclusion as well as the commitment to meet the needs of people who face accessibility barriers. This will be done by identifying, removing and preventing barriers and by meeting the requirements of *The Accessibility for Manitobans Act* (AMA).

B. Policies

- All programs, services and new initiatives will be reviewed to ensure accessibility.

- The Village of Dunnottar will make information available in an accessible format or provide communication supports to people with disabilities in a way that considers their disability.

Action 1 – Offer and provide information in an accessible format on request	
Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none"> • Provide alternate formats on request, by including the active offer on all new documents. • Develop a process for responding to requests for accessible supports and services. 	<ul style="list-style-type: none"> • All newly created documents created from _____ and on shall advertise the availability of alternate formats. • Staff are aware of alternate formats and how to make them available to the public.

Action 2 – Staff Awareness and Training	
Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none"> • Provide training to employees on accessibility legislation, and incorporate additional accessibility content into existing training courses. • Supplement general accessibility training with department-specific or site-specific training on accessible customer service, where needed. • Provide training to employees on how to provide service by removing attitudinal and communication barriers. • Provide training to employees on how to assist customers with mobility, visual, hearing and dexterity barriers. • Provide training to employees on how to help persons with service animals and/or assistive devices. 	<ul style="list-style-type: none"> • Improved civil service awareness of accessibility issues. • Improved customer service for members of the public facing barriers to government programs and services. • Assist customers in understanding information by open communication and flexibility and learn not to make assumptions about someone's abilities or limitations.

Action 3 – General Measures

Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none">• Update accessibility tools and resources to support accessible operations (e.g., Accessibility Toolkit).	<ul style="list-style-type: none">• Improved ability for on-going assessment and improvement of accessibility measures.
<ul style="list-style-type: none">• Establish a feedback process for the public to report accessibility issues they encounter.	<ul style="list-style-type: none">• Improved ability for on-going assessment and improvement of accessibility measures.
<ul style="list-style-type: none">• Review and update procedure manuals to ensure accessible administration and procurement processes.	<ul style="list-style-type: none">• Improved space to allow for wheelchairs, scooters and walkers.• Improved signage with large lettering.
<ul style="list-style-type: none">• Enhance awareness activities to highlight the responsibility of employers to improve accessibility.	<ul style="list-style-type: none">• Improved accessibility on all Village structures.
<ul style="list-style-type: none">• All future building upgrades and/or new construction will be designed for accessibility.	

Action 4 – Monitor Progress

Initiatives/Actions	Expected Outcomes
<ul style="list-style-type: none">• Track progress on challenges and requests for accommodations with budgetary implications.	<ul style="list-style-type: none">• Management is aware of progress on AMA compliance and considers future plans.
<ul style="list-style-type: none">• Integrate future plans and budgets into operational plans.	<ul style="list-style-type: none">• Accessibility Plan is posted on website and available in alternate formats.

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Signature