

**The Rural Municipality of Dufferin  
POLICY & PROCEDURES MANUAL**

<i>Reference</i> <b>Accessibility Plan</b>	<i>Classification</i> Policy
<i>Subject</i> Accessibility Plan	<i>Pages</i> 3
<i>Authority</i> Council	<i>Effective Date</i> February 18 <sup>th</sup> , 2020
<i>Approved</i> February 18 <sup>th</sup> , 2020 – Resolution #18	<i>Index</i>

**February 18<sup>th</sup>, 2020 #18 - Accessibility Plan - Councillors**

Resolved the Council of the RM of Dufferin approve the Accessibility Plan as attached.

Motion Carried

**Overview of Programs and Services**

• Provide municipal services to residents and others through customer service, transportation, employment, information and communication, and public surroundings.

- Building Services
- Bylaw Enforcement
- Fire Protection Services
- Public Works
- Tourism
- Economic Development
- Recreation and Culture Services
- Utility

**Accessibility Achievements**

- **Have worked with employees to identify what assistance is needed during an emergency to ensure everyone stays safe.**
- **Memorial Hall** (including washrooms and Council Chambers) is accessible; main door has a door opener; accessible parking stalls and lift for access to all floors.
  - 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.
- **Fire Hall** (including washrooms and Boardroom) is accessible; accessible parking stalls and main door has a door opener.

- **Municipal Shop** (including washrooms and lunchroom) is accessible; accessible parking stalls and as the need arises the main door will have door openers installed.
- **Municipal Airport** (including washrooms and Boardroom) is accessible; main door is at ground level and has accessible parking stalls.
- **Carman Community Health Clinic** (including washrooms) is accessible; main door has a door opener and accessible parking stalls.
- **Arena** (including washrooms and lunchroom) is accessible; main door has a door opener and accessible parking stalls.
- **Community Hall** (including washrooms and kitchen) are accessible and accessible parking stalls.
- **Carman Aquatic Centre and Splash Park** (including washrooms) are accessible and accessible parking stalls.
- **Kings Park Picnic Shelter** (including washrooms) is accessible.
- **Library** (including washrooms and lunchroom) is accessible; has a new accessible front entrance with a ramp and door opener, lower customer service counter and accessible parking stalls.
  - Boyne Regional Library offers accessible library services such as;
    - Closed Captioned DVD's, Large Print Books, Audio Books, E-Libraries, NNELS (National Network for Equitable Library Service.), and Delivery Service every 2 weeks, and
    - Public computers.
- **other cultural facilities we are working towards making more accessible are as follows;**
  - Campground
  - Playgrounds
  - Soccer Pitches
  - Museum Buildings
  - Golden Prairie Arts Council
  - Community Hall
- **Water & Wastewater Facilities**
  - Potable water pumps are accessible at ground level.

### **Barriers to Accessibility**

- Some 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 RM of Dufferin in partnership with the Town of Carman 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. Council ensures that through internal policies and initiatives all staff are orientated and accustomed to the environment that

they work in. Council has committed to the accessibility and training for use of these essential units. Public Buildings have been equipped with AEDs; Council has committed to the accessibility and training for use of these essential units.

**Policies**

Upon request, the RM of Dufferin and Town of Carman will gather and provide information in an accessible format or with communication supports that consider a person's specific needs.

<b>Action 1</b>	
<p><b>Initiatives/ Actions</b></p> <ul style="list-style-type: none"> <li>• Continue to train all staff 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)</li> </ul>	<p><b>Expected Outcomes</b></p> <ul style="list-style-type: none"> <li>• Ensures all residents can access all services and opportunities available at Memorial Hall.</li> </ul>
<b>Action 2</b>	
<p><b>Initiatives/ Actions</b></p> <ul style="list-style-type: none"> <li>• Continue to ensure snow and ice removal is appropriate in parking lot and sidewalk.</li> </ul>	<p><b>Expected Outcomes</b></p> <ul style="list-style-type: none"> <li>• Provides better physical access to the building in inclement weather.</li> </ul>
<b>Action 3</b>	
<p><b>Initiatives/ Actions</b></p> <ul style="list-style-type: none"> <li>• Include in the hiring package our accessibility policy.</li> </ul>	<p><b>Expected Outcomes</b></p> <ul style="list-style-type: none"> <li>• Ensures all new staff is up to date and knowledgeable about accessibility.</li> </ul>

**Conclusion**

The RM of Dufferin in partnership with the Town of Carman continues to work toward ensuring universal accessibility for all communities within our jurisdiction, improvements will continue to be identified and improved for all people living, working or visiting our communities.

Contact Person: Sharla Murray, Chief Administrative Officer  
 12-2<sup>nd</sup> Ave SW, Carman, MB R0G 0J0  
 Phone: (204) 745-2301  
 Email: [cao@rmofdufferin.com](mailto:cao@rmofdufferin.com)  
[www.carmanmanitoba.ca](http://www.carmanmanitoba.ca)