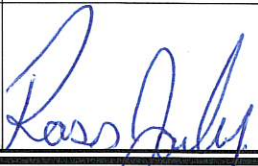


The Rural Municipality of Elton

REFERENCE:	Office	AUTHORITY:	Council
SUBJECT:	Accessibility Standards	EFFECTIVE DATE:	January 15, 2019
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Introduction:

Whereas the Rural Municipality of Elton (Elton) is committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. Our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities. If a barrier to accessing our goods or services cannot be removed, we seek to provide alternate ways to access the goods or services. The following policy statements, organizational practices and measures are intended to meet the requirements of the Accessibility Standard for Customer Service. This policy applies to all Council Members, Ratepayers & Employees.

1. Elton will meet the communication needs of our Council Members, Ratepayers/Residents & Employees.

- To meet communication needs, when appropriate, Elton offers to communicate in different ways, such as writing things down, reading things out loud, and taking extra time to explain things.
- Elton offers to:
 - Keep paper and pens available to write things down.
 - Offer a chair when longer conversations are needed.
 - Offer a quieter space.
 - Sit down to engage with someone using a wheelchair.
- All of Elton's publications include the statement: "This publication is available in alternate formats on request."
- Elton uses signs and documents that are easy to read, including using larger fonts and colour contrast, and ensuring messages are not printed on images.
- Elton writes signs and documents in plain language.

2. We accommodate the use of assistive devices when Council Members, Ratepayers/Residents and Employees are accessing our goods, services or facilities.

- Elton does not touch or moved assistive devises without permission.
- In cases where the assistive device presents significant and unavoidable health or safety concerns, Elton attempts to use other measures to ensure the person with disabilities can access our goods, services or facilities.

3. Elton welcomes support persons.

- Elton will address the Ratepayer/Resident, not the support person, unless requested to do so.
- Elton will make space for support persons on-site and ensure service recipients will have access to their support persons at all times.

4. Elton allows service animals in all the areas available for public access.

- Elton
 - Treats a service animal as a working animal.
 - Does not distract a service animal from its job by petting, feeding or playing with it, unless given permission by the person with the service animal to do so.
 - Knows how to identify a service animal by its harness or vest and by the assistance the animal is providing.
- If Elton has concerns, we may ask if the animal has been trained to help a person with a disability related need.
- Elton will not inquire about the disability.
- Elton expects the person who is handling the service animal to maintain control of the animal physically or through voice, signal or other means.
- If the service animal is showing signs of not being controlled (i.e., by barking, whining or wandering), Elton may provide a warning to the handler to control the animal.
- If the service animal continues to misbehave, the handler and the animal may be asked to leave.

5. Maintain accessibility features.

- Elton will organize our space so that there is room for people with wheelchairs, electric scooters and walkers.
- Seating accommodates people of varying sizes and abilities.
- Elton will keep hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms clear of clutter.
- Elton will keep our entrance area clear of ice and snow.
- Elton will place standing signs out of the way to avoid tripping hazards.
- Eltons accessibility features affected by this policy include, hallways, entrance and reception areas, meeting rooms and washrooms.

6. Let the public know when and why an accessible feature is temporarily unavailable how long it will be unavailable, and other ways to access our services.

- If one of our accessibility features becomes temporarily unavailable, Elton will prepare and post a notice and/or announcement about the disruption, the reason for the disruption, how long it will last, and whether there are other ways we can provide access to our goods and services (e.g., by using an alternate entrance).
- If requested, Elton will work with the customer to find other ways to provide goods and services.
- Elton will let the public know about disruptions in the following ways:
 - Posted on website, on social media, and/or in newsletters.
 - Posted at our building entrance, counter or service reception desk and/or in high traffic areas.

7. Welcome and respond promptly to feedback.

- Elton invites feedback in the following ways:
 - Visit our reception or service desk, or contact us by phone, email, or website.
- Elton invites feedback in the same places that we share our accessibility policies, training policies and Accessibility Plan.
- All feedback is directed to the appropriate person who determines what action, if any, should occur.
- If the feedback requires follow-up, the appropriate person is notified that the request is being reviewed and when they can expect a response.
- Elton lets the appropriate person know what action we will take to address their feedback, if any.
- Elton responds to feedback in a way that meets the communication needs of the individual.

8. Provide the required training to Council Members, Ratepayers/Residents & Employees.

- Elton will provide the required training on accessible customer service to Council Members & Employees as required. They are trained on:
 - How to interact and communicate with people who face barriers to accessing goods and services, use assistive devices, are assisted by a support person and/or assisted by a service animal.
 - How to use any equipment or assistive devices that are available on-site.

- An overview of The Accessibility for Manitobans Act, The Human Rights Code (Manitoba), and Customer Service Standard.
- Elton's organizational policies, practices and measures, including updates or changes.

9. Keep written record of accessibility and training policies.

- Elton lets the public know that our accessibility and training policies are available in the following ways:
 - Posted in the same places that we share our Accessibility Plan and invite feedback.
 - Posted on website, on social media, and/or in newsletters.
 - Posted at our building entrance, counter or service reception desk and/or in high traffic areas.
- Elton provides our policies within a reasonable timeframe, at no cost, and in a format that meets the needs of the individual.

10. Elton will make our Public events accessible.

- Elton will take reasonable steps to make our public events accessible in four areas: publicizing, meeting spaces, meeting participant needs, and letting the public know that relevant accommodations can be made on request. Public events include meetings, hearings and consultations.
- Elton will let the public know that our public events are accessible and that they can request accessibility accommodations in the following ways:
 - Posted on website, on social media, and/or in newsletters.
 - Posted at our building entrance, counter or service reception desk and/or in high traffic areas.
- To plan and host an accessible event, we use an Accessible Event Planning Checklist available online at <http://www.accessibilitymb.ca/css-public-sector-requirements.html>