

Accessibility Plan Update

RM of Cornwallis

Date of first approval:

December 19, 2017 Resolution No.2017/240

Date updated:

February 28, 2022

Years Applicable:

January 1, 2022 – December 31, 2023

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Date:

March 24, 2022

Statement of commitment

The Municipality of Cornwallis 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.

Organizational overview

Overview of Programs and Services:

Formed through the authority of the Province of Manitoba, the Municipality of Cornwallis is responsible for the delivery of local services, facilities, safety and infrastructure for residents within its boundaries including:

- Roads
- Garbage and recycling collection
- Fire protection and emergency measures services
- Collection of municipal and school taxes
- Municipal elections
- Other government services [planning, economic development, tourism, traffic, transportation services, animal control services, etc.]

Policies and by-laws

- Accessibility Standards for Customer Service – Appendix A

Achievements

- Cleared clutter from hallways and corridors in municipal facilities
- Access Offer sign is placed at reception desk to let residents know that we provide accessible services.
- We offer a variety of accessible payment options for utility bills, tax bills and other fees, including meeting people in their vehicles to collect payments
- and/or provide information, as well as “at home” options: TIPP payments, telebanking online, and mail.
- E-transfer has been added as an additional method of payment, giving residents another “at home” option for paying

Actions

Facility Accommodations Install a temporary ramp at municipal office	Ongoing
Staff Training & Awareness <ol style="list-style-type: none"> 1. Municipal staff will receive accessibility training. 2. Complete staff, volunteer and Council participation in online accessibility training 	Ongoing Ongoing
Communication <ol style="list-style-type: none"> 1. Make our completed 2020 and 2021 Accessibility Plan and Accessible Customer Service Policy available to the public 2. Manitoba’s Accessibility Standard for Customer Service 3. Accessible Employment Standards Regulation 	Complete Complete Ongoing
Offer accessible municipal elections by: <ul style="list-style-type: none"> • Using physically accessible voting locations, including designated parking. • Allowing election officials to take a ballot outside the voting location, e.g. to a car. 	Complete Ongoing

<ul style="list-style-type: none"> • Permitting voters to bring a support person to assist with marking their ballot. 	Complete
<ul style="list-style-type: none"> • Ensuring election material follows CNIB Print Guidelines. 	Complete
<ul style="list-style-type: none"> • Providing magnifiers at voting locations, and providing alternate formats on request, such as offering Braille or having information read aloud. 	Complete
<ul style="list-style-type: none"> • Permitting service animals in voting locations, unless excluded by law. 	Complete
<ul style="list-style-type: none"> • Providing accessible customer service training to all election officials. 	Ongoing
<ul style="list-style-type: none"> • Offering to respond to accommodation requests related to municipal election events, such as candidate debates 	Ongoing

Expected Outcomes

1. RM of Cornwallis residents with accessibility issues are able to access municipal services, facilities and programs while maintaining their independence.
2. All members of RM staff will be more conscious and aware of accessibility barriers and recognize accessibility issues more readily.
3. Staff will feel confident when confronted with accessibility issues having been provided with training and tools to assist.
4. The CAO and council will consider and incorporate accessibility requirements in their short and long term planning going forward.

APPENDIX A
THE RURAL MUNICIPALITY OF CORNWALLIS

Reference: General Municipal	Classification	Policy
Subject: Accessibility Standards for Customer Service	Pages 1	
Authority: Accessibility for Manitobans Act	Effective Date	November 20, 2018
Approved November 20, 2018	File Reference	1100.201

PURPOSE

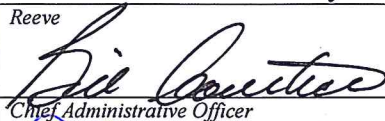
The RM of Cornwallis is committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. To do this, we must recognize the diverse needs of all of our residents and respond by striving to provide services and facilities that are accessible to all.

The following practices and procedures are designated to meet the related requirements of Manitoba Customer Service Standard.

PRINCIPLES

Reasonable efforts will be made to ensure the following:

- That service be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the services.
- Communication will be considered, in a manner that takes into consideration a person's disability.
- Staff will receive appropriate training.
- Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by the RM of Cornwallis that are open to the public.
- Notice will be provided when facilities or services that people with disabilities rely on to access the RM of Cornwallis services are temporarily disrupted.
- The RM of Cornwallis will establish a feedback process to allow people to provide feedback on how we are providing services to persons with disabilities.
- The RM of Cornwallis will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the RM.

	Reeve 
Resolution No 226/2018	Chief Administrative Officer 