

2021-
2022

Rossburn Municipality



Accessibility Plan

This document is available in alternate formats, on request such as digital, hardcopy, large print and in French. Please contact the Rossburn Municipality by email at municipaloffice@rossburn.ca or by phone at 204-859-2779.

Feedback is welcome.

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Years Applicable:

January 1, 2021 - December 31, 2022

Key contacts:

Holly Krysko, CAO
Box 100
Rossburn, MB R0J 1V0
204-859-2779
hkrysko@rossburn.ca

Karina Ketelsen, Administrative Clerk
Box 100
Rossburn, MB R0J 1V0
204-859-2779
admin2@rossburn.ca

CAO signature:



Reeve/Mayor signature:



Date:

Dec 23, 2021

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Executive Summary

Disability affects the lives of many Manitobans. According to Canadian Survey on Disability, in 2017 25% of Manitobans have a disability. This number will continue to grow as our population ages.

On December 5th, 2013, The *Accessibility for Manitoban Act (AMA)* was passed to provide a clear, proactive method to identify, prevent and remove barriers to accessibility.

The Accessibility Standards are to be developed over the next several years and will address barriers and requirements in five key areas:

- Customer Service Standard (in effect as of November 1, 2018)
- Information and Communication
- Transportation
- Employment (will be in effect as of May 2022)
- Design of Public Spaces
- Statement of commitment

Statement of Commitment

The Rossburn Municipality 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.

Under the authority of The Accessibility for Manitobans Act, Rossburn Municipality strives to identify, remove, and prevent barriers to accessibility, which will enhance service standards for all citizens and visitors.

We will continue to attempt to meet the requirements of the AMA and will review and update our current plan in December 2022.

Organizational overview

Overview of Municipality

Formed through the authority of the Province of Manitoba, the Rossburn Municipality provides municipal services to approximately 976 residents in town and surrounding areas. With the Municipality being a public entity, the removal of accessibility barriers is important as we strive to achieve an equality of service for everyone.

Overview of Programs and Services:

The Rosscurn Municipality is responsible for the delivery of local services, facilities, safety and infrastructure for residents within its boundaries including:

- Water and sewer
- Street, sidewalk and road maintenance
- Garbage and recycling collection
- Land administration
- Parks, campgrounds and recreation facilities management
- 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

- Code of Conduct for members of Council - By-Law No. 2020-009 - Annex A
- Harassment and non-discrimination - Policy No. 2015-34 - Annex B
- Accessibility Standard for Customer Service - Policy No. 2017-01 - Annex C

Achievements

1. Rosscurn Regional Library provides computers for public use as well as alternate formats for borrowed materials.
2. Bilingual Services available in the Municipal office
3. Rosscurn Community Hall has a lift to allow those with mobility issues to move from level to level.

Accessibility Barriers

1. Physical and architectural barriers:
 - a. No automatic door opener
 - b. No accessible washrooms
2. Technology:
 - a. Not all people have computers or internet to access information posted online
3. Information and communication barriers
 - a. Print too small to read
 - b. Assumptions that visually impaired people can read the information provided to the public.
4. Attitudinal barriers:
 - a. Assuming that a person with a speech impairment cannot understand.
 - b. Thinking that a person with intellectual disability is not able to make decisions.
 - c. Avoiding a person with a disability for fear of saying the wrong word or offending them.

Actions

1. Make our completed 2021 and 2022 Accessibility Plan and Accessible Customer Service Policy available to the public (e.g., add online).

Timeline: By September 30, 2021

2. Place the Access Offer sign at reception desks to let residents know that we provide accessible services.

Timeline: By September 30, 2021

3. Put in place a process to respond to residents' requests for accessible supports and services and to respond to feedback and complaints.

Timeline: By October 31, 2021

4. Complete renovations to our main municipal office to make it more accessible to reduced mobility customers and employees.

Timeline: By October 31, 2021

5. Complete staff, volunteer and Council participation in online accessibility training.

Timeline: By December 31, 2021

6. Begin to assess existing employment policies for accessibility, and plan for changes that may be needed for future compliance with the Accessible Employment Standard.

Timeline: By December 31, 2021

7. Provide all publications and notifications in large font and provide them in alternate formats, on request.

Timeline: By December 31, 2021

8. Engage the public to remind them about the importance of abiding by the rules for reserved accessible parking.

Timeline: By March 31, 2022

9. Implement changes needed to comply with non-emergency sections of the Accessible Employment Standard.

Timeline: By March 31, 2022

10. 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: automatic withdrawal, telebanking, online, verbal credit card, and mail.

Timeline: By June 30, 2022

11. Add accessibility information, policies and procedures to regular staff training and orientation.

Timeline: By September 30, 2022

12. Assess the community’s need for temporary Stop Gap ramps at municipal facilities and local businesses to address physical barriers created by steps.

Timeline: By October 31, 2022

13. Create and use an accessibility barrier checklist for our facilities, services, infrastructure and programs.

Timeline: By December 31, 2022

14. Consider accessibility when making new or changing current programs, services and public facilities.

Timeline: Ongoing

15. Offer accessible 2022 municipal elections by:

- Using physically accessible voting locations, including designated parking.
- Allowing election officials to take a ballot outside the voting location, e.g. to a car.
- Permitting voters to bring a support person to assist with marking their ballot.
- Ensuring election material follows CNIB Print Guidelines.
- Providing magnifiers at voting locations, and providing alternate formats on request, such as offering Braille or having information read aloud.
- Permitting service animals in voting locations, unless excluded by law.
- Providing accessible customer service training to all election officials.
- Offering to respond to accommodation requests related to municipal election events, such as candidate debates.

16. Monitor progress in implementing this Accessibility Plan to help update future plans.

Timeline: Quarterly

Conclusion

All residents of Rosscburn Municipality and its numerous visitors shall be treated with dignity and respect, regardless of ability.

Our programs, services and facilities will be regularly evaluated to identify, remove and prevent accessibility barriers. In instances where barriers cannot be removed, Rosscburn Municipality is committed to developing innovative solutions to alter the situation or service, ensuring that any accommodation that is made is complimentary of a high level of service standards that provides equal opportunities for all.

Annex

Annex A - Code of Conduct for members of Council By-Law No.2020-009

Annex B - Harassment and Non-Discrimination Policy No. 2015-345

Annex C - Accessibility Standard for Customer Service Policy No. 2017-01

Annex A

Code of Conduct - By-Law No. 2020-009

ROSSBURN MUNICIPALITY

CODE OF CONDUCT FOR MEMBERS OF COUNCIL

By-law No. 2020-009

BEING A BY-LAW OF THE ROSSBURN MUNICIPALITY TO ESTABLISH AND REGULATE A CODE OF CONDUCT FOR MEMBERS OF COUNCIL

WHEREAS under *The Municipal Act* a council must establish, by by-law, a code of conduct that applies to the members of council;

AND WHEREAS under *The Municipal Act* a council must establish the process for dealing with contraventions to the code, including the procedures for receiving reports of contraventions;

AND WHEREAS under *The Municipal Act* a council must set out the sanctions that may be imposed on a member or the remedial measures that a member may be required to take if they are found to have contravened the code;

AND WHEREAS under *The Municipal Act* a council must comply with the requirements of provincial regulations concerning codes of conduct;

AND WHEREAS the public is entitled to expect the highest standards of conduct from the members that it elects to council for the Rossburn Municipality;

AND WHEREAS the Rossburn Municipality, recognizes that public confidence and public trust are essential to good governance, and to promote public confidence and trust, the Rossburn Municipality is committed to fostering and maintaining the highest standards of professionalism and ethical conduct among its council members;

AND WHEREAS the Rossburn Municipality deems this by-law to be advisable, in the public interest and aligned with municipal purposes of promoting good government.

THEREFORE BE IT RESOLVED that the council of the Rossburn Municipality, in open meeting assembled, enacts as follows:

BY-LAW TITLE

1. This By-law may be cited as the “Code of Conduct for Members of Council By-Law”.

DEFINITIONS

2. In this by-law,

“Act” or “Municipal Act” means *The Municipal Act* of Manitoba, C.C.S.M. c. M225, and associated regulations, as amended;

“administration” means the administrative and operational arm of the municipality, comprised of the various departments and business units and including all employees;

“CAO” means Chief Administrative Officer of the municipality, or their delegate;

“complainant” means the person who commences a complaint or on who’s behalf a complaint was commenced;

“council” means the elected council of the Municipality

“employees” means any person employed by the municipality, and includes the Chief Administrative Officer, designated officers, full-time, part-time, contract, or casual employees, including volunteers;

“inappropriate behaviour” means disrespectful behaviour, sexual harassment, harassment, bullying and/or violence;

“investigator” means a committee of council or a third party appointed by council to investigate a complaint and recommend sanction(s);

“member(s)” means the councillor(s), including the head of council;

“municipality” means the Rosburn Municipality; and

“respondent” means the person against whom a complaint is commenced.

PRINCIPLES

- 3.1 The council has a duty to consider the well-being and best interests of the municipality as a whole. All members must conduct themselves in such a way as to promote public trust and public confidence in the council and the municipality.
- 3.2 It is each member’s individual responsibility to uphold both the letter and the spirit of this code of conduct By-law.

PURPOSE

4. The purpose of this code of conduct By-law is to establish:
 - a. the standards and values that council members must uphold in carrying out their duties under The Municipal Act or any other relevant legislation;
 - b. the application and enforcement of those standards and values;
 - c. the sanctions available to address code of conduct violations; and
 - d. procedures for updating the code of conduct.

RULES FOR INTERPRETATION

5. This code of conduct By-law is intended to supplement any other legal duties imposed on members of council by an enactment of the Parliament of Canada and the Legislature of Manitoba, by-laws, including but not limited to:
 - a. The Municipal Act;
 - b. The Municipal Council Conflict of Interest Act; C.C.S.M. c. M255
 - c. The Human Rights Code; C.C.S.M. c. H175
 - d. The Freedom of Information and Protection of Privacy Act; C.C.S.M. c. F175;
 - e. The Workplace Safety and Health Act; C.C.S.M. c. W210 and
 - f. The Criminal Code of Canada, R.S.C., 1985, c. C-46.

APPLICATION

- 6.1 This code of conduct By-law applies to all members of the council, and their interactions in and outside of the council chambers, including those with:
 - a. other council members;
 - b. municipal employees; and
 - c. members of the public.
- 6.2 This code of conduct By-law applies to behaviour that:
 - a. reflects negatively on the municipality;
 - b. affects the council member's ability to perform their duties effectively;
 - c. affects the ability of other council members or employees of the municipality to perform their duties effectively; and/or
 - d. restricts the council or administration's ability to meet operational requirements.
- 6.3 This code of conduct By-law applies within the council chambers, but also to all behaviours and actions connected to the municipality, including but not limited to:
 - a. conferences, travel, and public events;
 - b. online and social media interactions, including but not limited to emails, text messages, Facebook, Twitter and LinkedIn profiles and posts, or
 - c. any activities including those occurring outside of the municipality.

RULES GOVERNING MEMBER CONDUCT

- 7.1 Council has a responsibility to create and maintain an environment that is respectful and free of all forms of harassment, including sexual harassment and bullying.

Integrity

- 7.2 Council members will demonstrate strong ethical principles, working together to further the best interests of the municipality in a consistent, truthful and honourable way.

Leadership and Collaboration

- 7.3 Council members are expected to:
- a. demonstrate an ability to lead, listen to, and positively influence others;
 - b. demonstrate respect and value the distinct roles and responsibilities others play in creating an accountable and transparent municipal government;
 - c. commit to fostering positive working relationships with other council members, employees, and the public; and
 - d. recognize that debate is an essential part of the democratic process, participate in constructive conversation, and encourage other members and staff to provide their perspectives on relevant issues.

Accountability

- 7.4 Council members must:
- a. demonstrate accountability, individually and as part of council as a whole, by accepting responsibility for actions and decisions, including acts of commission and acts of omission; and
 - b. ensure the appropriate use of municipal resources.

Responsibility

- 7.5 Council members must:
- a. demonstrate responsibility by acting in accordance with the enactments of the Parliament of Canada and the Legislature of Manitoba, including *The Municipal Act*; and
 - b. demonstrate responsibility by acting in accordance with the by-laws, resolutions, policies and procedures of the municipality.

Respect

- 7.6 Council members must:
- a. demonstrate respect towards other council members, municipal employees and the public;
 - b. seek to include rather than exclude;
 - c. treat every person with courtesy, dignity, and fairness;
 - d. foster an environment of trust by showing consideration for every person's values, beliefs and contributions, and supporting and encouraging others to participate in council activities;
 - e. demonstrate awareness of their own conduct, and consider how their words or actions may be perceived as offensive or demeaning;

- f. demonstrate respect for the decision-making processes of the municipality, accepting that a decision of council is a decision of council as a whole and making every effort to accurately communicate that decision;
- g. demonstrate respect for the professional capacities of municipal employees, including employees' responsibility to provide unbiased and objective advice without undue influence from any individual member or faction of council;
- h. not attempt to require an employee to undertake personal or private tasks on behalf of a member or council; and
- i. not use, or attempt to use, their authority or influence for the purpose of intimidating, threatening, coercing, commanding, or influencing any employee with the intent of interfering with that person's duties, including the duty to disclose improper activity.

Harassment

- 7.7 Council members must not harass or bully other members of council, municipal employees or members of the public.
- a. Harassment may be written, verbal, physical, online or electronic, a gesture or display, or any combination of these. Harassment may happen only once, but often happens repeatedly.
 - b. Harassment includes objectionable conduct and bullying.
 - c. Objectionable conduct includes behaviours that create a risk to the health of a council member, municipal employee and/or the public.
 - d. Objectionable conduct may be based on any of the following: race, creed, religion, colour, sex, sexual orientation, gender-determined characteristics, marital status, family status, source of income, political belief, political association, political activity, disability, physical size or weight, age, nationality, ancestry or place of origin
 - e. Bullying behaviours include severe conduct that adversely affects a person's psychological or physical well-being.
 - f. Conduct is considered severe if it is:
 - g. repeated humiliation or intimidation that adversely affects a person's psychological or physical well-being; or
 - h. a single instance so serious that it has a lasting, harmful effect on a person.

Sexual Harassment

- 7.8 Council members must not engage in harassment based on sex, gender, gender identity or expression, or sexual orientation.
- a. Sexual harassment can be sexual in nature, but can also include any form of harassment based on sex, gender or sexual orientation.
 - b. Sexual harassment can also refer to behaviour that creates or permits a sexualized or sexually charged, or a negative/poisoned atmosphere.
 - c. Sexual harassment may be written, verbal, physical, online or electronic, a gesture or display, or any combination of these.

FORMAL COMPLAINT RESOLUTION PROCESS

- 8.1 A council member may file a code of conduct complaint, in an approved form, with the CAO if:
 - a. A council member believes that another council member has contravened this code of conduct; and
 - b. An informal resolution of the complaint was initiated by the council member, but the complaint could not be resolved informally.
- 8.2 A completed code of conduct complaint form must be filed with the CAO not later than 30 days after the date the council member became aware of the conduct giving rise to the complaint unless that complaint involves allegations of sexual harassment.
- 8.3 Despite clause 8.1(b) an informal resolution of the complaint does not need to be initiated by the complainant prior to filing a code of conduct complaint form with the CAO if the complaint involves allegations of sexual harassment.
- 8.4 A completed code of conduct complaint form that involves allegations of sexual harassment must be filed with the CAO not later than 90 days after the date the complainant became aware of the conduct giving rise to the complaint.

Complaint Initial Assessment

- 8.5 Within seven days of receiving a completed code of conduct complaint form, the CAO must:
 - a. Forward the completed code of conduct complaint form to a provincially approved third party reviewer for initial assessment; and
 - b. Notify the respondent and provide them with a copy of the code of conduct and the completed code of conduct complaint form.
- 8.6 The third party reviewer must conduct an initial assessment of the complaint and determine whether the complaint is accepted or whether to recommend the complaint be dismissed.
- 8.7 The third party reviewer may recommend the dismissal of complaints that are frivolous, vexatious, or outside of the scope of the code of conduct.
- 8.8 The third party reviewer must within seven days of his or her receipt of the complaint, notify the CAO, the complainant, and the respondent in writing, with reasons, of his or her initial assessment decision.
- 8.9 If a third party reviewer's decision is to accept the complaint, it must proceed to the next phase of the formal complaint resolution process.
- 8.10 If a third party reviewer's decision is to recommend dismissing the complaint, the initial assessment decision and reasons must be put before council to review at the closed (in camera) portion of the next scheduled council meeting, where council must resolve in a public meeting to:
 - a. Accept the third party reviewer's recommendation to dismiss the complaint and close the file; or
 - b. Decline the third party reviewer's recommendation to dismiss the complaint and permit the complaint to proceed to the next phase of the formal complaint resolution process.

- 8.11 Costs of the initial assessment conducted by a third party reviewer are the responsibility of and must be paid by the municipality.

Mediation

- 8.12 Upon a complainant's complaint being accepted the CAO must inform the complainant and the respondent of the option to proceed to mediation to try to resolve the complaint.
- 8.13 Mediation is a voluntary process. If both the complainant and the respondent agree to proceed to mediation to resolve the complaint, the parties must jointly select a mediator. If the parties cannot agree on the choice of mediator or if the selected mediator is not available to commence the mediation within 30 days, the CAO must select a mediator from a provincially provided list of mediators based on provincially provided criteria.
- 8.14 Costs of the mediation process are the responsibility of and must be paid by the municipality.
- 8.15 If the mediator concludes at any time that a mediated resolution of the complaint is not possible, the mediator must return the file to the CAO for the complaint to proceed to investigation. The mediator will not provide any report or assessment on the issue.
- 8.16 If a complaint is settled on terms satisfactory to the complainant and the respondent, the complaint file is closed.

Investigation

- 8.17 If the complainant and the respondent to a complaint do not agree to mediation or a mediated resolution is not possible, the complaint must proceed to investigation.
- 8.18 Subject to section 8.19 a committee of council or a third party may conduct a code of conduct complaint investigation.
- 8.19 If either the complainant or the respondent indicates that they want a third party to conduct the investigation, a third party must conduct a code of conduct complaint investigation.
- 8.20 If a third party investigator is used, the complainant and respondent must jointly select a mediator. If the parties cannot agree on the choice of third party investigator or if the selected investigator is not available to commence the investigation within 30 days, the CAO must select a third party investigator from a provincially provided list of investigators based on provincially provided criteria.
- 8.21 Costs of an investigation are the responsibility of and must be paid by the municipality.
- 8.22 The investigator must provide the CAO, the complainant and the respondent with a report summarizing the findings of their investigation into contraventions of the code of conduct and in accordance with section 10, recommend sanction(s), where appropriate.

COUNCIL REVIEW AND VOTE

- 9.1 Council must review and consider an investigation report at the closed (in camera) portion of the next scheduled council meeting after receiving the investigation report.
- 9.2 When the review is finished, council must re-open the meeting to the public and hold a vote to determine if the member breached the code of conduct and the appropriate sanction(s), if any.

SANCTIONS

- 10.1 Council must consider the following factors when determining to impose a sanction on a member:
 - a. The nature of the code of conduct contravention;
 - b. The length or persistence of the code of conduct contravention;
 - c. If the member knowingly contravened the code of conduct;
 - d. If the member took steps to mitigate or remedy the code of conduct contravention;
 - e. If the member previously contravened the code of conduct.
- 10.2 Council may impose only the following potential sanctions:
 - a. Censuring the member;
 - b. Reprimanding the member;
 - c. Requiring the member to issue a letter of apology within 30 days after being directed to do so;
 - d. Requiring the member to attend training as directed by council;
 - e. Suspending or removing the member's presiding duties under subsection 83(2) of The Municipal Act, if applicable;
 - f. Suspending or removing the member as the deputy head of the council, if applicable;
 - g. Suspending or removing the member as chair of a committee, if applicable;
 - h. Suspending or removing the member from any or all council committees or bodies on which the member serves;
 - i. Suspending the member from carrying out a power, duty or function as a member for a period not exceeding 90 days;
 - j. Reducing or suspending the member's compensation for the duration of any suspension imposed under clause (i);
 - k. Imposing a fine of not more than \$1,000, to be paid within 30 days after being imposed.
- 10.3 If sanctions are imposed, a sanctioned member must be provided with a copy of the resolution authorizing the sanction as soon as practicable after the council meeting at which the resolution was passed.
- 10.4 A council member who does not comply with or complete a sanction in the time period required by the council, the council member may not carry out a power, duty or function as a member until they do so.

APPEALS

- 11.1 A council member may appeal a sanction solely on the basis that their conduct did not contravene the code of conduct.
- 11.2 To appeal a sanction, a council member must file a Notice of Appeal form, include a statement setting out the reasons for the appeal and an optional written submission (five pages maximum) with the Appeals Director.
- 11.3 Appeals must be filed using the standardized Notice of Appeal form within 30 days after the sanction is imposed. The filing of an appeal stays the sanction pending the resolution of the appeal.
- 11.4 In responding to an appeal, council is required to follow the steps prescribed in the Council Members' Codes of Conduct Regulation, in effect November 1, 2020.
- 11.5 The council member may provide to the Appeals Director a written response to the municipality's submission within 15 days after receiving it. The member's response must address only the matters raised by the municipality in its submission.
- 11.6 As soon as practicable after receiving all possible submissions from the parties, the Appeals Director will make a written decision and provide the parties with a copy of the decision.
- 11.7 When deciding an appeal, the Appeals Director may confirm the council's sanction or quash it.
- 11.8 A decision made by the Appeals Director is final and is not subject to appeal.

REVIEW AND REVISION OF THE CODE

12. Council must review this code of conduct By-Law annually to ensure it effectively meets its needs.

SEVERABILITY

13. If any provision of this by-law is held to be invalid by any court of competent jurisdiction, the remaining provisions of the by-law shall not be invalidated.

DONE AND PASSED as a by-law of the Rossburn Municipality in the town of Rossburn in the Province of Manitoba this 12th of January 2021.

Annex B

Harassment and Non-discrimination Policy 2015-34

ROSSBURN MUNICIPALITY

HARASSMENT AND NON-DISCRIMINATION POLICY

POLICY NO. 2015-34

It is the policy of the ROSSBURN MUNICIPALITY (the "Municipality") to strive to provide a work environment that is supportive of productivity and maintains the dignity and self-esteem of every employee. In this regard, it is the policy of the Municipality to strive to provide a workplace free from prohibited harassment and discrimination. The Municipality will not knowingly exercise, practice or condone any harassment of or by its employees or discrimination against its employees by reason of:

- a. ancestry, including color or perceived race;
- b. nationality or national origin;
- c. ethnic background or origin;
- d. religion or creed, or religious belief, religious association, or religious activity;
- e. age;
- f. sex, including pregnancy, the possibility of pregnancy, or circumstances related to pregnancy;
- g. gender determined characteristics or circumstances other than those included in clause(f);
- h. sexual orientation;
- i. marital or family status;
- j. source of income;
- k. political belief political association or political activity; or
- l. physical or mental disability or related characteristics or circumstances, including reliance on a dog guide or other animal assistance, a wheelchair, or any other remedial appliance or device.

It is the responsibility of all supervisors and managers to foster a working environment free of prohibited discrimination and harassment.

It is the responsibility of all employees, including supervisors and managers, to refrain from activities which may, on reasonable grounds, be perceived to be prohibited harassment or discrimination.

The Municipality considers harassment and discrimination to be serious misconduct which is subject to disciplinary action up to and including discharge. Retaliation, or threat of retaliation for lodging a complaint about harassment or discrimination, will be treated as serious misconduct in the same way.

There will be no reprisal or threat of reprisal by the Municipality against any employee who chooses to exercise his or her rights under this policy provided the complaint is not frivolous or vexatious. The Municipality does not condone reprisals or threats of reprisal against any employee who exercises his or her legitimate rights under this policy.

DEFINITIONS

- a. **Discrimination** means the differential treatment of an individual on the basis of the characteristics referred to above except where such differential treatment is based on bona fide occupational requirements.
- b. **Harassment** means any unwelcome and/or abusive comment or conduct directed to an individual on the basis of any of the characteristics referred to above.
- c. **Managers** includes Council members or any person on the organizational structure responsible for controlling or administering all or part of a company or similar organization.
- d. **Sexual harassment** means any unwelcome conduct or comment of a sexual nature that detrimentally affects the work environment or leads to adverse job-related consequences for the victim of the harassment. Sexual harassment may be one event or a series of events. Both males and females can be either the victims or the perpetrators of sexual harassment. Sexual harassment may include, but is not limited to, the following:
 - i. unwelcome sexual advances or solicitations;
 - ii. unnecessary physical contact;
 - iii. suggestive remarks;
 - iv. abusive, derogatory, or threatening statements;
 - v. leering at a person's body;
 - vi. demanding sexual favors;
 - vii. compromising invitations;
 - viii. unwelcome remarks, jokes, innuendos, or taunting;
 - ix. displaying pornographic, suggestive, offensive, or other derogatory pictures;
 - x. physical assault;
 - xi. a sexual solicitation or advance made by a person in a position to influence the recipient's employment or employment status;
 - xii. a reprisal or a threat of reprisal for reflecting a sexual advance.

PROCEDURE

1. If an employee perceives that he or she is being harassed or discriminated against, he or she should, if at all possible, confront the offending individual (the "Respondent") and inform him or her that his or her conduct is unacceptable and unwelcome.
2. If the person being harassed or discriminated against (the "Complainant") is unable to approach the Respondent directly, or if the approach is unsuccessful, the Complainant should report the offensive conduct to his or her immediate supervisor.
3. If it is the immediate supervisor who is engaging in the offensive conduct, the Complainant should report to the Chief Administrative Officer.
4. If, after implementing steps 1 & 2 above, the Complainant is not satisfied with the results, the complaint should be written down and provided to the Chief Administrative Officer (CAO) as soon as possible after the issue causing the complaint. A copy will also be provided by the CAO to the Respondent within 2 days of the complaint being received by the CAO.

5. If it is the CAO being harassed or discriminated against (the "Complainant"), CAO will report the offensive conduct to 2 members of Council. Council will then appoint a Harassment Committee (HC) which will request the complaint to be written down and provided to the HC as soon as possible after the issue causing the complaint. A copy will also be provided by the HC to the Respondent within 2 days of the complaint being received by the HC. If harassment or discrimination complaints are provided and encompass multiple members of Council, the Council will hire an external party to assist in the harassment/discrimination resolution process. The external party will provide the Council with a written report with recommendations for Council to enact.

The Municipality encourages employees to report any instances of harassment or discrimination immediately. The Municipality will deal quickly and fairly with every instance of alleged or reported harassment and discrimination. All inquiries or complaints and information pertaining to a complaint will be treated in strict confidence. The name of the Complainant and Respondent, and the circumstances relating to the complaint will be disclosed only where it is necessary for the purposes of investigating the complaint or for taking disciplinary action or required by law.

Employees who are being harassed or discriminated against are encouraged to document the incidents of harassment or discrimination and the witnesses to any such harassment or discrimination and to provide such information to the Chief Administrative Officer, along with the written complaint.

The Chief Administrative Officer shall investigate the complaint, such investigation to include an interview with the Complainant, the Respondent, the Respondent's supervisor and any witnesses, plus a review of any relevant documentation. The Complainant and the Respondent may be accompanied to any such interview by a union representative (in the case of Union employees), or by another employee (in the case of non-union employees).

The investigation shall be completed within twenty (20) days of receipt of the written complaint at which time a report will be prepared and submitted to the appropriate manager. Upon completion of the investigation, the Complainant and Respondent shall be notified of the date upon which a final report is made and receive a summary of findings, but not the content of the report. If a complaint is substantiated and it is determined that disciplinary action is warranted, such action shall be taken in accordance with the normal practices regarding discipline.

In cases where frivolous or vexatious complaints are submitted, the Municipality may take disciplinary action against the complainant. A frivolous or vexatious complaint is one which has no merit, and which is made for the purpose of embarrassing or harming the Respondent. A complaint may be unsubstantiated without necessarily being frivolous or vexatious.

By initiating or participating in a complaint, an employee does not surrender or waive any right to file a complaint with the Manitoba Human Rights Commission (the "M.H.R.C.") under The Human Rights Code. Similarly, initiating a complaint pursuant to this policy is not a prerequisite to filing a complaint with the M.H.R.C. If an employee chooses to lodge a complaint with the M.H.R.C., the Municipality requests that the employee inform the Chief Administrative Officer of his or her intention to do so.

If an employee files a complaint of harassment with the Manitoba Human Rights Commission, information obtained during the investigation contemplated by this policy shall be disclosed in accordance with the provisions of The Human Rights Code.

Annex C

Accessibility Standard for Customer Service

Providing accessible goods, services or facilities

General Policies:

Rosburn Municipality is committed to the Accessibility for Manitobans Act and its accessibility standards.

Rosburn Municipality is committed to complying with The Accessibility Customer Service Standard under The Accessibility for Manitobans Act.

Rosburn Municipality is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity and equality of opportunity for people with disabilities.

Any policies of Rosburn Municipality that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Actions

1. Communication

Rosburn Municipality will communicate with people disabled by barriers in ways that take into account the nature of the barrier. This may include the following:

- easy to read fonts and plain language
- paper and pen available at reception
- all publications will include notice: "This publication is available in alternate formats upon request."
- Service available in French upon request

Rosburn Municipality will work with the person to determine the barrier and what method of communication works for them.

2. Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents significant and unavoidable health or safety concerns, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Rosburn Municipality will ensure that staff is trained and familiar with the various assistive devices that we provide to customers to ensure access to our goods, services or facilities including elevator & automatic doors.

3. Support persons

A person with a disability is welcomed to be accompanied by a support person.

Fee/fare will not be charged for support persons unless posted.

Rosburn Municipality will notify customers of this by posting a notice in the following location(s):

- All Rosburn Municipality Facilities

4. Service animals

Rosburn Municipality welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When it is not easy to identify that an animal is a service animal and if appropriate, staff may ask:

- Is the animal assisting you?
- What assistance has the animal been trained to provide related to your disability?
- [A service animal can often be identified through visual indicators, such as its harness or vest, or through the assistance it is providing. In some cases, a person's disability may prevent the individual from maintaining physical control of the animal. Then, the person is expected to maintain control of the animal through voice, signal or other means.]

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Service animals are prohibited from the following areas:

- Rosburn Agri-Rec Centre - Commercial Kitchen area only
- Rosburn Skating Rink - Commercial Kitchen area only

5. Maintain Barrier-Free Access

Rosburn Municipality will maintain barrier-free access by:

- keeping hallways and waiting meeting rooms clear of clutter such as boxes
- keeping entrance ways cleared of snow and ice
- ensuring the placement of standing signage is not a tripping hazard
- having space for mobility device in waiting room

6. Notice of temporary disruption

In the event of a planned or unexpected disruption of services or facilities for customers disabled by barriers, Rossburn Municipality will promptly post notices and, when possible, to announce the disruption. A clearly posted notice or announcement will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

- accessible washroom - All Municipal Buildings
- elevator - Rossburn Community Hall
- automatic doors - Rossburn Library, Rossburn Drop In Centre, Rossburn Community Hall
- The notice will be made publicly available in the following ways:
 - posted on website
 - posted at entrance
 - immediately explained by service provider

7. Feedback process

Rossburn Municipality welcome feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified how to provide feedback in the following ways:

- email
- phone
- visit reception desk
- online survey

All feedback, including complaints, will be handled in the following manner:

Customers can expect to hear back within 4 business days.

We will make sure our feedback process is accessible to people with disabilities by providing accessible formats and communication supports, on request.

8. Training

Rosburn Municipality will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone providing goods, services or facilities to customers on our behalf

All staff will be trained on accessible customer service within 6 months after being hired.

Training will include:

- background and purpose of The Accessibility for Manitobans Act
- the requirements of the Accessibility Standard for Customer Service
- explanation of all policies relating to the Accessibility Standard for Customer Service
- how to interact and communicate with people disabled by barriers
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise provided, to help people access goods and services or facilities. These include:
- mobility devices - automatic doors, elevators
- what to do if a person with a disability is having difficulty in accessing our goods, services or facilities
- staff will also be informed and/or trained when changes are made to our accessible customer service policies.

9. Public sector organizations must have additional policies regarding public events:

Rosscburn Municipality will make public events accessible by:

- announcing events in a manner that is accessible
- holding event(s) in accessible meeting places
- inviting requests for relevant disability accommodations

Public sector organizations and businesses and organization with 20 or more employees must document the policies and make them available to the public:

- Rosscburn Municipality will document all policies, practices and procedures for providing accessible customer service, including:
 - general policies, practices and procedures
 - the steps Rosscburn Municipality will take when there is a temporary disruption in services and facilities
 - an employee training plan
 - a description of the feedback process

Rosscburn Municipality will inform customers these documents are available on request in the following ways:

- Print at Rosscburn Municipality Administration Office
- Website contained under Government - Documents, feedback process will be generalized to comply with FIPPA regulations.

*Although making public events accessible and documenting policies is not required by businesses and organizations with fewer than 20 staff persons, these practices are recommended to improve accessibility and to promote exemplary customer service.