



RURAL MUNICIPALITY OF ALEXANDER		
Municipal Administration		
Accessible Information and Communication Policy	Policy No: ADMIN - 011	INITIAL DATE: May 13, 2025 REVISION DATE:
	NEXT REVIEW:	COMMITTEE REVIEW DATE:
	Resolution No: 2025	Resolution Date: May 13, 2025
	Replaces Policy:	

Statement of Commitment

Rural Municipality of Alexander (the RM) is committed to improving accessibility in all aspects of our work. This includes complying with the [Accessible Information and Communication Standard](#) under *The Accessibility for Manitobans Act*. Our policies, practices, and activities reflect the principles of equal access, equal participation, and inclusion for people with disabilities.

As much as possible, we strive to remove barriers to accessing our information and to communicating with the RM. This includes barriers to information and communication of all kinds, whether they occur in person, by telephone, or online. If a barrier to accessing our information or communicating with the RM cannot be fully removed, we seek to manage the barrier by providing more accessible alternatives.

This policy is intended to meet the requirements of the Accessible Information and Communication Standard under *The Accessibility for Manitobans Act*. The RM's employees, volunteers, and members of Council.


Definitions

Accessible communication: communicating information in a way that is free from barriers that might prevent or restrict a person from obtaining, using, or benefiting from information.

Accessible formats: the accessibility of a document or communication depends on the barriers experienced by each person with a disability. Accessible formats seek to address these barriers, and depending on the person's access needs, might include formats like large print, recorded audio, electronic formats, braille, and others.

Communication: the transfer or sharing of information between two or more people, groups, or entities.

Communication support: includes captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that enable effective communication, especially for people with disabilities.

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Information: data, facts, or knowledge that is written, spoken, photographed, recorded, or stored in any manner.

WCAG 2.1 Level AA: means the World Wide Web Consortium Web Content Accessibility Guidelines 2.1 Level AA, a common standard in web content accessibility.

Web content: information that is published on either an Internet website, including on the RM’s website

Policy Statements

#1: We will inform the public and our employees that information is available in accessible formats and through communication supports on request.

- When a person requests accessible information, we will consult with them to identify the support or format that would remove the barrier they are experiencing.
- Each of the RM’s publications will include the statement: “This publication is available in alternate formats on request.” We will also specify how a person can request an alternate format for that publication.

#2: We will provide information requested in alternate formats or through communication supports in a timely and accessible manner.

- The time required to do this will depend on the format requested. We will endeavour to provide it as soon as possible.
- We will not charge an additional cost or fee to make the information accessible.

#3: We will ensure that the RM’s web content meets accessibility standards.

- We will work to ensure that any web content on the RM’s website that is required to access our services meets or exceeds WCAG 2.1 Level AA guidelines.
- We will work to ensure that new content, new pages, and updates to the RM’s website meet or exceed WCAG 2.1 Level AA guidelines.



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- Exceptions to this policy statement include if it is not technically possible for the web content to meet these guidelines, if the RM does not have the technology required to meet these guidelines, if meeting these guidelines would cause the RM undue hardship, or if the RM does not have direct control over the web content.

#4: We welcome and will respond promptly to feedback we receive on the accessibility of our information and communication.

- We will document the actions we take to respond to the feedback we receive. We will make information about these actions available upon request.
- We will respond to feedback in a way that meets the communication needs of the person who provided the feedback.

#5: We will provide training on accessible information and communication to all staff at the RM, as required by the Accessible Information and Communication Standard.

- This will include employees, agents, and volunteers of the RM.
- We will ensure this training is provided to anyone who develops or maintains the RM’s web content, purchases or procures information technology or communication tools, develops or implements our accessible information and communication policies and practices, or provides information to the public or to other organizations in Manitoba.

Mayor

Chief Administrative Officer