

Information and Communications

We will ensure that all information and communications delivered by the municipality will be timely, clear and accessible for people of all ages and abilities.

Our Starting Point:

Overview

- Information delivered by mail, social media, website, phone, in person at the office, public meetings and presentations (virtual and in-person)
- Ensure that all forms of social media are easily navigated
- Options other than social media available (radio, bulletins, 211)
- Once changes/updates are made how are we going to get the information out to the community ? Who is going to oversee this objective ?

Achievements to Date:

- Community can view agendas and meetings ~~live~~ on the internet
- In-person community attendance pre-Covid restrictions?
- Partnerships/funding to senior services – which in turn delivers information to seniors in the community
- Mail outs of new programs/information
- **Provide information in large print or braille, upon request**

Barriers:

- Barriers are as unique as there are people who face barriers
- Currently no process for hearing impaired individuals to participate in public meetings
- Website is not accessible to individuals with visual impairments
- Municipal employees are not trained to promote inclusion in communication
- Technology does not work as intended/no access to technology/limited skills with technology
- Would benefit from closed captioning or sign language interpreters during in-person or virtual meetings
- Low income and members of groups (seniors, etc.) may have limited/no access to the internet/computers, or may lack the knowledge to find information online. This makes it increasingly difficult with limited in-person events due to Covid restrictions
- Lack of transportation for a lot of individuals, to travel to locations to gather information

Policies:

- Put successes in policy and discard failures
- Hold all in person public meetings in barrier free locations

- Train municipal front line staff in better ways to communicate with people of all ages and abilities – purchase devices or aides if necessary
- Provide information in an accessible format or with communication supports
- all municipal buildings should be accessible
- Disabilities related equipment made available when required
- Social media/website should be made accessible (layout to work on computers and smart phones)

Actions:

- Review current means of dispersing information
- Review progress and evaluate new systems
- Train municipal staff in inclusive communication
- Avenues other than social media for communication and simple navigation of social media sources used
- Research into various types of communication aides
- Reach out to Canadian National Institute for the Blind and Society of Deaf and Hard of Hearing Nova Scotians, etc. for their expertise
- Public Awareness Program
- Identify other organizations who can provide services/supports surrounding accessibility for Municipality of Barrington staff and to provide to the public.

Top Priorities:

- To deal with the most common barriers

Other Priorities