This document is available in a variety of accessible formats upon request such as digital, hardcopy and large print. To make a request please contact the Rural Municipality of Brokenhead Office.

Introduction

The *Accessibility for Manitobans Act* (AMA) became law December 5, 2013. Its main goal is to identify, prevent and remove barriers to participation. The legislation applies to all Manitoba organizations (public, private and non-profit). Municipalities with populations under 10,000 are required to have an accessibility plan in place by 2017.

The legislation also requires accessibility standards to be developed over the next several years. The standards will address barriers and set out requirements in five key areas of daily living. These standards are:

1. Customer Services (2017)
2. Information and Communication
3. Transportation
4. Employment
5. Built Environment

The Accessibility plan is a working document and will be reviewed and updated as needed and as more information becomes available. The plan will be reviewed as least once a year.

Consultation Activities

To aid in the preparation of this plan, discussions were held with municipal volunteer groups that operate the municipal owned recreation facilities. The goal was to identify areas of concern, future projects and to help prioritize actions. The Rural Municipality of Brokenhead will

continue to seek input and suggestions from these groups as well as local citizens using the facilities and services.

Key individuals and organizations were also identified and were consulted on the various municipal services and infrastructure and what they see as successes, barriers and room for improvement with regards to providing accessibility to all. The Municipality will continue to invite feedback from individuals with disabilities and organizations that serve persons with disabilities.

Overview of Programs and Services

The Rural Municipality of Brokenhead provides municipal services to approximately 5,100 citizens. Services include: Water and wastewater management, road and sidewalk maintenance, parks and recreation facilities, waste and recycling services, tax administration, and municipal administration. To provide these services, the Municipality operates and maintains a variety of buildings and facilities. Some of these facilities are open to the public and others prohibit citizens from entering (water treatment facility, public works shop).

As the Municipality is a public entity existing to serve all residents of the Rural Municipality of Brokenhead, the removal of accessibility barriers is an important consideration for the Municipality.

Statement of Commitment

The Rural Municipality of Brokenhead is committed to ensuring equal access and participation for all people, regardless of their abilities. We are committed to providing our services in a way that allows all people 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 (AMA)*.

Policies and By-Laws
- Customer Service Policy
- Winter Road Maintenance Policy

Accessibility Achievements and Barriers

Accessibility Achievements
Accessibility achievements are those items and processes that the municipality has already taken steps to achieve accessibility.

Accessibility Barriers
Accessibility barriers are those that Manitobans may face in accessing programs, facilities and services. There are five identified barriers to accessibility to persons with a disability:

1. Attitudinal – May result in people with disabilities being treated differently than people without disabilities.

2. Information and Communication – When a person with a disability cannot easily convey what they want to communicate to another person or receive and understand information that is available to others.

3. Technological – Barriers occur when technology, or the way it is used, does not meet the needs of people with disabilities.

4. Systemic - Policies, practices or procedures that result in some people receiving unequal access or being excluded.

5. Physical and Architectural – Barriers in the environment that prevent physical access for people with disabilities.

Municipally Owned Facilities Achievements and Barriers
The Rural Municipality and its workings groups identified many achievements and barriers to accessibility. These lists are a working document and will be adjusted as more information becomes available.

Municipal Office and Legislative Services

Achievements
- New accessible municipal office
- Wireless debit machine
- Forms can be found online
- Help writing cheques
- Accessible parking spots with signs
- Staff is empowered and encouraged to accommodate all visitors
- Service animals allowed
- Lever door handles
- Automatic door openers

- Exit signs with lights
- Active offer sign in Municipal Office
- Staff members completed online Customer Service Training
- Sidewalks cleaned on regular basis

Barriers
- Documents not provided in alternate format
- Website technology (cannot be accessed via assistive devices)
- No braille on washroom signs
- Council or other public meetings are not available in alternate formats
- Proper signage of areas in municipal office
- Active offer on all publications

Garson Arena

Achievements
- Fire alarm system with lights and sounds
- Ground level entrance
- Accessible front entrance
- Wheelchair ramp by ice surface to watch games
- Bathroom stalls wheelchair accessible

Barriers
- Bathroom counters not wheelchair accessible

Garson Community Hall

Achievements
- Documents can be provided in larger fonts upon request
- Doorknobs have been changed to levers
- Accessible parking spots with signage
- Timely snow removal in entrance
- Removal of clutter in hall
- Automatic doors in entrance
- Entrance now accessible (front lip gone)
- Accessible public washrooms

Barriers
- Access is limited in facility – doorways too narrow

Tyndall Village Community Centre

Achievements
- New sidewalks with ramps and hand rails up to the building
- Power doors at main entrance
- Accessible bathrooms
- Non-slip flooring grant received
- Access to kitchen area is now accessible

Barriers
- Programming is not targeted at persons with disabilities
- Kitchen area is not accessible (counters, stove etc)
- The use of social media to advertise activities may not be accessible by all community members
- Fire alarm system is only audible

Tyndall and Garson Playgrounds

Achievements
- Benches at playground
- Annual safety inspections

Barriers
- Gravel base around playground
- No smooth path leading to playground
- No ramp to enter playground equipment
- Fence entrance is not wide enough for wheelchair

Tyndall and Garson Cemeteries

Achievements

Barriers
- No smooth path leading to cemetery
- No signage

Tyndall Curling Club

Achievements
- Front door updated and accessible
- Adaptations made for bar service on main level

Barriers
- Second floor bar area not accessible

LUD Roads and Sidewalks

Achievements
- Long term plan for sidewalk replacement – 1st phase completed
- Plan in place for snow removal on sidewalks

Barriers
- Old deteriorated sidewalks, not accessible for wheelchairs

Policies – Rules that outline how the Municipality operates and how it interacts with employees, clients and the public.

1. The Rural Municipality of Brokenhead will provide information, in an accessible format on request, or with community supports that consider a person's specific needs.

2. The Rural Municipality of Brokenhead will review all programs, services and new initiatives to make sure there is a future plan in place to ensure accessibility.

3. The Rural Municipality of Brokenhead will ensure all staff and volunteer groups have the necessary training to determine barriers that prevent customers from receiving service.

4. The Rural Municipality of Brokenhead will monitor the progress of the plan each year to ensure progress and adjust as needed.

Action Plan

Action	Deadline
1. Complete and approve 2020-2021 Accessibility Plan and submit to the Manitoba Government	February 25, 2020
2. Make 2020-2021 Accessibility Plan available to the public.	March 1, 2020
3. Make Customer Service Plan available to the public.	March 1, 2020
4. Provide alternate formats on request, by including active offer on all new documents.	June 1, 2020
5. Retain plain text version of new documents for efficient conversion to alternate formats.	June 1, 2020

6. Continue staff and volunteer training on accessibility legislation and providing excellent customer service.	Ongoing
7. Establish feedback process for the public to report any accessibility issues they encounter.	January 1, 2021
8. Ensure that all new renovations and construction of municipally owned buildings are accessible and follow legislation.	Ongoing
9. Website to be compatible with assisted devices.	January 1, 2021
10. Use ALT tags on Municipal website.	January 1, 2021
11. Put in place a process for residents to phone the municipal facility prior to any meeting or event to make accommodation requests, and to then have staff on site to provide the requested accessibility.	July 1, 2021
12. All employees to complete the Employee Emergency Information Worksheet.	May 1, 2020
13. All employees to complete Workplace Emergency Assistance Worksheet.	May 1, 2020
14. Standard for Employment Policy	May 1, 2022

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Contact: Sheila Mowat, Chief Administrative Officer

Phone: 204-268-6700

Email: cao@rmofbrokenhead.ca

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Signature