

The Municipality of Brenda-Waskada 2022-2024 Accessibility Plan



This document is available in an accessible form upon request. By phone at (204) 673-2401: Via email at office@brendawaskada.ca . If you have any questions regarding the Accessible Employment Standard Regulation and its requirements, please call (204) 792-0263 or email accessibilitycompliance@gov.mb.ca

Accessibility Plan for the Municipality of Brenda-Waskada

The Municipality of Brenda-Waskada is in the southwestern corner of Manitoba, close to the U.S. and Saskatchewan borders. The municipality includes the communities of Waskada, Goodlands, Medora and Napinka along with fertile farmlands. The population of this municipality is 650 (2021 census). The office for this municipality is in Waskada, Manitoba which is at the junction of PTH 251 and 452.

This municipality is governed by a Head of Council and six councillors who are responsible for many services. These include water, sewer, waste and recycling, roads, taxes, oil concerns, land development, commercial and industrial development to name a few.

Accessibility Legislation

The Accessibility of Manitobans Act (AMA) was passed December 5, 2013. The goal was to enable the implementation of the measures, policies, practices, and other requirements necessary to make significant progress towards an achieved accessibility plan in Manitoba by 2023. Smaller municipalities were mandated to have an accessibility plan in place by November 1, 2017. The legislation required accessibility standards to be developed over the next several years. The standards addressed barriers and set out requirements in five key area of daily living. These standards are:

1. Customer service
2. Information and communication technologies (ICT)
3. Communication, other than ICT
4. Procurement of goods, services, and facilities
5. Design and delivery of programs and services
6. Transportation
7. Employment
8. Built environment

Customer Service

The Customer Service standard was adopted in 2015 and the Municipality of Brenda-Waskada was required to be compliant in 2017. Council made a motion to adopt the Municipal Accessibility Plan in 2017. The Accessibility Plan is updated to meet the needs of the Municipality as per provincial standards. The standard required organizations to identify, remove and prevent barriers to customer service. Where this is not possible, they have provided equivalent customer service. To provide accessible customer service, organizations need to:

- Review physical barriers that prevent customers receiving service
- Consider the communication needs of clients
- Allow service animals
- Allow assistive devices such as wheelchairs and oxygen tanks
- Let customers know the accessibility policies and procedures
- Let customers know when accessible services aren't available
- Invite customers to provide feedback
- Understand The Human Rights Code (Manitoba) and provide reasonable accommodations
- Train staff on accessible customer service

Information and Communication Technologies (ICT)

The two main sources of government information are print and internet. Accessibility planning is the responsibility of all levels of government to ensure accommodations are made for individuals. Municipal staff collaborate with other departments, agencies and organizations when considering accessibility in the development of information technology (IT) and equipment is available for all who access it. Municipal employees can focus on providing available supports, resources, tools, and processes. Available communication methods include staff meetings, webinars, social media platforms, zoom training and paper copies of correspondence. The Municipality publishes a monthly newsletter to inform people of local events. The Municipality has a web site, Facebook site and an emergency alert system through All-Net to alert residents to immediate Municipal concerns.

Communication

Accessible information has specific standards that they must maintain to be deemed accessible through government standards. Correspondence to the public must be in short, clear sentences to benefit everyone. The municipal staff must be vigilant for individuals who require extra assistance. Individuals who are of vulnerable minorities are misrepresented. Employees ensure dialogue is concise and understood.

Procurement of goods, services, and facilities

Guidelines from the government help employees to ensure that equipment that is purchased can be used for persons with disabilities without the need for adaptation. Government and their suppliers of equipment have collaborated to form a resource of

suppliers whose focus is to remove barriers and make equipment and services adaptable to all users.

Design and delivery of Programs and services

Programs within the Municipality take a collaborative stance on making services and programs available to all residents. The design is skillfully created with the intention of having all users benefit from such activities. Modifications at the local Community Centre and Waskada Rink house activities for seniors fifty-five plus to help ensure inclusivity.

Transportation

The purpose of the Accessibility Act of Manitoba is to provide transportation to all people regardless of their disability. It is not to provide barriers. The Municipality has a local Handivan transportation chapter that is accessible to people who do not have access to a vehicle for medical appointments, socializing and other vital chores.

Standards of Employment

Enacted on May 1, 2019, Manitoba's Accessibility Standard for Employment aims to remove and prevent barriers that affect current and potential members of Manitoba's labour force. Public sector organizations were required to comply by May of 2021. The employment standards:

- builds on existing requirements of Manitoba's Human Rights Code;
- helps organizations hire, support, and keep employees; and
- applies to paid employees who are full-time, part-time, apprentices, seasonals. The Standard for Employment requires the following:
 - Workplace Emergency Response Information – creation of information to help employees stay safe during emergencies; and
 - Workplace Emergency Assistance – Ask employees who require assistance during an emergency for permission to share information with individuals who agree to help.

Built Environment

The Accessibility of Manitobans Act (2013) identifies built environment as outdoor spaces including parks, curbs, and sidewalks. The Municipality has taken the time to widen their sidewalks and slope their sidewalks to ensure that individuals are able to access business fronts. The Village 2.0 Park has spaces designated for people with wheelchairs and motor scooters to enjoy the outdoor space in which it was intended for all individuals.

The Accessibility Plan

As the Regulation requires, the Municipality had prepared an Accessibility Plan in 2017 to comply with the Customer Service Standard Regulation for November 2017. This Plan has been updated to include a Municipal Policy for Accessibility for all employees and volunteers. This Plan will identify the statement of commitment, the steps the Municipality will take to identify barriers to accessible customer service, the steps that the Municipality will take to remove barriers and how the Municipality will monitor its progress and compliance with this and forthcoming standards.

Statement of Commitment

The Municipality of Brenda-Waskada commits to provide its services in a way that respects the dignity and independence of all persons. We are committed to giving all people equal opportunity to access and benefit from our services. We will do this by identifying, removing, and preventing barriers and by meeting the requirements of THE ACCESSIBILITY FOR MANITOBIANS ACT (AMA).

Services Review & Consultation

The Municipality offers services and programs to its customers, delivering the services in different formats and media. It will be necessary to understand the nature of delivery of the services and programs to identify the potential barriers that may exist in how the organization delivers those programs and services.

A consultation process will help to understand and assess the accessibility of the delivery of our services, and further to assessing the effectiveness of any measure, policies and practices that are identified to remove and prevent barriers.

This process will follow with that required by the CSSR. (Customer Service Standard Regulation).

We expect that we will use the following format or some variation of it and it will be useful to identify barriers, solutions, and implementation strategies for each of our programs and services. We expect that the barriers to accessible customer service will include many, if not all, of the types of barriers identified in the AMA.

Program/Service	Description & Delivery/Access	Barriers identified	Proposed Solutions	Implementation Strategy	Proposed Implementation
Municipal Office 33 Railway Avenue	-administrative office, meeting space, correspondence	-front reception desk design is not	Wheelchair ramp at rear of office	Implement ways rate payers can make alternate	Educate public on methods of payment.

		accessible for customers in wheelchairs or mobility deficits as there are stairs at the front door.	-payments can be made online -staff can accept payments outside office door. -outdoor municipal mailbox for payments.	arrangements for payment.	
	Public washrooms are accessible to all individuals	Lacks lever style handles for doors and sink.	Install Levers for sink handles and levers for office doors.	Implement accessories to accommodate people of all (dis)abilities.	Install accessories to accommodate all individuals.
Rural Municipal Shop 102 Third Street	Staff awareness and training.	Signage of workplace health and safety for new employee. Restricted access to the public.	Operator, appointed as a safety officer for the Municipality and its employees.	Signage available for staff training and awareness.	Ongoing staff awareness and training opportunities to communicate to the public and employees.
Urban Municipal Shop 50 Souris Street	Staff awareness and training.	Signage of workplace health and safety for new employee. Restricted	Operator, appointed as a safety officer for the Municipality and its employees.	Signage available for staff training and awareness.	Ongoing staff awareness and training opportunities to communicate to the public and employees.

<p>Waskada Truck Fill 78 Park Street</p>	<p>Restricted access to inside the building. The public uses the outside component as a water truck fill site for commercial and domestic use.</p>	<p>access to the public.</p> <p>Ongoing seasonal conditions impact outside use such as ground freezing around building lot. -lacks signage to assist with navigation of facility and usage directions.</p>	<p>Municipal staff aware of the weather impacts.</p>	<p>Signage available for staff and public use.</p>	<p>Ongoing staff training to educate public of water usage.</p>
<p>Waskada and Area Recreation Facility</p>	<p>Skating, Curling, and Hockey Games. Social meeting space, canteen</p>	<p>Bleacher access for people in wheelchairs</p>	<p>Ramp constructed to allow wheelchairs to view the ice surface</p>	<p>Access to all individuals to view the ice surfaces</p>	<p>Minimize barriers for people with disabilities.</p>

Implementation & Compliance

The program and services review will include an assessment of possible solutions and implementation strategies to removing accessibility barriers. Actions taken may also be subject to consultation, which would include a process to identify stakeholders.

Implementation of the plan will include staff training. This training would be necessary to address misconceptions, perceptions, and behaviors towards person with disabilities, educate on the various forms of disability, and teach staff how to provide services in an accessible way. Training will be based on position level and public interaction. This will be important as we make changes to measure, policies, and practices.

The last step would be to develop the means to monitor our progress in complying with the terms of the legislation. Through this monitoring process we will be able to show the municipality's progress and success towards improving the accessibility of our programs and services to all our customers. Monitoring progress will continue to be ongoing. As accessibility barriers surface, employees will identify and communicate to Council and staff of the deficits and ways to resolve.

Additional Headings

Glossary

Accessibility – Related to this legislation, accessibility means giving people of all abilities opportunities to participate fully in everyday life. Accessibility refers to the ability to access and benefit from a system, service, product, or environment.

Accommodations – Arrangements made to allow persons with disabilities to participate of benefit equally. There is no set formula for accommodating people with disabilities; the person involved must be consulted.

Barriers – Related to legislation – obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional.

Built Environment – More than buildings, built environment includes everything humans has changed in the natural environment, such as sidewalks, curbs, roadways, and parks.

Disability – A disability is a condition that limits a person's daily activities. Persons with disabilities may have long-term physical, mental, intellectual, or sensory impairments

which, in interaction with various barriers, may hinder participation on an equal basis with others.

The Accessibility for Manitobans Act (AMA) – Provincial legislation introduced to identify, remove, and prevent barriers to accessibility. Standards will be developed in five key areas of private sector organizations. Changes will result in improved accessibility for all Manitobans, regardless of (dis)abilities.

Budget and Resource Allocation

Budget will vary and be allocated according to the needs of the program.

Training Programs

Manitobans who are employees of government offices have training tools and resources available to them through the Manitoba Accessibility Office. The accessible employment online learning module is available for training purposes. Resources whether paper or paperless remain to be the best resources to build awareness. Advocation for vulnerable groups continue to be ongoing in raising awareness to meet provincial standards.

Accessibility Planning

Council and Municipal staff will continue to review Municipal By-Laws and Policies to identify barriers that may be present for people with disabilities. To comply with provincial standards, the Municipality of Brenda-Waskada will send a report to update their Accessibility Plan every two years. The plan will identify goals, commitments, and the legislative requirements for this period. This information will be updated and integrated through the Municipality as we monitor our efforts and appreciate public feedback. The accessibility report will be available upon request in alternate methods.