

# **Town of Arborg Accessibility Plan**

**2017-2022**

This document may be available in alternate formats upon request.

Town of Arborg



# Town of Arborg Accessibility Plan 2016-2021

## **Statement of Commitment**

The Town of Arborg is committed to providing equal access to persons of all abilities to ensure inclusion of all persons who may wish to access services and/or information offered by the Municipality and in a manner so as to maintain their dignity and independence.

## **Accessibility Legislation**

The Accessibility of Manitoba Act (AMA) was passed December 5, 2013. Its goal is to enable the implementation of the measures, policies, practices and other requirements necessary to make significant progress towards achieving accessibility in Manitoba by 2023. Municipalities with populations less than 10,000 must have an accessibility plan in place in 2017. The legislation requires accessibility standards to be developed over the next several years. The standards will address barriers and set out requirements in five (5) key areas of daily living. These standards are:

- |                                  |                |
|----------------------------------|----------------|
| 1. Customer Service              | [Schedule "A"] |
| 2. Information and Communication | [Schedule "B"] |
| 3. Transportation                | [Schedule "C"] |
| 4. Employment                    | [Schedule "D"] |
| 5. Built Environment             | [Schedule "E"] |

The Customer Service Standard was adopted in 2015 and the Town of Arborg is required to be compliant in 2017. The standard requires organizations to identify, remove and prevent barriers to customer service to persons of all abilities. Where this is not possible, they must provide equivalent customer service. To provide accessible customer service, organizations need to:

- Review physical barriers that prevent customers receiving service
- Consider the communication needs of the clients
- Allow service animals
- Allow assistive devices such as wheelchairs, walkers and oxygen tanks

- Let customers know your 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

### **Accessibility Committee**

Jointly with the Municipality of Bifrost-Riverton, administration representatives were designated to recommend innovative approaches and progressive solutions to make municipal services, programs, by-laws, policies and practices more accessible to the employees and customers of the Town of Arborg.

### **Consultation Activities**

After identifying key community and/or service groups, municipal entities and other groups who have cause to interact with the public with restricted abilities, a meeting was scheduled on May 29<sup>th</sup>, 2017 to discuss and identify areas where accessibility, both physical and non-physical, was limited or non-existent. The meeting gave everyone a voice and provided the attendees with an overview of what the Municipalities were required to implement and the potential impact on their organization.

### **Multi-Year Action Plan**

This section outlines the policies and actions the Town of Arborg will put in place over the next two (2) years to improve opportunities for persons with disabilities, in compliance with the AMA accessibility standards. Our goal is to remove accessibility barriers and prevent future barriers.

Planned Accessibility Action Items:

<b>General Requirements of the Accessibility for Manitobans Act (C.C.C.M. c A1.7)</b>				
Actions	Working Timeline			Responsibility
	2016	2017	2018	
Create/Update Accessibility Plan	√	√		Accessibility Committee / Administration
Post Plan on Town website and review at least every two (2) years		√		Administration
Develop Accessibility Policies, starting with Customer Service		√		Administration

Planned Accessibility Action Items Continued:

<b>Customer Service Standard Regulation 171/2015</b>				
Actions	Working Timeline			Responsibility
	2016	2017	2018	
Consult with organizations and persons who work with/for persons with various abilities		√		Accessibility Committee
Create feedback process and invite participation		√		Administration
Include an 'active offer' on all Municipal documents that can be accessed in an alternate format		√		Administration
Develop training program for all employees and volunteers in accessible customer service		√		Accessibility Committee / Administration
Explore alternate methods of providing Customer Service where physical barriers exist. Determine cost and feasibility where applicable		√		Administration / Council

## **Future Planned Accessibility Action Items**

There are no current requirements set out by AMA with a compliance date after January 1, 2018. This section can be updated as new projects or information is made available.

## **Methodologies**

### **Review of Current Activities to Identify Barriers**

A review of current activities to identify barriers is ongoing with the goal of creating policies and procedures to prevent future barriers from being created and viewing the identified ones as opportunities for improvement. Barriers will be addressed on an ongoing basis.

### **Monitoring Progress and Audit Function**

As a status report of this Plan is required every two (2) years, reviews by the Committee / Administration will occur prior to the budget preparation cycle each year. The purpose of an annual review of the Multi-Year Accessibility Plan is to evaluate whether or not targets are being met and to adopt a plan to meet current expectation. The Committee / Administration will meet twice a year with an annual meeting with the focus group being held to ensure we are meeting their expectations.

### **Communication of Plan**

The plan will be posted on the Town's website, with a local notice of its availability featured on the home page of the website.

## **Conclusion**

The Town of Arborg is committed to continuously addressing past and present accessibility barriers and to being progressive in developing innovation solutions to accessibility matters. We believe in integration and equal opportunity and are therefore committed to treating all people in a way that allows them to maintain their dignity and independence. The Town recommends the Province provide funding to municipalities in order to assist them in achieving barrier free communities.

## **Further information**

For more information, or for question or comment, please contact

Town of Arborg

Phone: 204-376-2647

Fax: 204-376-5379

Email: [townofarborg@mymts.net](mailto:townofarborg@mymts.net)