



RURAL MUNICIPALITY OF STUARTBURN

Accessibility Plan

December 2017

PART 1. Baseline Report

a. Overview of Programs and Services

The RM of Stuartburn provides municipal services to approximately 1,648 citizens within its boundaries. Core services include wastewater management, street and road maintenance, municipal drainage maintenance, fire protection, land administration and a transfer station for waste and recycling. The municipality operates three buildings/facilities, with varying degrees of public access. Two of the buildings/facilities are open to the public, while citizens are normally prohibited from entering one of the buildings. The municipality is responsible for communicating with residents about the programs and services it provides and responding to inquiries. As the municipality is a public entity, existing to serve all residents, the removal of accessibility barriers, is an important consideration for the municipality.

The municipality administered a survey to all of its residents via mail out.

b. Accessibility Achievements

- The municipal office has automated doors, is wheelchair accessible and has an accessible washroom.
- In the municipal office and at the transfer station, dedicated staff and customer service representatives are available to greet, direct and offer the public assistance. The staff is empowered to accommodate all visitors. This includes physically writing out cheques and filling out forms on people's behalf, explaining processes, enlarging documentation and physically assisting people with waste and recycling at the transfer station.
- A variety of methods are used to communicate municipal services and programs to the public. This includes advertising in the local newspaper, social media, direct mail, hanging posters in public areas within the municipality, digital signage and website posts.
- The municipal newsletter is available in electronic format and paper copy. The paper copy can be enlarged by request.

c. Accessibility Barriers

RM of Stuartburn facilities range in terms of physical accessibility. The municipal office, which allows public access and is most frequented, is more easily accessible than the transfer station or the fire hall, which have restricted public access.

Facility	Accessibility Barriers
Municipal Office 108 Main Street North	- staff awareness and training

	<ul style="list-style-type: none"> - front reception desk design is not accessible for customers in wheelchairs - website is not accessible - no designated parking spaces for people with disabilities
Fire Hall 231 Main Street North	<ul style="list-style-type: none"> - staff awareness and training
Transfer Station SW16-2-7E, 38045 ROAD 8 N	<ul style="list-style-type: none"> - staff awareness and training - public access is a significant barrier for people with mobility issues (only if accessing employee shelter) - lacks signage to assist with navigation of facility and usage directions

Part 2. Accessibility Plan

a. Statement of Commitment

The RM of Stuartburn is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in ways that allow them to maintain their dignity and independence. We believe in inclusion. We are committed to meeting the needs of people who face accessibility barriers. We will do this by identifying, removing and preventing barriers and by meeting the requirements of the “Accessibility for Manitobans Act”.

b. Policies

The RM of Stuartburn will review all programs, services and new initiatives to ensure accessibility.

The RM of Stuartburn will make information available in an accessible format or provide communication supports to people with disabilities in a way that considers their disability.

c. Actions

Action	Status
Accessibility Committee Accessibility Coordinator will be identified for the Rural Municipality of Stuartburn.	Complete

<p>An Accessibility Committee of municipal staff will be created to identify accessibility barriers for people using municipal services, facilities and programs. The committee will be responsible for creating an accessibility plan that identifies and addresses barriers.</p>	
<p>Staff Training & Awareness</p> <ol style="list-style-type: none"> 1. The Accessibility Committee will research available accessibility training resources. This includes online resources (ex. Training videos). 2. A training plan will be created to assist municipal staff to recognize specific accessibility barriers and take the necessary steps to accommodate. This includes accommodations for: <ul style="list-style-type: none"> • Attitudinal barriers, such as speaking directly to the individual with the disability and not the support person and not assuming that people with speech impairments do not understand what is being said. • Informational and communication barriers, such as making eye contact, speaking slowly to accommodate lip reading, and using plain language. • Technological barriers, such as offering online information in paper format and ensuring the website is accessible. • Systemic barriers, such as accepting job applications online and in-person. • Physical and architectural barriers, such as good informational and navigational signage in facilities and accessible paths to meeting rooms and events. 3. Initial training of staff will be prioritized based on position and level of public interaction. Municipal office staff and transfer station attendant will receive training first. 4. All municipal staff will receive accessibility training. The scope of training will be specific to individual positions and level of public interaction. 	<p>Ongoing</p>
<p>Facility Accommodations</p> <p>A list of municipal buildings/facilities and corresponding accessibility barriers will be created.</p> <p>Key municipal staff are aware of the accessibility issues identified on the list and are already taking steps to address some of them.</p> <p>General signage for all municipal buildings/facilities is being explored. Message would indicate “If you have an accessibility issue and require assistance, please speak to our staff.”</p>	<p>Complete</p> <p>Ongoing</p> <p>Ongoing</p>

<p>Processes</p> <ol style="list-style-type: none"> 1. The Accessibility Committee will be created to review and document specific accessibility situations that arise. A guide for dealing with similar situations in the future will be created and shared across the organization and added to the municipality’s accessibility plan. 2. The Accessibility Committee will create a process for staff to follow when an accessibility barrier is identified with which they are unfamiliar or unsure how to accommodate. 3. All new or returning employees will receive appropriate accessibility training as part of their orientation. 	<p>Ongoing</p>
<p>Plan Communication</p> <p>Internal - communicate accessibility plan to all municipal employees, focusing on available support tools and processes. Communication methods include staff meetings and providing paper copies of correspondence and e-mails.</p> <p>External – raise awareness and make the plan available to all RM of Stuartburn residents, as well as the general public. Communication methods include social media platforms, RM website and RM monthly newsletter. Paper copies will also be available at the Municipal Office.</p>	<p>Ongoing</p>
<p>Budget Allocation</p> <p>Budget will vary and be allocated according to the needs of the program.</p>	<p>Ongoing</p>
<p>Monitor Progress</p> <p>Regular reporting to the Chief Administrative Officer and council regarding RM of Stuartburn accessibility issues, challenges and successes.</p>	<p>Ongoing</p>

d. Expected Outcomes

1. RM of Stuartburn residents with accessibility issues are able to access municipal services, facilities and programs while maintaining their independence.
2. All members of RM staff will be more conscious and aware of accessibility barriers and recognize accessibility issues more readily.
3. Staff will feel confident when confronted with accessibility issues having been provided with training and tools to assist.
4. The CAO and council will consider and incorporate accessibility requirements in their short and long term planning going forward.

