



MUNICIPALITY OF GLENELLA-LANSDOWNE

MUNICIPAL ACCESSIBILITY PLAN

DECEMBER 2019

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1.0 The Accessibility for Manitobans Act

The Accessibility for Manitobans Act became law December 5, 2013. Under this landmark legislation, the Manitoba government will develop mandatory accessibility standards which will address barriers and set requirements in five key areas of daily living; customer service standard, information and communication, transportation, employment and built environment. These standards will apply to Manitoba's private and public sector organizations. This act deals with measures necessary to ensure all Municipal services are accessible to everyone who might require to use them. It also specifically reinforces the obligation to make reasonable accommodations as dictated by *The Human Rights Code*. This Act and the Human Rights Code work together to ensure accessibility for all Manitobans.

Under *The Accessibility for Manitobans Act*, the Manitoba government will develop mandatory accessibility standard regulations.

Removing barriers to accessibility will give all Manitobans the opportunity to participate fully in everyday life and the ability to access and benefit from a system, service, product or environment.

2.0 Review of The Human Rights Code Manitoba

Discrimination under *The Human Rights Code* ("*The Code*") is treating a person or group different, to their disadvantage and without reasonable cause, on the basis of a group characteristic, such as disability.

Failure to reasonably accommodate a special need that is based on a protected characteristic is also discriminatory. Harassment based on a protected characteristic is prohibited as well.

The Code prohibits unreasonable discrimination in all aspects of employment, in housing, in the provision of services or contracts and in signs and notices. In determining whether discrimination has taken place, it is the effect and not the intention that is important.

3.0 Introduction

The preparation of a Municipal Accessibility Plan is a requirement for local governments in Manitoba under the provisions of the Accessibility for Manitobans Act (AMA) of the Province of Manitoba. Municipalities have a legal obligation to prepare an accessibility plan and to make this plan available to the public.

The Municipality of Glenella-Lansdowne is committed to meeting the accessibility needs of all people. We are committed to providing a clear, proactive approach to identify, remove and prevent accessibility barriers and to meet the requirements of The Accessibility for Manitobans Act. Our accessibility plan is posted on our website www.glenella.ca. Alternate formats are available upon request.

4.0 Municipal Overview

The Municipality of Glenella – Lansdowne was incorporated on January 1, 2015, when the former Rural Municipality of Glenella amalgamated with the former Rural Municipality of Lansdowne. The municipality is a rural community and provides municipal services to approximately 1,245 citizens within its boundaries including the Villages of Arden and Glenella. Core services include water and wastewater management, street and road maintenance, municipal drainage maintenance, land administration, waste disposal, a transfer site and recycling.

Municipal offices, Municipal shops, Community halls, Community skating and curling rinks, Municipal Fire Halls, Seniors Centres and Municipal water treatment plants are located in both Glenella and Arden. Glenella has several businesses in town as well as a K-12 school, Arden has a campground and a museum.

5.0 Overview of Municipal Facilities & Services

Municipal Office-Glenella

-Public meetings, finances, council meetings, open to public for general business

Municipal Office-Arden (Satellite Office)

-utilities, taxes, open to public for general business

Post Office – Arden

-postal services, open to public

Public Works Department – Arden & Glenella Municipal Shops

-these facilities are not open to the public

-general road maintenance, clearing snow, garage and workshop used to house and fix equipment

Volunteer Fire Department – Arden & Glenella Fire halls

-these facilities are not open to the public

-fire dept. meetings and training, used to house equipment

Seniors Centres – Arden & Glenella

-used for social gatherings, meetings and fundraisers

Community Hall – Arden & Glenella

-host many public events including social gatherings, fundraising events, fall supper, municipal meetings, funerals

Lansdowne Campground- Arden

-campground, park, open to the public

Glenella Arena Complex – Glenella

-hockey, skating lessons, curling league, canteen, lounge, special events

Arden Curling Rink – Arden

-Regular curling league, curling bonspiels, canteen, lounge, fundraising events

Arden/Lansdowne Museum – Arden

-museum open seasonally

Water Treatment Plants – Arden & Glenella

-these facilities are not open to the public

Waste Disposal Grounds – Glenella

-landfill, open to the public

Waste Transfer Site – Arden

-transfer site & recycling depot, open to the public

6.0 Accessibility Achievements

- Two municipal offices open to serve the public, with an office in Glenella and Arden residents within the municipality can make inquiries or payments at either office of choice. Dedicated receptionist is available to greet, direct and offer public assistance.
- Multiple ways for general public to get into contact with employees, i.e. by mail, email, fax or phone. Email communication with residents and the public assist those that have hearing impairments.
- Accessible parking signs at Glenella Hall, Glenella Arena, Glenella Seniors Centre, Arden Hall, Arden Curling Rink, Arden Seniors Centre
- Wheelchair accessible ramps at Arden hall and Glenella Hall.
- Wheelchair ramp from the Skating Arena to the curling rink in Glenella
- Wheelchair accessible washrooms available in Arden Hall, Arden Curling Rink, Glenella Arena, Glenella Hall and Glenella Seniors Centre.
- Automatic door openers are installed at Arden Hall, Arden Post office, Arden Curling Rink, Glenella Hall and Glenella Seniors Centre
- Hand rails into Glenella Municipal Office
- Hand rail installed on stairs to upstairs of Arden Hall
- Sidewalks in front of Municipal Offices are salted in winter so they are clear of ice & snow
- Staff assistance to read water meters
- 2 Public works department to service all of municipality
- Publications include the wording “Available in alternate formats upon request.”

7.0 Measures taken to Identify, Prevent and Remove Barriers

7.1 Customer Service Policy

The Municipality of Glenella-Lansdowne is committed to complying with the Accessibility Standard for Customer Service under The Accessibility for Manitobans Act. Our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities.

If a barrier to accessing our goods or services cannot be removed, we seek to provide alternate ways to access the goods or services.

The following policy statements, organizational practices and measures are intended to meet the requirements of the Accessibility Standard for Customer Service. This policy applies to all staff and volunteers.

1. Meet communication needs.
Policy Statement: We meet the communication needs of our customers.
Practices and Measures: <ul style="list-style-type: none">● To meet communication needs, when appropriate we offer to communicate in different ways, such as writing things down, reading things out loud, and taking extra time to explain things.● We also:<ul style="list-style-type: none">○ Keep paper and pens available to write things down○ Offer a chair when longer conversations are needed○ Offer a quieter space○ Sit down to engage with someone using a wheelchair● All our publications include the statement: “This publication is available in alternate formats on request.” We also specify how a person can request an alternate format.● We use signs and documents that are easy to read, including using larger fonts and color contrast, and ensuring messages are not printed on images● We write signs and documents in plain language.

2. Accommodate the use of assistive devices.

Policy Statement:

We accommodate the use of assistive devices when customers are accessing our goods, services or facilities.

Practices and Measures:

- We do not touch or move customers' assistive devices without permission.
- We are trained in how to use the assistive devices that we provide, including:
 - Automatic doors
 - Doorbell
- In cases where the assistive device presents significant and unavoidable health or safety concerns, we attempt to use other measures to ensure the person with disabilities can access our goods, services or facilities by going outside to assist our customers in their vehicle.

3. Welcome support persons.

Policy Statement:

We welcome support persons and we let the public know in advance if support persons must pay admission or service fees.

Practices and Measures:

- We address the customer, not the support person, unless requested by the customer to do otherwise.
- We make space for support persons on-site and ensure customers always have access to their support persons.
- We waive admission or service fees for support persons.
- We share information about fees for support persons with the public in the following ways:
 - Posted on website, social media and/or in newsletters
 - Posted at our building entrance, ticket counter or service reception desk, and/or in high traffic areas
 - Included in posters, brochures, pamphlets and/or advertisements
 - Through staff and volunteers (in person, by phone or through recorded greetings)

4. Allow service animals.

Policy Statement:

We allow service animals on our premises.

Practices and Measures:

- We:
 - Treat a service animal as a working animal
 - Do not distract a service animal from its job by petting, feeding or playing with it, unless given permission by the person with the service animal to do so
 - Know how to identify a service animal by its harness or vest and by the assistance the animal is providing
- If we have concerns, we may ask if the animal has been trained to help a person with a disability-related need.
- We do not inquire about the disability
- We expect the person who is handling the service animal to maintain control of the animal physically or through voice, signal or other means.
- In the service animal is showing signs of not being controlled (i.e., By the barking, whining or wandering), we may provide a warning to the handler to control the animal.
- If the service animal continues to misbehave, we may ask the handler to leave.
- If another law prohibits service animals (e.g., sterile laboratories, and food preparation areas), we explain why the animal cannot enter the space and discuss with the person another way of providing goods or services.

5. Maintain accessibility features.

Policy Statement:

To ensure barrier-free access to our goods, services or facilities, we maintain our accessibility features so they can be used as intended.

Practices and Measures:

- We organize our space so that there is room for people with wheelchairs, electric scooters and walkers.
- Our seating accommodates people of varying sizes and abilities.
- We keep hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms clear of clutter.
- We keep our entrance area clear of ice and snow.

- We place standing signs out of the way to avoid tripping hazards.
- We use both audio and visual cues to inform customers it is their turn to be served.
- We take our goods and/or services to the customer when our premises and structures are not accessible.
- Alternatives to our accessibility features include:
 - Personal assistance or online service
 - Providing service at alternate locations, such as people's homes or satellite office
- Our accessibility features affected by this policy include hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms, accessible washrooms, automatic doors, doorbells and ramps

6. Let the public know when and why an accessibility feature is unavailable.

Policy Statement:

We let the public know when and why an accessibility feature is temporarily unavailable, how long it will be unavailable, and other ways to access our goods and services.

Practices and Measures:

- If one of our accessibility features becomes temporarily unavailable, we prepare and post a notice and/or announcement about the disruption, the reason for the disruption, how long it will last, and whether there are other ways we can provide access to our goods and services (e.g., by using an alternate entrance)
- If requested, we work with the customer to find other ways to provide goods and services.
- We let the public know about disruptions in the following ways:
 - Posted on website, on social media, and/or in newsletters
 - Posted at our building entrance, ticket counter or service reception desk and/or in high traffic areas
 - Included in posters, brochures, pamphlets and/or advertisements
 - Through staff and volunteers (in person, by phone or through recorded greetings)

7. Welcome and respond promptly to feedback.

Policy Statement:

We welcome and respond promptly to feedback we receive on the accessibility of our goods and services.

We document the actions we take to respond to the feedback we receive, and that information is available on request in a format that meets the individual's communication needs.

Practices and Measures:

- We invite feedback in the following ways:
 - Visit our reception or service desk, or contact us by phone, email, website or feedback form
 - All feedback is directed to the CAO who determines what action, if any, should occur.
 - If the feedback requires us to follow-up, the customer is notified that the request is being reviewed and when they can expect a response.
 - We let the customer know what action we will take to address their feedback, if any.
 - We respond to feedback in a way that meets the communication needs of the individual

8. Provide the required training to staff and volunteers

Policy Statement:

We provide the required training on accessible customer service to staff and volunteers. We are trained on:

- How to interact and communicate with people who face barriers to accessing goods and services, use assistive devices, are assisted by a support person and/or are assisted by a service animal.
- How to use any equipment or assistive devices that are available on-site.
- An overview of The Accessibility for Manitobans Act, The Human Rights, Code (Manitoba), and the Customer Service Standard.
- Our organizational policies, practices and measures, including updates or changes.

Practices and Measures:

- We train new staff and volunteers within one month after hiring.

- We provide refresher training regularly, including updates to policies, practices and measures. Training is offered every year.
- The Assistant CAO will record who has taken training and when.
- Feedback on the accessibility of our goods and services is addressed in regular meetings.

7.2 Accessibility Feedback

The Municipality of Glenella-Lansdowne has an Accessibility feedback process in place. Feedback can be provided in multiple formats including in person, by mail and email.

Visit/Mail: Municipality of Glenella-Lansdowne
PO Box 10, 50 Main Street North
Glenella, MB R0J 0V0
Telephone: (204)352-4281
Fax: (204)352-4100
Email: rmofglen@inetlink.ca

7.3 Accessibility Planning

In preparation of meeting the AMA requirements, the Municipality of Glenella-Lansdowne's Assistant CAO attended an Accessibility Plan workshop on "How to write your accessibility plan" offered by the Community Places Program on July 6, 2017. The Municipality of Glenella-Lansdowne's Chief Administrative Officer attended a half day training session in 2016 called "Creating an Accessibility Plan" hosted by the Community Places Program.

7.4 Consultation Activities

In preparation of a municipal accessibility plan, each municipality is required to consult with people with disabilities for advice and recommendations.

Target groups include the general public, seniors and people with disabilities.

In August 2017, feedback was gathered from the Glenvilla Seniors Group. They offered a series of recommended actions for removal of barriers:

Barrier	Strategy for Removal/Prevention
No ramp into Glenella Municipal Office	Call ahead for assistance and staff will go outside to the vehicle to help customer Begin Immediately

In 2019, feedback was gathered from the Glenella Recreation Commission and they offered a series of recommended actions for removal of barriers:

Barrier	Strategy for Removal/Prevention
No automated door openers at Glenella Arena	Apply for a grant
Uneven entrance and uneven grating between the first and second door at Glenella Arena	Apply for a grant

During 2017, discussions were held with members of the Crocus Club and Ladies Auxiliary in Arden. They offered the following recommendations:

Barrier	Strategy for Removal/Prevention
Difficult to access the upstairs of the Arden Curling Rink	Discuss installation of a chairlift, review for feasibility

During 2019, discussions were held with members of the Crocus Club and Ladies Auxiliary in Arden. They offered the following recommendations:

Barrier	Strategy for Removal/Prevention
Difficult to open door at Arden Municipal Office	Change to lever handle – Begin immediately

All focus groups will be contacted annually to review the accessibility plan as well as project status to ensure that the goals and objectives of this plan and of the AMA are being accomplished.

7.5 Accessible Employment Standard

Enacted on May 1, 2019, Manitoba's Accessibility Standard for Employment is the second standard under the Accessibility for Manitobans Act. Its aim is to remove and prevent barriers that affect current and potential members of Manitoba's labour force. The Accessibility Standard for Employment:

- Builds on existing requirements of Manitoba's Human Rights Code
- Helps organizations hire, support and keep employees
- Applies to paid employees who are:
 - Full-time
 - Part-time
 - Apprentices
 - Seasonal

Safety comes first. To ensure employee safety, the Municipality of Glenella-Lansdowne will:

- Create emergency response information to help employees with disabilities stay safe during emergencies
- Ask employees who require assistance during an emergency for permission to share information with individuals who agree to help

8.0 Accessibility Barriers

Based on recent Accessibility feedback results, the following are areas of concern within the municipality:

- **Physical and Architectural Barriers**
 - Glenella Municipal Office is not wheelchair accessible
 - Wheelchairs difficult to transport over cracked or uneven sidewalks, difficult to access sidewalk because of curbs
 - Glenella Arena entrance is not wheelchair accessible
 - Upstairs Glenella Arena is not wheelchair accessible
 - Upstairs Arden Curling Rink is not wheelchair accessible

- No handrails in Glenella Arena bathrooms
- Outdoor washrooms aren't wheelchair accessible
- No Accessible parking signs at either Municipal office
- **Technological Barriers**
 - Some people don't have computers or internet
 - Don't always have access to information posted
- **Information & Communication Barriers**
 - Small print on forms
 - Advertisement not clear or easily understood
- **Attitudinal Barriers**

Although none was noted on our recent survey, we realize how this could be a barrier. Possible barriers are, but not limited to:

 - Assuming that a person with a speech impairment cannot understand
 - Thinking that people with intellectual disabilities are not able to make decisions
 - Avoiding a person with a disability for fear of saying the wrong word or offending them
- **Systemic Barriers**
 - Inconsistent processes for addressing accessibility requests.
 - People with disabilities are excluded from events by not considering their needs

9.0 Plan of Action

Action 1 – Customer Service – Physical and Architectural Barriers	
Initiatives/Actions	Expected Outcomes
-Door knobs that cannot be opened by a person with limited mobility	-Change to door levers Begin immediately
-No accessible parking sign at either office	-Better accessibility Begin immediately
-Wheelchair/strollers difficult to transport over cracker or uneven sidewalks, no curb cuts	Prioritize portion of sidewalk in each year financial plan

-Glenella Arena entrance is not accessible	-Build wooden ramp and place grating in between entrance doors Projected completion date: 2021
-Arena and curling rink doors hard to open, need automated door openers	- Better accessibility Apply for grant funding
-No handrails in Glenella Arena washrooms	-Better accessibility Begin immediately
- Outdoor washrooms are not accessible	-Better accessibility Begin immediately

Action 2 – Customer Service - Technological Barriers	
Initiatives/Actions	Expected Outcomes
-Elder people don't always have computers or internet. Not everyone has access to information posted.	-Provide residents with forms or information. Post regularly on bulletin board. Begin immediately
-Asking clients to use online forms to register or not knowing where to obtain forms	-Have multiple ways of obtaining information, printing from website, or obtaining from offices. Begin immediately

Action 3 – Customer Service - Information & Communication Barriers	
Initiatives/Actions	Expected Outcomes
-Print too small to read, assuming when preparing information to public, that visually impaired persons won't have a problem reading	-Provide alternate formats which may include, but not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities. Begin immediately

	-Develop new website content to comply with WCAG Version 2.0 Level AA Projected completion date: 2021
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Action 4 – Customer Service - Attitudinal Barriers

Initiatives/Actions	Expected Outcomes
-Assuming that a person with speech Impairment cannot understand, thinking that people with intellectual disabilities are not able to make decisions. Avoiding a person with a disability for fear of saying the wrong word or offending them	-The Municipality will provide training to all of its employees and volunteers regarding ways to interact and communicate with people with different types of disabilities. Respectful terms when referencing persons with disabilities. Begin Immediately

Action 5 – Customer Service - Systematic Barriers

Initiatives/Actions	Expected Outcomes
-People with disabilities are excluded from events by not considering their needs at the event planning stage	--Make sure that accessibility is considered when making plans for events and invite attendees to tell you if they have specific accessibility needs, such as requiring on-line applications Begin immediately
-Inconsistent process to address accessibility requests	-Offer “Feedback is welcome” posted on all documents, Feedback documented in computer system and response given in timely fashion. Begin immediately

10.0 Organizations and Agencies Services

Various organizations were contacted to collect information as well as services they provide to persons with disabilities. This information is reviewed and updated as needed.

- 1) **Helping Hands for Glenella & Districts**
PO Box 15
Glenella, MB R0J 0V0
P: 204.352.2248

Helping Hands is a non-profit organization who provides meals to seniors.

- 2) **Neepawa and District Disabled Persons Association Inc. (Handy-Van)**
PO Box 2444
Neepawa, MB R0J 1H0
P: 204.476.2828

They operate 2 vans which both have wheelchair accessible ramps. The first van can accommodate 7 passengers and the second van can accommodate 18 passengers. The geographic areas they service are Neepawa, Langford, Glenella - Lansdowne and Rosedale.

- 3) **Disabilities Issues Office**
630 – 240 Graham Avenue
Winnipeg, MB R3C 0J7
P: 1-800-282-8069 Ext. 7613
F: 204.948.2896

The Disabilities Issues Office was established to support the Province of Manitoba in promoting the participation of persons with disabilities as full citizens in all aspects of society within the framework of public policy and programs of the provincial government.

- 4) **Society for Manitobans with Disabilities**
Westman Regional Office – Brandon
Room 140, 340 – 9th Street

Brandon, MB R7A 6C2
P: 204.726.6157
Toll Free: 1.800.813.3325
TTY: 204.975.3083
F: 204.726.6499

The SMD is a non-profit organization that provides services and support to people with disabilities in rural areas.

11.0 SUMMARY

The Municipality of Glenella-Lansdowne has prepared this Accessibility Plan in accordance with *The Accessibility for Manitobans Act (AMA)*. The Municipality of Glenella-Lansdowne will prepare accessibility reports for submission to the Province of Manitoba every two years with the first report due November 2017.

Municipal staff have contacted and updated contacts for local agencies and service groups that provide service for persons with disabilities.

Municipal staff have identified, and will continue to identify, barriers in all municipal buildings and has made recommendations to address these barriers.

The Municipality has adopted an Accessible Customer Service Policy to comply with *The Accessibility for Manitobans Act (AMA)*. Staff and volunteers within the Municipality will receive Customer Service Training. Customer service training is ongoing within the Municipality and every new member of staff or volunteer community group will receive the training.

The requirements and implementation of the Accessibility Plan is being monitored by the Assistant CAO in consultation with the CAO. Consideration of Accessibility has become standard practice for all staff during daily operations and when identifying capital projects and ongoing maintenance of municipal buildings and facilities. The Municipality remains compliant with the requirements of the legislation.

The Municipality recommends several approaches to the communication of the Municipal Accessibility Plan and Accessibility Policies:

- a) Municipality of Glenella-Lansdowne's Website: www.glenella.ca
- b) Hard copies available at the Glenella Municipal Office & Arden Municipal Office
- c) Hard copies forwarded to the Glenvilla Seniors Group and Arden Crocus Club

12.0 MUNICIPAL JURISDICTION PARTICIPATING IN THIS PLAN

Municipality: Municipality of Glenella-Lansdowne

Address: 50 Main Street North
PO Box 10
Glenella, MB R0J 0V0

Contacts: Joy Smith, Assistant CAO
Wendy Wutzke, CAO

Phone: 204.352.4281
Fax: 204.352.4100
Email: rmofglen@inetlink.ca
Website: www.glenella.ca

13.0 Attachments

- Attachment A – Customer Service Standard Feedback Form
- Attachment B – Interacting with Persons with Disabilities – General Guidelines
- Attachment C – Employee Emergency Information Worksheet
- Attachment D – Employee Emergency Response Information

Wendy Wutzke, CAO

Date

This document is available in a variety of accessible formats upon request. To make a request, contact the Municipal Office at the information provided above.

Feedback is welcome.

Adopted by Council Resolution # 2020/43

