

Mossey River

Municipality

Accessibility Plan

2018-2019



This document is available in an accessible form on request. By phone at (204) 656-4791; Via email at assistantcao.mrm@outlook.com

Statement of Commitment

Mossey River Municipality is committed to provide equal access for all people, regardless of their abilities. We are dedicated to treating people in a way that allows them to maintain their dignity and independence. We are insistent on 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.

Accessibility Legislation

The Accessibility of Manitobans Act (AMA) was passed December 5, 2013. It is our goal to enable the implementation of the measures, policies, practices and other requirements necessary to make significant progress towards achieving accessibility in Manitoba by 2023. The legislation 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 service
2. Information and communication
3. Transportation
4. Employment
5. Built environment

The Customer service standard was adopted in 2015 and Mossey River Municipality is required to be compliant in 2017. The standard requires organizations to identify, remove, and prevent barriers to customer service. 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
- meet the communication needs of 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

The Mossey River Municipality Accessibility Committee will be established in July of 2017 to facilitate the development of the Municipal Accessibility Plan.

The Accessibility Committee is a working group comprised of municipal staff. The primary role of the committee is to demonstrate leadership in recommending innovative approaches and progressive solutions to make services, programs, by-laws, policies, and practices more accessible to employees and residents in Mossey River Municipality.

Consultation Activities

A public open house is to be held in January of 2018 to seek feedback on the accessibility of services as well as to present draft plans. This event was advertised on the municipal website, through social media, and through local media. Local organizations that advocate for, or provide services to, persons with disabilities were invited to take part. The results of this open house were used to identify areas of concern and to help prioritize actions. The municipality will continue to invite feedback from individuals with disabilities and organizations that serve persons with disabilities.

Multi-Year Action Plan

This section outlines the policies and actions the Mossey River Municipality 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 further barriers.

<i>General Requirements of the Accessibility for Manitobans Act (C.C.S.M.c A1.7)</i>				
Action	Working Timeline			Responsibility
	2017	2018	2019	
Create/Update Accessibility Plan	X			Accessibility Committee
Consultation with persons disabled by barriers, open house, online survey, etc.		X		Accessibility Committee
Post the Plan on the municipal Website, update at least every 2 years	X			Accessibility Committee, Municipal Administration

Develop Accessibility Policies, starting with customer service		X		Accessibility Committee, Municipal Administration
Create accessibility customer feedback process and invite users to provide feedback		X		Municipal Administration

<i>Customer Service Standard Regulation 171/2015</i>				
Actions	Working Timeline			Responsibility
	2017	2018	2019	
Identify and compile all municipal publications and ensure that they can be converted to an accessible format in a timely manner			X	All Departments
Include an "Active Offer" on all municipal documents informing that they are available in an accessible format on request			X	All Departments
Develop a training plan to ensure all employees and volunteers who deal with the public are trained in accessible customer service		X		Accessibility Committee, Municipal Administration
Update website to allow some services to be accessed easily online regardless of location			X	Accessibility Committee, Municipal Administration
Explore alternate methods of providing customer service where physical barriers exist. Determine costs and feasibility and find an alternate method of service delivery if required.		X		Accessibility Committee, Municipal Staff
Ensure that public events are accessible. Develop an accessible events checklist.		X		All Departments, Accessibility Committee

Future Planned Accessibility Action Items

There are no current requirements set out by AMA with a compliance date after January 1, 2018. This section will 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 years, reviews by the Accessibility Policy Review Committee will occur prior to the budget preparation cycle each year. The purpose of an annual review of the Multi-Year Municipal Accessibility Plan is to evaluate whether or not targets are being met and to adopt a plan to meet current expectations. The Accessibility Policy Review Committee will meet quarterly. A bi-annual public meeting shall be held involving persons with disabilities to review and collect feedback on this plan.

Communication of Plan

The availability of the Multi-Year Municipal Accessibility Plan is announced publicly by way of an announcement at a Municipal Council meeting. Additionally, the plan is posted on the Municipality's website. As annual Status Reports of the Plan as well as technical guidelines are developed, they too will be placed on the website.

Conclusion

Mossey River Municipality is committed to continuously addressing past and present accessibility barriers and to being progressive in developing solutions to accessibility matters. We believe equal opportunity and are committed to treating all people in a way that allows them to maintain their dignity and independence. The Municipality recommends that the Province co-ordinate the preparation of uniform Municipal Accessibility Guidelines so that the guidelines can be carried out in a consistent manner; and that the province provides Accessibility Funding to assist municipalities in the use of barrier-free services and facilities.

Further Information

For more information on the Multi-Year Municipal Accessibility Plan for Mossey River Municipality, please contact the Municipal Office

- By phone at (204) 656-4791;
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