



## PART 1. BASELINE REPORT

### Overview of Programs and Services

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The Municipality of Souris-Glenwood provides municipal services to approximately 3,000 urban and rural residents. Some of these services include:

- ✓ Utilities
- ✓ Building Services/Building Permits
- ✓ Tourism
- ✓ Recreation
- ✓ Public Works

To provide these services, the Municipality operates and maintains a variety of buildings and facilities which are on both ends of the spectrum in terms of public access. Some facilities are open to the public always and others, citizens are prohibited from entering. As the Municipality is a public sector, existing to serve all residents of the Municipality of Souris-Glenwood, the removal of accessibility barriers, is a very important subject for the Municipality.

### Accessibility Achievements

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- ✓ The Municipal Office has gone under extensive renovations to be more accessible. Council chambers have been moved upstairs, main doors into Municipal Building have openers, doors into the Municipal Office are wider which makes them wheelchair accessible.
- ✓ Full time Handi-Transit has made commuting in and around the Municipality very easy. Including weekly shopping trips into Brandon.
- ✓ Sidewalk “cut-outs” allowing for wheel chairs to access main sidewalks.
- ✓ Front office staff are very accommodating when residents with disabilities are in the Municipal Office. This includes assisting in filling out forms on the people’s behalf as well as reading any text.
- ✓ The Souris-Glenwood Memorial Complex has automatic door openers as well as a ramp to the viewing area of the arena.
- ✓ Staff at the Municipal Transfer Site and Eco-Centre assist ALL people who enter the grounds.

## Barriers to Accessibility

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- ✓ Some forms and literature are difficult to read (size and type of font).
- ✓ No debit machine to take payments.
- ✓ Front reception desk design is not accessible for customers in a wheelchair.
- ✓ Lack of signage at numerous Municipal buildings.
- ✓ Accessibility to some sidewalks are difficult or not an option for people with disabilities.
- ✓ The website does not have an option for audio playback.

## PART 2. ACCESSIBILITY PLAN

### Statement of Commitment

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The Municipality of Souris-Glenwood is committed to ensuring all people have equal access and opportunity that allows them to maintain their dignity as well as independence. The Municipality is committed to preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Manitobans Act.

### Policies

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The Municipality of Souris-Glenwood will review all programs, services and new initiatives and facilities to ensure accessibility.

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

### Actions

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Action 1	
Initiatives/Actions <ul style="list-style-type: none"><li>▪ Train staff on how they communicate and assist people with disabilities</li><li>▪ Focus on the main accessibility barriers (Altitudinal, Information and Communication,</li></ul>	Expected Outcomes <ul style="list-style-type: none"><li>▪ Provides equal service, opportunities and accessibility to all</li><li>▪ Developing a training plan that not only assists residents but also helps staff recognize these</li></ul>

Technological, Systematic, Physical and Architectural)	particular barriers
<b>Action 2</b>	
Initiatives/Actions <ul style="list-style-type: none"> <li>▪ Providing better signage at Municipal building</li> </ul>	Expected Outcomes <ul style="list-style-type: none"> <li>▪ Residents will be notified of services provided and if they do have an accessibility issue and require assistance they can notify our staff</li> </ul>
<b>Action 3</b>	
Initiatives/Actions <ul style="list-style-type: none"> <li>▪ Communicating the Accessibility Plan to all staff and residents</li> </ul>	Expected Outcomes <ul style="list-style-type: none"> <li>▪ Awareness of the Municipalities commitment to providing a barrier free community</li> </ul>
<b>Action 4</b>	
Initiatives/Actions <ul style="list-style-type: none"> <li>▪ Regular reporting to staff, and council regarding the Municipalities accessibility issues, challenges and successes.</li> </ul>	Expected Outcomes <ul style="list-style-type: none"> <li>▪ Positive awareness with regards to accessibility and if changes are needed they are discussed</li> </ul>

## Accessibility Legislation

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The **Accessibility for Manitobans Act** was created by the Manitoba Government and has been in effect since December 5, 2013. The purpose of the legislation is to prevent and remove barriers that affect persons with disabilities. The Government of Manitoba is committed to achieve significant progress by 2023. Smaller Municipalities with a population under 10,000 must have an accessibility plan in place by December 31<sup>st</sup>, 2017. It will be implemented through the introduction of five standards:

1. Customer Service (*currently the only standard that has been enacted*)
2. Information and Communication
3. Transportation
4. Employment
5. Built Environment

The Customer Service requirement is the only current standard that has been enacted. The Municipality of Souris-Glenwood must be compliant by November

1<sup>st</sup>, 20 17. The Customer Service standard is achieved by introducing policies that identify, prevent and remove barriers within the organization. To accomplish barrier free Customer Service standard, organizations must:

- ✓ Address physical barriers that prevent customers from receiving service
- ✓ Meet the communication needs of clients
- ✓ Allow service animals
- ✓ Allow assistive devices, such as wheelchairs, walkers and oxygen tanks
- ✓ Let the customers know the accessibility policies and procedures
- ✓ Let customers know when accessible services are not available
- ✓ Invite customers to provide feedback
- ✓ Train staff on accessible customer service, including reasonable accommodations under the Human Rights Code (Manitoba)

## Contact Information

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**Senior Manager's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

