



TOWN OF
BEAUSEJOUR

Accessibility Plan

Making Public Services Accessible for All

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Accessibility Plan

MAKING PUBLIC SERVICES MORE ACCESSIBLE FOR ALL

Town of Beausejour
639 Park Avenue
P.O. Box 1028
Beausejour, Manitoba
R0E 0C0

Phone: 204-268-7550
Fax: 204-268-3107

Website: www.ourhomeyourhome.com
Email: townoffice@townofbeausejour.com



Christine Heddick
Chief Administrative Officer
Town of Beausejour

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Date

This document is available in a variety of accessible formats upon request.

The Legislation

The Accessibility of Manitobans 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. 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 Accessibility Standard** was adopted in 2015 and the Town of Beausejour is required to be compliant by November 1, 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.

The **Customer Service Accessibility Standard** focuses on policy, training and good communication practices and aims to provide barrier-free customer service in public sector organizations. Accessible customer service is provided when all persons who are reasonably expected to seek to obtain, use, or benefit from a good or service have the same opportunity to obtain, use or benefit from the good or service.

The CSSR, stipulates that an affected organization must establish and implement measures, policies, and practices respecting barrier-free access to the goods or services it provides as follows: Identify barriers to accessible customer service; Seek to remove the existing barriers the organization is responsible for; Ensure that there are no fees charged to provide accessible service; Where the organization cannot reasonably remove an existing barrier, provide access to the good or service by an alternate means, either on a permanent or a temporary basis; Seek to prevent the creation of new barriers.

The **Accessible Information and Communication Standard Regulation**: Accessible communication means that organizations in Manitoba provide barrier free information in person, in print, and online so that everyone can access, use, or benefit from information.

This Standard is not yet in force, however the upcoming compliance deadline is May 1, 2025 for small municipalities.

Accessibility Barriers

Accessibility barriers are those that Manitobans may face in accessing programs, facilities and services. There are five identified barriers to accessibility to persons with a disability and are as follows:

1. Attitudinal – May result in people with disabilities being treated differently than people without disabilities.
2. Information and Communication – When a person with a disability cannot easily convey what they want to communicate to another person or receive and understand information that is available to others.
3. Technological – Barriers occur when technology, or the way it is used, does not meet the needs of people with disabilities.
4. Systemic - Policies, practices or procedures that result in some people receiving unequal access or being excluded.
5. Physical and Architectural – Barriers in the environment that prevent physical access for people with disabilities.

Statement of Commitment

The Town of Beausejour is committed to ensuring that all citizens of Beausejour have equal access to all our services and facilities regardless of their abilities. The Town strives towards removing mobility, dexterity, vision, hearing, communication, understanding and mental health barriers to public services provided by the Municipality.

Overview

The Town of Beausejour provides municipal services to approximately 3,200 citizens. Services include: Water and Wastewater management, road and sidewalk maintenance, parks and recreation facilities, waste and recycling services, tax administration, and municipal administration. To provide these services, the Municipality operates and maintains a variety of buildings and facilities. Some of these facilities are open to the public and others prohibit citizens from entering (water treatment facility, public works shop).

As the Municipality is a public entity existing to serve all residents of the Town of Beausejour, the removal of accessibility barriers is an important consideration for the Municipality.

Municipal Facilities and Services

The Town of Beausejour varies greatly in terms of physical accessibility. Newer buildings such as the Sun Gro Centre is more accessible than many of the older facilities. Below is a list of municipal facilities and services as well as achievements and barriers specific to each eligible facility.

Municipal Office - Public Meetings; Council Meetings held twice a month. Open to the public for general business.

Achievements:

- ✓ Staff awareness and training
- ✓ Documents can be provided in alternate format upon request
- ✓ Forms can be found online
- ✓ Accessible parking spots with signs
- ✓ Staff is empowered and encouraged to accommodate all visitors
- ✓ Service animals allowed
- ✓ Ramp for wheelchair access
- ✓ Heightened toilet in woman's washroom
- ✓ Exit signs with lights
- ✓ Wireless point of sale (POS) terminal
- ✓ Signage posted in large easy to read font and size

Barriers:

- No automatic door openers
- Front reception desk design is not accessible for customers in wheelchairs
- Website technology (cannot be accessed via assistive devices)
- Door knobs on all interior doors (not levers)

Sun Gro Centre - Indoor hockey rink; curling rink; canteen; outdoor rink; baseball diamonds; Splash pool. Services the entire Municipality and surrounding areas, summer and spring break camps, activities for all ages and special events.

Arena/Lobby**Achievements:**

- ✓ Staff awareness and training
- ✓ Office counters have line areas and service counters that accommodate users using mobility devices
- ✓ Water fountain height
- ✓ Wheelchair ramp to view games beside home team box (viewing area)
- ✓ Automatic door openers
- ✓ Wireless point of sale (POS) terminal

Barriers:

- Lack of visible signage for accessible parking
- Lack of accessible signage/notifications in the building
- High office counter window (however not utilized as a service window) wheelchairs access through the office door)
- High canteen counter
- No access to mezzanine spectating area
- No access to indoor spectating area
- Indoor spectating area too low

Meeting Rooms/Change Rooms**Achievements:**

- ✓ Dressing Room 0 is fully accessible with automatic doors

Barriers:

- Signage should be added near the dressing room assignment board to direct people to room 0 if needed

Curling Club**Achievements:**

- ✓ Accessible viewing area on main level
- ✓ Wheelchair lift to lounge area onto ice
- ✓ Full access to ice
- ✓ Accessible washrooms in curling area
- ✓ Automatic door openers on washrooms

Barriers:

- Narrow halls to viewing area
- Lack of accessible signage – new signage to be added to direct people to washrooms with automatic door openers as they are only located on one door at each change room (one at the men's change room and one at the women's change room)

Splash Pool**Achievements:**

- ✓ Staff training at the beginning of the season on providing accessible programming to all (includes behaviors, physical and mental disabilities)
- ✓ Lobby and bathrooms are accessible
- ✓ Wireless point of sale (POS) terminal
- ✓ Small lip to get into the facility from the parking lot was patched in 2023; will be further repaired in 2024
- ✓ New convertible picnic benches are accessible
- ✓ New covered and paved pergola, an accessible refuge from sun and rain as well as an accessible gathering area

Barriers:

- No automatic doors on entranceways
- No wheelchair or accessibility lift into pool or hot tub
- No seating inside bathrooms (if required)
- No tactile paving for visually impaired on the pool deck
- Service counters do not accommodate users using mobility devices

- Service animals not permitted in facility
- High countertops

Ball Diamonds

Achievements:

- ✓ N/A

Barriers:

- Cage entrances are narrow to enter
- Uneven terrain (gravel not accessible for wheelchairs/walkers)
- Lack of accessible signage
- Lack of accessible washroom facilities

Public Parks - Play structures; walking trails; picnic tables; benches.

South End Playground

Achievements:

- ✓ Added accessible musical features
- ✓ Designated accessible parking in place

Barriers:

- No paved walking path
- Uneven terrain (pea gravel not accessible for wheelchairs/walkers)

Nolan Thomas Playground

Achievements

- ✓ Maintained ramp-style structure

Barriers

- Pea gravel (not accessible for wheelchairs/walkers)
- Some non-accessible playground equipment
- No designated accessible parking

Train Whistle Park

Achievements

- ✓ Paved walking path
- ✓ Accessible seating areas; benches have been placed directly adjacent to paved walking surface

Barriers

- No designated accessible parking

Wally Chryplywy Nature Park**Achievements**

- ✓ Paved walking path
- ✓ Accessible seating areas; benches have been placed directly adjacent to paved walking surface
- ✓ Trail entrance has been paved to within 10m of the gravel parking lot gate

Barriers

- Rough terrain on pathways (have become bumpy)

Public Works / Waterworks / Water Treatment Building – Provides for: general road maintenance; clearing snow; water and sewer; grass maintenance; shop used to house and fix equipment; facilities are not open to the general public.

Old Arena – Ashton entrance used by Cadets; cold storage; facilities are not open to the general public.

Fire Hall – Fire Services, local and regional; education and training; volunteer department; facilities are not open to the general public.

Trails – paved walking path around the Municipality; connecting communities.

Library – Servicing the entire Municipality and surrounding area.

Achievements:

- ✓ Staff awareness and training
- ✓ Accessible

Barriers:

- Limited space in bathroom
- One (1) isle is not wheelchair accessible

Plan

- ✓ The Town of Beausejour will provide information, in an accessible format on request, or with community supports that consider a person's specific needs.
- ✓ The Town of Beausejour will review all programs, services and new initiatives to make sure there is a future plan in place to ensure accessibility.
- ✓ The Town of Beausejour will ensure all staff and volunteer groups have the necessary training to determine barriers that prevent customers from receiving service.
- ✓ The Town of Beausejour will monitor the progress of the plan each year to ensure progress and adjust as needed.

This Accessibility Plan is a working document and will be reviewed periodically and updated to ensure the Town of Beausejour is in compliance with the Accessibility for Manitobans Act, or is working on remedies to barriers affecting accessibility.

Goals and Actions

- Improve accessible signage throughout all Town facilities.
- Improve accessible parking at each Town facility.
- Begin working towards an accessible playground.

Expected Outcomes

- Town of Beausejour residents with accessibility issues are able to access the Municipalities services, facilities and programs while maintaining their independence.
- All levels of Municipal staff will be more conscious and aware of accessibility barriers and recognize accessibility issues more readily.
- Staff will feel confident when confronted with accessibility issues having been provided with training and tools to assist.
- Staff will consider and incorporate accessibility requirements in their short- and long-term planning going forward.

THE TOWN OF BEAUSEJOUR

CUSTOMER SERVICE ACCESSIBILITY STANDARD

PROVIDING ACCESSIBLE GOODS, SERVICES OR FACILITIES

General Policies

The Town of Beausejour is committed to *The Accessibility for Manitobans Act* and its accessibility standards.

The Town of Beausejour is committed to complying with *The Accessibility for Manitobans Act*.

The Town of Beausejour is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity and equality of opportunity for people with disabilities.

Any policies of the Town of Beausejour that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Actions and Implementation

1. Communication

The Town of Beausejour will communicate with people disabled by barriers in ways that take into account the nature of the barrier. This may include the following:

- Easy to read fonts and plain language
- Paper and pen available at reception

The Town of Beausejour will work with the person to determine the barrier and what method of communication works for them.

2. Assistive Devices

People with disabilities may use their personal assistive device when accessing our goods, services or facilities.

In cases where the assistive device presents significant and unavoidable health or safety concerns, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

The Town of Beausejour will ensure that staff is trained and familiar with the various assistive devices that we provide to customers to ensure access to our goods, services or facilities.

3. Support Persons

A person with a disability is welcomed to be accompanied by a support person.

A fee will not be charged for support persons.

4. Service Animals

The Town of Beausejour welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When it is not easy to identify that an animal is a service animal, and if appropriate, staff may ask:

- Is the animal assisting you?
- What assistance has the animal been trained to provide related to your disability?

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- Explain why the animal is excluded

- Discuss with the customer another way of providing goods, services or facilities

5. **Maintain Barrier-Free Access**

The Town of Beausejour will maintain barrier-free access by:

- Keeping hallways and meeting rooms clear of clutter
- Keeping entrance ways cleared of snow and ice
- Ensuring the placement of standing signage is not a tripping hazard
- Having space for a mobility device in room

6. **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption of services or facilities for customers disabled by barriers, the Town of Beausejour will promptly post notices, and, when possible, announce the disruption. A clearly posted notice or announcement will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available in the following ways:

- Posted on our website and Facebook page
- Posted at building entrance
- Immediately explained by service provider

7. **Feedback Process**

The Town of Beausejour welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns and will be made available on the Town's website and through social media.

Customers can expect to hear back within 5 business days.

We will ensure our feedback process is accessible to people with disabilities by providing accessible formats and communication supports, on request.

8. Training

The Town of Beausejour will provide accessible customer service training to:

- All employees and volunteers
- Anyone involved in developing our policies
- Anyone providing goods, services or facilities to residents on our behalf

9. Public Events

The Town of Beausejour will make public events accessible by:

- Announcing events in a manner that is accessible
- Holding event(s) in accessible meeting places
- Inviting requests for relevant disability accommodations

10. Documentation

The Town of Beausejour will document all policies, practices and procedures for providing accessible customer service.