



RURAL MUNICIPALITY OF ST. ANDREWS

## **ACCESSIBILITY PLAN**

**JANUARY 2018**

\* This publication is available in alternate formats upon request.

## Part 1. Baseline Report

### a) **Overview of Programs and Services**

The RM of St. Andrews provides municipal services to approximately 12,000 citizens. Core services include street and sidewalk maintenance, waste and recycling services, land administration, recreation services and programs, protective services and wastewater management. To provide these services, the municipality operates and maintains a variety of buildings. The Municipal Office is the central location for ratepayer and general inquiries.

### b) **Accessibility Achievements**

- Wheelchair accessible buildings
- Council cell numbers and email addresses are accessible on the website
- Public Hearings and Council meetings are held at the municipal office which is accessible
- Public Consultation events are held at accessible facilities
- Service animals are permitted in our municipal office
- Automated doors installed at municipal office
- Our municipal office has dedicated clerks available to greet, direct and offer the public assistance. Our staff is empowered to accommodate all visitors. This includes physically writing out cheques and filling out forms on their behalf, as well as explaining processes.
- A variety of methods are used to communicate municipal services and programs to the public. This includes advertising in the local newspapers, electronic signs, social media, direct mail and website posts. Any documents

available on the Municipalities website are also available in paper copy at our office, by request.

- Computer and internet access are ***not*** a requirement for the public to access municipal services and programs.
- CodeRed, the Municipalities emergency notification service, is a web-based service that provides notification to citizens. Messages are recorded and sent out by office staff using text, emails and phone calls during emergency situations. Citizens can either sign-up online or they can call or visit the Municipal Office to register. Notifications are also offered through TTY, which is a special device that lets people who have a hearing or speech disability to use the telephone to communicate by allowing them to type text messages.
- The municipal office parking lot has a dedicated disabled parking space

### c) **Accessibility Barriers**

The RM of St. Andrews buildings range greatly in terms of physical accessibility. A review of the municipal facilities listed below will be conducted to identify accessibility barriers and solutions for them.

<b><i>Facility</i></b>
<i>RM office</i>
<i>RM Public Works Building</i>
<i>Clandeboye Fire Hall</i>
<i>Matlock Fire Hall</i>
<i>South St. Andrews Fire Hall</i>
<i>RM Public Works South Building</i>
<i>RM of St. Andrews Airport Building</i>
<i>Age Friendly Riverview Building</i>
<i>Matlock Recreation Club</i>

Notices, forms and documents will be reviewed to ensure they are available in alternative formats.

Current policies, by-laws and operational practices to be reviewed for accessibility.

The municipal website to be updated to ensure current information is accessible.

Staff training to be planned and provided to ensure staff can accommodate disability barriers.

#### **d) Consultation and Review**

The consultation process will involve feedback from various groups within the community such as Age Friendly, citizens at large and municipal staff members. The RM of St. Andrews will continue to invite feedback from individuals with disabilities and the organizations that serve them.

The review process will involve ongoing monitoring of all documents and facilities to identify barriers, create solutions and implement them. This plan will be reviewed and updated every two years.

## **PART 2. Accessibility Plan**

### **a) Statement of Commitment**

The Council and employees of the RM of St. Andrews are dedicated to providing services in a way that respects the dignity and independence of people with disabilities. We are committed to meeting the needs of people who face

disability barriers by identifying, removing and preventing barriers and by meeting the requirements of The Accessibility for Manitobans Act (AMA).

**b) Policies**

- All programs, services and new initiatives will be reviewed to ensure accessibility.
- The RM of St. Andrews 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**

**General Requirements of the Accessibility for Manitobans Act**

<b>Action</b>	<b>Timetable</b>	<b>Responsibility</b>
Create an Accessibility Committee	2017	Council/CAO
Create an Accessibility Plan	2017	Accessibility Committee
Consultation with various groups	2017	Accessibility Committee
Review of Accessibility Plan by Senior Management/Council	2017	CAO/Dept. Heads/Council
Post plan on website	2018	Accessibility Committee
Assessment of facilities to determine accessibility issues	2018	Accessibility Committee
Review of notices, forms & documents	2018	Accessibility Committee
Review of policies, by-laws and operational practices	2018	Accessibility Committee
Identify alternate formats for notices, forms, documents, policies and by-laws where required	2018	Accessibility Committee
Develop staff & volunteer training to ensure accommodation for customer barriers (attitudinal, informational & communication, technological, systematic	2018	Accessibility Committee

and physical & architectural		
Develop alternate methods of providing customer service where required	2018	Accessibility Committee
Update current website to ensure information is accessible	2018	Accessibility Committee
Identify any new by-laws, policies or procedures necessary to implement this Plan		Accessibility Committee/CAO

**d) Expected Outcomes**

1. St. Andrews residents with accessibility issues are able to access RM services, buildings and programs while maintaining their independence.
2. All levels 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 the tools to assist.
4. Senior staff will consider and incorporate accessibility requirements in their short and long-term budget planning going forward.

Contact Person: \_\_\_\_\_

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Date: \_\_\_\_\_

Andrew Weremy, CAO  
 RM of St. Andrews