



RM of Gimli

Accessibility Plan - 2017

The RM of Gimli is committed to providing equal service to all citizens and visitors regardless of their abilities. We strive to remove and prevent barriers to accessibility and to meet the requirements of the “Accessibility for Manitobans Act”.

### Accessibility 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. Municipalities with populations less than 10,000 must have an accessibility plan in place Dec 31, 2017. 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 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 • consider 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

## Part 1 – Baseline

### a. Overview of programs and services

The RM of Gimli (RM) provides municipal services to approximately 6,000 residents of the RM and countless seasonal visitors. Core services include water and sewer, streets and sidewalks maintenance, waste and recycling services, land administration, parks and recreation facilities and recreation programming. To provide these services the RM, operates a variety of facilities, with varying levels of public access. The RM is also responsible to communicate with the residents and visitors, about the programs and services that the RM provides and responding to public inquiries. As a public entity, with the goal to provide service to the entire community, the removal of accessibility barriers is an important component of providing a high level of service to our residents and visitors to our community.

#### Accessibility achievements

- Most facilities have ramps and automated accessible doors.
- Accessible parking is located close to entrances for the major public buildings.
- New construction has been built to accommodate accessibility concerns.
- Mobi-Mats have been purchased for the beach front improving access across the beach sand.
- RM Staff are empowered to accommodate residents and guests access municipal programs and services. This includes assisting with payments, explaining process and assistance in filling out forms.
- Elevators have been added to public buildings with multiple stories.

#### Accessibility Barriers

The RM of Gimli Facilities range greatly in their physical accessibility. Recently constructed buildings have included accessibility features in their design, and the heavily trafficked public buildings are continually working to improve their physical accessibility.

Facility	Accessibility Barriers
RM Office	<ul style="list-style-type: none"><li>• RM Front Office (interior) door has no accessible entry.</li><li>• Front desk is not accessible to wheelchairs.</li></ul>
Gimli Recreation Centre	<ul style="list-style-type: none"><li>• Automatic Door Openers are hard to access at Arena and Curling entrances.</li><li>• The Office front counter is not accessible for customers in wheelchairs.</li><li>• Access to both Arena and Curling ice requires the use of stairs. Both ice surfaces have direct access from outside, at ground level.</li><li>• Accessibility stickers are needed on several bathrooms and entrances to promote awareness.</li></ul>

	<ul style="list-style-type: none"> <li>• Fitness Centre change rooms are not accessible.</li> <li>• Hockey change rooms are not accessible.</li> </ul>
Gimli Beach	<ul style="list-style-type: none"> <li>• Signage required to promote accessible features.</li> <li>• No accessible access into the water.</li> <li>• Beach path ends at the North washroom.</li> <li>• Picnic Tables and Benches are not accessible by visitors in wheelchairs.</li> <li>• Curb cuts are not at regular intervals along parking lot.</li> </ul>
Public Works	<ul style="list-style-type: none"> <li>• Main office does not have door openers.</li> <li>• Office is not well setup for accessibility.</li> </ul>
RM of Gimli Dump	<ul style="list-style-type: none"> <li>• To be completed.</li> </ul>
Gimli Fire Hall	<ul style="list-style-type: none"> <li>• To be completed.</li> </ul>
Gimli Aquatic Centre	<ul style="list-style-type: none"> <li>• Facility should be accessible but review will wait until construction is completed. Spring 2018.</li> </ul>
Gimli Sports Park	<ul style="list-style-type: none"> <li>• No hardened surfaces.</li> <li>• Washrooms are not accessible.</li> </ul>
Gimli Race Track	<ul style="list-style-type: none"> <li>• To be completed.</li> </ul>
Multi-Purpose Building	<ul style="list-style-type: none"> <li>• To be completed.</li> </ul>
Visitors Centre	<ul style="list-style-type: none"> <li>• No automatic door openers.</li> <li>• The front desk is no accessible for visitors in wheelchairs.</li> <li>• The bathrooms need improvements for accessibility.</li> </ul>

## Part 2 – Accessibility Plan

### a. Statement of Commitment

The RM of Gimli is committed to ensuring all residents and visitors have the opportunity to access and participate in RM programs and services. Treating people with disabilities in ways that allow them to maintain their dignity and independence is important to our community. We will strive to enable access by; identifying, removing and preventing barriers and by meeting the requirements of *The Accessibility for Manitoban's Act*.

### b. Policies

The RM of Gimli will undertake a review of all programs, services, facilities and new initiatives to ensure accessibility accommodation is available.

The RM of Gimli 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

Action	Status
Develop accessibility committee: An accessibility committee will be created to identify barriers in services, facilities and programs. The committee will be comprised of RM staff and community members.	Completed <ul style="list-style-type: none"><li>• Chris Hornby – Manager Parks and Recreation Services</li><li>• Brittany Isfeld – Economic Development Clerk</li><li>• Gimli Age Friendly Committee – consultation on plan</li></ul>
Staff Training & Awareness: <ol style="list-style-type: none"><li>1. The Accessibility Committee will research available training resources.</li><li>2. A training plan will be created to assist municipal staff and council to recognize specific accessibility barriers and take steps to accommodate.</li><li>3. Initial training will focus on front line staff with high levels of public interaction.</li><li>4. All staff will receive accessibility training. The scope of training will be related to positions and level of public interaction.</li></ol>	Ongoing – To be implemented for Summer 2018 staff training.

<p>Facility Accommodations;</p> <ol style="list-style-type: none"> <li>1. A list of facilities and corresponding barriers will be created.</li> <li>2. General Signage for all facilities indicating accessibility features and available assistance will be developed.</li> </ol>	<p>Ongoing</p> <p>Ongoing</p>
<p>Processes;</p> <ol style="list-style-type: none"> <li>1. The Accessibility Committee will review and document specific accessibility situations as they arise.</li> <li>2. The Accessibility Committee will create a process for staff to follow as barriers are identified.</li> </ol>	<p>Ongoing</p>
<p>Communications;</p> <ol style="list-style-type: none"> <li>1. Accessibility Plan will be communicated to all employees, through internal postings and during staff meetings.</li> <li>2. Accessibility Plan will be posted publicly for residents on the website and in hard copies at the Municipal and Recreation Offices.</li> </ol>	<p>Ongoing</p>
<p>Budget;</p> <p>Budget will be allocated based on identified needs and availability of funds, during annual budgeting processes.</p>	<p>Ongoing</p>
<p>Monitor Progress;</p> <p>The Accessibility Committee will meet several times a year to assess progress on plan and address accessibility barriers that are identified.</p>	<p>Ongoing</p>

d. Expected Outcomes

- Residents and visitors to the RM of Gimli, who are affected by disabilities will be better able to access RM services, programs and facilities while maintaining their dignity.
- All levels of RM staff will be more conscious and aware of accessibility barriers and recognize accessibility barriers more readily.

- Staff will feel confident assisting with accessibility issues, having been provided with training and tools to assist the public.
- Senior staff will consider and incorporate accessibility requirements in their short and long-term planning going forward.

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