



**RURAL MUNICIPALITY  
OF MOUNTAIN**

# **ACCESSIBILITY PLAN**

**UPDATED 2023 | ACTIONS TO BE TAKEN IN THE CALENDAR YEAR  
OF 2024-2025**



# ABOUT US



The Rural Municipality of Mountain is geographically split on either side of the Rural Municipality of Minitonas-Bowsman and also borders the Porcupine Provincial Forest and the Duck Mountain Provincial Forest. We have five local communities which include Birch River, Mafeking and Bellsite in the North part of our Municipality as well as Pine River and Cowan in the South part of our Municipality. The Rural Municipality of Mountain is governed by a Council comprised of one Reeve and six Councilors elected by Wards.



The Rural Municipality of Mountain is dedicated to ensuring equal access to all programs, services, and facilities operated by the Municipality. We are committed to treating all people in a dignified and respectful manner. We will consistently strive to meet the needs of people who face accessibility barriers by identifying, removing, and preventing these barriers and complying with all requirements under the *Accessibility for Manitobans Act*.



# PURPOSE

The *Accessibility for Manitobans Act* passed into legislation on December 2013 by the Province of Manitoba. This legislation is broken into five different standards:

1. **The Accessibility Standard for Customer Service** - *November 1, 2018* - The goal is to achieve respectful, fair, efficient, and barrier free customer service.
2. **The Accessibility Standard for Employment** - *May 1, 2022* - The purpose is to remove and prevent barriers with the goal of helping organizations hire, support, and keep employees. This includes, but is not limited to, workplace accommodations, training, and career development.
3. **The Accessibility Standard for Information & Communication** - *May 1, 2025* - This Standard outlines what organizations must do to provide information in an accessible way to all. This includes digitally, in print or through interactions with people.
4. **The Accessibility Standard for Transportation** - *Deadline to Be Determined* - The goal of this Standard is to address aspects of Public Transit such as transportation required for going to work, school, shopping, or other aspects of daily life, in order to make Public Transportation accessible for all.
5. **The Accessibility Standard for Design of our Public Spaces** - *Deadline to Be Determined* - The purpose of this Standard is to make Public Spaces more accessible, mainly outdoor spaces such as parking, access routes, sidewalks, stairs, ramps etc.



# THE ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

## CURRENT POLICIES, PROCEDURES & ACHIEVEMENTS

- **FEEDBACK PROCESS**

- Customers/rate-payers can provide feedback and requests via email, phone, in person, online, through our website or Facebook page.
- Requests that include the acquisition of resources are taken to Council at the next regular scheduled meeting. Requests that do not include acquisition of resources, efforts are made to facilitate requests within a week.

- **TRAINING**

- Current and new employees are trained how to communicate and assist ones with disabilities.

- **BARRIER FREE ACCESS**

- We accept various forms of payment for property taxes, permits, utility billings etc. including credit card, cash, cheque, e-transfer or online banking through various financial institutes and Credit Unions.
- Chairs are provided to customers who enter the facility to conduct business.

## FUTURE ACTIONS

- Continue to train staff to be assisting the Public.
- Establish an annual request for feedback related to our accessibility achievements and future actions.
- Create a separate location for any accessibility requests. Review the number of requests and how such requests were dealt with annually.
- Investigate costs for automatic entry at the Municipal Office to remove barrier to entrance for those with disabilities.



# THE ACCESSIBILITY STANDARD FOR EMPLOYMENT

## CURRENT POLICIES, PROCEDURES & ACHIEVEMENTS

### • BARRIER FREE ACCESS

- Advertisements for employment opportunities are made available at the Municipal Office, at major meeting places in the local communities and on our website and social media sites.
- Municipal Office Staff address current and future needs of employees such as scent free facilities, wheel chair accessibility etc.
- An Individualized Accommodation Plan can be requested by any employee, either in writing or verbally if there are any barriers that need to be addressed.

### • TRAINING

- All employees are to review the information provided at <http://www.accessibilitymb.ca>

### • EMERGENCY RESPONSE

- All new employees, and current are required to inform the Chief Administrative Officer of emergency contacts as well as any special considerations in the event of an emergency.

## FUTURE ACTIONS

- Any structural renovations undertaken will take accessibility into account to support and accommodate employees with disabilities.
- Increase the ongoing communication with employees about our Accessibility Plan.
- Ensure annually that employees review the employee emergency contact and special considerations (possibly incorporated with Workplace Safety and Health)
- All employees dealing with Human Resources or Supervisor duties are to undergo Accessible Employment Training which is found at <https://amalearningmb.ca/launch-ae.html>



# THE ACCESSIBILITY STANDARD FOR INFORMATION AND COMMUNICATION

## CURRENT POLICIES, PROCEDURES & ACHIEVEMENTS

### • INFORMATION SHARING

- All signage is in an easy-to-read font and plain languages. Pictures in place of words are used whenever possible.
- Public advertisements are available in the Municipal Office as well as being posted publicly and online.
- Public meetings, including regular and specially scheduled Council meetings are held at locations that are accessible to all and can accommodate those with disabilities.
- Purchased a program that allows us the ability to create fillable PDF forms, reducing the program and technology of external users to submit required forms.

### • NOTIFICATION ACHIEVEMENTS

- A special program was purchased to give us the ability to quickly execute mass emails, texts and phone calls.
- MERX has been utilized for the notification of tender and procurement opportunities.

## FUTURE ACTIONS

- Increase training among all staff to operate all programs used by the Municipality (All-Net, Connect, Phone Systems, EMO Website Portal, etc.)
- Review programs to determine if other features can be better utilized.



# THE ACCESSIBILITY STANDARD FOR TRANSPORTATION

## CURRENT POLICIES, PROCEDURES & ACHIEVEMENTS

- This standard does not currently apply to the Rural Municipality of Mountain as we do not have any Public Transportation within the Municipality.

# THE ACCESSIBILITY STANDARD FOR PUBLIC SPACES

## CURRENT POLICIES, PROCEDURES & ACHIEVEMENTS

- **BARRIER FREE ACCESS**
  - Snowplow tenders are awarded yearly to remove snow from all Municipal buildings and locations.
  - The Pine River Outdoor Skating Rink is level ground with excellent lighting, making it easily accessible for many.

## FUTURE ACTIONS

- Public spaces be included in the annual review of municipal buildings so that accessibility deficiencies can be noted and addressed.



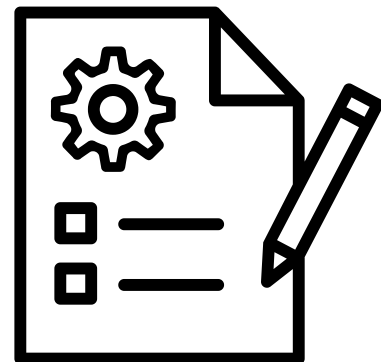
# ONGOING COMMITMENT

The Rural Municipality is committed to keeping accessibility in mind in order to increase a positive awareness around accessibility barriers and solutions, to address major accessibility concerns and to make our Accessibility Plan more meaningful by giving those with disabilities a say.

We plan to achieve this by:

## Reporting

To Staff & Council



Regular reporting to staff and Council regarding accessibility concerns and requests.

## Reviewing

Every two years



Thorough review of the Accessibility plan every two years (minimum) including review of format and flow of this plan to make it easier to read and understand.

## Revising

Based on Input



Future revisions will be made after input is received from those with disabilities.