



RURAL MUNICIPALITY OF LAC DU BONNET

ACCESSIBILITY PLAN

2024 - 2025

Prepared by:

Rural Municipality of Lac du Bonnet Accessibility Working Group

This document is available in alternate formats upon request.

Please call 204.345.2619 or email rmldb@lacdubonnet.com

Statement of Commitment:

The Rural Municipality of Lac du Bonnet is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so, for both residents and visitors, by removing and preventing barriers to Accessibility and by meeting the requirements of the Accessibility for Manitobans Act.

Background:

On December 5, 2013, the Accessibility for Manitobans Act (AMA) was passed. This Act provides the process to identify and remove barriers for all citizens.

The Act stipulates the development of five (5) Accessibility standards.

1. Customer Service Policy
2. Information and Communication
3. Transportation
4. Employment
5. Built Environment

Overview of Programs and Services:

The Rural Municipality of Lac du Bonnet is a community of more than 3,500 permanent residents, which grows to around 8,000 as seasonal residents and campers return to the community during the summer months. We have approximately 40 full-time, part-time, seasonal, and casual municipal employees working in a variety of departments.

The Rural Municipality of Lac du Bonnet is responsible for the delivery of local services, facilities, safety, and infrastructure for residents located within its boundaries including:

- Public Works & Road Maintenance
- Parks and Recreation
- Fire Protection and Emergency Measures Services (EMO)
- Tax Services
- Transfer Station - including recycling facilities, oil programs, tire recycling, E-Waste, and hazardous waste.
- Cemeteries
- Public Boat Launches with Public Washrooms
- By-Law Enforcement & Animal Control Services
- Airport
- Water and Wastewater Utilities offered to select residents
- Maintenance of Public Reserve Land

- Communications (Website, Facebook, Twitter, traditional media)

As a public entity, which exists to serve all residents, the Rural Municipality of Lac du Bonnet understands the need to create an Accessibility Plan and the importance of removing Accessibility barriers. The following document outlines the Rural Municipality of Lac du Bonnet plan toward the goal of Accessibility by working toward innovative approaches and program solutions with the residents of our community.

Facility	Program or Service
Rural Municipality of Lac du Bonnet Administrative and Public Works Office	Administrative Services, Council Chambers, Public Meeting Space
Transfer Station #520	Waste Disposal, Recycling Facilities, Oil Program, Tire Recycling, E-Waste, and Hazardous Waste
Transfer Station #214	Waste Disposal and Recycling Facilities
Utilities and Public Works	Brookfield Water Utility, Tanco Wastewater Utility, Year-round Road and drain maintenance. Lagoon servicing up to 5468 residents.
Lac du Bonnet Fire Hall (Shared Service with Town of Lac du Bonnet)	Fire protection services and training
Cemeteries	Maintenance and Administration of (8) Cemeteries (Lac du Bonnet, Red Deer, Brightstone, St. Mary's Polish Catholic (2), Lee River, Lettonia, Riverland)
Boat Launches	Maintenance six (5) Public Boat Launches (Parkwood/Fernwood, Riverland School Point, Osprey, Wood Duck, Winnipeg River Bridge)
Outdoor Public Washrooms	Maintenance of 10 Public Outdoor Washrooms (Wood Duck, Lee Side Park, Anderson Park, Osprey Boat Launch, Parkwood Bay & Park, Blueberry Rock, Trout Pond, Halliday Park, Winnipeg River Bridge Boat Launch), Lee Side Park
Parks or Public Reserves	Playgrounds, pathways, picnic grounds.

[RM of Lac du Bonnet's Accessibility Working Group:](#)

The following individuals form the Rural Municipality of Lac du Bonnet's Working Group:

1. Loren Schinkel – Reeve
2. Deanne Duke – Deputy Chief Administrative Officer
3. David Atkins – Director of Public Works
4. Olivia Grey – Legislative Services
5. Bianca Tetrault – Recreation Coordinator
6. Brenda Cade – Public Works Clerk

Accessibility Achievements:

1. The Rural Municipality of Lac du Bonnet installed a new accessible entrance including an automatic door. (2016)
2. The Rural Municipality of Lac du Bonnet Administrative Office underwent renovations to ensure the public washroom facilities were an accessible service to the public. (2019)
3. Parking for persons with disabilities has been identified by signage and reflective curbs.
4. The Rural Municipality of Lac du Bonnet established an Accessibility Advisory Committee which provided a recommendation to Council on numerous Accessibility topics and issues within the Municipality. The recommendations were reviewed, and many were implemented. (2018)
5. The Rural Municipality of Lac du Bonnet website was updated with accessible features such as font size selection, site map, alternative formatting upon request, high contrasting colours and spacing for readability, and functions on mobile devices (July 2020).
6. The Administration Office, including Council Chambers were updated with large screen televisions and video conferencing equipment to improve audio and video capabilities for council meetings, public hearings, training, and presentations (2021/2022).
7. Accessible Customer Service Training by staff (2021).
8. The Rural Municipality of Lac du Bonnet Council Procedures By-Law was amended to reflect Accessibility Accommodations for barrier free access to our services, facilities, and public events. The By-Law was further amended to allow the recording of council or committee meetings for any person who may require an Accessibility accommodation (2023).
9. An Accessibility Working Group was established to review and update the Accessibility Plan (2023).
10. An Accessibility Survey was released to engage the community to provide insight into Accessibility challenges within the Municipality. A final report was prepared and presented to the public on January 10, 2024.

Accessibility Barriers:

Accessibility refers to the degree to which a product, device, service, or environment is available to be used by all intended users. The Province of Manitoba has identified five barriers to Accessibility for persons with disabilities. These barriers are:

1. Attitudinal Barriers – When people think, and act based on assumptions such as assuming someone who cannot speak is not able to understand what you are saying.
2. Information and Communication Barriers – when information is provided in only one manner which is not accessible by everyone, such as if information is provided in print only, then persons with vision challenges cannot have access.

3. Technological Barriers – When using only one format for service delivery, such as using only the website for surveys, when not everyone has access to internet or a computer.
4. Physical and Architectural Barriers – When the space around you makes it difficult to do something such as, customer service counter is too high for someone in a wheelchair to use.

The Rural Municipality of Lac du Bonnet’s Accessibility Working Group identified many barriers to Accessibility. While we note that some of these barriers would be of a high cost to rectify, some have a very low cost and can be implemented fairly quick. While the list may seem overwhelming, it is crucial to remember that not all the barriers need to be accomplished at once but provides a direction with actions to achieve our goals.

The Rural Municipality of Lac du Bonnet has identified the following barriers:

1. Administration Office

- a) Accessibility Customer Service Training is required for new employees and current employees.
- b) A Customer Service Policy is required that outlines the use of assistive devices, welcoming support persons, service animals, Accessibility features maintenance, and training.
- c) Front counter height is not accessible.
- d) Magnifier sheet for persons with vision challenges not available.
- e) Access Offer signs are not posted at the front counter.
- f) Automatic door opener for public washroom(s).
- g) Fire alarm does not have strobe lights.
- h) An Accessibility Information and Communication Policy is required that outlines communication standards for digital, print, in-person, or technology.
- i) An Accessibility Standard Employment Policy is required that outlines employment hiring practices including return to work policies and reasonable workplace accommodations.
- j) The Rural Municipality of Lac du Bonnet also requires an emergency response system that will safeguard employees with disabilities in disaster situations.

2. Public Works Office

- a) Accessibility Customer Service Training for new employees and current employees.
- b) Fire alarm does not have strobe lights.

3. Boat Launches and Parks

- a) Improve wheelchair Accessibility to the outdoor washrooms.
- b) Review signage at boat launches for Accessibility requirements.

- c) Review wheelchair parking spots.
- d) Review ease of access to docks at boat launches.
- e) Review picnic tables.

4. Recreation

- a) Improve wheelchair Accessibility to the outdoor washrooms.
- b) Improve the Online Registration process to include other methods of registration to fit accessibility needs of ratepayers, residents, and visitors.

5. Transfer Station

- a) Review and implement new signage for area.
- b) Review wheelchair ramp.

Consultation Process:

The Rural Municipality of Lac du Bonnet launched an Accessibility Survey that collected responses from Thursday, November 9th, 2023, to Friday December 1st, 2023. The Accessibility Survey was available online and in alternate formats and was an opportunity for the community and persons living with disabilities to provide the municipality with insight into accessibility gaps and barriers that may exist within the Rural Municipality of Lac du Bonnet. The survey included 20 questions that included an array of questions about accessibility with the municipality’s public spaces, access to council meetings, recreation programs, and access to online services. The Municipality received a total of 79 responses, 14 of which were from people living with a disability. With the information received, the Accessibility Working Group was able to use this data in the review and update the Accessibility Plan. If you would like more information of the Accessibility Survey, please visit our website [Rural Municipality of Lac Du Bonnet - Accessibility \(rmoflacdubonnet.com\)](http://Rural Municipality of Lac Du Bonnet - Accessibility (rmoflacdubonnet.com)) or call our Administrative office for an alternative format.

2-Year Accessibility Action Plan (Actions 1-6):

Action 1: Establish Accessibility Working Group (AWG)	
<p>Actions</p> <ul style="list-style-type: none"> • Create Accessibility Working Group • AWG to list and track achievements • AWG to list and track barriers • AWG to meet semi-annually, or as required. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • The Accessibility plan will be updated and reviewed. • Plan will be available to public on website and be available in alternate formats
Action 2: Website update to meet Standards	
<p>Actions</p> <ul style="list-style-type: none"> • The Rural Municipality of Lac du Bonnet’s website must be updated to meet the WCAG 2.1 Level AA standards. This includes items such as 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Provides accessible improvements that will meet the needs of the public on our website.

<p>formatting options, font, text, audio/visual additions, or options for people to use by May 1st, 2025.</p> <ul style="list-style-type: none"> • Add an Accessibility section to our Service Tracker system so the public can input their needs and suggestions. • Develop an Accessibility Page on the website that is easily accessed. 	<ul style="list-style-type: none"> • Provides opportunity for feedback and implementation of ideas to offer more accessible services to patrons. • Increases traffic to our website and offices while providing enhanced accessible services to people with disabilities.
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Action 3: Staff Awareness and Training

<p>Actions</p> <ul style="list-style-type: none"> • Develop a Training Plan for existing employees for Accessibility Customer Service Training, AMA Standards and Human Rights codes. • Train Payroll/Human Resources to include Accessibility Training for new employees as part of orientation. • Provide Accessibility Customer Service training to new and current staff in all departments. • Train staff on AMA standards and Human Rights codes. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Rural Municipality of Lac du Bonnet will have current employees trained. • A process set in place to ensure all new employees and Council receive Accessibility Customer Service Training and Human Rights codes. • Gives staff the ability to provide exceptional customer service by identifying and providing appropriate services to the public. • Having consistent training for all staff will keep policies and procedures current and change those that are obsolete.
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Action 4: Policy Management

<p>Actions</p> <ul style="list-style-type: none"> • The AWG will ensure policies are being followed. • Revise, update and develop Accessibility policies as required • Assess and determine practices and Accessibility policies that encompass equal opportunity to all staff and future employees. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Accessibility Policies are current and carried out accordingly. • Ensures equal opportunity for all staff and potential candidates. • The Rural Municipality of Lac du Bonnet is adhering to all policies and procedures.
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Action 5: Administration, Public Works, and Recreation Updates

<p>Administrative Office</p> <p>Actions</p> <ul style="list-style-type: none"> • Access Offer sign to be displayed and posted at the reception desk to 	<p>Expected Outcomes</p>
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<p>inform the public that we provide Accessibility services.</p> <ul style="list-style-type: none"> • Provide individual accessible customer service needs like walking around the high counters to communicate with the public. • Have a magnifier sheet available for the public to assist with vision. • Provide options for alternate formatting digitally, in-print, in-person or in technology for both employees and the public to meet their needs. • Use font styles such as Arial or Verdana and a minimum font size of 12 for all documents and correspondence distributed by the Rural Municipality of Lac du Bonnet. • Use signage that offers inclusivity to all patrons and staff for public events and notices. 	<ul style="list-style-type: none"> • Provides a clear message to visitors that we can assist them to fit their needs. • Gives patrons consistent, quality, and individual accessible customer service. • Consistent use of font styles and sizes ensures all correspondence and documents meet Accessibility needs. • Provides equal employment opportunity for staff and new recruits.
<p>Public Works</p> <p>Actions</p> <ul style="list-style-type: none"> • The AWG will assess each Public Works area for employees' Accessibility needs. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Provides equal employment opportunity for all staff and new recruits.
<p>Recreation</p> <p>Actions</p> <ul style="list-style-type: none"> • Ensure that the online registration process is accessible in multiple formats, and easy to use. • Provide activities and programs that are available to all people including those with Accessibility needs. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Increases enrolment and interest to our programs, website, and streamlines the registration process for patrons. • Allows for more community involvement in an inclusive environment.
<p>Action 6: Review and update</p>	
<p>Actions</p> <ul style="list-style-type: none"> • The AWG will meet semi-annually to review Accessibility practices and 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Regularly planned meetings will provide consistency and ensure the

<p>revise policies and procedures for Accessibility.</p> <ul style="list-style-type: none"> • The AWG will work with all municipal departments to identify barriers which will have low-cost impact on the budget and will start to remove or find alternate solutions to these barriers. 	<p>Accessibility Plan is continually reviewed and updated.</p> <ul style="list-style-type: none"> • Departments will have low-cost barriers removed.
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Long Term Accessibility Action Plan (Actions 7-8):

Action 7: Accessibility Consultant	
<p>Actions</p> <ul style="list-style-type: none"> • Engage an Accessibility Consultant to perform an Accessibility review of our municipality to identify needs and issues in all areas where Accessibility is concerned. • Research funding opportunities for the Accessibility audit. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • The Audit will identify any Accessibility deficiencies that must be accessed and reviewed.
Action 8: Review of Public Areas	
<p>Actions</p> <ul style="list-style-type: none"> • The AWG will assess parks, boat launches, public bathrooms, and other areas to identify what is required for upgrades to meet Accessibility standards. • All municipal departments will prioritize the barriers identified with a significant budget impact and will work towards having them removed or finding alternate solutions. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Brings awareness to areas of improvement and provides changes to make public areas more accessible. • Departments will have low-cost barriers removed or have solutions to address these barriers and develop a strategy to address Accessibility barriers with significant costs.

Contact Information:

If you have questions or require this information in an alternate format, please contact the Rural Municipality of Lac du Bonnet Administrative Office. If you wish to receive any resources, including Access Offer signs, or are interested in attending a training workshop, please contact the Manitoba Accessibility Office (MAO).

Manitoba Accessibility Office

6th Floor Cargill Building
240 Graham Avenue
Winnipeg, Manitoba R3C 0J7
Toll Free: 1-800-282-8069
Phone: 204-945-7613
E-mail: MAO@gov.mb.ca
Website: www.accessibilitymb.ca

Conclusion:

Barriers for people with disabilities take on many different forms. It is our goal at the Rural Municipality of Lac du Bonnet to provide people with disabilities, different avenues, and resources to ensure equal opportunities and independence in our community. Our aim is to focus on our programs, services, policies, procedures, and practices that will meet the Accessibility needs of the public and build up our community while meeting our Accessibility Plan goals.

Council Resolution: _____

Date Adopted: _____