

RM of Lac du Bonnet Accessibility Survey Final Report



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**Prepared for: RM of Lac du Bonnet
Administration and Council**

Dec. 8, 2023

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Background

The Rural Municipality of Lac du Bonnet's Accessibility Survey was part of the RM's ongoing commitment to ensuring equal access and participation for people living with disabilities and was intended provide the RM insight into gaps and barriers that still exist as we update our RM Accessibility Plan . "Access," in this context, includes physical access to facilities and offices, but also access to recreation programs, municipal communications, and information.

The RM is committed to the principle of inclusion and meeting the needs of those who face accessibility barriers. This is achieved by identifying, removing, and preventing barriers and ensuring our "Four Seasons Playground" is a welcoming place that provides meaningful opportunities for persons of all ages and abilities.

Methodology

The survey included 20 questions about accessibility within the RM of Lac du Bonnet, from access to physical spaces such as offices and Transfer Stations, access to Council Meetings and recreation programs, and access to information and the RM's website.

The survey provided respondents opportunities to explain which barriers to access, if any, they have encountered, and a field to provide additional comments at the end.

The questions were developed by the Deputy CAO, Communications Specialist, and Legislative Clerk 2. The Communications Specialist created the survey on SurveyMonkey and created a webpage on the RM's website to house it.

The survey was also available in paper format upon request.

Methodology

The survey was open to all RM of Lac du Bonnet residents and visitors and did not request any personal information from respondents. It was advertised on the RM's Facebook and X (Twitter) accounts and sent to email registrants.

The survey was launched on Thursday, Nov. 9, 2023 and collected responses through Friday Dec. 1, 2023.

The survey received 76 responses.

Some comments have been edited by the report author to improve spelling, punctuation, and readability.

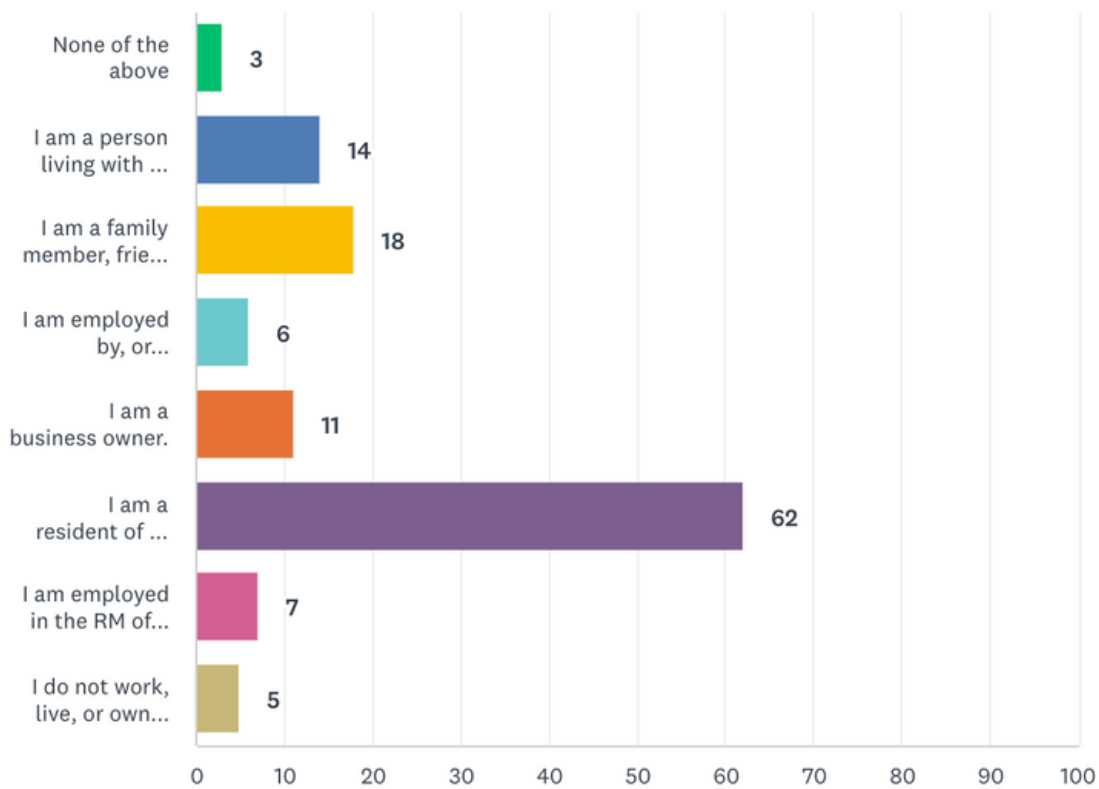
In some cases, irrelevant comments not relating to accessibility within the RM of Lac du Bonnet have been omitted.

Of particular note, 17.1 per cent of respondents indicated they use a mobility aid, live with impaired vision or impaired hearing, live with a non-visible disability, or a combination.

Results - Question #1

Please Check ALL that apply to you:

Answered: 76 Skipped: 0



ANSWER CHOICES

RESPONSES

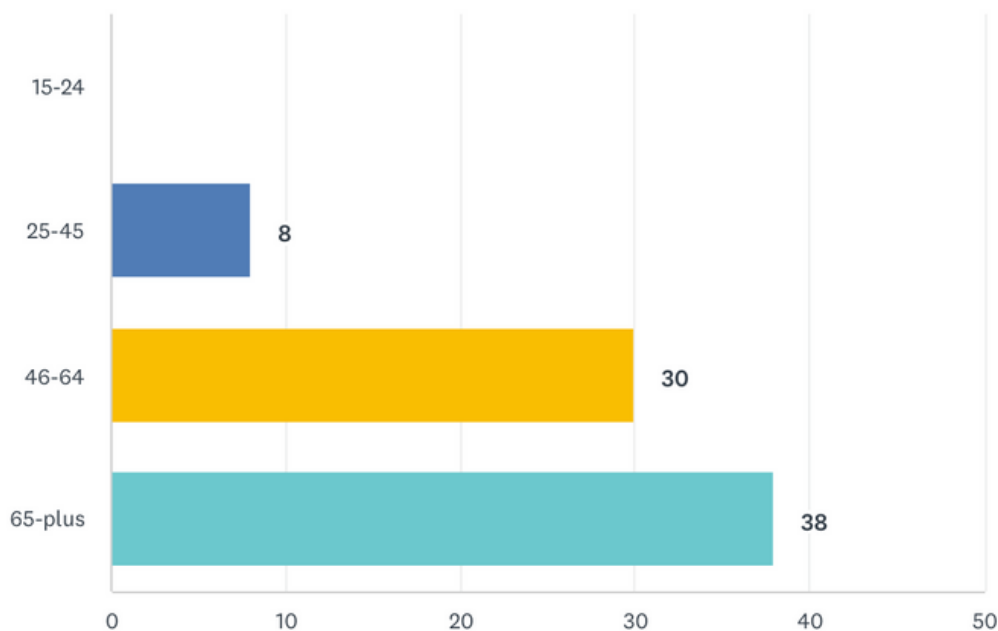
None of the above	3.95%	3
I am a person living with a disability.	18.42%	14
I am a family member, friend, or caregiver of a person living with a disability.	23.68%	18
I am employed by, or volunteer at, an organization that provides services to people living with disabilities.	7.89%	6
I am a business owner.	14.47%	11
I am a resident of the RM of Lac du Bonnet.	81.58%	62
I am employed in the RM of Lac du Bonnet.	9.21%	7
I do not work, live, or own property in the RM of Lac du Bonnet, but sometimes visit the RM of Lac du Bonnet.	6.58%	5

Total Respondents: 76

Results - Question #2

What age group do you belong to?

Answered: 76 Skipped: 0

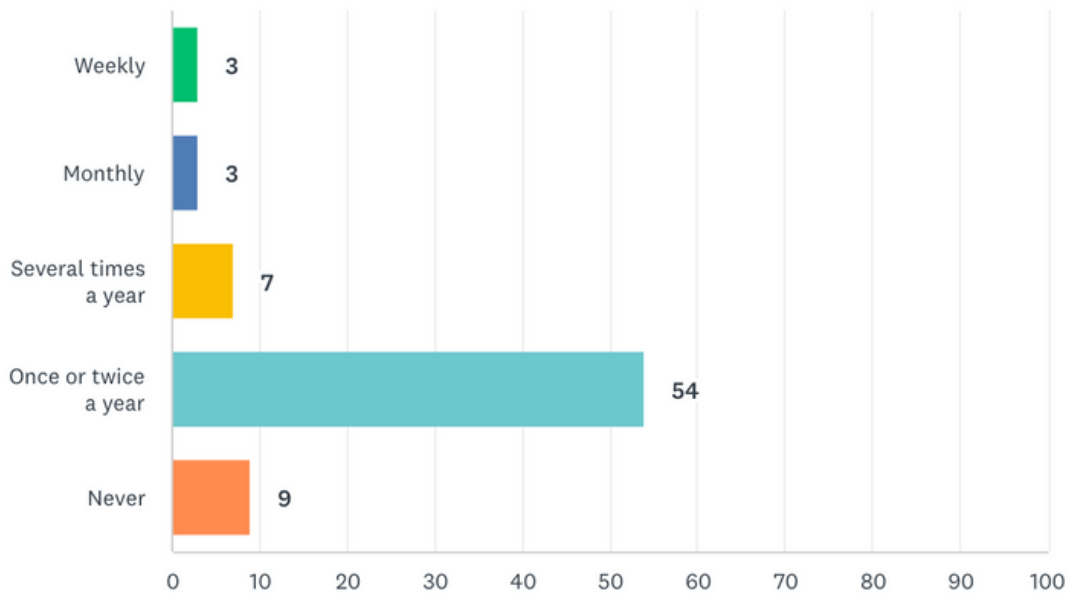


ANSWER CHOICES	RESPONSES
15-24	0.00% 0
25-45	10.53% 8
46-64	39.47% 30
65-plus	50.00% 38
TOTAL	76

Results - Question #3

How often do you visit the RM of Lac du Bonnet Administrative Office?

Answered: 76 Skipped: 0

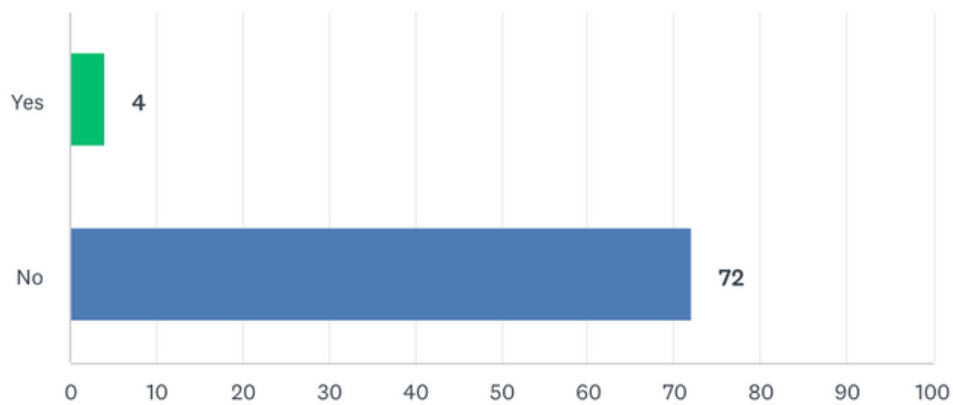


ANSWER CHOICES	RESPONSES
Weekly	3.95% 3
Monthly	3.95% 3
Several times a year	9.21% 7
Once or twice a year	71.05% 54
Never	11.84% 9
TOTAL	76

Results - Question #4

Have you ever encountered any barriers to accessing our Administrative office or while visiting our Administrative Office?

Answered: 76 Skipped: 0



ANSWER CHOICES

RESPONSES

Yes	5.26%	4
No	94.74%	72

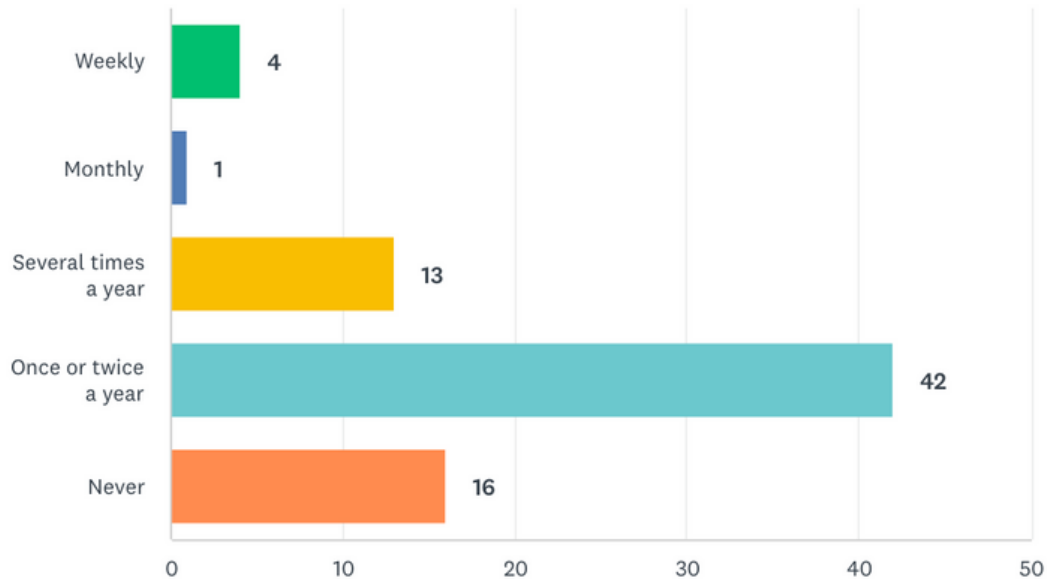
TOTAL 76

[Comments \(6\)](#)

Results - Question #5

How often do you phone or email the RM of Lac du Bonnet Administrative or Public Works office?

Answered: 76 Skipped: 0

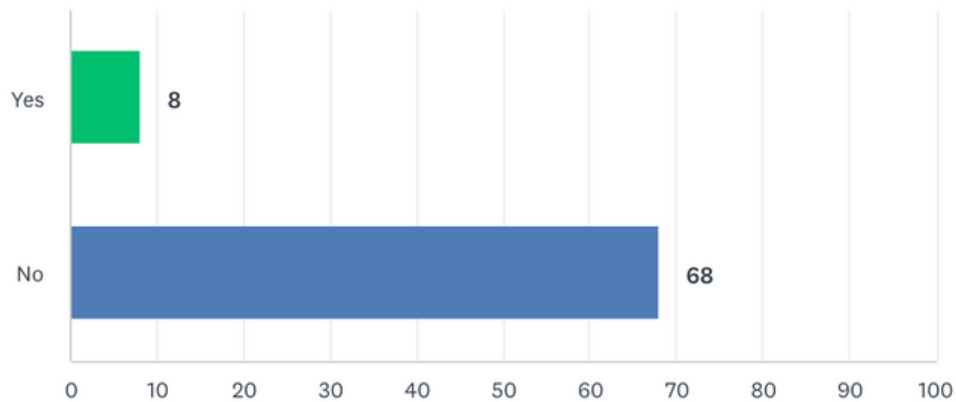


ANSWER CHOICES	RESPONSES
▼ Weekly	5.26% 4
▼ Monthly	1.32% 1
▼ Several times a year	17.11% 13
▼ Once or twice a year	55.26% 42
▼ Never	21.05% 16
TOTAL	76

Results - Question #6

Have you ever encountered any barriers when phoning or emailing the RM of Lac du Bonnet?

Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Yes	10.53% 8
▼ No	89.47% 68
TOTAL	76

[Comments \(8\)](#)

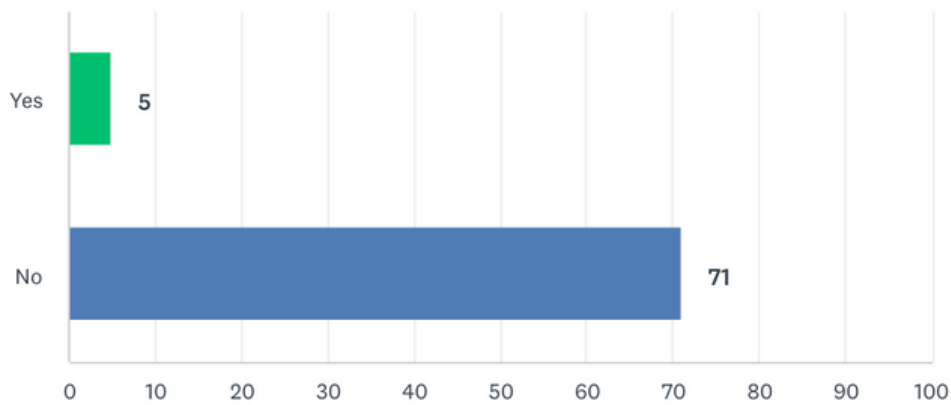
Comments - Question #6

- *"Sometimes I have difficulty hearing the staff on the telephone. When I have had concerns, service was not prompt and sometime I felt like I was putting them out."*

Results - Question #7

Have you ever encountered any barriers to participating in Council Meetings, public meetings, or hearings, whether that participation be in-person or via Zoom?

Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Yes	6.58% 5
▼ No	93.42% 71
TOTAL	76

[Comments \(9\)](#)

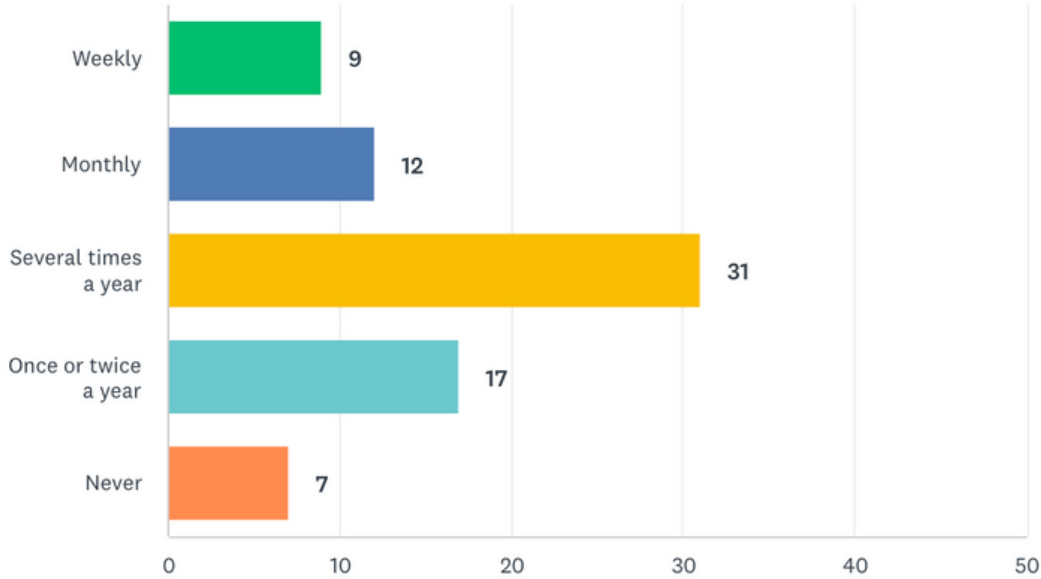
Comments - Question #7

- *"When my husband did attend a public hearing, people were very responsive to his needs and made sure he had an appropriate spot to sit."*
- *"The time to respond is short."*
- *"Sometimes the audio is poor."*

Results - Question #8

How often do you use RM of Lac du Bonnet boat launches, parks, trails, public reserves, or public buildings?

Answered: 76 Skipped: 0

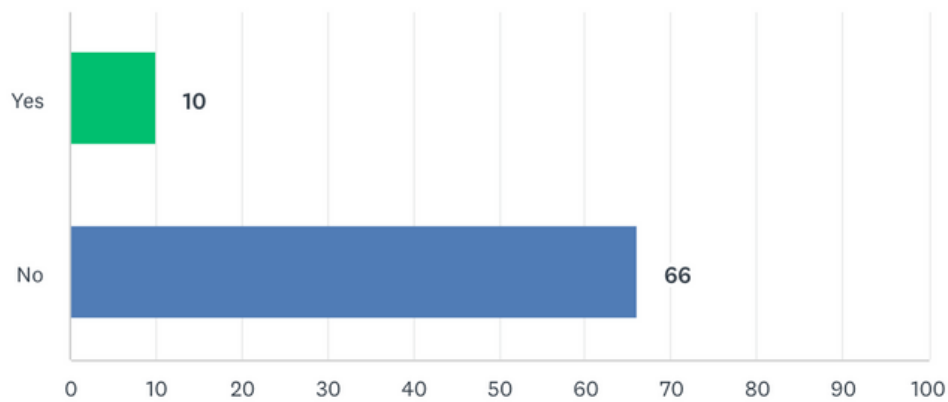


ANSWER CHOICES	RESPONSES
▼ Weekly	11.84% 9
▼ Monthly	15.79% 12
▼ Several times a year	40.79% 31
▼ Once or twice a year	22.37% 17
▼ Never	9.21% 7
TOTAL	76

Results - Question #9

Have you ever encountered any barriers when visiting any of our public boat launches, parks, trails, public reserves, or public buildings?

Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	13.16% 10
No	86.84% 66
TOTAL	76

[Comments \(9\)](#)

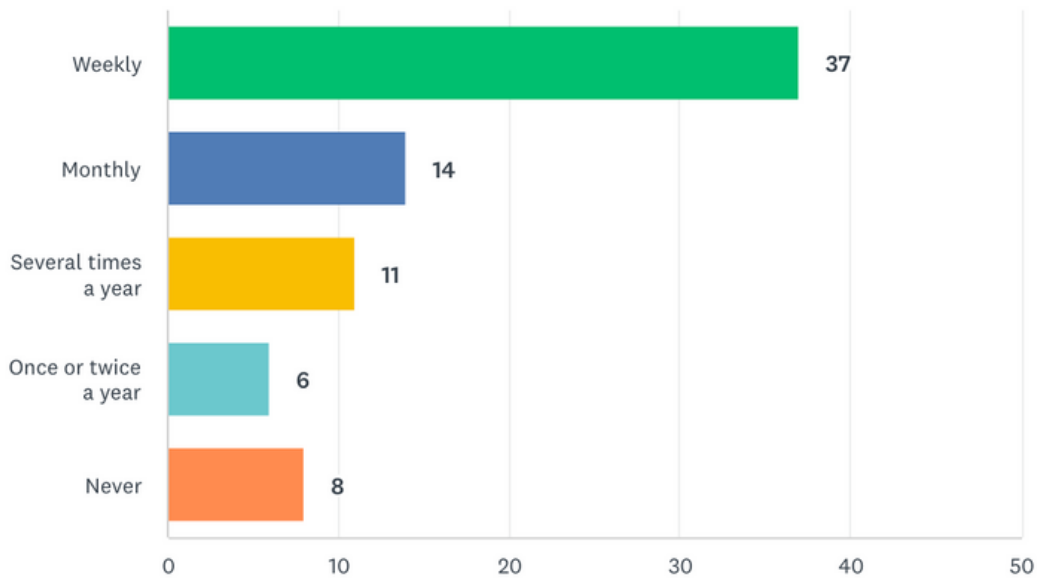
Comments - Question #9

- *"Need better access: larger doorways."*
- *"Some trails are hard to maneuver with a walker/wheelchair. All are wide enough, just rough terrain for those with disabilities."*
- *"Lack of washrooms."*
- *"(Docks) are not very accommodating for people with mobility issues. We have had difficulties getting a family member on and off because of dock heights."*
- *"Boat launches and facilities that are in those locations — such as washrooms — aren't regularly maintained from what is experienced. Washrooms are filthy. Boat launches don't have docks that make it easier to launch and load a smaller boat. The docks sit too high in the water, making it very complicated."*
- *"None of the boat launches have adequate parking."*

Results - Question #10

How often do you visit the RM of Lac du Bonnet's Transfer Stations (#520 and #214)?

Answered: 76 Skipped: 0

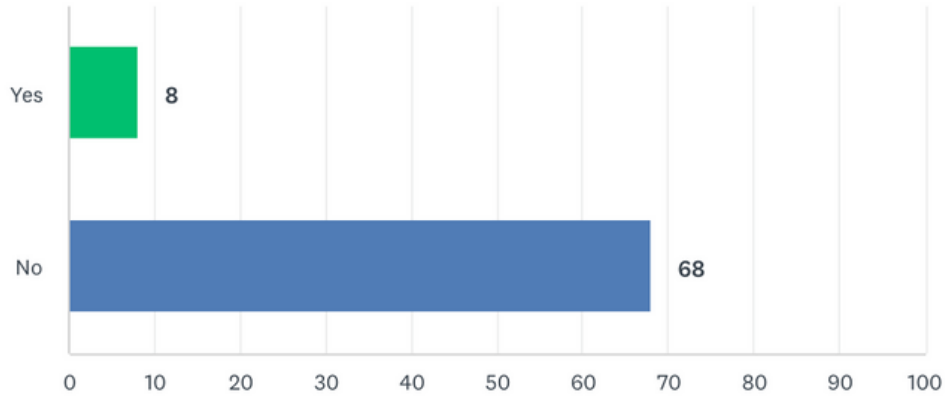


ANSWER CHOICES	RESPONSES
Weekly	48.68% 37
Monthly	18.42% 14
Several times a year	14.47% 11
Once or twice a year	7.89% 6
Never	10.53% 8
TOTAL	76

Results - Question #11

Have you ever encountered any barriers when visiting our Transfer Stations?

Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	10.53% 8
No	89.47% 68
TOTAL	76

[Comments \(9\)](#)

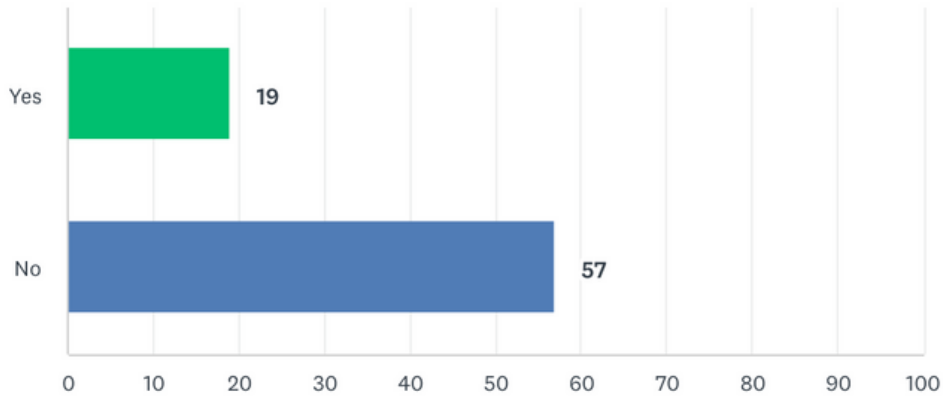
Comments - Question #11

- *"Mud and potholes."*
- *"Hours of operation and having to get out of the vehicle at scale office while on the scale."*
- *"Dropping items into specific areas or bins can sometimes be challenging."*
- *"As a petite short woman, sometimes I can barely reach over some of the recycling bins."*

Results - Question #12

Have you ever participated in any of our RM of Lac du Bonnet Recreation Department programs?

Answered: 76 Skipped: 0

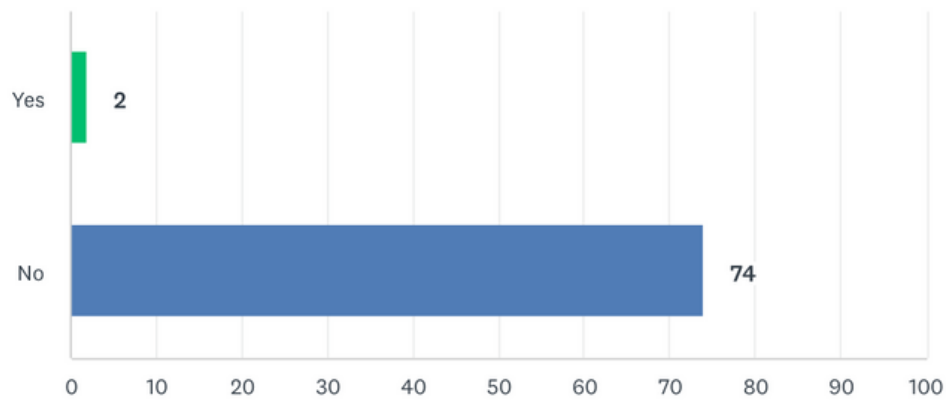


ANSWER CHOICES	RESPONSES
Yes	25.00% 19
No	75.00% 57
TOTAL	76

Results - Question #13

Have you ever encountered any barriers when registering for or participating in our Recreation programs?

Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	2.63% 2
No	97.37% 74
TOTAL	76

[Comments \(3\)](#)

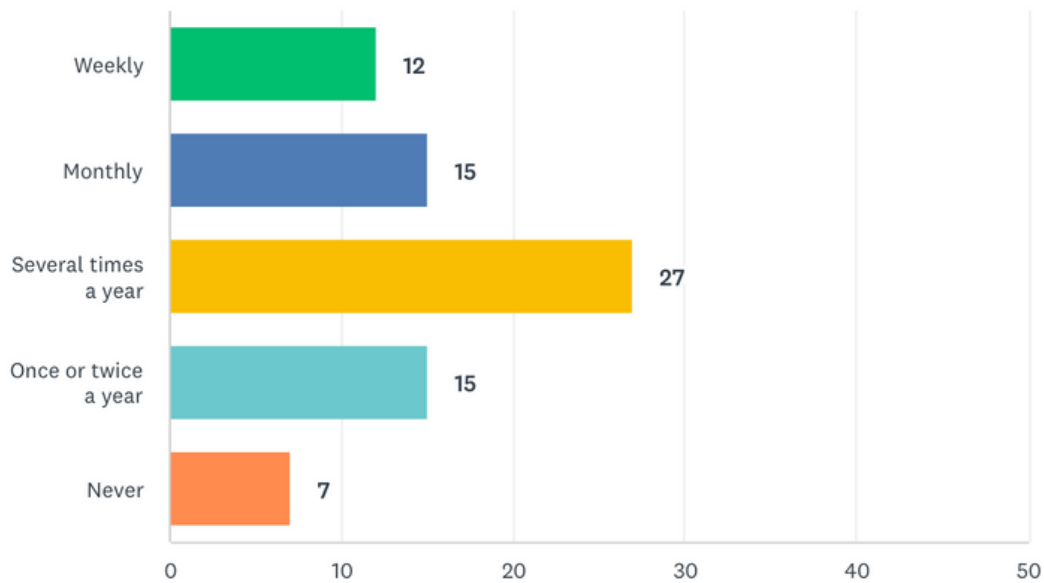
Comments - Question #13

- *"Found the online approach (to registering) disappointing to the point I gave up."*

Results - Question #14

How often do you visit our website, www.rmoflacdubonnet.com?

Answered: 76 Skipped: 0



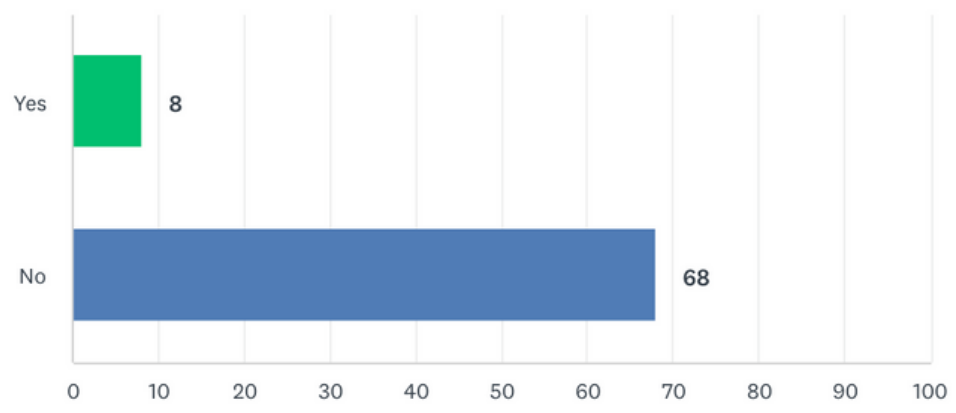
ANSWER CHOICES	RESPONSES
Weekly	15.79% 12
Monthly	19.74% 15
Several times a year	35.53% 27
Once or twice a year	19.74% 15
Never	9.21% 7
TOTAL	76



Results - Question #15

Have you ever encountered any barriers when visiting our website?

Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	10.53% 8
No	89.47% 68
TOTAL	76

[Comments \(8\)](#)

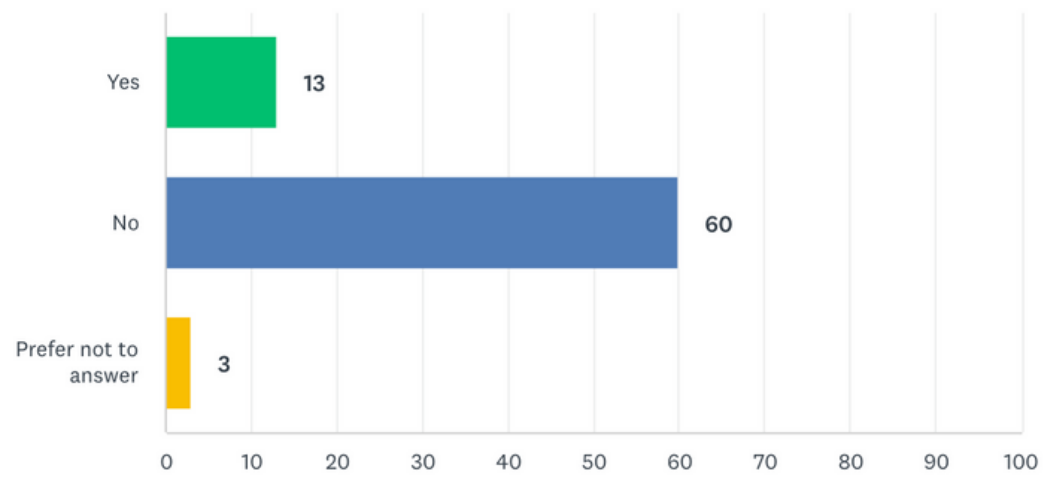
Comments - Question #15

- *"Failure to respond to Service Trackers.....all were sent to Public Works, and all involved the condition of the RM roads, especially the repair to damaged roadways and failure to maintain them in a fashion that makes them safe and usable (especially given our handicap and medical issues.)"*
- *"Planning a build - would be nice to have a very simple checklist about steps to take for the layman who doesn't do it for a living. Too much information is as bad as not enough when trying to navigate the system."*

Results - Question #16

Do you use a walker, wheelchair, electric wheelchair, or any other type of mobility aid?

Answered: 76 Skipped: 0

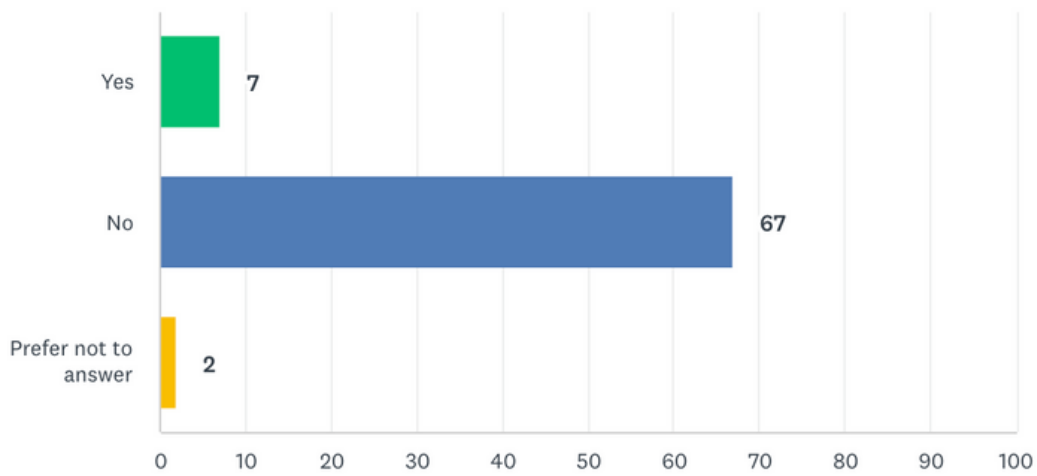


ANSWER CHOICES	RESPONSES
Yes	17.11% 13
No	78.95% 60
Prefer not to answer	3.95% 3
TOTAL	76

Results - Question #17

Do you have impaired vision?

Answered: 76 Skipped: 0

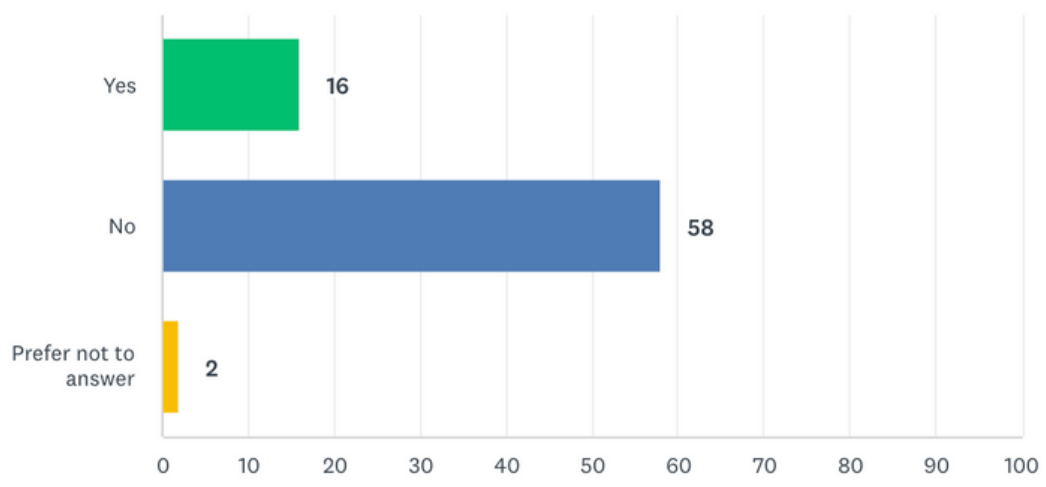


ANSWER CHOICES	RESPONSES
▼ Yes	9.21% 7
▼ No	88.16% 67
▼ Prefer not to answer	2.63% 2
TOTAL	76

Results - Question #18

Do you have impaired hearing?

Answered: 76 Skipped: 0

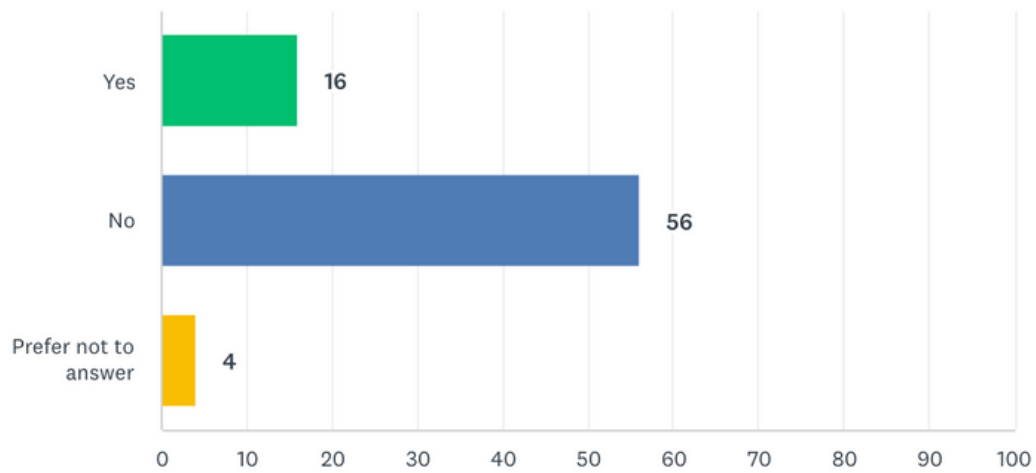


ANSWER CHOICES	RESPONSES
▼ Yes	21.05% 16
▼ No	76.32% 58
▼ Prefer not to answer	2.63% 2
TOTAL	76

Results - Question #19

Do you live with a non-visible disability?

Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Yes	21.05% 16
▼ No	73.68% 56
▼ Prefer not to answer	5.26% 4
TOTAL	76

Comments - Additional Comment field

- *"Who are the 'stakeholders' referred to in the newspaper article? We are a rural community and rural community living requires a certain level of physical dexterity. Reasonable physical access is required, otherwise it is incumbent upon an individual to know their limitations and plan accordingly. It is not reasonable for the community to pay for accommodation for rare unique circumstances."*
- *"We are cottagers and use services frequently during four months of the year and use services monthly for the rest. My husband has movement issues and his biggest issue is getting drinking water to the cottage."*