



RM of Victoria

Accessibility Plan

Section I – Baseline Report

A. Overview of Programs and Services

The RM of Victoria is home to over 1,132 residents according to the 2016 census and is a municipality located in south central area of the Province of Manitoba. The following outlines the current facilities and services offered in the municipality.

a. Recreation

- i. Holland Ice Gardens
- ii. Holland Curling Rink
- iii. Holland Community Centre
- iv. Cypress River Multi-Purpose Community Centre
- v. Cypress River Memorial Hall
- vi. Parks – there are a number of ball diamonds, playgrounds, picnic shelters, and green spaces located throughout the municipality.

b. Roads

- i. Road maintenance
- ii. Weed control
- iii. Dust control
- iv. Snow removal

c. Waste collection

d. Fire and Emergency Services

e. Land use and planning

- i. Building permits and regulations

- ii. Land sale
- f. Water and utilities
- g. By-law enforcement
- h. Property taxes

B. Accessibility Achievements

The municipality has already taken steps to improve accessibility and through action steps outlined in this plan will continue to find ways to ensure that all residents have equal access to municipal services. A few achievements that have been made to date include:

- a. The design of Holland Community Hall and the Holland Ice Gardens includes; automated doors, wheelchair accessible bathrooms, and the Cypress River Memorial Hall is wheelchair accessible, and the facility has a wheelchair ramp into both levels.
- b. Current upgrades to and the Holland Ice Gardens and the Cypress River Multi-Purpose Centre include a number of accessible features including upgrades to the washroom to include hi-rise toilets with grab bars.
- c. The municipality employs staff that are available to speak English and French.
- d. The Municipal Office is equipped with an automated front door. The washrooms are wheelchair accessible and are equipped with grab bars.
- e. Access into all the businesses along Broadway Street in Holland have been made wheelchair accessible.
- f. The Holland Windmill Park, and Wayside Park at Cypress River each have public washrooms, which are both wheelchair accessible, and equipped with grab bars.
- g. Various information is available on the website for easy access by residents.

C. Accessibility Barriers

The Executive Committee for the RM of Victoria Accessibility Plan collected information from front line staff as well as residents living in the municipality to identify some of the current barriers. A number of items were identified and this information, along with information gathered through research was used to formulate the action steps listed in this Accessibility Plan. Some of the barriers identified were:

- a. Washroom doors in public buildings do not have automatic doors.
- b. A number of the recreation facilities may be wheelchair accessible to enter the buildings, however inside have some barrier restraints.
- c. Limited staff training for disability awareness to increase sensitivity and facilitate communication in interactions with people with disabilities.

Section II – Accessibility Plan

A. Statement of Commitment

The RM of Victoria is committed to ensuring services that will enhance our citizen’s quality of life is equally accessible to residents with a disability. We are committed to being inclusive, creating barrier free environments and meeting the needs of people who face accessibility barriers. We are committed to meeting the requirements of The Accessibility for Manitobans Act (AMS) and engaging with community organizations and citizens to identify, remove and prevent barriers.

B. Actions

The following table outlines the municipalities’ action plan.

Action 1 – Establish Accessibility Working Group				
Initiatives/Actions	Expected Outcomes	Budget Impact	Timeline	Progress
<ul style="list-style-type: none"> • Assign an Accessibility Coordinator. • Develop a terms of reference. • Create an Executive Committee. • Identify and invite staff and community members for relevant areas of the plan. • Consult with residents, groups representing persons with 	<ul style="list-style-type: none"> • Staff and residents have an opportunity to assist in developing, implementing and updating the RM of Victoria Accessibility Plan. • Executive Committee will oversee the Plan and pull in other staff and residents as required so all areas that 	\$0	<ul style="list-style-type: none"> • December 2017 	<ul style="list-style-type: none"> • Leona DeSmet assigned as Accessibility Coordinator on October 18, 2017 Res#2017/180 • Terms of reference developed and adopted October 18, 2017. Res#2017/180

disabilities and seniors to assist with identifying barriers and developing, implementing and updating the Accessibility Plan.	serve the public are represented.			<ul style="list-style-type: none"> Regular Executive Committee Meetings to be scheduled.
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Action 2 – Ensure information is available to residents in an accessible format

Initiatives/Actions	Expected Outcomes	Budget Impact	Timeline	Progress
<ul style="list-style-type: none"> To develop a process for responding to requests for accessible supports and services. Communicate this process to all staff. Create communication material to promote the availability of alternate formats on request. Complete a full review of all forms of communication including input from residents to identify areas for improvement. 	<ul style="list-style-type: none"> Staff are aware and trained in process for offering alternate formats to the public. All new documents created will advertise the availability of alternate formats. 			<ul style="list-style-type: none">

Action 3 – Ensure staff are properly trained

Initiatives/Actions	Expected Outcomes	Budget Impact	Timeline	Progress
<ul style="list-style-type: none"> Provide training sessions for front-line staff. Develop reference materials for staff. 	<ul style="list-style-type: none"> All staff have an understanding of accessibility and are confident in implementing identified strategies 	\$300 Disability Awareness workshop for staff.	<ul style="list-style-type: none"> September 2018 	<ul style="list-style-type: none">

Action 4 – Ensure public spaces are accessible

<p>Initiatives/Actions</p> <ul style="list-style-type: none"> • Conduct a comprehensive review of public facilities. • Identify barriers • Identify potential retrofit solutions for existing facilities. • Develop a policy to include accessibility features in new construction. 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Public spaces are accessible. 	<p>Budget Impact</p> <p>Budget implications Identified through the process and included in budget planning.</p>	<p>Timeline</p> <ul style="list-style-type: none"> • Review complete by December 2018 • Action plans and budgets September 2019 • Policy December 2018 	<p>Progress</p> <ul style="list-style-type: none"> •
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Action 5 – Monitor Progress

<p>Initiatives/Actions</p> <ul style="list-style-type: none"> • Review action plan annually and present a year end progress report to Council. • Future plans and budgets integrated into operational plans. • Review standards as they are introduced and integrate actions for these standards into RM of Victoria Accessibility Plan – Action Steps. 	<p>Expected Outcomes</p>	<p>Budget Impact</p> <p>Budget implications identified through the process and included in budget planning.</p>	<p>Timeline</p>	<p>Progress</p>
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