



# **Rural Municipality of Portage la Prairie 2019-2021 Accessibility Plan**

## Statement of Commitment

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The Rural Municipality of Portage la Prairie 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

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The Accessibility of Manitobans Act, 2013 (AMA) is a provincial law with the purpose to develop, implement and enforce accessibility standards in order to achieve the goal of a barrier free Manitoba by 2023. Municipalities with populations less than 10,000 were required to have an accessibility plan in place by November 1, 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. Employment
4. Built environment
5. Transportation

### **Customer Service - Compliant**

The Customer Service Standard was the first standard developed and enacted under the legislation. The Rural Municipality of Portage la Prairie was compliant by November 1, 2017. The standard required organizations to identify, remove, and prevent barriers to customer service. Where this is isn't possible, the RM strives to provide equivalent customer service.

### **Employment**

The second accessibility standard to be enacted is the Standard for Employment. Adopted on May 1, 2019, its purpose call on all employers to have measures, policies and practices to provide reasonable accommodations for employees and applicants. Employers need to consider reasonable accommodation at various stages of employment as it applies to their organizations. This includes recruitment, offer of employment, on the job, return to work, and training.

All employers must comply by May 1, 2020 with the following two requirements:

1. **Workplace Emergency Response Information**  
Create emergency response information to help employees with disabilities stay safe during emergencies.
2. **Workplace Emergency Assistance**  
Ask employees who require assistance during an emergency for permission to share information with individuals who agree to help.

All other Employment Standard requirements must be complied by May 1, 2022.

## Multi-Year Action Plan

This section outlines the policies and actions the Rural Municipality of Portage la Prairie will put in place over the next two (2) years to improve opportunities for persons with disabilities, in compliance with the AMA accessibility standards. Our goal is to remove accessibility barriers and prevent further barriers.

### Planned Accessibility Action Items:

<b>General Requirements of the Accessibility for Manitobans Act (C.C.S.M. c A1.7)</b>				
Action	Working Timeline			Responsibility
	2019	2020	2021	
Update Accessibility Plan	x		x	Accessibility Coordinator
Post the Plan on the RM Website, update at least every 2 years	x		x	Accessibility Coordinator
Continued Development of Accessibility Policies	x	x	x	Accessibility Coordinator

<b>Customer Service Standard Regulation 171/2015</b>					
Action	Working Timeline				Responsibility
	Completed	2019	2020	2021	
Create accessibility customer feedback process and invite users to provide	x				Administration, Accessibility
Identify and compile a list of all RM publications and ensure that they can be converted to an accessible format in a timely manner	x				All Departments
Include an "active offer" on all RM documents informing that they are available in an accessible format on	x				All Departments
Develop a training plan to ensure all employees and volunteers who deal with the public are trained in accessible customer service.	x				Accessibility Coordinator
Explore alternate methods of providing customer service where physical barriers exist. Determine costs and feasibility and find an alternate method of service delivery if required.	x				All Department
Ensure that public events are accessible. Develop an accessible	x				All Departments/A
Create a web page on the RM's web site dedicated to accessibility. Update	x				Accessibility Coordinator

Accessible Employment Standard Regulation 70/2019					
Action	Working Timeline				Responsibility
	Completed	2019	2020	2021	
Provide workplace emergency response information to all employees.			x		Administration, Accessibility Coordinator
Ask all employees about workplace emergency assistance.			x		Administration, Accessibility Coordinator

## Approach

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### 1. Review of Current Activities to Identify Barriers

The Rural Municipality will review current activities to identify barriers on a ongoing basis with the goal of creating policies and procedures to prevent barriers from being created and viewing the identified barriers as opportunities for improvement

### 2. Monitoring Progress and Audit Function

A status report of this Plan is required every two years. In an effort to evaluate whether or not targets are being met and to adopt a plan to meet current expectations, the Accessibility Coordinator will review the Plan prior to budget preparations on an annual basis. The Rural Municipality will source funding through Federal and Provincial grants for capital costs associated with implementing barrier-free services and facilities.

### 3. Communication of Plan

The Multi-Year Municipal Accessibility Plan, annual status reports, and any technical guidelines that are developed will be posted on the municipal website.

## Conclusion

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The Rural Municipality of Portage la Prairie is committed to continuously addressing past and present accessibility barriers and to being progressive in developing innovative solutions to accessibility matters. We believe in integration and equal opportunity and are committed to treating all people in a way that allows them to maintain their dignity and independence.

## Further Information

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For more information on the Multi-Year Municipal Accessibility Plan for Rural Municipality of Portage la Prairie, please contact:

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