



# **RURAL MUNICIPALITY OF EAST ST. PAUL**

## **Accessibility Plan**

**First Approved: June, 2018**

**UPDATED: December, 2021**

**Years Applicable: January 01, 2022 to December 31, 2024**

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## **CONTACT INFORMATION**

R.M. of East St. Paul  
Unit #1 – 3021 Bird's Hill Road  
Bird's Hill Manitoba, R2E 1A7

**Phone:** (204) 668-8112

**Fax:** (204) 668-1987

**Email:** [administration@eaststpaul.com](mailto:administration@eaststpaul.com)

**Website:** <http://www.eaststpaul.com/>

**Facebook:** Rural Municipality of East St. Paul

**Twitter:** @RMofEastStPaul

**Contact Us:** [East St. Paul Contacts](#)

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[administration@eaststpaul.com](mailto:administration@eaststpaul.com)



## **RM Programs & Services Overview**

The Rural Municipality of East St. Paul, as the local government, provides a wide range of services to our 9,372 residents. East St. Paul is the 13th most populated area in Manitoba. The municipality is 41.99 square kilometres and has a population density of 223.2 people per square kilometre.

Under the direction of Council, the RM manages; property taxes, utilities, a range of recreational and leisure activities, indoor and outdoor community/recreation facilities, the maintenance and development of local roads, utilities and related infrastructure, and an emergency/first responder service.

East St. Paul serves people of all ages, abilities, and backgrounds. As a public service all programs and civic amenities are of concern to the broader population; those who work, live and do business within the community. Our client base also consists of citizens, visitors and the employees that work, or conduct business within our buildings, facilities and on our properties.

There are five distinct departments within the RM; Administration, Operations/Public Works, Public Services & Facilities, Utilities and Fire. Each area contributed to the development and updating of this Accessibility Plan and shares responsibility to carry out the proposed actions.

As the RM continues to grow, we are committed to ensuring an attitude and environment of inclusion.

## **RM Vision & Accessibility Commitment Statement**

### **Mission Statement**

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RM of East St. Paul is a vibrant community with a distinctive lifestyle.

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### **Accessibility Commitment Statement**

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The RM of East St. Paul commits to ensuring equal access and participation for all people, regardless of their abilities. We commit to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion.

We commit to meeting the needs of people who face accessibility barriers by identifying, removing and preventing these barriers and by meeting requirements of The Accessibility for Manitobans Act (AMA).

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# **ACCESSIBILITY REPORT**

## **Introduction**

The Accessibility for Manitobans Act (AMA); passed on December 05, 2013 provides “a clear, proactive process to identify, prevent and remove barriers to accessibility”. This Act impacts both public and private sector organizations.

By December 31, 2017 municipalities with under 10,000 residents were to complete an Accessibility Plan to address barriers in policies, practices and procedures. November 1, 2018, these RM’s were to comply with the Accessibility Standard for Customer Service. In May, 2019 municipalities were to comply with the workplace emergency requirements as part of the Employment Standard with full standard compliance by May 1, 2022. Plans are required to; include consultation, be made public and be updated every two years.

Over the next several years, additional standards will be developed to identify and remove barriers in the following areas; Information/Communication, Transportation, and the Built Environment.

The RM of East St. Paul established a Working Group representing all departments and led by the Accessibility Coordinator (East St. Paul HR Specialist). The first Accessibility Report was created and approved in 2018. The following provides an update on the RM’s accomplishments and future plans as the municipality continues to enhance accessibility for all.

## **ACCESSIBILITY UPDATE REPORT**

The RM's first Accessibility Report was collaborative effort, engaging our Working Group and others in a review of RM facilities, practices and processes. The community was engaged through a survey titled "Removing Barriers and Increasing Access".

Since the first report, the Working Group continues to seek opportunities to improve accessibility. The RM partnered with the University of Manitoba Occupational Therapists Program whereby students conducted an accessibility assessment and provided additional feedback.

The continued evolution towards fully accessible services and information will require an ongoing commitment and effort.

The RM of East St. Paul is proud to report our progress towards accessibility for all.

### **A.) 2018 to 2021 Accessibility Achievements**

In addition to the achievements identified in the RM's 2018 – 2020 Plan, and producing the 2022 – 2024 Accessibility Plan update, the following advances toward accessibility have been made;

- Signage offering help, and welcoming service animals has been posted in RM facilities that provide customer service.
- Staff received Customer Service Standard training from Manitoba Possible, (formerly known as the Society for Manitobans with Disabilities).
- The RM's newsletter was expanded to allow for increased font size with positive feedback from readers.
- A finer limestone was added and packed to the pathways of the Farmers Market allowing easier use by wheelchairs, walkers and strollers.
- An accessible ramp was built to the main stage in the Plaza.
- Accessible playground equipment was added to a public park.
- Pilot project was initiated with larger print street signs on Hoddinott Road.
- Installation of path lighting on Hoddinott Road now provides enhanced night-time visibility.

- New crosswalk infrastructure was installed to improve barrier free access. The improvements include adding larger amber beacons on each side of the crosswalk and replacing the push button with motion (hand) activated sensors with an audible chirp.
- Solar flashing crosswalks were added to 5 locations to improve accessibility across roadways.
- Travel surface of some major pathways has been upgraded to smooth asphalt surface. Two major trails include the Marconi Trail and the Hoddinott Pathway.
- Fire Safety Week Bulletin 2021 highlighted safety devices for people who are deaf/hard of hearing.
- Employees were actively invited to provide emergency response information in support of their safety and consistent with the Employment Standard requirement.

Specific facilities improvements include;

- Municipal Administrative Office – Accessible parking spaces were widened to allow for easier use. A non-slip coating was added to the ramp at the front entrance. Grab bars and touchless lighting were installed in some staff washrooms.
- Arena – Power assist was added to the new entranceway and vestibule doors, as well as the doors that access the ice surface. Three new universal bathrooms, which are fully accessible, were added and the former male washroom and female washroom were relocated and expanded. The black asphalt plank flooring in the lobby was replaced with a light coloured, epoxy flooring. A raised platform built to allow those with walkers, wheelchairs, strollers to more easily access and enjoy the facility.

See photos on page 13.



- Operations Department – Renovations provided a lower level counter to better serve people who use a wheelchair and/or those who want, or need to sit during office interactions. Signage was enhanced, assisting visitors in locating the correct services.

### **B.) Future Actions**

The RM of East St. Paul is committed to continuing its efforts towards fully accessible programs and services. The following highlights future actions;

**Fulfil Employment Standard Requirements** – The RM will be assessing and improving accessibility as it relates to employment with the RM.

**Ongoing Staff Training** – Processes are being created to ensure new staff have access to online training provided at <http://amalearningmb.ca/>

**Engaging the Union** – Through opportunities presented, such as the Labour Management Committee, the RM will share its plans and commitment to accessibility.

**Reviewing and removing information / communication barriers** – The RM will continue to create enhanced signage and offer information in alternate formats.

**Create the Inclusive Customer Service Policy** – Along with a commitment to quality customer service, the policy will include specific reference to accessible services and programs for all customers, welcoming support persons and allowing service animals into public spaces within municipal facilities.

## OVERVIEW – Status Chart

<b>General Measures</b>			
<b>Initiatives/Actions</b>	<b>Expected Outcomes</b>	<b>Responsibility</b>	<b>Timeline</b>
Post Accessibility Plan & Statement of Commitment on RM website	Enhanced community awareness	CAO, & Accessibility Coordinator	Plan posted 2018 Updated Plan to be posted 2022
Establish an ongoing public feedback process (page on RM's website)	Improved engagement with community and more responsive services	CAO, & Accessibility Coordinator	Completed 2018 & ongoing
Engage the union in accessibility discussion & plans	Improved engagement, consistent messages for staff	East St. Paul HR Specialist	2022 & ongoing
<b>Customer Service</b>			
<b>Initiatives/Actions</b>	<b>Expected Outcomes</b>	<b>Responsibility</b>	<b>Timeline</b>
Provide training to employees on accessibility legislation and the provision of accessible services	Enhanced employee awareness/skills and improved customer service	Accessibility Coordinator/ East St. Paul HR Specialist to engage external provider	Completed Dec 2018 and ongoing (on-line training for new staff) at <a href="http://amalearningmb.ca/">http://amalearningmb.ca/</a>
Draft and secure Council approval for a Customer Service Standard Plan which considers and enhances accessibility	Enhanced employee awareness/skills and improved customer service	CAO, & Accessibility Coordinator	Completed 2018
Create and implement a customer service feedback process	Improved understanding and response to customer needs	CAO, & Accessibility Coordinator	Completed 2018 Worked with U of M to secure additional feedback

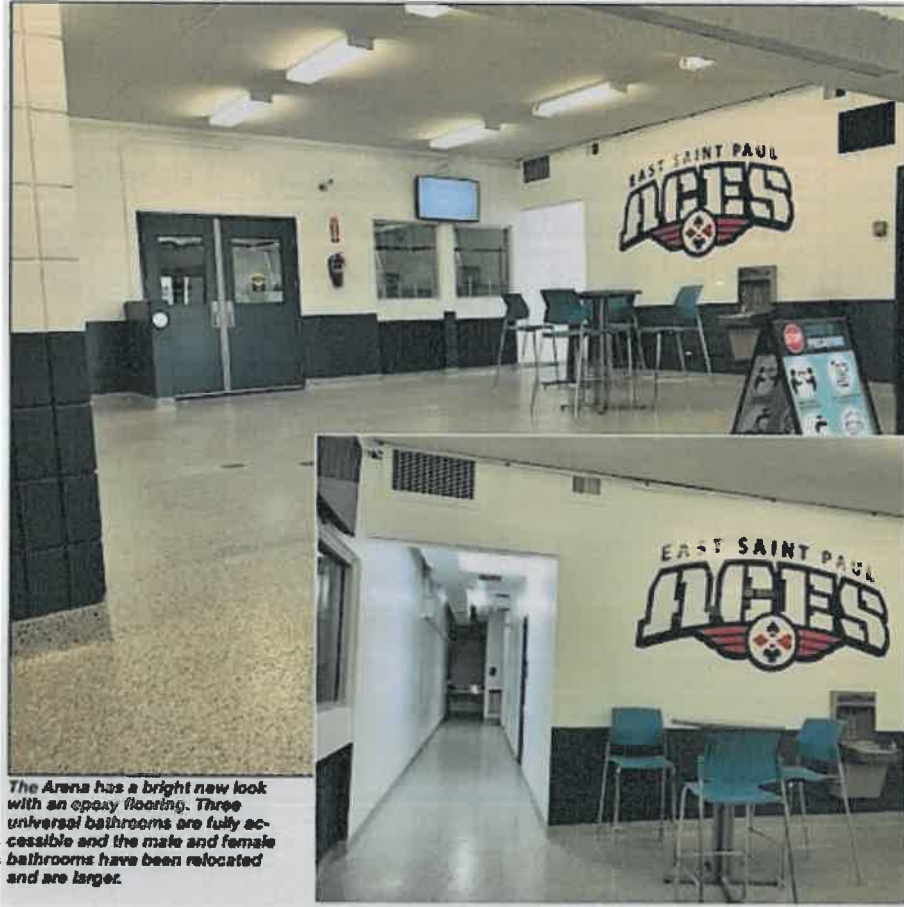
Include “active offer” on all services	Improved customer service	CAO, & Accessibility Coordinator	Ongoing
Secure approval for the Inclusive Customer Service Policy	Improved customer service	Accessibility Coordinator & CAO	Q1, 2022
<b>Employment</b>			
<b>Initiatives/Actions</b>	<b>Expected Outcomes</b>	<b>Responsibility</b>	<b>Timeline</b>
Staff Emergency Information	Collect information from staff regarding assistance they may require during a workplace emergency & create plans to support employee safety	East St. Paul HR Specialist	Completed 2019 and ongoing with new staff
Draft HR Policies to support inclusion (Hiring & Recruitment, Diversity)	Enhanced education and awareness, improved hiring processes	East St. Paul HR Specialist with approval by CAO & Council	May 01, 2022
Incorporate an active offer to support to applicants and employees	Increased employee awareness, reduced stigma or hesitancy to request accommodation	East St. Paul HR Specialist	May 01, 2022
<b>Information and Communication</b>			
<b>Initiatives/Actions</b>	<b>Expected Outcomes</b>	<b>Responsibility</b>	<b>Timeline</b>
Offer alternative formats for information, registration and other services	Improved access to municipal services and programs	CAO, & Accessibility Coordinator (East St. Paul HR Specialist)	Ongoing
Ensure RM website information is accessible	Improved access to municipal services and programs	CAO, & Accessibility Coordinator	2024

		(East St. Paul HR Specialist)	
<b>Built Environment</b>			
<b>Initiatives/Actions</b>	<b>Expected Outcomes</b>	<b>Responsibility</b>	<b>Timeline</b>
Ensure plans for alternate service delivery are in place for locations that are not accessible	Improved access to municipal services and programs	Managers	Ongoing
Review all facilities and structures and prioritize opportunities for enhancing accessibility	Improved access to municipal services and programs and enhanced community engagement	Managers	2018 and ongoing
Install Power doors at Arena's main entrance	Improved access to municipal services and programs and enhanced community engagement	Assistant Manager, Operations Dept.	Completed
Renovate main floor washrooms to improve accessibility	Improved access to municipal services and programs and enhanced community engagement	Assistant Manager, Operations Dept.	Completed
Install power doors to Operations Department's front entrance	Improved access to municipal services and programs	Operations Manager	Pending
Build an accessible emergency ramp existing council chambers.	Improved access to municipal services and programs and enhanced community engagement	Assistant Operations Manager	2022

Install an accessible pathway and ramp at the Hyland Park Washrooms	Improved access to municipal services and programs and enhanced community engagement	Assistant Operations Manager	2022
<b>Transportation</b>			
<b>Initiatives/Actions</b>	<b>Expected Outcomes</b>	<b>Responsibility</b>	<b>Timeline</b>
Review process for offering and accessing approval for Handi-Transit	Improved access to municipal service	CAO, A/CAO & Accessibility Coordinator	Pending

# PHOTOS - AREA UPGRADES & ACCESSIBILITY

## Arena Renovations



Council Chambers -  
Flexible seating options



Front Entrance – Power assist  
doors & ramp with railing

## **CONCLUSION**

The RM of East St. Paul is proud of its accomplishments that have identified, removed and or prevented accessibilities barriers for our residents, employees, business associates and visitors. However, we know our work is not complete and will continue striving to make our community as inclusive, barrier-free and welcoming.

We also understand and are committed to the ongoing, evolving process of preventing and removing barriers to employment, information and communication, transportation and the built environment. We will continue to meet or exceed standards set out by the Manitoba Accessibilities Act.

## ACCESSIBILITY PLAN AUTHORIZATION

Accessibility Coordinator: Rhonda Tone, East St. Paul HR Specialist

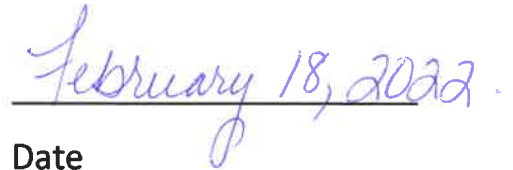
Phone: (204) 668-8112

Email: [human.resources@eaststpaul.com](mailto:human.resources@eaststpaul.com)

Authorized by:



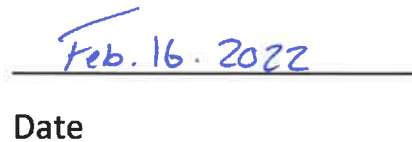
Shelley Hart, Mayor



Date



Chief Administrative Officer



Date



## Appendix One - Facilities List

Facility Name	Address	Accessibility Assessment
Administration Building (includes Council Chambers)	3021 Bird's Hill Road	Accessible parking spaces have been widened, and ramp to front entrance has been coated with a slip resistant material. Grab bars and touchless lighting were added to some staff washroom.
Arena	266 Hoddinott Road	Accessible washrooms on second floor. Elevator available to access second floor. Power doors installed and main floor washrooms renovated to improve accessibility. A raised platform was added to allow for those using mobility devices to better view sport activities.
Farmers Market	266 Hoddinott Road	Gravel pathways improved with finer limestone allowing for easier use of wheelchairs, walkers, strollers, carts, etc.
Curling Club	266 Hoddinott Road	Leased space. No elevator.
Daycare (Change Rooms)	264 Hoddinott Road	Leased space. No accessible washroom. Building has shifted preventing ramp access (uneven surface).
Fire Department	2127 Camsell Ave	Accessible washroom on the main floor, building is accessible from the equipment bay. Facility does not have an elevator to the second floor, has a small rise at the main person-door (due to cement settling), no power-assist doors.
Mowat Lift Station	284 Mowat Road	No permanent workstations, no public access. Facility has ground-level access.
Operations Building	2801 Gateway Road	Lower level counter installed to provide more accessible service. Signage improved.
Senior Centre (55+ Club)	262 Hoddinott Road	Washrooms are barrier free. Power door openers on exterior doors (issue with reliability). Parking spots identified in front of building. Flat sidewalk and parking lot to main doors
Sewage Treatment Plant	3021 Henderson Hwy	Employee only facility (no public access). Facility is not accessible – many stairs, walkways. Bona fide need for physical movement and manual dexterity.
Soccer Complex	3412 Raleigh St	Flat surfaces to access grounds. No barrier free washrooms
Transfer Station	4140 Birds Hill Road	To be determined (staff only facility)
Water Treatment Plant	2890 Wenzel St	No permanent workstations, no public access. Four steps to access building, no ramp, once inside – building is one level, no accessible washroom

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