



ACCESSIBILITY PLAN ***2017-2018***

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This document may be available in alternate formats upon request. Town of The Pas will provide information in an accessible format on request, or with communication supports that consider a person's specific needs.

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STATEMENT OF COMMITMENT

Town of The Pas is a diverse community which is committed to providing quality and accessible services to its citizens and visitors to our community.

We are committed to our community to ensure that all persons have an environment in which the dignity and self-respect of every person is valued and free of any barriers.

Town of The Pas is committed to comply with the requirements outlined in The Accessibility for Manitobans Act under the principles of Access and Equality.

BACKGROUND

The Accessibility of Manitobans Act (AMA) was passed in December 2013. The basis of this act was to ensure that any persons with disabilities had equal access to resources within their own communities by identifying and removing any potential barriers which would limit their participation of daily activities.

The AMA has created five core areas in which standards are to be defined and they are:

- Customer Service
- Employment
- Information and Communication
- Transportation
- Built Environment.

OVERVIEW OF TOWN OF THE PAS

The Pas is centrally located within Manitoba and is approximately 600 km north of Winnipeg. Our community is one of the oldest and most striking settlements in northern Manitoba with a population base of 5369 residents. Boasting one of the three true blue lakes in existence outdoor adventure abounds set to the raw natural beauty that attracts visitors from around the world.

The traditional meeting place between Native trappers and the French and English fur traders has grown beyond its longstanding resources of trapping and fishing to truly become the Gateway to the North – a bountiful, proud, and progressive community now firmly based upon a solid and diversified industrial foundation of agriculture, forestry, transportation, and tourism.

In each of its four distinct seasons, The Pas offers unique recreational activities and a variety of cultural attractions such as the Trapper's Festival, Agricultural Fair, and Opasquia Indian days.

It is important to our community to ensure that all residents and visitors can move about in a barrier free environment as our community is rich in diversity and opportunity.

PROGRAMS AND SERVICES

The Town of The Pas provides a wide range of services to the citizens and visitors of our municipality. As a municipal entity, we recognize that our citizens and visitors have varying ability and may from time to time experience barriers to accessing and participating in any of the services and programs in which our municipality offers.

Areas of programs and services include:

-  City Hall
-  Wellness Center
-  Roy H. Johnston Arena
-  Winton Pool
-  Museum
-  Fire Department

THE GOAL

Town of The Pas is committed to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities equal opportunity to access and benefit from the same services as other customers.

The Customer Service Accessibility Standard core focuses include: policy, training and good communication practices.

“Accessible customer service is provided when all persons who are reasonably expected to seek to obtain, use, or benefit from a good or service have the same opportunity to obtain, use or benefit from the good or service.” (Section 2, Customer Service Standard Regulation (CSSR))

The CSSR identifies factors in which an organization will have to consider when developing its policies and practices in regarding accessible customer service:

-  *Communications* – an organization must make reasonable efforts to ensure that, when communication with a person who is disabled by a barrier, the communication is done in a manner that takes into account the barrier.
-  *Assistive Devices* – an organization must recognize that a person who is disabled by a barrier may use assistive devices to removed or reduce the barrier, and the measures and practices that the organization implements must reasonably accommodate the use of those devices.

- ✚ *Support Persons* – an organization must recognize that a person who is disabled by a barrier may, when seeking to obtain, use or benefit from the organizations good or service be accompanied by a support person.
- ✚ *Service Animals* – an organization must recognize that a person who is disabled by a barrier may be accompanied by a service animal when he or she seeks to obtain, use or benefit from the organizations good or service.
- ✚ *Built Environment* – an organization must ensure that its measures, policies and practices under Section 4 of the CSSR to provide barrier free access is noted or notification of why it is unavailable (including time frame and any other alternate means available).

RESPONSIBILITY

The Town of The Pas has a review committee (lead by Human Resources) which will be responsible for the Plan. Any issues identified will be directed to Human Resources to discuss with the committee for insight and resolve.

REVIEW AND CONSULTATION

Town of The Pas offers a wide range of services and programs within our municipality. We will adhere to the requirements outlines within the Customer Service Standard Regulation and ensure our practices are aligned with those identified in the Accessibility for Manitobans Act.

Key obligations when reviewing our policies and practices are to:

- ✚ Identify barriers to accessible customer service
- ✚ Remove barriers to accessible customer service
- ✚ Prevent the creation of barriers to accessible customer service
- ✚ Provide equivalent customer service

IMPLEMENTATION / MONITORING

Town of The Pas will monitor and assess any areas to ensure compliance for barrier free access.

Training of staff will be included in the implementation process. Staff training will provide opportunity to not only educate staff, but also address any misconceptions or perceptions regarding barrier free access.

Open communication will be key in addressing any issues regarding barrier free access to all our customers.