

# ACCESSIBILITY PLAN

January 1, 2022 - December 31, 2023

## *Municipality of* **Louise**



*This document is available in a variety of accessible formats upon request such as digital, hardcopy, large print and can be read to you in French. To make a request, contact the Accessibility Coordinator.*

**Municipality of Louise**

Box 310  
Crystal City, Manitoba  
R0K 0N0

**Date of 1<sup>st</sup> Approval:** November 24, 2017  
**Date of Updated Approval:** December 22, 2022  
**Years applicable:** 2022-2023

**Key Contacts**

Staff: Angela McLeod, Administrative Officer (Accessibility Coordinator), Municipality of Louise

Phone: (204) 873-2591 in the office Wednesday, Thursday and Friday

Email: [admin@louisemb.com](mailto:admin@louisemb.com)

Staff: Penny Burton, CAO, Municipality of Louise

Phone: (204) 873-2591

Email: [acao@louisemb.com](mailto:acao@louisemb.com)

Councillor: Liana Vanwynberghe (Chair), Municipality of Louise

Phone: (204)873-2688 Cell: (204)245-1434

Email: [lianajvan@gmail.com](mailto:lianajvan@gmail.com)

Councillor: John Darracott

Phone: Cell: (204)208-0172


Email: [johnny1di@hotmail.com](mailto:johnny1di@hotmail.com)

Councillor: Bill McKittrick

Phone: (204)873-2091 Cell: (204)325-2455

Email: [5m13@inetlink.ca](mailto:5m13@inetlink.ca)

  
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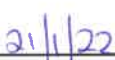
  
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### **Executive Summary**

Disability affects the lives of many Manitobans. According to Canadian Survey on Disability, in 2017 ¼ of Manitobans have a disability. This number will continue to grow as our population ages.

On December 5<sup>th</sup>, 2013, *The Accessibility for Manitoban Act (AMA)* was passed to provide a clear, proactive method to identify, prevent and remove barriers to accessibility.

The Accessibility Standards to be developed over the next several years will address barriers and set requirements in five key areas:

1. Customer Service Standard (in effect as of November 1, 2018)
  2. Information and Communication
  3. Transportation
  4. Employment (will be in effect as at May 2022)
  5. Design of Public Spaces
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### **Statement of Commitment**

The Municipality of Louise is pleased to submit our updated Accessibility Plan for 2022 and 2023. We are committed to ensuring that our policies and procedures promote the dignity, independence and equality of all persons with disabilities. We will attempt to identify barriers to equal accessibility and, as funding allows, remove these barriers. We plan to identify and prevent accessibility barriers in our future policies and planning. We will continue to attempt to meet the requirement of the AMA and will review and update our current plan in December 2021.

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## Overview

The Municipality of Louise, situated in southern Manitoba along the USA border, consists of the amalgamated RM of Louise, the Town of Pilot Mound and the Village of Crystal City (January 1, 2015). With just over 1900 residents, the municipality is governed by a Reeve, 6 councillors and 6 LUD committee members. Our municipality provides funding for a variety of services such as fire protection, public works, parks and recreation, library, water and sewer services and other general government services like planning, economic development and tourism.

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## Municipal Facilities and Services

For public use:

Clearwater Hall - Clearwater, MB: Social gatherings, funerals, fundraising events, and markets

Clearwater Skating Rink - Clearwater, MB: Hockey lessons and hockey games

Crystal City Park & Campground - Crystal City, MB: Campground, park, picnic shelter area, special events, washrooms and showers, playground, and farmers markets

Crystal City Printing Museum - Crystal City, MB: Historic site, tours

Crystal City Community Centre - Crystal City, MB: Hockey, skating lessons, hockey games, special events and AG Society for 4-H

Floyd and Ethel Cudmore Community Hall - Crystal City, MB: Social gatherings, funerals and fundraising events

Louise Integrated Waste Management (LIWM) - Municipality of Louise, MB: Accepts recyclables, waste and some hazardous waste

Louise Library - Pilot Mound, MB: Library lends materials, provides internet and computer usage, open to the public for general business

Louise Recreation District - Pilot Mound, MB: facilitates summer camps, activities for all age groups

Municipal Office - Crystal City, MB: Public Meetings, finances (AP, AR, Utilities, Taxes), council meeting held twice a month, open to the public for general business

Parklane Theatre - Crystal City, MB: Productions and fundraising events

Pembina Valley Vet Clinic - Pilot Mound, MB: Public vet service for animals

Pilot Mound Campground and Pool - Pilot Mound, MB: Pool offers swimming lessons, public swimming. Campground has a park, picnic shelter area for special events

Pilot Mound Kinsmen Hall - Pilot Mound, MB: Social gatherings, funerals, fundraising events and the Kinsmen playground

Pilot Mound Millennium Complex - Pilot Mound, MB: Hockey and skating lessons, hockey games, special events, hockey school, daycare, curling, gym, batting cages, canteen, theatre and a museum is in process of installation

Star Mound School Museum - Star Mound, MB: Historic site, social gatherings, fundraisers and community events and includes shelters, picnic tables and washrooms

Not for public use:

Clearwater water treatment plant - Clearwater, MB: Treatment and provision of water to quality standards to residents

Crystal City Fire Hall - Crystal City, MB: Houses fire trucks and equipment to aid in the extinguishing of fires by Crystal City's volunteer fire fighters

Pilot Mound Fire Hall - Pilot Mound, MB: Houses fire trucks and equipment to aid in the extinguishing of fires by Pilot Mound's volunteer fire fighters

Pilot Mound water treatment plant - Pilot Mound, MB: Provision and treatment of water for bulk and Pilot Mound & Manitou residents

Public Works Department - Crystal City and Pilot Mound: Garage and workshop are used to house and maintain equipment for general road maintenance, clearing snow, water and sewer.

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## Accessibility Achievements

- Louise Library provides computers for public use and courses on computer use as well as alternate formats for borrowed materials (large print, braille, audio books and electronic formats)
- Bilingual services available in the Municipal office
- Created a checklist to assess all municipal buildings for accessibility to be updated annually
- Created an accessibility checklist for use by organizations holding events in municipal buildings and provide copies of the checklist to all municipal and community organizations
- Creation of an event accessibility checklist for groups holding events in halls, arenas and other municipal facilities
- An evaluation checklist has been created to collect data on existing barriers in municipal buildings
- A complaint policy is in place for feedback
- Crystal City Arena and Pilot Mound Millennium Complex have installed lifts to allow those with mobility issues to move from level to level
- Coordinated with Louise Community Support Services to use grant funds to provide temporary ramps for qualifying businesses
- Include Accessibility Plan on the municipal website
- Continually evaluate and modify current policies to ensure compliance with accessibility standards
- Provide training to employees and volunteers to increase their awareness of accessibility and ability to identify barriers
- Continue to inform residents and businesses about the AMA, mandated standards and compliance dates, and seek feedback to adapt our plan to meet the needs of our municipality
- Municipal office has accessible washroom, vestibule with automatic doors and ramp
- Have signage and document footers of Access Offer
- New Louise Recreation office purchased and being renovated to Accessibility standards

- Province of Manitoba commended Municipality of Louise's Accessibility Plan and requested to use it as a template (2019)
  - Crystal City Park has accessible picnic tables
  - Sidewalks & accessible parking at PMMRC
  - Accessible entrance at Clearwater Memorial Hall
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### **Accessibility Barriers**

Based on October 2017 Accessibility mail out results, the following are areas of concern for the general public within the municipality:

1. Physical and architectural barriers
    - No ramps (or poor ramps)
    - No automatic door opener
    - Wheelchairs difficult to transport over cracked or uneven sidewalks, difficult to access sidewalk because of curbs, or gravel
    - No accessible washrooms
  2. Technology
    - Not all people have computers or internet to access information posted on-line
  3. Information and communication barriers
    - Print too small or too high to read
    - Assumption when preparing information for public, that visually impaired person can read it
    - Advertisement not clear or easily understood
    - Poor seating arrangement, lack of microphone for hearing impaired
  4. Attitudinal barriers
    - Assuming that a person with a speech impairment cannot understand
    - Thinking that a person with intellectual disabilities is not able to make decisions
    - Avoiding a person with a disability for fear of saying the wrong word or offending them
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### **Policies**

- Accessibility information for organizations
  - Accessibility Policy
  - Customer Service Accessibility tips for Employees & Volunteers
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**Actions**

During 2022 and 2023, the Louise Municipal Council plans to:

Action	Deadline
1. Complete and approve their 2020-2022 Accessibility Plan and submit it to the Manitoba Government	December 31, 2021
2. LUD committee members will use the checklists to assess the barriers in municipal buildings, prioritize recommended improvements and include estimated costs in time for budget preparations annually	January 31, 2022 January 31, 2023
3. Include the Updated - Accessibility Plan the municipal website	December 31, 2021
4. Estimate funding required for accessibility improvement in 2020 and 2021 budgets	March 1, 2022 March 1, 2023
5. Continue to inform residents and businesses about the AMA, mandated standards and compliance dates, and seek feedback to adapt our plan to meet the needs of our municipality	Ongoing 2022-2023
6. Evaluate progress and update goals for 2024 and 2024	December 31, 2023
7. Pilot Mound & Crystal City playgrounds to include accessible gates and accessible path to benches	December 31, 2022
8. Wheel chair accessible washroom @ all 3 ball parks, Clearwater, Crystal City, Pilot Mound	Ongoing
9.	
10.	

