



2017

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Town of Morris 2017/2018 Accessibility Plan

Municipality

Town of Morris

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This document is available in a variety of accessible formats upon request.

MAYOR'S MESSAGE

I firmly believe that in the Town of Morris, our greatest strength is our people. We thrive when everyone reaches their full potential. That's why making sure it is as accessible as possible is our top priority. The accessibility plan set for our Town will help ensure that everyone has the same opportunity to succeed at work, at school, and at home. Council and Administration, are working alongside our Morris Accessibility Advisory Committee to identify, eliminate and prevent the barriers. Working together, I'm confident we can make our town even stronger by helping everyone achieve their best.

With this plan, we are able to further enhance our vision and commitment to be barrier free. It is our promise to advance in our service to the public. In order to meet these commitments and goals, we need to hear from you. Together we'll ensure that Morris continues to be a leader in accessibility!

Yours truly,

Mayor Gavin Van der Linde & Council



STATEMENT OF COMMITMENT

The Town of Morris, is committed to ensuring that all citizens of Morris have equal access to all our services and facilities regardless of their abilities. We are committed to treating people in a way which allows them to have superior quality of life, unlimited opportunities and ensuring we have a community which celebrates the diversity of people. We are committed to meeting the needs of people who face accessibility barriers by identifying, removing, and preventing these barriers and by meeting the requirements of *The Accessibility for Manitobans Act*.

A. BACKGROUND

On December 5 2013, *The Accessibility for Manitobans Act (AMA)* was passed. The Act provides the process to identify, prevent and remove barriers for all citizens. Part of the Act mandates that smaller municipalities must have a plan in place by 2017 and the plan must be updated every two years.

The Act stipulates that a development of 5 accessibility standards will take place over the next few years and as they come into force municipalities will then be required to adopt the standards. The five standards are:

1. Customer service standard
2. Information and communication
3. Transportation
4. Employment
5. Built environment

The *Customer Service Accessibility Standard* came into effect 2015 and municipalities will have until November 1, 2017 to comply with the requirements. The Customer Service Standard requires that Manitoba organizations establish and implement measures, policies, and practices that:

- Identify and remove barriers to accessible customer service, or if it cannot be removed, find alternate means to provide the good or service.
- Allow assistive devices such as wheelchairs and oxygen.
- Allow support persons to enter and remain with the customer
- Inform the public when accessibility services are not available

- Develop a procedure to receive and respond to feedback regarding accessibility
- Ensure all employees are trained on the Customer Service Standard
- Ensure that Public Events are accessible.

B. OVERVIEW

The Town of Morris is located on Provincial Trunk Highway 75, 30 minutes south of Winnipeg in the center of the Red River Valley. Morris is Centerport's southern link connecting it to the U.S. We are a unique transportation hub with two highways and two railways strategically connecting us to the international trade routes. While the Town of Morris is mandated to prepare an Accessibility Plan, it is extremely important to ensure all citizens and visitors can move about the Town Morris barrier free. The Town of Morris created an Accessibility Working Group to create the Accessibility Plan. The Working group met on a few occasions and have gone back to their respective departments to work with staff to ensure that the plan represents all the Town of Morris employees.

Our first step was preparing a list of all services Morris provides. Also, identifying the barriers one might come across and what can be done to remove the barriers. This information was compiled and makes up the Town of Morris Baseline Report.

C. TOWN OF MORRIS ACCESSIBILITY COMMITTEE

The following individuals are part of the Accessibility Working Group

Brigitte Doerksen	Chief Administrative Officer
Stephanie Harris	Administrative Assistant
Brian Wiebe	Public Works employee
Angela Wiebe	Recreation Director
Melissa Marion	Director of Marketing and Events -Morris MultiPlex

BASELINE REPORT

A. Overview of Programs and Services

The Town of Morris provides municipal services to approximately 1885 residents. Core Services are listed as follows:

Public Safety

- Fire Protection (Volunteer Fire Department)
- Emergency Measures Operation
- By-Law Enforcement
- RCMP
- Hospital

Planning and Community Development

- Building Inspector
- Economic Development
- Cemetery

Public Works

- Snow removal (roads and sidewalks)
- Water and Wastewater maintenance
- Infrastructure maintenance

Recreation, Parks/culture, and Multi Facility

- Morris Pool
- Morris Multi Plex Inc. (arena, curling club, wellness center, banquet halls)
- Outdoor parks (splash pad, rinks, baseball diamonds, soccer field, walking trails)
- Special events (Canada Day)

Civic Centre (Town office)

- Administration
- Communication
- Record keeping
- Mayor and Council

- Meetings
- Council Chambers
- EOC- Emergency Operating Center (when needed)

B. Accessibility Achievements

Eliminating barriers for persons with disabilities has been part of the towns work practices for many years. Some of the highlights of these practices include:

Town of Morris Office

- 1: The Town of Morris Office received the approval for their grant application from Enabling Accessibility Fund Small Project Component through the Human Resources and Skills Development Canada (EAF) elevator service. We then followed up with the install
- 2: The Town of Morris received the grant from the Manitoba Government that will be going towards maintaining the HandiVan, which provides great service to our community.
- 3: All town events offer wheel chair access which includes, seating and parking. Our staff complete an accessible check list prior to any event to ensure equal quality to all spectators.
- 4: Signed up for Accessibility Awareness Training to all Corporation staff, volunteers, and contractors from the Manitoba Federation on Non-Profit Organization inc.
- 5: To make sure we covered the communication barriers, our office provides all information from our web site is accessible in print which can include larger text. We are able supply any information in audio/video form.
- 6: All washrooms in the Town office building are accessible.
- 7: The paths and parking lots are always well maintained and taken care of.
- 8: We are currently in the process of implementing and developing a maintenance plan for when accessible equipment becomes non-functional.

Public Works

- 1: Access to all main street boulevards are accessible.
- 2: With the exception of a couple, all sidewalks are accessible. The few that are not, are currently in the works to becoming accessible.
- 3 There is a crosswalk in place that crosses Main street allowing access to the public to cross with safety.
- 4: Accessible walking trails are all throughout town that are constantly maintained and well taken care off for the use of all residents.

Multi Plex

- 1: Ring side seating for games have been made wheel chair accessible for all spectators.
- 2: Push buttons have been installed for most doors throughout the building.
- 3: There has been a sidewalk put in place that covers the whole perimeter of the building.
- 4: Ramps have been installed into the curling rink for easy access.
- 5: Skating aids have been made available so the skating programs can accommodate physical barriers.
- 6: The gym is now fully wheel chair accessible.
- 7: All staff are trained to assist anyone suffering from any type of barrier.
- 8: The Recreation newsletter is now available in an audio format.
- 9: Voice and video equipment have been installed through out the building to help assist and break communication barriers.
- 10: All visual and informational signs through out the building are equipt with brail.
- 11: Elevators were installed in 2007
- 12: The Morris Multi Plex has received their grant for wheel chair accessible push doors for the remaining doors that don't have that installed at this moment.

Community Pool

- 1: Pool Staff are fully trained to attend, help, and communicate with anyone struggling from any barriers or disability.
- 2: They have submitted and currently wait for the grant from the Manitoba Government to help towards a chair lift to make the pool fully accessible for everyone.
- 3: They have waived pool fees to disability assistants who are required to be in the attendance at the pool with their students.
- 4: The bathrooms are fully accessible.

C. Accessibility Barriers

The Town of Morris Office

- 1: The town office entrance is all manual when it should be and will be replaced with wheel chair access door openers
- 2: The front, inside door to the office are both very narrow.

Public Works

- 1: Accessible sidewalks need to be repainted in blue
- 2: Any new sidewalk infrastructure must be made accessible
- 3: The main crosswalk requires audible notice of safe crossing
- 4: Public Works shop needs to be made accessible
- 5: Scratching River Park requires accessible bathrooms.
- 6: Ball diamonds and soccer fields require accessible bathrooms.

Multi Plex

- 1: There needs to be a ramp installed to access the changes rooms

Community Pool

1: Our only concern now is access into the pool. Grant is pending to help accommodate the expense.

D. Policies

The Town of Morris will review all services, programs, and new initiatives to ensure accessibility. The Town will also make information available in an accessible format or provide communication supports to people with disability's in a way that considers their disability.

E. Actions

The Town of Morris will create, provide, and receive information and communicate in ways that are accessible to people with disabilities, where practicable.

The Town of Morris is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to everyone equally and in the same high quality.

We will provide training to all the Town staff and committees on providing accessible customer service.

Teach our employees how to talk with and understand individuals with disabilities, and not to talk to the individual support person assuming the person with the disability doesn't understand.

Contact services that represent persons with disabilities: Brailled documentation, Real time Captioning service, Canadian Sign Language interpreter service, Communication disabilities access Canada etc...

F. Conclusion

Council and staff continue to move forward to create an accessible community by providing a proactive process to identify, prevent and remove barriers to accessibility. These barriers include physical, informational, attitudinal, technological, and barriers created by policies or practices. Considering the purpose of the Accessibility Plan is to implement, develop and enforce accessibility standards. Town is always committed to continuing its interest in the prevention

and removal of barriers to persons with disabilities. The Town has made several important accessibility improvements within our bylaws, facilities, policies, programs, practices, and services. It is in our best interest and in the interest of our community to continue to move forward in the identification, removal, and prevention of barriers. Feedback on the accessibility is always welcome and encouraged.

**If you require further information on the
Town of Morris Accessibility Plan,**

Please contact:

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**Standard and accessible formats of this accessibility plan are provided
upon request.**
