



# TOWN OF SWAN RIVER – ACCESSIBILITY PLAN

## Overview of Programs and Services

Provide municipal services to residents and others:

- Utility
- Public Works
- Building Services
- By-Law Enforcement
- Fire Protection Services
- Recreation Services
- Handi Transit Van Services

## Accessibility Achievements

The municipal office (including restrooms and Council Chambers) is accessible; main doors have door openers and sloped wheelchair access to the doors.

The arena is accessible; there is one wheelchair accessible restroom and the main door has a door opener.

The aquatic centre (including restrooms, change rooms and party room) is accessible; main doors have door openers. One side of the pool has a zero entry.

All services provided and public meetings, upon request, could be accommodated for hearing or visual accessibility.

All employees are instructed to ask public “how can I help you” when accessibility (physical, mental mobility, dexterity, vision, hearing, cognitive, etc) may be an issue.

## Barriers to Accessibility

Forms may be small to read/are not translated into audio

Website is not translated into audio

Any temporary barriers that may be created can be overcome through assistance from employees upon request.

## **Statement of Commitment**

The Town of Swan River is committed to ensuring equal access and participation for all people, regardless of their abilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion. We are committed to meeting the needs of people who face accessibility barriers by identifying, removing and preventing these barriers and by meeting requirements of The Accessibility of Manitobans Act.

## **Policies**

Upon request, the Town of Swan River will gather and provide information in an accessible format or with communication supports that consider a person's specific needs.

<b>Action 1</b> <b><u>Initiatives/Actions</u></b> Ensure all employees are trained to meet people where they are at in terms of communication and assistance (ask how residents can be helped; don't assume employees' know the needs)	<b><u>Expected Outcomes</u></b> Ensures all residents can access all services and opportunities available at the municipal office, arena and aquatic centre.
<b>Action 2</b> <b><u>Initiatives/Actions</u></b> Posters at both main entrances indicating employees are willing to help; just ask	<b><u>Expected Outcomes</u></b> Ensures residents know they can ask for assistance and will be treated with respect and dignity.
<b>Action 3</b> <b><u>Initiatives/Actions</u></b> Ensure snow and ice removal is appropriate in parking lot and sidewalk.	<b><u>Expected Outcomes</u></b> Provides physical access to the buildings in inclement weather.

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