



# Accessibility Plan

**January 1, 2024 – December 31, 2025**

Available in alternate formats, upon request

## **Town of Teulon**

PO Box 69

Teulon, Manitoba R0C 3B0

**Date of 1<sup>st</sup> Approval:** November 14, 2017

**Date of Updated Approval:** October 10, 2023

**Years applicable:** 2024-2025

## **Part 1 - Baseline Report**

### **a) Overview of Programs and Services**

The Town of Teulon provides municipal services to approximately 1200 residents of the Town plus a significant number of individuals living within the rural service area surrounding the Town. Teulon's public venues include the Teulon Civic Centre, Teulon and District Senior Resource Centre, Teulon Branch of the South Interlake Regional Library, Teulon- Rockwood Centennial Centre, Teulon-Rockwood Arena, Teulon Curling Rink, Teulon- Rockwood Green Acres Park and Campground. Within the 80-acre Green Acres Park there are a number of public washrooms, a campground, canteen, rodeo grounds, soccer fields, baseball diamonds, a walking trail and the Teulon and District Museum.

The Teulon-Rockwood Fire Department and Fire Hall provide services to the public through public open houses during Fire Prevention Week as well as public education events and publications.

#### **Core Services include:**

Municipal administrative services, provided through the Teulon Civic Centre include, but not necessarily limited to:

- communications using website, social media and traditional media; and
- Street and Sidewalk maintenance and development; and
- Waste and recycling collection by a private contractor; and
- Fire protection services through the Teulon-Rockwood Fire Department; and
- Library services by the South Interlake Regional Library, Teulon Branch; and
- Service for seniors through the Teulon and District Senior Resource Centre; and
- Parks and Recreation facility management; and
- Accessible public transit using the Teulon and District Handi-van; and
- Heritage education at the Teulon and District Museum; and
- Public Sewer Utility.

To provide these services the Town operates and maintains a variety of buildings and services with varying degrees of public access. Some facilities are open to all members of the public at most times while others have limited access. The Teulon-Rockwood Fire Department hosts an annual open house plus public education sessions at the Fire Hall on a limited basis. There are a number of public events held over the course of the year at a number of the public recreation facilities.

The Town of Teulon is responsible for communicating with residents about the services and programs they provide and also for responding to inquiries. The Town of Teulon is a public entity charged with serving all residents of Teulon, removal of accessibility barriers is an important consideration for the Town.

## **b) Accessibility Achievements**

- Civic Centre now has signage indicating service animals are welcome, and offers print materials in alternate formats.
- New Fire Hall has wheelchair accessible washrooms, gender washrooms and Braille Signage.
- Teulon and District Senior Resource Council has signage indicating service animals are welcome, as well as wheelchair access.
- Teulon Library has wheelchair access to building.
- Teulon-Rockwood Arena has a wheelchair accessible washroom, and the viewing area offers space/consideration for those with accessibility issues. The ice surface is also wheelchair accessible. The installation of a new elevator will be installed before the end of September 2013.
- Teulon-Rockwood Centennial Centre - will develop a plan for updating of washrooms as part of the 2024 budget deliberations.
- Access Stage in Teulon-Rockwood Green Acres Park is wheelchair accessible.
- Green Acre Campground washrooms are wheelchair accessible. The showers have a ramp and Wheelchair accessible stalls
- Teulon and District Museum has wheelchair access to all buildings.

### c) Accessibility Barriers

Teulon’s facilities are mostly accessible, with some being more physically accessible than others – especially the older facilities. Listed below are the accessibility barriers specific to each Town facility:

Facility	Accessibility Barriers
Civic Centre #44 Fourth Ave S.E.	<ul style="list-style-type: none"><li>- Staff awareness and training to include LGBTQ2S+</li><li>- Council awareness and training</li><li>- No fragrance-free policy</li></ul>
Public Works	<ul style="list-style-type: none"><li>- Staff awareness and training to include LGBTQ2S+</li></ul>
Fire Hall	<ul style="list-style-type: none"><li>- Staff awareness and training to include LGBTQ2S+</li></ul>
Main Street	<ul style="list-style-type: none"><li>- Improved maintenance of Side Walks</li></ul>
Teulon and District Senior Resource Council # 54 Main Street	<ul style="list-style-type: none"><li>- Staff awareness and training to include LGBTQ2S+</li></ul>
Teulon Branch, South Interlake Regional Library #19 Beach Road E.	<ul style="list-style-type: none"><li>- Staff awareness and training to include LGBTQ2S+</li></ul>

Teulon-Rockwood Centennial Centre  
#14 Main Street

- Staff awareness and training to include LGBTQ2S+
- Men's washroom is not wheelchair accessible
- Counters in both washrooms are too high, as well as the hand dryers

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Teulon-Rockwood Arena  
#23 8<sup>th</sup> Ave S.E.

- Staff awareness & Training to include LGBTQ2S+.
- A project is underway to provide tour in alternative Format.

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Teulon Curling Rink  
#19 8<sup>th</sup> Ave S.E.

- Staff awareness and training
- This facility is not easily accessible. To upgrade accessibility will be a challenge due to the building being constructed in 1954

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Teulon-Rockwood Green Acres Park and Campground

- Staff awareness and training
- Signage required to identify accessible washrooms
- Accessible porta potties should be used
- An issue exist for access due to door handles
- All park signage needs to be made accessible, perhaps by adding QR codes for use with smart phones

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Teulon and District Museum  
Green Acres Park

- Staff awareness and training
- Signage at the Museum should include alternate formats, audio formats for example.
- Accessible porta potty should be placed at the Museum site.

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# Part 2 - Accessibility Plan

## a) Statement of Commitment

The Town of Teulon is committed to ensuring equal access and participation for all people, regardless of their abilities or sexual orientation. 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 for Manitobans Act(AMA)*.

## b) Policies

The Town of Teulon will review all programs, services, new initiatives and facilities with consideration of accessibility.

The Town of Teulon will make information available in an accessible format or provide communication supports to people with disabilities in a way that considers their disability.

## c) Actions:

During 2024 and 2025, the Town of Teulon Council plans to:

Initiate improvements to the Centennial Hall Washrooms	
Initiate staff training workshops for Personnel of the corporation and the Community	

## Action

## Status

Accessibility Coordinator will be identified for the Town of Teulon.

Complete

An Accessibility Committee will be created to identify accessibility barriers for people using Town services, facilities and programs. The Committee will be responsible for creating an accessibility plan that identifies and addresses barriers.

Follow-up to be done

Staff Training and Awareness

Ongoing

1. The Accessibility Coordinator will research available accessibility training resources. This includes online resources (ex. training videos) as well as resources that exist in the community.
2. A training plan will be created to assist Town staff to recognize specific accessibility barriers and take the necessary steps to accommodate. This includes accommodations for:
  - Attitudinal barriers *such as* speaking directly to the individual with the disability and not the support person and not assuming that people with speech impairments do not understand what is being said.
  - Informational and communication barriers *such as* making eye contact, speaking slowly to accommodate lip reading and using plain language.
  - Technological barriers *such as* offering online information in paper format and ensuring the website is accessible and in larger font.
  - Systemic barriers *such as* accepting job applications online and in person.
  - Physical and architectural barriers *such as* good informational and navigational signage in facilities and accessible paths to meeting rooms and events.

3. Initial training of staff will be prioritized based on position and level of public interaction. Frontline staff including receptionists and customer service representatives will receive training first.
4. All Town staff will receive accessibility training. The scope of training will be specific to individual positions and level of public interaction.

Action

Status

Facility Accommodations

Ongoing

A list of Town facilities and corresponding accessibility barriers will be created. The facility consultant from the Manitoba Community Places Program will be contacted to do an audit of the Town's facilities.

Key town staff are aware of the accessibility issues identified on the list and are already taking steps to address some of them.

General signage for all Town facilities is being explored.

Message would be similar to "If you require assistance with an accessibility issue, please speak to Town staff."

Processes

Ongoing

1. The Accessibility Committee (Community Resources) will be created to review and document specific accessibility situations that arise. A guide for dealing with similar situations in future will be created and shared across the organization and added to the Town's accessibility plan.
2. The Accessibility Committee will create a process for staff to follow when an accessibility barrier is identified with which they are unfamiliar or unsure how to accommodate.
3. All new employees will receive appropriate accessibility training as part of their orientation.

## Action

## Status

### Plan Communication

Ongoing

Internal—communicate accessibility plan to all Town employees focusing on available support tools and processes.

Communication methods include staff meetings, email and through All-Net documents.

External—raise awareness and make plan available to all Teulon residents. Communication methods include website and social media platforms and traditional mail.

Paper copies in alternate formats will also be available at the Town office upon request.

### Budget Allocation

Budget will vary and be allocated accordingly to the needs of the program.

### Monitor Progress

Regular reporting to senior staff and council regarding Town accessibility issues, challenges and successes.

## d.) Expected Outcomes

1. Teulon residents with accessibility issues are able to access Town services, facilities and programs while maintaining their independence.
2. Town staff will be more conscious and aware of accessibility barriers and recognize accessibility issues.
3. When an accessibility issue arises, staff will be able to readily accommodate or direct them to the proper person or resource, as they have been provided with the proper training and tools.

4. Senior staff will consider and incorporate accessibility requirements in their short and long term planning going forward.

5. A list of available accessibility resources will be maintained.

6. The Accessibility Committee will be able to act as a resource for other organizations in Teulon upon request.

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Contacts:

**Chris Yuen, CAO**

204-886-2314

[info@teulon.ca](mailto:info@teulon.ca)

Accessibility Plan Committee Members: