



# TOWN OF CARBERRY

## Accessibility Plan

December 2023  
Council Resolution #291-23

**Certified Resolution**  
**TOWN OF CARBERRY**

**Res #291-23** BE IT RESOLVED THAT Council adopt the Town of Carberry Accessibility plan, as presented.

**Moved by:** M. Sudak **Seconded by:** W. Kalinowich

“Carried”

I, Grady Stephenson, CAO of the Town of Carberry, do hereby certify the above to be a true and correct copy of a resolution passed by the Council of the Town of Carberry at their regular meeting on December 12, 2023.

Dated at Carberry this 13<sup>th</sup> day of December, 2023.

Original Signed By Grady Stephenson

Grady Stephenson, CMMA

This document is available in a variety of accessible formats upon request such as digital, hardcopy, and large print. To make a request, contact the Accessibility Coordinator.

**Town of Carberry**

44 Main Street  
Box 130  
Carberry, MB  
R0K 0H0

**Key Contacts**

Staff: Debbie Steen, Service for Seniors Coordinator  
Phone: 204-834-6613  
Email: [servsen@wcgwave.ca](mailto:servsen@wcgwave.ca)

Staff: Grady Stephenson, CAO, Town of Carberry  
Phone: 204-834-6602  
Email: [cao@townofcarberry.ca](mailto:cao@townofcarberry.ca)

Mayor: Ray Muirhead  
Phone: 204-834-2960  
Email: [ray.muirhead@townofcarberry.ca](mailto:ray.muirhead@townofcarberry.ca)

Councillor: Bill Kalinowich  
Phone: 204-834-3334  
Email: [bill.kalinowich@townofcarberry.ca](mailto:bill.kalinowich@townofcarberry.ca)

Original signed by Grady Stephenson

CAO Signature

Original signed by Ray Muirhead

Mayor Signature

December 14, 2023

Date

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### **Executive Summary**

Disability affects the lives of many Manitobans. According to Barrier Free Manitoba, nearly one in six Manitobans has a disability. This number will continue to grow as our population ages.

On December 5, 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 (in effect by May 1, 2020)
  5. Built Environment
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### **Statement of Commitment**

The Town of Carberry is pleased to submit our updated Accessibility Plan. We are committed to ensuring that our policies and procedures promote 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 will continue to attempt to meet the requirements of the AMA and will review and update our current plan in December 2025.

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## **Overview of Programs and Services**

The Town of Carberry provides municipal services to approximately 1820 citizens within its boundaries. Core services include wastewater management, street and road maintenance, municipal drainage maintenance, fire protection, recreation, land administration and a transfer station for waste and recycling. The town operates multiple buildings/facilities, with varying degrees of public access. Most of the buildings/facilities are open to the public, while citizens are normally prohibited from entering the fire hall and various shops and utility buildings. The town is responsible for communicating with residents about the programs and services it provides and responding to inquiries. As the municipality is a public entity, existing to serve all residents, the removal of accessibility barriers is an important consideration for the town.

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## **Municipal Facilities and Services**

### **For Public Use:**

Administration Office - 44 Main Street, Carberry, MB: Public Meetings, finances, council meeting held once a month, open to the public for general business and other government and non-government services located within the building.

Carberry Plains Community Center (CPCC) – 500 Stickle Avenue, Carberry, MB: arena, curling club, pool, bowling alley, and rifle range. Open to the public for recreation and events.

Carberry Community Memorial Hall – 224 Second Avenue, Carberry, MB: Rental space for private and public events including socials, funerals, recitals, concerts, arts, recreation, etc.

Carberry Drop-in Center – 132 Main Street, Carberry, MB: Seniors event center, Service for Seniors Coordinator. Open for drop-in events and meetings.

Old Town Hall: 122 Main Street, Carberry, MB: Cypress Planning District, Carberry Plains Arts Council, Carberry Plains Archives, meeting rental spaces. Open to the public for rentals and during business hours.

Carberry Public Library: 115 Main Street, Carberry, MB: Public library and archives storage. Open to the public during business hours.

Carberry Plains Museum/Gingerbread House: 520 4<sup>th</sup> Avenue, Carberry, MB: Museum and associated former residence housing our community's history. Open for tours during the summer months.

Town of Carberry Active/Pedestrian Transportation Network – Sidewalk and walking path network throughout the community

**Restricted Public Access:**

Carberry North Cypress-Langford Fire Hall – 515 4<sup>th</sup> Avenue, Carberry, MB: Houses fire trucks and equipment to aid in the extinguishment of fires and for rescue purposes by the Carberry North Cypress-Langford volunteer fire fighters.

Town of Carberry Lift Station – First Avenue and Market Street, Carberry, MB: Pumping station for the Town of Carberry sewage collection system.

Town of Carberry Maintenance Shop – 225 Anson Street, Carberry, MB: Public works shop, limited access to facility by the public.

**Limited Public Access:**

Carberry Transfer Station – Rd 85W and PR351 in the Municipality of North Cypress-Langford, MB: accepts recyclables, waste and some hazardous waste. Public has access to the grounds only during opening hours. Office for staff only.

**Accessibility Achievements**

- The town office has automated doors, is wheelchair accessible and has an accessible washroom.
- At the town office, CPCC, Drop-in, Library, Museum, and at the transfer station, there are dedicated staff and customer service representatives are available to greet, direct and offer the public assistance. The staff is empowered to accommodate all visitors. This includes physically writing out cheques and filling out forms on people's behalf, explaining processes, enlarging documentation and physically assisting people with waste and recycling at the transfer station.
- We have automatic doors, and have renovated the building at 122 Main Street to include a powered lift to ensure both floors of the facility are fully accessible.
- Our library has a ramp for access, and is equipped with automatic doors.
- A variety of methods are used to communicate municipal services and programs to the public. This includes advertising in the local newspaper, social media, and direct mail, hanging posters in public areas within the town, digital signage and website posts.
- We publish a town newsletter, and it is available in electronic format and paper copy. We also hand deliver to senior's complexes and our care home. The paper copy can be enlarged by request.
- We will include Accessibility Plan on the website
- Provide training to employees to increase their awareness of accessibility and ability to identify barriers.
- Our Handivan program provides transportation, with two vans, for many with accessibility needs
- Service for Seniors programs provide advocacy, transportation, loaner mobility aids, and Victoria Lifeline, among many other programs and services

- Our community hall has automatic door openers at the main entrance, is equipped with a ramp, and recently had an accessible washroom added.
- The Carberry Plains Community Center (CPCC) has had automatic door openers added to entrance doors, as well as a chair lift for access to the basement area, including the bowling alley.
- Addressed concerns with timely snow and ice removal in the winter months.

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**Accessibility Barriers**

The Town of Carberry facilities range in terms of physical accessibility. The town office, which allows public access and is one of the most frequented, is more easily accessible than the transfer station or the fire hall, or shop, which have restricted public access.

Facility	Accessibility Barriers
<b>Town Office</b> 44 Main Street	<ul style="list-style-type: none"> <li>- staff awareness and training</li> <li>- website is not accessible – <b><i>new website coming in 2024 that will be accessibility compliant</i></b></li> <li>- no designated parking spaces for people with disabilities</li> <li>- Website does not comply with new accessibility standards</li> </ul>
<b>CPCC</b> 500 Stickle Avenue	<ul style="list-style-type: none"> <li>-Staff awareness and training</li> <li>-Some doors not equipped with automatic openers</li> <li>-No directional signage to different areas</li> <li>-No elevated platform for viewing in arena</li> <li>-No access for mobility disadvantaged to curling surface</li> </ul>
<b>Old Town Hall</b> 122 Main Street	<ul style="list-style-type: none"> <li>-Staff awareness and training</li> <li>-No designated parking spaces for people with disabilities</li> <li>-Accessible access to the building is located on the main floor, while all staff are on the second floor, so no staff are present upon entry to assist</li> </ul>
<b>Drop-in Center</b> 132 Main Street	<ul style="list-style-type: none"> <li>-Staff awareness and training</li> <li>-Accessibility aids for washrooms</li> </ul>
<b>Carberry Public Library</b> 115 Main Street	<ul style="list-style-type: none"> <li>-No signage on doors identifying facilities</li> </ul>
<b>Carberry Plains Museum/Gingerbread House</b> 520 4 <sup>th</sup> Avenue	<ul style="list-style-type: none"> <li>-Staff awareness and training</li> <li>-No automatic doors on the entrances</li> <li>-Gingerbread house has steps to all entrances, consider installation of ramps for accessibility</li> </ul>
<b>Fire Hall</b> 515 4 <sup>th</sup> Avenue	<ul style="list-style-type: none"> <li>- staff awareness and training</li> </ul>
<b>Transfer Station</b> Rd 85W and PR351	<ul style="list-style-type: none"> <li>- staff awareness and training</li> <li>- public access is a significant barrier for people with mobility issues (only if accessing office)</li> <li>- lacks signage to assist with navigation of facility and usage directions</li> </ul>
<b>Town of Carberry Maintenance Shop</b>	<ul style="list-style-type: none"> <li>-Staff awareness and training</li> </ul>

<b>Town of Carberry Lift Station</b>	-Staff awareness and training
<b>Town of Carberry Active/Pedestrian Transportation Network</b>	-Many areas require improvements for walking aids, mobility scooters and wheelchairs -Need to consider all levels of ability in design and construction -Wheelchair ramps need to be added in more areas of the curbs on Main Street. Existing ramps should be maintained.

**Actions**

<b>Action</b>	<b>Status</b>
<p><b>Accessibility Committee</b></p> <p>Accessibility Coordinator will be identified for the Town of Carberry. This will be done by resolution of Council.</p> <p>An Accessibility Committee of municipal staff will be created to identify accessibility barriers for people using municipal services, facilities and programs. The committee will be responsible for creating an accessibility plan that identifies and addresses barriers.</p>	<p><b>Completed May 2022</b></p> <p><b>Completed June 2022</b></p>
<p><b>Staff Training &amp; Awareness</b></p> <ol style="list-style-type: none"> <li>1. The Accessibility Committee will research available accessibility training resources. This includes online resources (ex. Training videos).</li> <li>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: <ul style="list-style-type: none"> <li>• <b>Attitudinal barriers</b>, 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.</li> <li>• <b>Informational and communication barriers</b>, such as making eye contact, speaking slowly to accommodate lip reading, and using plain language.</li> <li>• <b>Technological barriers</b>, such as offering online information in paper format and ensuring the website is accessible.</li> <li>• <b>Systemic barriers</b>, such as accepting job applications online and in-person.</li> <li>• <b>Physical and architectural barriers</b>, such as good informational and navigational signage in facilities and accessible paths to meeting rooms and events.</li> </ul> </li> </ol>	<p><b>Ongoing</b></p> <p><b>Ongoing</b></p>



<p>3. Initial training of staff will be prioritized based on position and level of public interaction. Town office staff, rec center staff and transfer station attendant will receive training first.</p> <p>4. All Town staff will receive accessibility training. The scope of training will be specific to individual positions and level of public interaction.</p>	<p><b>Ongoing</b></p> <p><b>Ongoing</b></p>
<p><b>Facility Accommodations</b></p> <p>Planned install of automatic door openers and a stair lift in the CPCC</p> <p>A list of Town buildings/facilities and corresponding accessibility barriers will be created.</p> <p>Key Town staff are aware of the accessibility issues identified on the list and are already taking steps to address some of them.</p> <p>General signage for all Town buildings/facilities is being explored. Message would indicate “If you have an accessibility issue and require assistance, please speak to our staff.”</p> <p>Research and implement additional designated parking spaces for permitted vehicles.</p> <p>New updated website planned to comply with accessibility standards.</p>	<p><b>Completed Summer 2022</b></p> <p><b>Complete</b></p> <p><b>Ongoing</b></p> <p><b>Spring/Summer 2024</b></p> <p><b>Summer 2024</b></p> <p><b>Spring 2024</b></p>
<p><b>Processes</b></p> <ol style="list-style-type: none"> <li>1. The Accessibility Committee will be created to review and document specific accessibility situations that arise. A guide for dealing with similar situations in the future will be created and shared across the organization and added to the town’s accessibility plan.</li> <li>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.</li> <li>3. All new or returning employees will receive appropriate accessibility training as part of their orientation.</li> </ol>	<p><b>Ongoing</b></p>
<p><b>Plan Communication</b></p> <p><b>Internal</b> - communicate accessibility plan to all Town employees, focusing on available support tools and processes. Communication methods include staff meetings and providing paper copies of correspondence and e-mails.</p>	<p><b>Ongoing</b></p>

<p><b>External</b> – raise awareness and make the plan available to all Town of Carberry residents, as well as the general public. Communication methods include social media platforms, website and Town monthly newsletter. Paper copies will also be available at the Town Office.</p>	
<p><b>Budget Allocation</b></p> <p>Budget will vary and be allocated according to the needs of the program.</p>	<p><b>Ongoing</b></p>
<p><b>Monitor Progress</b></p> <p>Regular reporting to the Chief Administrative Officer and council regarding Town of Carberry accessibility issues, challenges and successes.</p>	<p><b>Ongoing</b></p>

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**Expected Outcomes**

1. Town of Carberry residents with accessibility issues are able to access municipal services, facilities and programs while maintaining their independence.
2. All members of Town staff will be more conscious and aware of accessibility barriers and recognize accessibility issues more readily.
3. Staff will feel confident when confronted with accessibility issues having been provided with training and tools to assist.
4. The CAO and council will consider and incorporate accessibility requirements in their short- and long-term planning going forward.