Town of Altona Accessibility Plan

Date of First Approval:

October 24, 2017

Date of Current Update:

November 28, 2025

Years Applicable:

January 1, 2026 – December 31, 2027

Contact:

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This document is available in alternate formats upon request.

1. Statement of Commitment

The Town of Altona is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in ways that allow them to maintain their dignity and independence. We believe in inclusion. We are committed to meeting the needs of the people who face accessibility barriers. We will do this by identifying, removing, and preventing barriers and by meeting the requirements of The Accessibility for Manitobans Act (AMA).

2. Overview of Programs and Services

The Town of Altona provides municipal services to approximately 4,390 citizens in Altona (see Appendix A for more details). Core services include water and wastewater management, street and sidewalk maintenance, waste and recycling collection and disposal services, land administration, parks and recreation facility, protective services, and services management. To provide these services, the Town operates and maintains a variety of buildings and facilities. Some facilities are always open to the public and other facilities, citizens are prohibited from entering. There are also limited times where Town staff are required to attend to a citizen's private residence. Lastly, the Town is responsible for communicating with residents about the programs and services it provides and responding to inquiries.

3. Policies

The Town of Altona will review all programs, services, new initiatives and facilities to ensure accessibility.

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

The Town of Altona has adopted the following policies to ensure accessibility:

- Customer Service Policy (see Appendix C)
- Workplace Emergency Response Policy (see Appendix D)

4. Update on Progress on 2024-2025 Actions:

a. Ensure that Website and Online Content is Accessible:

1. Ensure that all documents uploaded to the website are as accessible as possible and indicate that alternate formats are available upon request.

    a. Ongoing, and will be prioritized in April 2026 website update.
2. Ensure that web content that is required to access goods and services, and all newly published web content meets or exceeds WCAG 2.1 Level AA Guidelines
    a. Complete, and will continue in April 2026 website update
3. Provide all Altona Communicators and website administrators with training on accessible information and communication.
    a. In progress
4. Ensure that social media content is as accessible as possible, using image descriptions and alternative text where possible.
    a. In progress
5. Ensure that access offers are clearly identified on the website.
    a. Complete, and will be prioritized in April 2026 website update

b. Improve Accessibility through the addition or removal of signage.

1. Add signage indicating the nearest accessible entrance/exit, customer service access offers, and directions to use accessibility features such as the elevator.
    a. Incomplete
2. Remove unnecessary or overwhelming signage at the entry to the Millennium Exhibition Centre and in the Altona Aquatic Centre. Consider adding digital signage that cycles through key information instead of a myriad of posters and signs.
    a. Complete, digital signage in use at the Millennium Exhibition Centre
3. Add wayfinding map signs at the entryway to the Millennium Exhibition Centre, and the main entryways to the Altona Centennial Park that use universal access symbols to clearly identify accessibility features.
    a. In progress
4. Add universal symbols, and braille to common signage.
    a. Incomplete

c. Review Processes and Practices

1. Accessibility Committee to continue to meet regularly and document specific accessibility situations that arise.
    a. Complete, ongoing
2. Accessibility Committee to regularly review accessibility of facilities, programs and services by conducting 1-2 "walk-through" inspections annually.
    a. Incomplete

3. Continue to document feedback process and accessibility barriers, and provide regular updates to Council and Administration on progress.
    a. Complete, ongoing

d. Provide Equitable Washroom Access within the Park facility

1. Research key components needed for a universally accessible washroom.
    a. Complete
2. Consult with key stakeholders, including individuals with disabilities in the community.
    a. Complete
3. Create a plan and proposal for renovating an existing washroom located at the Altona Aquatic Centre within the park to be universally accessible.
    a. Complete
4. Add signage to all washrooms in the park indicating the location of the universally accessible washroom.
    a. Incomplete

5. Proposed 2026-2027 Actions:

a) Ensure that Website and Online Content is Accessible

1. With an upcoming website change, continue to ensure:
    a. all documents uploaded to the website are as accessible as possible,
    b. to indicate alternate formats are available upon request,
    c. that web content that is required to access goods and services, and all newly published web content meets or exceeds WCAG 2.1 Level AA Guidelines,
    d. that access offers are clearly identified on the website
2. Provide all Altona Communicators and website administrators with training on accessible information and communication, and accessible social media posts.

b) Improve Accessibility through signage

1. Add signage indicating the nearest accessible entrance/exit, accessible washroom customer service access offers, and directions to use accessibility features such as the elevator in the Millennium Exhibition Centre
2. Add wayfinding map signs at the entry to indoor and outdoor facilities that use universal access symbols to clearly identify accessibility features
3. Improve wayfinding signage throughout the community.

4. Add universal symbols and other accessibility features to common signage

c) Review Processes and Practices

1. Develop an "accessibility audit" framework, policy and template (formerly called Walk and Roll) for reviewing processes, procedures and practices as well as physical infrastructure.
2. Accessibility Committee to continue to meet regularly and document specific accessibility barriers that arise, solicit feedback, and report to Council and Administration regularly on progress.

d) Accessible Transportation Standard Regulation

1. Review Vehicle-for-Hire Bylaw to ensure compliance with the Accessible Transportation Standard Regulation
2. Incorporate the Accessible Transportation Standard Regulation in any future development of Public Transportation that may arise from the Public Transportation Pilot Program.

6. Budget Allocation:

Within the annual municipal budget, necessary funds shall be allocated for accessibility projects, based upon the committee's proposals and Council's approval.

6. Expected Outcomes

1. Altona residents can access Town services, facilities and programs, regardless of level of ability, while maintaining their independence.
2. All levels 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 barriers to access, having been provided with training and the tools to assist.
4. Senior staff will consider and incorporate accessibility requirements in their short- and long-term planning going forward.

The Town of Altona's Accessibility Committee is known as Equal Access Altona and its representatives are:

Public representatives – Wendy Friesen, Elaine Turnbull

Councillor Perry Batchelor

Accessibility Officer (Manager of Community Services) Sarah Cail

Public Works Manager Clint Derksen

Recreation Services Manager Eric Hildebrand

Contact:

Accessibility Officer Sarah Cail
Communications@altona.ca
204-324-6468



Dan Gagné

Chief Administrative Officer

December 1, 2025

Date

APPENDIX A

Outline of Services Offered by the Town of Altona

Facility	Program or Service
Aquatic Centre	Swimming lessons, public swimming, competitions, spectator events and public washrooms
Buffalo Creek Nature Park	Public fishing, walking path, skating, tobogganing and public washrooms
Campgrounds	Campsites and public washrooms
Centennial Park	Baseball diamonds, tennis courts, beach volleyball, public stage, picnic shelters, spectator events, playground equipment and public washrooms
Sunflower Gardens	Skating, figure skating and hockey lessons, spectator events, hockey games, tournaments, figure skating competitions, graduations, concerts and public washrooms
Gallery in the Park	Art exhibits, classes, rentals, social events and public washrooms
Millennium Exhibition Centre	Meeting rooms, playground equipment, committee center, walking track and public washrooms
Altona Curling Club	Curling, lounge, meetings, public washrooms
Rhineland Pioneer Center	Concerts, social events, public washrooms and kitchen facilities
Altona Civic Centre	Administrative office and public washrooms
Utility	Water distribution and secondary treatment, wastewater collection and treatment
Landfill	Solid waste disposal and waste diversion services
Fire Hall	Fire protection equipment, education and training
Police	Law enforcement, community education
Sidewalks / trails / roads	Active transportation, maintenance and development
Waste Collection	Curbside collection of solid waste, recyclable materials and compostable waste
Communications	Website, social media, mass notifications, traditional media, radio ads, print advertising, various documents

Appendix B: Accessibility Achievements

Accessible Customer Service

- In most Town facilities, dedicated receptionists and/or customer service representatives are available to greet, direct and offer the public assistance. Town employees are empowered to accommodate all visitors. This includes physically writing out cheques and filling out forms on people's behalf, as well as explaining processes. Town employees are also equipped with technological tools (tablets with translation, magnification, and note software) to assist in overcoming communication barriers.
- All front-line Town of Altona staff, including seasonal workers, are trained in Accessible Customer Service, which takes place during their orientation training.
- Attached is the Customer Service Policy

Accessible Employment

- All hiring managers have been trained in Accessible Employment.
- Attached is the Workplace Emergency Response policy
- Town of Altona recruitment policy, practices, and standard wordings were updated to ensure they use inclusive language and communicate that accommodations are available.

Accessible Information and Communication

- A variety of methods are used to communicate Town services and programs to the public. This includes advertising in the local newspaper, radio ads, social media such as Facebook and Instagram, direct mail and website posts, as well as a direct notification system. The Town of Altona employs a Mass Notification system for sending notifications to citizens. Residents can sign up for notifications to be delivered via email, phone call, or text to their devices or landlines.
- The Town website was redesigned with accessibility as a main goal. Significant white space, contrasting panels, plain language, and an easy to read, large font is used. Website links are labeled for content identification and the site is compatible with screen reader software. Any documents available on the Town's website are also available in alternate formats upon request.
- Computer and internet access are not required for the public to access Town services and programs. Additionally, computers are available at the

Altona Library, as well as at The Community Exchange community centre for people wanting to correspond or access Town information online.

- All Council meeting minutes are available electronically on the Town of Altona website at www.altona.ca, and available in print versions in the Town of Altona Civic Centre. Alternate formats are available upon request. Residents may also choose to attend in-person, public meetings of Council virtually upon request.
- Town of Altona communicators have received Accessible Information and Communication Training

Other: Consultation

- The Town of Altona maintains an active Accessibility Committee, known as Equal Access Altona, which includes departmental leaders, a member of Council, and members of the community who experience disabilities and those who support individuals with disabilities. This diverse group meets regularly to identify accessibility barriers, consider solutions, and continue to enact the Town of Altona Accessibility plan. The group also considers ways to raise public awareness of the importance of accessibility for all.
- The Accessibility Committee conducted "Walk and Roll" accessibility reviews, inviting members of the community and community leadership to participate. These reviews involved surveying specific areas for accessibility concerns, with the use of mobility devices, vision and hearing inhibiting devices, as well as written prompts that represented invisible disabilities for individuals to experience. These devices and prompts allowed individuals not experiencing disability to use a new lens while reviewing. Individuals with disabilities and those who support individuals with disabilities also participated in this feedback process.
    - 2019 – Downtown Core
    - 2023 – Parks and Recreation Facilities
- A list of Town facilities and corresponding accessibility barriers has been created, and key staff are aware of the issues identified on the list to take steps to address them (see Appendix E)
- The Town of Altona Accessibility Plan and feedback process is made available to all residents and is available in alternate formats.

Other: Public Spaces

- Most entries to Town facilities have automated doors and/or lever door handles and are wheelchair accessible.
- The Accessibility Committee partnered with the local Community Garden team to create eight u-shaped raised garden beds
- The Accessibility Committee recommended the addition of several lighted crosswalks within the community following feedback from residents, and "Walk and Roll" accessibility reviews of key areas. The crosswalks added are the following:
    - 2020: Across Centre Avenue, connecting to Main Street, providing a safe, controlled crossing into the downtown business core.
    - 2021: Across 10th Ave NE connecting a major senior living facility (Gardens on Tenth) to the path network & memory garden
    - 2023: Across 10th Ave NW connecting a large newer residential development area with the park and pathway network
    - 2024: Across 5th St NW creating a connection between daycare and schools.
- Added locally built picnic benches which are accessible to those using wheelchairs or alternate seating to all developed parks in Altona
- A thorough review of sidewalks was conducted, identifying areas with lips and gaps, and sidewalks around the community have been ground down to eliminate rises, lips, and other barriers to access.
- Detectable warning bumps added whenever a pedestrian approach to a roadway is added or repaired.
- Full renovation of two existing single-stall washrooms in Centennial Park to create one fully accessible washroom, including shower, for campers and park-goers. This addressed a major barrier identified by a "walk and roll" accessibility audit of the park facilities.

APPENDIX C

Town of Altona Customer Service Policy

Town of Altona

Customer Service Policy

This policy is available in alternate formats, upon request.

POLICY STATEMENT

The Town of Altona Customer Service Policy is consistent with the principles of independence, dignity and equality of opportunity for people with disabilities. This policy is aimed at eliminating barriers faced by anyone trying to access the Town's facilities, services or programs. Any policies of the Town of Altona that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

PURPOSE

The purpose of this policy is to ensure that people with disabilities benefit from equitable access to:

- public information (in print and online);
- public events (i.e., meetings, hearings and community consultations); and
- customer service.

SCOPE OF APPLICATION

The policy applies to all departments of the Town of Altona municipal government.

POLICY IMPLEMENTATION

The Town of Altona departments affected by this policy must make every reasonable effort to meet the needs of people with disabilities when providing information, conducting events and serving the public. Departments will have processes and practices to support policy implementation. Information and other accommodations will be provided in the most cost-effective format that will reasonably address the communication and related needs of the individual. Charges to individuals requesting an accommodation will not be

higher than those to citizens without disabilities. The cost to meet the objective of this policy is the responsibility of the department concerned.

1. General Customer Service

1.1 Meet the disability-related needs of individuals on request when they seek service from the Town of Altona departments. This includes providing appropriate avenues to receive, respond to and document feedback about the accessibility of services.

1.2 Provide reasonable accommodations to allow for the use of disability-related assistive devices, support persons or support animals when seeking service from government departments.

1.3 Ensure that aspects of the built environment intended to facilitate accessibility are available for use. If such aspects are unavailable, advise the public of the reason, expected timeframe for resolution and alternate means of access.

2. Public Information

2.1 Produce public information in alternate formats on request to meet various disability-related needs.

2.2 Respond in a timely manner to requests for documents in an alternate format.

2.3 Notify the public that multiple formats are available upon request.

2.4 Design websites and online information to be accessible.

2.5 Advise the public that information about government measures supporting accessibility, including this policy, is available upon request and in alternate formats.

3. Public Events

3.1 Hold public events in accessible meeting spaces.

3.2 Meet the physical and communication needs of Manitobans with disabilities on request.

3.3 Publicize events using methods accessible to people with disabilities.

3.4 Add to publicity and registration forms that disability supports are available on request.

4. Training

4.1 Provide training on how to interact and communicate with persons with disabilities, and how to use assistive devices or equipment provided by the department, to the following individuals:

a. Those who provide goods and services directly to the public or to another organization in Manitoba on behalf of the department, including employees, agents and volunteers.

b. Those who participate in, or are responsible for, the development or implementation of the department's accessibility policies and measures.

4.2 Provide accessibility training as soon as reasonably practical once individual is assigned applicable duties, and ensure that ongoing training is provided for relevant changes to accessibility policies and measures.

4.3 Ensure there is documentation of the accessibility training's content and when the training is to be provided.

5. Documentation

5.1 Provide public notice, online and on the department's premises, that this policy and the Town of Altona Accessibility Plan are available upon request.

5.2 Provide a copy of this policy and the Town of Altona Accessibility Plan, upon request:

a. in a manner that takes into account the accessibility needs of the person requesting the copy;

b. within a reasonable time; and

c. at no cost to the person requesting the copy.

6. Accountability

The implementation of this policy is the responsibility of the Chief Administrative Officer.

Senior staff will have processes and practices to support policy implementation and may develop internal guidelines to better meet the purpose of this policy. Senior staff will also maintain records to demonstrate implementation and compliance.

APPENDIX D

Town of Altona Workplace Emergency Response Policy

Town of Altona

Workplace Emergency Response Policy

This policy is available in alternate formats, upon request.

POLICY STATEMENT

The Town of Altona Workplace Emergency Response Policy is consistent with the principles of independence, dignity and equality of opportunity for people with disabilities. This policy is aimed at planning for workplace emergencies with special consideration to addressing accessibility barriers faced by anyone employed by the Town of Altona. Any policies of the Town of Altona that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

PURPOSE

The purpose of this policy is to:

- keep all employees safe during an emergency;
- have individual emergency response information made available for employees with disabilities; and
- ask employees who require assistance during an emergency for permission to share information with individuals who agree to help.

SCOPE OF APPLICATION

The policy applies to all departments of the Town of Altona municipal government.

POLICY IMPLEMENTATION

Where the Town of Altona is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

The following measures will be implemented by the Town of Altona to ensure compliance with The Accessible Employment Standard Regulation 70/2019:

1. Accessibility Officer (by May 1, 2020)

The Town of Altona will appoint a current administrative employee as the primary Accessibility Officer. The Accessibility Officer will be a person that is familiar with the current Town of Altona Accessibility Standards, including the Employment Standards for Safety, and the protocols that are to be followed.

2. Emergency Procedures Orientation (by June 1, 2020)

The Accessibility Officer will review the current emergency procedures with all new and existing staff for the Town of Altona Civic Centre and their respective work locations (where applicable).

New Town of Altona employees will receive a review of the current emergency procedures at the applicable locations within two weeks of their official employment date.

3. Orientation Records (ongoing)

The Accessibility Officer will keep a record of which employees have received a review of the emergency procedures and at which locations.

4. Emergency Information Worksheet (by May 1, 2020)

The Accessibility Officer will administer the Town of Altona Memo (see Appendix A) and the Town of Altona Employee Emergency Information Worksheet (see Appendix B) to all existing employees.

New employees will be administered the Town of Altona Memo and Town of Altona Employee Emergency Information Worksheet within two weeks of their official employment.

5. Initial Response Plan Meeting (ongoing)

If, on the Employee Emergency Information Worksheet, any employees answer "no" on any question from question #2 to question #10 (inclusive), the Accessibility Officer will have those employees come for an in-person "Initial Response Plan Meeting" within one week of receiving the documents.

6. Emergency Response Plan Worksheet (ongoing)

At the Initial Response Plan Meeting, the Accessibility Officer will review all the listed information from the Employee Emergency Information Worksheet with the employee, revise or add to any incomplete questions, and then complete the Town of Altona Emergency Response Worksheet (see Appendix C) with the employee.

a) Once the emergency information and individualized emergency response plan outlined on the Town of Altona Emergency Response Worksheet has been verified and signed by both the Accessibility Officer and employee, a review date will be set at no more than 6 months from the date of signing, and a "Response Plan Review Meeting" (see item 7) will occur at the administration office.

b) Following the Initial Response Plan Meeting, the Accessibility Officer will hold a meeting with the emergency support staff identified in the Emergency Response Worksheet to familiarize and train those team members on the decided response plan for that employee within two weeks of the Initial Response Plan Meeting.

c) Where possible, emergency support staff must be full-time Town of Altona employees with similar working hours to the employee requiring support and should work at the same

town facility. Individuals who are not employees of the Town of Altona will receive consideration on a case-by-case basis by the Accessibility Officer.

7. Emergency Response Plan Review Worksheet (ongoing)

At all subsequent Response Plan Review Meetings, the Accessibility Officer will invite the employee to the Town of Altona administrative office and use the Town of Altona Employee Emergency Response Plan Review Worksheet (see Appendix D) to conduct a brief review of the employee's current Emergency Response Plan and identify any modifications that need to be made or if the emergency response plan can be terminated.

8. Privacy (ongoing)

All returned safety documents will be stored in a secure filing cabinet that is only accessible by the Accessibility Officer or employees of the Town of Altona who are also designated as emergency support staff.

An employee's safety documents will be destroyed (i.e., confidential shredding) within one month of voluntary or involuntary termination of their position.

APPENDIX E

Identified Accessibility Barriers in Town Facilities

Consultations conducted in the development of this plan identified barriers to accessible facilities, programs, and services. The most significant barriers identified, which this plan aims to address, are:

Facility	Accessibility Barriers
Aquatic Centre	• Abundance of signage creates confusion and make it difficult to find the most important information, such as navigation of the facility and usage directions
Campgrounds	• Access to emergency response information is a barrier for those who can not read signage.
Centennial Park	• Lacks wayfinding signage to identify accessibility features and key locations
Millennium Exhibition Centre	• Soap dispensers and paper towel dispensers are located at a height that is difficult to reach when seated • Indoor playground door does not have an automatic opening function, and the incline to the rubber play surface is too steep to be accessible to those using mobility devices or strollers • Elevator exists but cannot be accessed independently. Ensuring adequate signage, and staff training for assisting is important to maintain accessibility. • Lacks wayfinding signage within building to clearly identify accessible features and navigation • Not all entrances to the building are accessible, and lack signage indicating the nearest accessible entrance

	• Reception/assistance desk not clearly marked • Pathing in front of the building uses bricks, some of which have begun to shift and heave. • Accessible parking exists, and could be enhanced with the addition of buffer zones for vehicles using lifts.
Gallery in the Park	• Second level is only accessible via stairs in this heritage building, which is a significant barrier for individuals with reduced mobility. • The front door does not have an automatic opener. As an interim solution, customer service staff have a direct line of sight to the door and assist customers as needed • Exterior stairs and ramp lack railing • Sculpture garden walking path requires either: crossing grass, backtracking, or going up steep slope to connect to north path to see all sculptures. • Washroom: toilet is low and does not have any support bars
Altona Curling Club	• Accessible via lift. See challenges with elevator as outlined under MEC. • Accessible parking is available, but curb cut-out/ramp is not painted or clearly marked • Volunteers may not know how to accommodate individuals experiencing barriers.
Rhineland Pioneer Centre	• Stage is only accessible via stairs, which presents a barrier for individuals with reduced mobility. • Soap dispensers in washrooms located higher than is comfortable to reach from a seated position. • Coat racks are located higher than is comfortable to reach from a seated position.

Town Office	• Reception area design is not ideal for motorized wheelchair accessibility. • Public washroom facilities should be reviewed for accessibility when renovating. • Staff should be trained in ensuring documents are created in formats that are as accessible as possible.
Utilities	• Staff entering homes for meter changes may encounter communication barriers or challenges
Recreation Programs	• Volunteers or occasional staff may not know how to accommodate individuals experiencing barriers. • Recreation program registration should allow an opportunity for attendees to indicate accessibility aids that they require.
Landfill	• Staff attend to the vehicle upon entry, but residents are required to unload their own waste and enter the building to pay. However, curbside collection, including bulky waste collection, are options and physical access to the landfill is not required for access to waste disposal services.