



# ACCESSIBILITY PLAN

CITY OF WINKLER, 2019

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## STATEMENT OF COMMITMENT

The City of Winkler is committed to ensuring equal access and participation for everyone, regardless of their abilities. The staff are committed to treating everyone in a way that allows them to maintain their dignity and independence. The staff will meet the needs of people who face accessibility barriers by identifying, removing and preventing these barriers and by meeting the requirements of the accessibility act.

## OVERVIEW

The City of Winkler serves approximately 13,000 citizens, 5,000 residents of the RM of Stanley, and thousands more visitors who visit the community for sporting or cultural events. Winkler's public venues include a performing arts centre, swimming pool, ice arena, golf course, parks, walking trails, sports fields, festival grounds, art gallery and more.

210,131

Estimated number of Manitobans with disabilities in 2016.

That number is expected to increase to 287,630 by the year 2036.

## Outline of Services Offered at Each Facility

### **Winkler Arena**

Public skating, skating and hockey lessons, rifle club, spectator events, hockey games and tournaments, figure skating competitions.

### **Winkler Pool**

Swimming lessons, public swimming, competitions, spectator events.

### **Concert Hall**

Concerts in various genres, theatre lessons.

### **City Hall**

Administrative offices, ticket office.

### **Public Works**

Household Hazardous Waste depot.

### **Parks**

Playgrounds, sport and recreational facilities, community events.

### **Utilities**

Water and wastewater services.

### **Golf Course**

Lessons and play.

### **Campground**

Campsites.

### **Library**

Traditional as well as online borrowing, meeting space, wifi.

### **Cemetery**

Lanes and streets to access gravesites.

### **Fire Hall**

Besides the obvious, they offer education, training and a museum.

## **Police**

Law enforcement, community education.

## **Sidewalks and or Roads**

Development and maintenance.

## **Culture Centre**

Art exhibits, classes, live music events, social events, rentals.

## **Curbside Collection**

Pick up of trash, compost and recyclable items at every residence.

## **Communications**

Website, social media, app notifications, traditional media.

## **Barriers**

The city has been proactive in taking steps to create a welcoming, accessible environment, however, there are some areas that have not yet been addressed. These include:

- Offering signage with braille.
- Providing both audible and flashing alarms.
- Updating the website to make it fully accessible.
- Offering documents in a larger-print format (at least size 14 font).
- Modifying programs and activities to accommodate persons with disabilities.
- Creating awareness of barrier-free hiring practices.

## **Baseline Report**

An analysis of the types of barriers residents may face in accessing our facilities, programs and services.

### **List of facilities and possible barriers at each:**

#### **City Hall and Administration**

- No automatic doors to the washrooms.
- No Braille signage.
- Alarms are audible, but do not have lights.

- Information not offered in large-print format.
- Website does not offer the information audibly, or in large print.
- Job descriptions do not reflect barrier-free hiring practices or on-the-job disability accommodations.
- No signage to show that service animals are welcome.

### **Public Works and Hazardous Waste Depot**

- The depot does not have automatic doors.
- There is a wheelchair ramp, but no railings.

### **Winkler Arena**

- Entrance to the ice surface does not have automatic doors, although there are swinging doors.
- Alarm system is audible but does not have flashing lights.
- There is no Braille signage.
- There is no accessible door hardware, although the washrooms are push doors, easy for entry but not for exit.
- There is no elevator to the upper level.
- Requires signage to show that service animals are welcome.

### **Winkler Aquatic Centre**

- Requires signage to show that service animals are welcome.

### **Parks**

- Require signage in Braille.
- Washrooms need to be reviewed for door hardware, as well as no-step entry.

### **Campground**

- Washroom doors are not automatic.
- Shower stalls are not accessible.
- Needs Braille signage.

## **Concert Hall**

- The public has requested railings at the stairs outside leading up to the entry, although there is a ramp with railings in place.
- No Braille signage.
- The many stairs are a deterrent to some even with the lift in the building.

## **Library**

- No Braille signage.
- Needs signage to show that service animals are welcome.
- Needs upright handicapped parking signs, not just painted on the parking lot as it can't be seen in winter.

## **Golf Course and Restaurant**

- Pro Shop has no automatic door or accessible hardware.
- Restaurant has no automatic door.
- Washrooms have one-way push doors only.
- Very steep ramp is the only accessible option for people who can't navigate stairs or people with reduced mobility.

## **Fire Hall**

- No Braille signage.
- Website is not fully accessible.

## **Police Station**

- No Braille signage.
- Website is not fully accessible.

## **Arts and Culture Centre**

- Needs signage that includes Braille.
- Website is not fully accessible.

## Priorities

The City of Winkler has prioritized the following projects in order to meet the accessibility standards as quickly and efficiently as possible, based on public use and cost. The priorities, in order of importance are:

- Staff training to ensure that staff recognize disabilities, then properly and with respect, serve the customer.
- Updating signage at all public venues to include Braille, proper levels of contrast, adequate size of print, appropriate symbols/icons, as well as the service animal policy.
- Upgrade websites to allow for large-print and audio.
- Explore the cost of upgrading alarm systems to include flashing lights.
- Evaluate washrooms in parks, often porta-potties, to ensure they are accessible.
- Offer large-print format documents and publications.
- Revise job descriptions to show barrier-free hiring policies and on-the-job disability accommodations and ensure these are communicated publicly.

## Accomplishments since 2016

- Attitudinal training for all staff.
- Construction of an observation area in the arena.

## Policies

- The City of Winkler will review, on an ongoing basis, all programs, services, facilities, and new initiatives to ensure accessibility.
- **The City of Winkler will train all new staff within three months of their start date on how the city interacts with the public including barriers to accessibility and how to resolve them.**
- The City of Winkler will provide information on request, in an accessible format, that considers that person's specific needs.
- For all facilities, old and new, the City of Winkler will develop a detailed checklist of minimum standards for accessibility including everything from exterior ramps and signage to automatic doors, placement of toilet paper, hand rails and automatic door buttons.
- The City of Winkler will review these policies every two years.

## Action Plan

In the Action Plan we will discuss what actions will be taken, who is responsible for ensuring the actions are taken, if there is a budget to complete the actions and a completion date.

**Staff Training**, is the responsibility of the Administration staff. Currently there is no budget for this and the completion date is ongoing.

**Signage**, the Director of Works and Operations is responsible to upgrade signs in the highest use areas to include Braille and the service animal policy. Funds that are already included in the budget; signs will be upgraded when they are replaced or when new signs are needed. In 2019, priorities are at the Concert Hall, Arena, City Hall, Library, Police Station and Bethel Heritage Park. See Appendix A for signage guidelines.

**Website**, Jen Wiens is responsible to upgrade all websites to allow for larger print options and for audio. Currently there is no budget for this and it is to be completed based on the timelines yet to come from the Province of Manitoba. Upgrades will need to be made to the City of Winkler, Concert Hall, Harvest Festival, Police Service and Fire Departments sites. Guidelines for accessible websites is located in Appendix B.

**Alarm Systems**, the Director of Works and Operations will evaluate the cost of adding flashing lights to the alarm systems in City Hall, Arena, Concert Hall and Library. Regular staff time will be used to add flashing lights and the completion date is to be determined based on timelines mandated by the Province of Manitoba.

**Park Washrooms**, the Director of Community Services will review all porta potties and washroom facilities in the parks to ensure they are accessible. Regular staff time plus any costs associated with renting different units as mandated by the Province of Manitoba.

**Offer Large-Print Forms and Publications**, the Executive Assistant will ensure staff are aware of the possible need for these documents and be prepared to offer them upon request. No budget is needed for this since it will be during regular staff time.

**Review all City Facilities and Inventory Shortcomings**, the Director of Works and Operations will conduct walk-throughs for every city-owned property to evaluate upgrades needed, including everything from signage to automatic doors, etcetera, please refer to Appendix C. No budget is needed for this since it will be conducted during working hours, a more specific action plan will be put in place once all evaluations are complete.

## Site Evaluations

Deb Penner and Nic Klassen visited the following city properties and documented the shortcomings, along with recommendations for each venue.

In all cases, we found that signage is lacking in that there are no raised letters or Braille.



These recommendations are meant to encourage and create awareness. We realize that it's not feasible to make these changes immediately, although, it should be an ongoing project. Most importantly, all of these concerns should be considered when building new or renovating.

### **City Hall**

- Door to the planning department is difficult to pull open. Prop it open.
- The public washroom doors are heavy and difficult to open. Remove the resistance that is on them.
- Soap dispenser is out of reach and the drying paper is too high.
- The sink counter may not allow for knee room for someone in a wheelchair.
- Hand sanitizer in the building is placed too high.
- Since the accessible parking is on the south side parking lot and not the main entrance there should be signage directing people to the south parking lot.

### **Police Station**

- Ramp to the main entrance is too steep.
- The counter is too high.
- There is no handicapped parking for the police office. Ideally, there would be a curb cut at the front entrance and a designated parking space in front including a permanent upright sign, and not just paint on the street.

### **Library**

- Family washroom has a chair in it. This would impede space for a wheelchair and also the change table. Hand dryer too high and trash can improperly placed to reach it. Faucets require twisting. Ideally, they should be automatic or push. The sink may be too high. Door is heavy and difficult to open.
- Other washrooms, the paper hand dryers are too high, counter too high, soap is out of reach, twist faucets.
- Within the library, many of the book aisles are too close together for a wheelchair to manoeuvre.
- Handicapped parking needs to be identified with a permanent sign 5 to 7 feet above grade.

### **Bethel Heritage Park**

- Washrooms do not have automatic doors which is generally workable although the doors need to be lighter and easier to push and or pull open. The faucets are automatic. There is good placement of the soap and hand dryers.

- The south east entrance of the park has a very high lip from the street to the sidewalk.

### **Pine Ridge Plaza and Parkland**

- Outdoor workout area base not level and would ideally be something smooth and maybe rubberized.
- Where sidewalk meets asphalt at baseball concession building, there is a dip. Fill that to make the transition easier.
- Tennis court could use a handicapped entrance; add handicapped parking at that entrance.
- Campground washrooms, doors are too heavy and hard to open, no room for a wheelchair to enter the washrooms, no handicap stall, soap dispenser hard to reach, taps are twist.
- At pool, there's a tall lip when leaving the pool to go to the dressing rooms. Hot tubs are not accessible.
- Arena, keep the front free of ice and snow, dressing rooms are too narrow for wheelchairs and walkers to manoeuvre, bathrooms have very heavy doors, faucets are twist, hand sanitizer placed too high, dryers too high.

### **Golf Course**

- Lip at entrance to the pro shop.
- Ramp at restaurant building is too steep, cracks in the mat cause problems.
- Signage should be posted at the front to let people know there is a ramp.

### **Parking and Parks**

- At locations like 15<sup>th</sup> Street sports fields and also Lion's Park, ensure that at least some of the poles are spaced at least 36 inches apart, then post handicapped signs there.
- Gemstone Park needs curb cut.
- Grandeur needs curb cut at the new park on the west end.
- Lions Park tennis court, make accessible entry door.
- Add a cut out to the sandbox at Lions Park.
- The pathway along Highway 32 could use a side path beside the berms so that the only option isn't to go up the berm.
- All playgrounds have borders to keep the material inside the area however, it would be nice to have all of them with a cut into the border for ground-level entry.

### **Arts and Culture Center**

- Handicapped spot needs to be identified with sign on a post.

## **Curling Club**

- No handicapped access, only stairs.

## **Fire Hall**

- Handicapped site is in place, but requires an upright sign in addition to the painted symbol on the parking lot.

## **Airport**

- No handicapped parking identified.
- The entry doors have lips and could be resolved by adding a small ramp.

## Community Input

### Tim Matthews (blind)

- Crosswalk at Main and Stanley needs audio aids.
- Crosswalk at Stanley and Highway 32 needs audio aids.
- The crosswalk between GVC and the Coop Gas Station is in the worst place. Crosswalks need to be at intersections, in this case, at Roblin and Main Street, instead of between intersections. If he uses it, his dog gets confused and it's very disorienting. An audible system could be installed at Main and Roblin with a sidewalk along that side of the street? Signal is too short.
- We also had a discussion about the number of young people who rev their engines and peel their tires on a regular basis without any consequence, people who roll through stop signs, people who race the amber and or red lights and simply don't take the rules of the road seriously. This is a dangerous situation not only for blind people but also children. Could there be a public campaign that encourages law-abiding residents to report these people? Make it simple for them to help catch, fine, deter these people. Radio and newspaper campaigns, signage leading into the city "We are a safe, law-abiding community". City-wide Watches are in Effect. Suspicious Activity will be reported. Etc.

### **Special Olympics/Gateway Resources** mentally and physically challenged adults

- Arena: Railings at new ramp, grab bars in handicapped washrooms? Elevator or lift to get to second floor, seating at arena to watch games.
- Pool: Grab bars in all washrooms, change rooms, need a lift to get in and out of the water, priority, adult change table, shower chairs.
- Parks: Concrete or asphalt around concession for easier access to washrooms or widen the path. Evaluate if the gravel in ball diamonds is firm and level. Have paths to all ball

diamonds. Review to paths to washrooms. Bridge on dyke the wood panels have gaps and are uneven. Need smooth surface with no gaps.

- Corner of Main Street and South Railway, the cross walk. Too congested an area, bad visibility, trees, parked vehicles.
- Highway 14 and Main Street, pedestrian signal too short, countdowns on all lights would be good.
- Main Street, trees are affecting levelness of sidewalks, drop offs and uneven surfaces.
- Add symbols for language issues, children and those who can't read.

# Appendix A

## Accessible Sign Guidelines

Signs typically have three functions.

1. Informative, advising about availability of a facility or service.
2. Directional, directing individuals to a specific facility.
3. Locational, identifying the place where the facility is provided.

### General

Accessible signs should be provided for any features of a building that would normally be given a print sign. The most accessible sign is one which contains Braille, raised print, and raised pictograms. All three should be included on the same sign.

### Readability by Sight:

- Use a sans serif typeface. Suitable typefaces are Arial, and Helvetica.
- Avoid using italics, underlining, and block capitals.
- Lettering should be in initial upper case.
- Ensure the background contrasts with the print. Clear combinations include black text on a white background, white on black, yellow on black or black on yellow.
- Do not print information over pictures or patterns.
- The size of the text should be related to the distance at which the information will be viewed. Letters should have a minimum height of .6 inches. If signs will be viewed from more than 10 feet away, the text should have a height of .2 inches for each 3 feet of viewing distance. For example, if a sign is to be viewed from 15 feet away, text should have a height of 1.2 inches.

### Readability by Touch:

- Letters should be raised from the surface by at least .05.

### Pictograms

- Use internationally recognized symbols.

Braille and High-Tactile signs should be provided in the following places:

- Washrooms
- Elevators

- Numbers on stair landing hand rails to allow identification of floors
- Emergency doors and exits
- Emergency evacuation instructions
- Cautionary signage
- Floor and building directories

### **Placement**

- Signs should be at a consistent height and location around the building.
- Ensure tactile signs can be reached easily without obstruction.
- Place signs logically as close as possible to the object they are indicating.
- Signs should be placed at a height of 55 inches from the floor to the bottom of the sign. This is considered optimum viewing height for people standing up and in wheelchairs.
- For playgrounds or facilities where the main population is likely to be children, the signs can be 36 to 40 inches from the floor to the bottom of the sign.
- Avoid suspended signs; they are difficult to locate and too high to be read by a low-vision person.
- Avoid protruding or sandwich boards, they are a safety hazard.

### **Contrast**

- Ensure that the sign contrasts with its background so it can be located more easily by low-vision people. For example, on a light colored wall, use a sign with a dark background and light print.
- Avoid placing signs on backgrounds which contain a lot of visual clutter.
- Ensure the sign is in an area with good lighting.
- Use non-reflective surfaces and ensure there is no glare.

### **Layout**

- All text and Braille on a sign should be left-aligned and set horizontally.
- Where print and Braille appear on the same sign, place Braille at least one inch below the print.

### **Braille Signage**

- Dots should have a domed or rounded shape.

- The spherical radius of each dot should be .76 to .80mm.
- The base diameter of each dot should be 1.2 to 1.6mm.
- Each dot should have a height of .4 to .9mm.
- Spacing within the same cell should be 2.29 to 2.54mm.
- Spacing between adjacent cells should be 6 to 7.6mm.

## **Appendix B**

### **Accessible Websites**

- Include “alt” tags, alternative descriptions, and title tags in all images and videos.
- Make your links look like links and use colors that distinguish them from regular text; use an underline to set them apart.
- Make body text legible and ensure your text is not too small, not less than font size of 14.
- Ensure the style sheet allows variable font sizes.
- Provide a summary of videos, or, if possible, a transcript.
- Don’t use “click here” as a link. Instead offer text of what it’s about then link the relevant words.
- Use highly contrasting colors for text and background.

## **Appendix C**

### **Additional Resources**

- City of Toronto Accessibility Design Guidelines
- Disabled Women’s Network of Canada, Toolkit for Creating Inclusive Spaces and Events

## **Appendix D**

### **Parking**

- Does the entrance provide vertical clearance of 9 feet, 6 inches?
- Are there accessible parking spaces reserved?

- Are the accessible parking spaces located closest to the accessible route and accessible building entrance?
- Does the accessible space measure 96 inches wide with an adjoining access aisle of 96 inches?
- Is the accessible space identified with a permanent sign 5 to 7 feet above grade and does it include the international symbol of access?
- Do the access aisles have a cross slope less than 1:50 and have a firm, stable, non-slip surface?
- Do the access aisles connect to an accessible pedestrian route with a minimum clear and unobstructed width of 36 inches?
- Do curbs on the accessible route have curb cuts or ramps at 1:12 slope?
- Is the curb cut/ramp flush with the surrounding grade?
- Is the curb cut/ramp 36 inches wide?
- Required number of accessible parking spaces:
  - 1 – 25 Total Spaces, require 1 accessible parking space;
  - 26 – 50 total spaces require 2 accessible parking spaces;
  - 51 – 75 total spaces require 3 accessible parking spaces;
  - 76 – 100 total spaces require 4 accessible parking spaces;
  - 101 – 150 total spaces require 5 accessible parking spaces;
  - 151 – 200 total spaces require 6 accessible parking spaces;
  - 201 – 300 total spaces require 7 accessible parking spaces;
  - 301 – 400 total spaces require 8 accessible parking spaces;
  - 401 – 500 total spaces require 9 accessible parking spaces;
  - 501 – 1,000 total spaces require 2% of total parking spaces to be accessible;
  - Over 1,000 total spaces require 20 plus 1 of each 100 over 1,000 total parking spaces to be accessible.

### **Exterior Accessible Route**

- Does the accessible route provide for a clean, unobstructed width of at least 36 inches?
- If any object is protruding into the accessible route, can it be detected by a person with a visual disability using a cane? (Note, an object must be 27 inches from the ground to be detected by a cane. Objects overhead must be higher than 80 inches to provide clear head room)
- Is the surface firm, stable and slip resistant with no cracks or level change beyond 1 inch?
- Are all slopes along the accessible route less than 1:20?



- If the entire level of the route is 36 inches wide, is a 60 inch x 60 inch passing space provided every 200 feet?
- Are there any grates along the route? If yes, the maximum opening is 1 inch perpendicular to the direction of travel
- Does the accessible route properly connect the accessible buildings, elements and spaces?

### **Entrance and or Exterior Doors**

- If there are stairs at the entrance is there also a ramp or lift present?
- If a main entrance is not accessible is a public entrance to the building accessible?
- Do all inaccessible entrances provide directional signage to the accessible entrance?
- Is the international symbol of accessibility provided at the entrance?
- If alternate public entrance is used is it kept unlocked to provide for independent usage?
- Does entrance door have a 32 inch clear opening? (minimum)
- Is there at least 18 inches of clear wall space on the pull side of the door next to the handle? 24 inches is preferred.
- Can door handle be operated with one hand and does not require tight grasping, pinching or twisting of the wrist to operate? Is it located no higher than 48 inches?
- Is the threshold level less than one inch or beveled up to one inch?
- Can the exterior door be opened without much force?
- If the door has a closer does it take at least 5 seconds to close from the door angle of 90 degrees to 12 degrees?
- Is there a kick plate 12 inches high extending the width of the door on the push side? (Except for automatic and power doors)
- Are door mats secured to the floor at all edges?
- If two-hinged or pivoted doors in a series are present, is there a minimum of 48 inches PLUS the width of a door swinging into the space available between doors?

### **Ramps**

- Do all ramps longer than 6 feet have handrails on both sides?
- Are the handrails sturdy and between 34 and 38 inches high?
- Is the width between handrails a minimum of 36 inches?
- Is the ramp firm, stable and non-slip and designed to prevent water build up on the surface?

- Is there a level landing located at the top and bottom of the ramp?

#### Interior Accessible Route

- Does the accessible entrance provide direct access to the main floor, lobby or elevator?
- Are all public spaces on an accessible path of travel?
- Is the accessible route at least 36 inches wide?
- Is there a 5-foot circle or a t-shaped space for a person using a wheelchair to reverse direction?
- Are all aisles and pathways to all goods and services at least 36 inches wide?
- Is carpeting low-pile, tightly woven and securely attached along the edges?
- On accessible routes through public areas are all obstacles cane-detectable (located within 27 inches of the floor or protruding less than 4 inches from the wall) or are they higher than 80 inches?
- Do signs designating permanent rooms and spaces such as restrooms, meeting rooms and offices comply with the appropriate requirements to accessible signage?
- Are all controls that are available for use by the public (electrical, mechanical, window, cabinet, etc) located at an accessible height? (Note, Reach Ranges: The maximum height for a side reach is 54 inches; for a forward reach 48 inches. Minimum reachable height is 15 inches)
- Can these controls be operated with one hand and does not require tight grasping, pinching and twisting of the wrist?
- Are Assistive Listening Devices available in rooms with occupancy of 50 or more?
- Is there accessible seating in any waiting areas?

#### **Bathrooms**

- Is there proper directional signage in Braille and raised letters in place?
- Do washroom entrances have automatic doors?
- If not, are the washroom doors easy to open? Do they have handles that do not require pinching, grasping or a twisting of the wrist?
- Is there at least one accessible washroom facility that includes more space for turning around, with wider doors, pull-up handles and fixtures that are placed no higher than 36 inches?
- Do the sinks allow for toe space and for a wheelchair to fit underneath?
- Are the faucets of the type that don't allow twisting, pinching or grasping?

- For hand-drying, either paper or hot air, is the dispenser placed less than 48" from the floor?

### **Elevators and or Lifts**

- Are there both visible and audible door opening/closing and floor indicators?
- Are the call buttons in the hallway no higher than 42 inches? Are buttons raised or flush?
- Do the controls inside the cab have raised and Braille lettering?
- Is there a sign on the jamb at each floor identifying the floor in raised and Braille letters?
- Is the emergency intercom usable without voice communication?
- Is the communication system identified by raised lettering and Braille?
- Can the lift be used without assistance?
- Is there at least 30 x 48 inches of clear space for a person using a wheelchair to approach, reach the controls and use the lift?
- Are controls between 15 and 48 inches high?

### **Emergency Egress**

- Do all alarms have both flashing lights and audible signals?
- Are visual signal appliances provided in buildings and facilities in each of the following areas: restrooms, meeting rooms, hallways, lobbies and any other area for common use?

### **Stairs**

- Do treads have a non-slip surface?
- Do stairs have continuous rails on both sides, with 12 inch extensions beyond the top and bottom stairs?

### **Drinking Fountain**

- If drinking fountains are available, is the spout no higher than 30 inches?
- Is the spout located toward the front of the unit?
- Does the water flow parallel to the front of the unit or within 3 inches of the front edge?
- Is the water flow height at least 4 inches?
- Are the controls front-mounted or side-mounted near the front edge?
- Is there clear knee space of at least 27 inches measured from the bottom of the apron to the floor?
- Is the fountain at least 17-19 inches deep?

- Is there clear toe space of at least 9 inches measured from the bottom of the fountain to the floor?

**Developed with input from the following city staff:**

Peter Froese, Director of Operations

Jordan Driedger, Rec Programmer

**And with help from these citizens:**

Sharon Klassen

Nic Klassen

Tim Matthews

**And from many resources including:**

CNIB

Society for Manitobans With Disabilities

American Disability Association

DAWN Canada

City of Toronto website

Government of Manitoba