



# **BRANTFORD ACCESSIBILITY ACHIEVEMENTS**

**2009-2013**

September 2014  
Coordinator – Brantford Accessibility Plan  
City of Brantford  
100 Wellington Square  
Brantford, Ontario N3T 2M2



**Contents**

- 1.0 Introduction ..... 1**
  - 1.1 Accessibility for Ontarians with Disabilities Act..... 1
  - 1.2 Mandate of the AODA ..... 1
  - 1.3 Brantford Accessibility Advisory Ability Committee ..... 1
- 2.0 Corporate Wide Accessibility Achievements ..... 3**
  - 2.1 Accessibility Awareness Training ..... 3
  - 2.2 Establish Staff Technical Committees ..... 3
  - 2.3 Adoption of Built Environment Standards ..... 3
  - 2.4 City Website Accessibility ..... 4
  - 2.5 Signage ..... 5
  - 2.6 Policy Review ..... 5
  - 2.7 AODA Compliance ..... 5
  - 2.8 Present a Capital Plan Listing..... 7
- 3.0 Departmental Achievements ..... 8**
  - 3.1 City of Brantford..... 8
  - 3.2 Corporate Services..... 9
    - 3.2.1 *Clerks, Council, and General Administration* ..... 9
    - 3.2.2 *Human Resources* ..... 10
    - 3.2.3 *Finance*..... 10
    - 3.2.4 *Information Technology (IT)* ..... 11
    - 3.2.5 *Legal*..... 12
  - 3.3 Community Services..... 13
    - 3.3.1 *Economic Development and Tourism Corporate Communications*..... 13
    - 3.3.2 *Planning, Building and Property Standards Planning* ..... 14
    - 3.3.3 *Building Department* ..... 14
    - 3.3.4 *Parks and Recreation* ..... 14
    - 3.3.5 *Sanderson Centre, Arts and Culture* ..... 17
  - 3.4 Public Health Safety and Social Services ..... 18
    - 3.4.1 *Administration and Ontario Works*..... 18
    - 3.4.2 *Social Housing*..... 18
    - 3.4.3 *Childcare Administration* ..... 19
    - 3.4.4 *Brantford Fire Services* ..... 19

3.4.5	<i>Brantford Police Services</i> .....	20
3.5	Public Works.....	20
3.5.1	<i>Operational Services</i> .....	20
3.5.2	<i>Engineering Services</i> .....	22
3.5.3	<i>Fleet and Transit Services</i> .....	26
3.5.4	<i>Facilities and Asset Management</i> .....	27
<b>4.0</b>	<b>Partners of the Municipal Accessibility Plan</b> .....	<b>30</b>
4.1	Operation Lift.....	30
<b>5.0</b>	<b>Appendices</b> .....	<b>31</b>
5.1	Appendix A – Policies, Procedures and Practices Related to Accessibility.....	31
	<i>2006 Building Code</i> .....	31
	<i>Accessibility for Ontarians with Disabilities Housing Implementation Committee</i> .....	31
	<i>Appointment Process for City Committees, Boards and Authorities</i> .....	31
	<i>Bid Solicitation Documents</i> .....	31
	<i>Brantford Facility Accessibility Design Standards</i> .....	31
	<i>Court House Procedures</i> .....	32
	<i>Curb Cut Construction</i> .....	32
	<i>Customer Service Accessibility Policy</i> .....	32
	<i>Hiring Policy</i> .....	32
	<i>Low Floor Buses and Accessible Bus Routes</i> .....	34
	<i>Modified Return Work Program</i> .....	34
	<i>Municipal Election Procedures</i> .....	34
	<i>Municipal Freedom of Information and Protection of Privacy Act</i> .....	34
	<i>Official Plan</i> .....	34
	<i>Parking Enforcement</i> .....	35
	<i>Purchasing Policy</i> .....	35
	<i>Request for Proposal</i> .....	35
	<i>Sanderson Centre – Seating for Persons Using a Wheelchair</i> .....	35
	<i>Sanderson Centre – Persons with Visual Impairments</i> .....	36
	<i>Sanderson Centre – Persons with Hearing Impairments</i> .....	36
	<i>Selection Criteria for Audible Traffic Signal Locations</i> .....	36
	<i>Snow Windrow Removal</i> .....	36
	<i>Social Housing Reform Act</i> .....	36
5.2	Appendix B - Customer Service Accessibility Policy Manual.....	37

5.3	Appendix C - City Of Branford Customer Service Accessibility Procedures .....	42
5.4	Appendix D - Departmental Differences - Customer Service Accessibility Procedures	52
	<i>Parks and Recreation</i> .....	52
	<i>Property Management</i> .....	52
	<i>Operational Services</i> .....	52
	<i>Sanderson Centre</i> .....	53
	<i>Transit</i> .....	53
5.5	Appendix E - Integrated Accessibility Standard Summary.....	54
5.5.1	<i>Completed Requirements</i> .....	54
5.5.2	<i>Completed and Active</i> .....	56
5.5.3	<i>Outstanding Requirements</i> .....	57
5.5.4	<i>Future Requirements</i> .....	57
5.6	Appendix F - Capital Plan.....	58
5.6.1	<i>Completed Projects as of Jan 25, 2013</i> .....	58
5.6.2	<i>Funded Projects (to be completed):</i> .....	59
5.6.3	<i>Capital Forecast (Unfunded):</i> .....	59
5.7	Appendix G - Accessible/Modified Housing Units in Brantford/County of Brant .....	61
5.8	Appendix H - Brantford Fire Department Accessible Customer Service Policy .....	65
5.9	Appendix I – Brantford Police Services’ Accessible Customer Service Policy.....	67

## **1.0 Introduction**

In late 2013 it was determined that the Brantford Accessibility Plan would be split into two elements. The first, the Brantford Accessibility Plan 2014-2017 was adopted by Council in March 2014 and outlines future plans to increase accessibility. The current document details achievements made between 2009 and 2013.

Below you will find significant changes of the Accessibility for Ontarians with Disabilities Act (AODA) and the Brantford Accessibility Advisory Committee.

The municipal accessibility initiatives will be outlined in two sections. The first details department specific changes and the second are improvements that span the entire corporation.

### **1.1 Accessibility for Ontarians with Disabilities Act**

- The Accessibility for Ontarians with Disabilities Act (AODA) and its Customer Service and Integrated Accessibility (Information and Communication, Transportation, Employment and Built Environment) Standards contain many requirements that will assist in creating an accessible community.
- The AODA's Customer Service and Integrated Accessibility Standards (IAS) are now legislation. Copies of the City's Accessibility Policy and Procedures as well as a chart of the IAS requirements and compliance statuses have been included to assist the reader in understanding what Brantford is implementing to create a more accessible community.

### **1.2 Mandate of the AODA**

- Municipalities are mandated to track their compliance through accessibility plans. Recently, changes were made within the standards allowing municipalities to create plans spanning five years versus the previously required annual plans. Related compliance reports are to be drafted annually for years that plans are not required.
- As a municipality with a population exceeding 10,000 the City of Brantford is also required to have an Accessibility Advisory Committee. Established in 2004 the Brantford Accessibility Committee remains active in advising Council in areas that affect persons with disabilities.

### **1.3 Brantford Accessibility Advisory Ability Committee**

- The Terms of References of the Brantford Accessibility Advisory Committee were amended in late 2012 so that the purpose and mandate now read:

The purpose of the Brantford Accessibility Advisory Committee is to act as the advisory body on matters related to the Accessibility for Ontarians with Disabilities Act, 2005 and universal accessibility within Brantford.

and

The Brantford Accessibility Advisory Committee (BAAC) shall assist Council in improving opportunities for persons of all abilities, including persons with disabilities, by promoting the implementation of the Accessibility for *Ontarians with Disabilities Act, 2005* (AODA).

Implementation of the AODA shall encompass all related accessibility standards, including customer service, transportation, information and communication, employment and built environment. In relation, the BAAC is to advise Council about the preparation, implementation and effectiveness of the City's Accessibility Plan.

The BAAC will further assist in the attainment of a universally accessible Brantford through the recommendation and input in the review of municipal policies, programs and services and the identification, removal and prevention of barriers faced by persons with disabilities.

- The composition was also amended to include a nominee from the Adult Recreational Therapy Centre and a nominee from the Grand River Council of Aging.

## **2.0 Corporate Wide Accessibility Achievements**

### 2.1 Accessibility Awareness Training

*Departmental Lead:* Human Resources and Facilities Services

- Corporate wide accessibility awareness training has been in place since 2007. The comprehensive training program includes four major elements: accessibility awareness, customer service, barriers in the built environment, and how to identify and address attitudinal barriers.
- Human Resources Staff completed the Disability Awareness Sensitivity Training sessions.
  - All current City of Brantford employees have received training.
- Departments were trained individually in regard to use of assistive devices.

### 2.2 Establish Staff Technical Committees

*Departmental Lead:* Facilities Services

- When specific issues came to light and had to be investigated, subcommittees were formed.
- These subcommittees oversaw the issue and reported their findings and recommendations to BAAC.
  - Subcommittees dissolved once BAAC has received their findings.

### 2.3 Adoption of Built Environment Standards

*Departmental Lead:* Facilities Services

- The adoption of a Built Environment Standard will ensure accessibility in a measurable fashion. Use of such a standard would allow for a consistent degree of accessibility in all new construction and retrofit projects for municipally owned, operated and leased facilities.
- BAAC sent a report to Council recommending the adoption of a Built Environment Standard.
  - Direction was given for appropriate Staff to review the options in developing a set of standards.
  - Staff from the following departments were involved in the review: Building, Engineering, Parking, Parks and Recreation, Planning, Facilities Services and Transit.



- Staff decided to base the Brantford Facility Accessibility Design Standards (FADS) on the set developed by the City of London.
  - Approval for the use of City of London Facility Accessibility Design Standards was achieved.
  - Amendments specific to the City of Brantford were made.
- The Brantford FADS were adopted by City Council on November 16, 2009.
  - These standards will be applied to all newly constructed and applicable renovated City of Brantford owned, leased or operated facilities.
- A complete set of the Brantford FADS can be found on the City Website: <http://www.brantford.ca/residents/accessibility/Pages/fads.aspx>

## 2.4 City Website Accessibility

*Departmental Lead:* Information and Technology Services

- The City of Brantford has launched an e-Government Project, which will drive major improvements to our on-line presence and access to services. The new technology solution will put more power in the hands of the content authors, providing more flexibility and capabilities than previously available.
- All required software used to create, maintain and enforce website accessibility was purchased.
  - This software is used in the day-to-day operation and maintenance of the City's website.
- In October 2009, all staff involved with the maintenance of the City's website were shown how to create accessible content using the new content management system.
  - A policy governing all City websites has yet to be drafted
- An Accessibility Statement was created and is available from all pages within the City's website.
- In February 2010 the Information Technology Services Department launched the City's new website ([www.brantford.ca](http://www.brantford.ca)).
  - This new website features many improvements making information accessible to users with disabilities.
- After the launch of the City's new website, IT reworking all City websites to make them more accessible.
  - The majority of the City's websites will be converted by the end of 2010.

## 2.5 Signage

*Departmental Lead: Facilities Services*

- The goal is to incorporate International and Universal symbols and tactile signs in City of Brantford facilities.
- Signage was incorporated into completed accessibility modifications.

## 2.6 Policy Review

*Departmental Lead: All Municipal Departments*

- There will be a continued review of all policies and procedures that affect persons with disabilities. Any additions and amendments will be incorporated into the list of such policies procedures and practices in Appendix A.
- A Staff committee concluded a review of all corporate policies.
  - Council adopted a policy manual, which includes all policies, at the end of the review.
- A complete list of policies, procedures and practices that affect persons with disabilities was compiled and annexed in the 2011-2012 Municipal Accessibility Plan (Appendix A).

## 2.7 AODA Compliance

*Departmental Lead: Facilities Services, Human Resources, and Transit*

- The five (5) standards under the AODA strive to enhance accessibility for all individuals with the province of Ontario. Each of the standards: Customer Service, Transportation, Information and Communication, Employment and Built Environment, are expected to be passed as legislation once reviewed by the Minister of Community and Social Services.
- The Customer Service Standard became legislation on January 1, 2008.
  - This document is recognized as follows, Accessibility Standards for Customer Service, Ontario Regulation 429/07.
  - The Coordinator of the Municipal Accessibility Plan as well as Human Resources Staff received continuous updates and education with regard the Customer Service Legislation and what compliance means for the municipality.
  - Training as identified in section A of the Corporate Wide Action Goals has commenced, an action mandated through the Customer Service Standard.

- A Customer Service Accessibility Policy was drafted and adopted by Brantford City Council on February 16, 2010. A copy of this is included as Appendix B. Note this policy will be updated periodically to keep current with requirements of the AODA. Please visit the City's website at [www.brantford.ca](http://www.brantford.ca) or contact the Coordinator of the Municipal Accessibility Plan at [accessibility@brantford.ca](mailto:accessibility@brantford.ca) or by phone 519-759-4150 for the most recent version.
  - As per direction of the policy each department created a set of procedures and practices that would be appropriate for their use.
  - A general set of City Procedures has been annexed as Appendix C.
  - Any departmental differences in procedures are noted in Appendix D.
- BAAC and appropriate City of Brantford staff have reviewed drafts of the Transportation, Information and Communication, Employment and Built Environment Standards.
  - Comments were submitted as necessary.
- In September 2010 a draft Integrated Standard comprised of the Transportation, Information and Communication and Employment Standards and a draft of the Built Environment Standard were released for public review.
  - Appropriate Staff reviewed the integrated standard.
  - A report was submitted to Council to inform them of the new standard.
  - Staff submitted comments on the standard throughout the public review period.
- On June 3, 2011 the Integrated Accessibility Standard became legislation (Regulation 191-11).
- The Integrated Accessibility Standard was amended in December 2012
  - Changes included the addition of the Design of Public Spaces (a section of the Built Environment Standard)
  - The remainder of the Built Environment Standard will be incorporated into the Ontario Building Code
- A summary of the requirements and the City of Brantford's compliance status has been included in Appendix E.
- Information on the AODA can be viewed at the Province of Ontario Ministry of Community and Social Services website at [www.accesson.ca](http://www.accesson.ca).

## 2.8 Present a Capital Plan Listing

*Departmental Lead: Facilities Services*

- A Capital Priority Plan listing has been completed, and included as Appendix F.
  - Projects that need to be completed will be given a priority order based on levels of public access and use, and current accessibility.
    - A list of completed projects, as well as project of which funds have previously been allocated have been included as part of this plan.
  - Based on Council's current decision to grant \$100,000 annually towards these projects, modifications will be selected and completed within this budget, adhering as closely as possible to priority listing.
  - The current total of Capital Projects is \$742,750. If Council continues with granting an annual \$100,000 towards barrier free modifications it appears that the projects currently identified will be completed before the compliance date of 2025.
    - Accessibility is an ongoing concern, with many aspects to be considered. Due to varying levels of accessibility, some projects may need to be reevaluated at a later date to ensure complete accessibility.
      - Once persons with disabilities have access to a facility, barriers may be found that were not considered previously.
  - The City considers accessibility in the scope of other projects. It is incorporated into these projects, where it is needed and is possible. Accessibility funds are not always used for the accessible modifications in these circumstances.
  - As result construction or other changes in the City's facilities, accessibility will be considered on an ongoing basis.
    - Due to ongoing changes, it is possible that projects may be added, deleted or shifted in the priority listing staff attempts to incorporates all types of modifications into one project.

### **3.0 Departmental Achievements**

Staff representatives from all departments have completed an operational review to identify improvements in accessibility. Following is a summary for each department's achievements in 2009-2013.

Out of sixty-two (62) original departmental achievement goals for 2009-2010, fifty-two (52) have been completed. The remaining ten (10) goals have been deferred until a later date. Some of the uncompleted goals have become the responsibility of another department, and will be investigated in the future. Additionally, a total of sixty-one (61) additional accessibility achievements were made, that had not originally been identified.

#### **3.1 City of Brantford**

- The annual allocation of \$100,000 for modifications to buildings and facilities to accommodate persons with disabilities has continued. Funding has been available since 1996.
- The completion of the Barrier Free Design Modification to the following facilities:
  - Arrowdale Golf Course
  - Beckett Building
  - Branlyn Community Centre
  - Brantford Farmers' Market
  - Courthouse
  - Glenhyrst Gardens (buildings and pathways)
  - Landfill Site
  - Lions Park
  - Lorne Towers & Brant Towers
  - Mohawk Park
  - The Sanderson Centre box office
  - T.B. Costain Community
  - Woodman Park
  - Various Park
- Funding for departmental initiatives, such as accommodations for staff persons with disabilities; case specific space modifications have been approved.

## 3.2 Corporate Services

### 3.2.1 Clerks, Council, and General Administration

Four (4) of six (6) original goals were reached.

- In relation to the policy review, Council **adopted the** following on June 7, 2010:
  - THAT Report No. CM2010-037 City of Brantford Policies and Policy Manual BE RECEIVED; and
  - THAT all Policy documents outlined in Appendix “A” to Report CM2010-037 BE ADOPTED and the necessary By-law be presented to City Council; and
  - THAT the Staff Policy Review Team and the Council Policy Manual Task Force BE DISBANDED and thanked for their participation in the Review; and
  - THAT Section 8.2 (Need for New Policies) of Report No. CM2010-037 BE REFERRED to Senior Management Team for review and consideration.
    - The additional policies identified above have been referred to Senior Management Team for review and consideration.
  - By-law 70-2010, being a By-law to adopt City of Brantford Policies and Policy Manual was also adopted by City Council on June 7, 2010.
- Many steps have were followed to ensure accessibility for the 2010 Municipal Elections:
  - Site visits and review of all voting locations, to ensure compliance with accessibility standards were completed.
  - Audio/visual enhanced products were made available for persons with hearing/visual disabilities.
    - These products were available at Advanced Voting Locations and at City Hall the Day of Elections.
  - Enhancements were made to the website for election materials.
    - A link was added to the Browse Aloud software, which assists persons who have literacy disabilities.
    - Voting location information, complete with photographs, lists accessibility features and access to bus routes, was catalogued and published on the City’s website for public access.

- The provincial pilot project to streamline the death registration process is moving forward.
- Currently the province has not given timeline for completion.
- An assistive listening device (Loop System) was installed in Council Chambers and the signage is in place.

Four (4) additional achievements were made.

- When advertisements for meetings held in the Council Chambers are placed in the Civic News, the symbols for assisted listening systems and accessibility are included.
- All staff for the 2010 Municipal Election received Customer Service for Accessibility training.
- A report regarding compliance with the Municipal Elections Act as it relates to the AODA was adopted by Council on January 24, 2011.
- Corporate Policy Manual is now available on the main page of Lotus Notes.

### **3.2.2 Human Resources**

Five (5) of five (5) original goals for were reached.

- The Hiring Policy and Procedures were amended to better include accessibility.
  - Details can be found in the complete list of policies, procedures and practices related to accessibility in Appendix A.
- Human Resources Staff worked with the Coordinator of the Municipal Accessibility Plan to finalize the Customer Service Accessibility Policy and Procedures.
- The Customer Service Accessibility Policy has been incorporated into all of the other policies within the department.
- Human Resources Staff completed the Disability Awareness Sensitivity Training sessions.
  - All current City of Brantford employees have received training.
- Departments were trained individually in regard to use of assistive devices.

One (1) additional achievement was made.

- The Coordinator of the Municipal Accessibility Plan and responsibilities of AODA compliance moved to the Human Resources Department.

### **3.2.3 Finance**

#### **Customer Service**

The following goal is still in progress:

- The implementation of alternative bill presentation has been postponed due to the delays of the smart metering/ time of use billing implementation.
  - Currently, bills can be individually e-mailed to a customer on a month-to-month basis, if a request is made.

### **Purchasing and Procurement**

One (1) of three (3) original goals for was reached.

- All bid solicitation documents issued by the Purchasing Department mandate that the successful vendor comply with the AODA requirements, or have the vendor certify that any of their staff who will come into contact with City staff and/or members of the public, will read, comprehend and implement the City of Brantford's Corporate Policy #034 - Customer Service Accessibility.

Three (3) additional achievements were made.

- The Purchasing Department has worked extensively with the Information Technology Department to develop the new Purchasing webpage on the recently updated City website.
  - The online purchasing section is fully accessible to anyone who uses audio enhancement or text enhancement software.
- Electronic payment of bid documents has been implemented.
  - This alongside of the increased use of e-mail has eliminated the need for individuals to come to the office.
- All architectural, renovation or construction type bid solicitations require that the successful vendor take into account the Brantford Facility Accessibility Design Standards and incorporate this requirement into any improvements to City Facilities.

### **3.2.4 Information Technology (IT)**

Two (2) of two (2) original goals were reached.

- A representative from IT Services has been involved with BAAC since December 2008.
  - This individual has been providing regular updates to the Committee in all areas related to accessibility the City's electronic infrastructure.
- All required software used to create, maintain and enforce website accessibility has been purchased.
  - This software is used in the day-to-day operation and maintenance of the City's website.
  - In October 2009, all staff involved with the maintenance of the City's website was shown how to create accessible content using the new content management system.



- A policy governing all City websites has yet to be drafted
- An Accessibility Statement was created and is available from all pages within the City's website.

Three (3) additional achievements were made.

- In 2009, all employees responsible for content creation on any City of Brantford website were introduced to the new content management system.
  - The IT Department introduced these employees to key concepts in creating accessible and standards compliant information
- In February 2010, IT Services launched the City's new website at [www.brantford.ca](http://www.brantford.ca).
  - This new website features many improvements making information accessible to users with disabilities.
- After the launch of the City's new website, IT Services began reworking all City websites to make them more accessible.
  - The majority of the City's websites will be converted by the end of 2010.

### **3.2.5 Legal**

#### **Provincial Offences (The Courthouse)**

The one (1) was reached

- Barrier-free modifications were completed in regard to the courtroom doors and to the public women's washroom.

#### **Real Estate**

- No specific goals were identified.

## 3.3 Community Services

### 3.3.1 Economic Development and Tourism Corporate Communications

#### Communications

Three (3) achievements were made.

- Corporate Communications staff assisted with ensuring that proper accessibility identification symbols and verbiage were used in promotional literature.
  - Assistance was primarily given to the Tourism Department.
- Staff assisted in upgrades to the City's website homepage which included appropriate language relative to accessing information and links.
  - Instead of reading 'click below to view...' the link is embedded as the word identifier.
- Design services were provided to the Coordinator of the Municipal Accessibility Plan for the printing of the Brantford Facility Accessibility Design Standards.

#### Tourism

One (1) was reached.

- The new [www.discoverbrantford.com](http://www.discoverbrantford.com) website was launched as part of the Brantford.ca municipal site at the end of May 2010.
  - There are tools available to increase font size, under tools/view/increase font size.

Three (3) additional achievements were made.

- The 2009/2010 Discovery Guide utilized the wheelchair icon, as an easy identifier of physical accessibility, on the listings that were included.
- The 2009/2010 Discovery Guide publication was enabled on-line this past year which through the Flash Based Single Source Image viewer (FSI) application has the ability to "zoom in" the pages of the Guide.
- Meetings for both the Brantford Cultural Advisory Committee and Tourism Advisory Committee were held at the Brantford Visitor & Tourism Centre location, an accessible location.

### **3.3.2 Planning, Building and Property Standards Planning**

Three (3) of three (3) were reached.

- The Planning Department has continued to work towards ensuring that development sites are accessible to the greatest extent possible.
- Staff have been working towards updating the Site Plan Guidelines, which are intended to assist with improving accessibility for new developments.
  - These guidelines are currently in draft form.
- It was decided that a staff representative from the Building Department would advise BAAC.

One (1) additional achievement was made.

- Staff has been refraining from renting inaccessible facilities for Ward Meetings.
  - Ward Meetings are scheduled by Staff and/or Ward Councillors to inform residents of development proposals in their area.

### **3.3.3 Building Department**

Two (2) achievements were made.

- A Senior Plans examiner has been assigned to participate as part of the Brantford Accessibility Advisory Committee, and to review accessibility consideration on Municipal projects during the Site Plan Approval Process.
- A number of on-site inspections have been completed with the aid of an interpreter provided by the Canadian Hearing Society.

### **3.3.4 Parks and Recreation**

Seven (7) of seven (7) original goals for 2009-2010 were reached.

- Bell Homestead,
  - All works were completed in the spring of 2009.
  - The interlocking brick pathways throughout the property were replaced with concrete pathways.
  - The wooden ramp entries at both the Bell Homestead and the Henderson House were replaced.
  - Improvements to the passenger drop-off and accessible parking in front of the Tea House and the Visitor Information Centre were completed.

- Centennial Park,
  - More inclusive play equipment and surfacing were installed.
  - New accessible pathways were constructed.
  - More inclusive seating was installed.
- Connaught Park,
  - New Accessible pathways were constructed.
  - Inclusive play space (with engineered wood fibre) and seating were installed.
- Lynden Hills Park,
  - Accessible swings have been installed.
  - New surfacing materials were installed adjacent to the play space.
  - New accessible pathways were constructed.
- Mohawk Park
  - More inclusive swings and surfacing in the upper play space were installed.
  - New accessible pathways were constructed around the upper play space.
  - A Big-O (basket type) swing and surfacing were installed in the lower play space.
- Wilkes Park
  - More inclusive play equipment and surfacing were installed.
  - New accessible pathways were constructed.
  - More inclusive seating was installed.

Nine (9) additional were completed.
- 1 Sherwood Drive (Parks and Recreation Main Office),
  - Interior and exterior modifications to the front office entry were completed to allow improved access and customer service.
- Alexandra Park,
  - Park benches will be replaced with a new urban design.
    - Greater than 50% of the benches in the park will be located next to the path for increased accessibility.
- Armories Gore Park,
  - A new Walk of Fame was constructed.

- The design for the monument structure with glass panels incorporates larger text sizes and imagery.
  - Accessible pathways will be constructed.
  - There has been an emphasis on sensory plants, through the planting decisions.
- Hickory Park (Wynfield Development),
  - New accessible pathways will be constructed.
  - Inclusive play space (with engineered wood fibre) and seating will be installed.
- Jaycee Sports Park
  - The parking lot was modified.
    - Paving and appropriate curbing was completed.
    - The correct number of accessible parking and limited mobility spaces was provided.
    - A concrete sidewalk along the driveway and designated pedestrian routes through the parking area was considered.
  - Accessible pathways will be constructed from the parking lot to each of the baseball diamonds, the field house/washrooms.
  - Inclusive seating will be installed.
- Mohawk Park,
  - Modifications to the exterior washroom, closest to the pavilion will be completed.
  - Accessible pathways from the washroom to the splash pad, parking area and play space will be constructed.
- Shallow Creek Park,
  - Final design and construction drawings for more inclusive playground equipment and surfacing, pathways and seating will be completed.
- Wayne Gretzky Sports Complex, and
  - Accessibility was considered in all aspects of the newly built and renovated facility.

Two (2) of three (3) identified neighbourhood parks were constructed.

- Mission Park in the Mission Estates and Johnson Park, part of phase one of the Brookfield development are Brantford's newest parks.
- All new park developments include accessible pathways throughout, providing access to inclusive play areas (with engineered wood fibre) and inclusive seating.

### **3.3.5 Sanderson Centre, Arts and Culture**

Two (2) of three (3) original goals were reached.

- Signage is being replaced with newer, more accessible materials as required.
- The following have been put in place to increase the level of accessibility within the Sanderson Centre:
  - The Box Office has undergone renovation to increase physical accessibility.
  - Procedures for front house staff have been revised to ensure ushers return personal assistive devices to their owners at intermission and at the end of a performance.
  - When need is specified by a renter or participant, a first floor dressing room is reserved for accessible use only.

Between 2009-2013 two (2) additional achievement was made.

- The Sanderson Centre's website was reconstructed; the website redesign and migration to the Sharepoint System incorporates current accessibility standards for websites.
- The Sanderson Centre replaced the existing hearing assistive system in the auditorium.

## 3.4 Public Health Safety and Social Services

### 3.4.1 Administration and Ontario Works

Two (2) of two (2) original goals were reached.

- The department's policies and procedures were amended by applying the Corporate Customer Service Accessibility manual where appropriate.
- The barrier-free washroom has been identified through signage.
  - Direction on how to obtain the key, from staff, for the washroom has been included as signage.
  - Staff has been advised about the procedure.

Two (2) additional achievements were made.

- A detailed inventory listing of all assistive devices within the department has been compiled.
- The [www.newcomerconnections.ca](http://www.newcomerconnections.ca) website has been redeveloped and now incorporates elements outlined in the accessibility standards.

### 3.4.2 Social Housing

The one (1) original goal was reached.

- The Housing Department has responded to a number of requests for special accommodation and implemented a number of accessibility enhancements.
  - Improvements include:
    - Additional handrails to accommodate residents with mobility difficulties,
    - Installation of a chair height water closet,
    - Improved parking lot lighting, and
    - Use of 14+ font for all handouts/notices to residents.

Between 2009-2013 five (5) additional achievements were made.

- Forms are now available on the website for downloading.
- A Housing AODA Implementation Committee has been formed.
- The following barrier-free modifications were initiated:
  - New concrete walkways at rear parking lot entrance and rear grounds to deck were constructed, eliminating stairs at 45 Albion Street,
  - Leveling of interlocking brick of the walkway/ patio at 45 Albion Street,
  - Elevator modernization at 45 Albion Street (Brantford) and 170 Trillium Way (Paris)

- Braille now available
- Bathroom upgrades at 11 Park Avenue (Burford), and
- Various installations of lever unit door handles and accessible grab bars.
- Beckett Building
  - The elevator at the Beckett building was modernized.
- Brant and Lorne Towers
  - Accessible parking spaces will be increased.
  - Upgrades to the keycard access system, automatic door openers, thresholds and accessible ramps will be completed.
  - New signage for the parking lots was completed
- Lorne Towers
  - Exterior lighting was upgraded
- Sunrise Villa, Albion Towers, 170 Trillium Way
  - The accessible entrance and access system at Sunrise Villa was underway. A handrail has been installed at the back entrance to 170 Trillium Way. The entrances at Albion Towers are all accessible and have automatic door openers.
- Housing Services staff regularly accepted and accommodated special modification requests, such as grab bars, hand held showers, wheelchair sills, etc.
- A current inventory listing of Accessible/Modified Housing Units in the City of Brantford/County of Brant can be found in Appendix G.

### **3.4.3 Childcare Administration**

The one (1) original goal was reached.

- Monitoring of Child Care Services Centre and premises was continued to ensure that the needs of all individuals were being met.

### **3.4.4 Brantford Fire Services**

The one (1) original goal was reached:

- Staff of the Brantford Fire Department have continued efforts to increase accessibility of public access to the buildings and services offered by the department.

Three (3) additional achievements were made.

- Staff of the Brantford Fire Department have received training on the use of the elevator located at Station #1.



- Customer Service Accessibility policies and procedures that are specific to the Fire Department were developed and implemented. A copy of this has been included in Appendix H.
  - Feedback forms are available to the public at all fire stations and at the main reception desk at Station #1.
- The City's emergency preparedness information for persons with disabilities is located on the Brantford Fire Services website at [http://www.brantfordfire.ca/emergency\\_mgmt/Pages/PersonsWithDisability.aspx](http://www.brantfordfire.ca/emergency_mgmt/Pages/PersonsWithDisability.aspx)

### **3.4.5 Brantford Police Services**

The one (1) original goal was reached:

- The planned changes/modifications to the Forensic Identification Section work area and the Emergency Response Team storage area were completed.

Three (3) additional achievements were made.

- Brantford Police Services developed and implemented a Customer Service Accessibility Policy (Appendix I) pursuant to the City's Policy.
- The Police Department provided training to its members as required by the AODA.
- Brantford Police Services liaised with City Staff during the development of the policy and training.

## **3.5 Public Works**

### **3.5.1 Operational Services**

Four (4) of five (5) original goals were reached.

- The removal of interlocking brick in the downtown core has continued, and will remain an ongoing process.
- The Snow Windrow Removal policy and procedures were advertised and implemented.
  - This policy applies to senior citizens and persons with disabilities. Details can be found in Appendix A.

- Operational Services removed and replaced pedestrian crosswalk curb cuts at six (6) locations.
  - Market Street at Wellington Street
  - Market Street at Darling Street
  - Chestnut and Palmerston Street
  - Abigail Avenue at Marguerette Street
  - Russell Street at Grand Street
  - Erie Avenue at Baldwin Avenue
- Operational Services continues, in a priority order, to improve accessibility at intersections throughout the City.
 

Six (6) additional achievements were made.
- Under Council's direction, the Operational Services Department was able to clear snow from crosswalks on arterial streets within 24 hours of the completion of snow plowing.
- Operational Services repaired 8,948 potential sidewalk trip hazards in 2009.
- In 2009, 1,041 deteriorated and unsafe slabs of sidewalk were replaced.
- The Operational Services Department replaced 252 lineal meters of curbs in 2009.
- New intersection curbcuts or new sidewalks including curb cuts were installed at twelve (12) locations.
  - Maple Avenue at Palmerston
  - The Strand Avenue at Elm Street
  - Brantwood Park Road at Viscount Road
  - Erie Avenue
  - McMurry street (Terrance Hill to Lawrence St.)
  - Morning Dew street complete
  - Brock Street (Nelson to Dalhousie)
  - Fulton Street (Charing Cross to Dublin)
  - Sussex Street (St.Paul to North Park)
  - Elm wood Street King (George to St. Paul)
  - John Street (complete)
  - Waldie Street sidewalk extension to access Conklin Road barrier free
- 6,490 slabs of sidewalk were either altered or replaced to make walking safer.

### **3.5.2 Engineering Services**

#### ***Design and Construction***

Five (5) of five (5) original goals were reached.

- Public meetings are being held in barrier-free facilities.
- Input and feedback from the Brantford Accessibility Advisory Committee has been considered for major construction projects.
- Barrier-free design concepts have been included in all projects.
- In 2009, the following construction took place:
  - Ten (10) road reconstruction projects, including curb and sidewalk modifications,
    - Hart Street (Waterloo Street end)
    - Burwell Street (Morrell Street to Parkside Drive)
    - Winston Avenue (Burwell Street to Wilkes Street)
    - Hilda Street (Grand River Avenue end)
    - Spring Lane (Jarvis Street to Hilda Street)
    - Harriett Street (Erie Avenue to Lida Street)
    - Ninth Avenue (Erie Avenue to Division Street)
    - Lyons Avenue (Terrace Hill Street to St. George Street)
    - Grand Street (Dundas Street to Charing Cross Street)
    - Calvin Street
  - Three (3) new sidewalk projects,
    - Shellard Lane – south side (Flanders Drive to Diana Avenue)
    - Shellard Lane – north side (St. Patricks Drive to Veteran’s Memorial Parkway)
    - Lynnwood Drive – west side (Glenwood Drive to Colborne Street)
  - Three (3) intersection improvements, and
    - Fairview Drive at Memorial Drive
    - Henry Street at Wayne Gretzky Parkway
    - Henry Street at Stanley Street
  - Three (3) parking lot reconstructions, including improvements for pedestrian access and accessible parking.
    - Lions Park (West Brant – off of Gilkison Street)
    - Cockshutt Park (West Brant - off of Sherwood Drive)
    - Municipal lot #4 (Dalhousie Street at King)

- In 2010, the following construction took place:
  - Seven (7) road reconstruction projects, including curb and sidewalk modifications,
    - Hawarden Avenue (Dufferin Avenue to the south end)
    - Alonzo Street (Burrows Avenue to McMurray Street)
    - Queensway Drive (St. George Street to King George Street)
    - Bedford Street (Brant Avenue to Albion Street)
    - William Street (Bedford Street to the north end)
    - Henrietta Street (Brant Avenue to Pearl Street)
    - Sheridan Street (Park Avenue to Murray Street)
  - Thirteen (13) new sidewalk projects,
    - Morton Avenue (south side – West Street to Wayne Gretzky Parkway)
    - Craig Street (west side – Morton Avenue to south cul-de-sac)
    - Edmondson Street (south side – West Street to McDonald's Restaurant)
    - Varadi Avenue (south side – King George Road to Grace Avenue)
    - Grace Avenue (east side – Varadi Avenue to Consol Road)
    - Francis Street (east side – Varadi Avenue to White Oaks Avenue)
    - Maple Avenue (west side – Dufferin Avenue to Palmerston Avenue)
    - Russell Street (both sides – North Park Street to Grand Street)
    - The Strand Avenue (both sides – Elm Street to St. George Street)
    - Market Street at Wellington Street (intersection corners)
    - Market Street at Darling Street (intersection corners)
    - White Oaks Avenue (east side – Brier Crescent to Forsythe Avenue)
    - Scotia Avenue (west side – Forsythe Avenue to Greenbrier School)
  - One (1) parking lot reconstruction, and
    - Jaycee Sports Park
  - One (1) traffic-calming project.
    - Queensway Drive (St. George Street to King George Road)

Between 2011-2013 two (2) additional achievements were made.

- The following construction took place:
  - 2011

- Sarah Street (Mary St./East End)
      - Victoria Street (Alfred St./Rawdon St.)
      - Elizabeth Street (Lawrence St./Terrace Hill St.)
      - Marlborough Street (Charlotte St./George St.)
      - Winniett Street (Colborne St. W./Catharine Ave.)
      - Eagle Avenue (Greenwich St./Superior St.)
      - Palmerston Avenue (St. Paul/Brant)
      - Sheridan Street (Clarence St./CN Track)
      - East Avenue (Murray St./Brock St.)
      - Darling Street (Alfred St./Peel St.)
      - Oak Street (Colborne St. W./Sherwood Dr.)
    - Wheelchair Ramps at Intersections and New Sidewalk
        - Elgin Street - South Side (Ryan Pl./Garden Ave.)
        - Plant Farm Boulevard - West Side (Complete)
  - 2012
    - Wheelchair Ramps at Intersections and Reconstruction and Repair of Sidewalks
            - Leonard Street (Wilkes St./Burwell St.)
            - Main Street (Buffalo St./Terrace Hill St.)
            - Murray Street (Alice St./Grey St.)
            - Grey Street (Clarence St./CN Tracks)
            - Forest Road (Colborne St./Hickery Pl.)
            - Brantwood Park Road (Powerline Rd./Dunsdon St.)
            - Dorothy Street (Erie Ave./Lida St.)
            - King Street (Wellington/Darling)
            - Marlborough Street (Clarence/CN Rail)
            - Ontario Street (Strathcona/Gladstone)
            - Tecumseh Street (Strathcona/Gladstone)
            - Murray Street (Dalhousie/Darling)
            - Wellington Street (King/Queen)
            - Arthur Avenue (Murray St./Rawdon St.)

- Lansdowne Avenue (Devonshire Ave./Morrell St.)
  - Devonshire Avenue (Burwell St./Lincoln Ave.)
  - Wheelchair Ramps at Intersections and New Sidewalk
    - Park Road North – East Side (Dunsdon/270m South of Powerline)
  - New Multi-Use Trails
    - Gilkinson Street (Elliot/ Mt. Pleasant)
- 2013
  - Wheelchair Ramps at Intersections and Reconstruction and Repair of Sidewalks
    - Brantwood Park Road (Dundson St. to Lynden St.)
    - George Street (Grey St. to North End)
    - Sherwood Drive (Catherine Ave. to Colborne St. West)
    - Dufferin Avenue (St.Paul Ave.to Morrell St.)
    - Brunswick Street (Catherine Ave. to Gilkinson St.)
    - Heagarty Street (Mintern Ave. to Dorothy St.)
  - New Multi-Use Trails
    - Dufferin Avenue (Parkside Dr./Wilkes Dam)
      - Incorporated Accessible Parking Space at Dam/Multi-Use Trail Location
- The Engineering Department actively participated in providing design input for the 2010 Brantford Facility Accessibility Design Standards.
  - Improvements have been made to the various methods of notifying the public of upcoming construction projects, including: letters to affected residents, site signage, local newspapers and flyers.

### **Traffic and Parking**

Two (2) of two (2) original goals were reached.

- The Traffic Department has continued to work with BAAC to install accessible pedestrian crossing signals at one (1) full traffic signal location per year, based on priorities identified by the Committee.
  - Countdown timers are also a standard part of all Intersection Pedestrian Signal installations, especially those intersections where there is a high volume of pedestrian activity.
- The department has continued to monitor use and feedback of intersections around the City and make improvements as needed.

- In response to the above accessible pedestrian crossing signals have been installed in the following locations:
  - Colborne Street West at Mount Pleasant Street,
  - Wayne Gretzky Parkway at Lynden Road, and
  - Terrace Hill at the Brantford
  - General Hospital (half-light).

Four (4) additional achievements were made.

- The Traffic Department sought approval of standardize purchase of the Campbell audible push buttons for the next 5 years.
- In response to a successful Enabling Accessibility Fund application 9 accessible pedestrian signals were installed:
  - Colborne Street and Pauline Johnson High School
  - Colborne Street and Gilkison Street
  - Colborne Street and Shellard Lane
  - Brant Avenue and St. James Street
  - Brantford Mall and King George Road
  - Brantwood Park Road and Lynden Road
  - Fairview Drive at Zehr's
  - King George Street and St. Paul Avenue
  - Paris Road and Tollgate Road
- High visibility pavement markings were installed at locations that have a high pedestrian volume or long crossing distance.
- An inspection of all signage within the City was completed.
  - A program to replace signage that has been identified as in poor state, in need of repair or badly faded has been initiated.

### **3.5.3 Fleet and Transit Services**

Two (2) of three (3) original goals for 2009-2010 were reached:

- The entire fleet of City buses is now accessible.
- The automated, audio and visual bus stop system has been installed all City buses.

Six (6) additional achievements were made.

- The Brantford Public Transit Department provided hands-on training to students of the W. Ross Macdonald School for the Blind.
- All Transit Staff have received training on how to properly use the devices located on the bus to secure assistive devices used by persons with disabilities.
- Staff reviewed the Integrated AODA Standards which included the transportation requirements.
  - A report was submitted to Council outlining the department's concerns.
  - Feedback was submitted throughout the public review session.
- On November 4, 2013 Brantford Transit became responsible for the City's Specialized Transit, now known as Brantford Lift.
  - Policies and procedures continue to be developed to improve the service and maintain compliance with the Transportation Standard.
- A process for equipment failure and service disruption was developed.
  - All accessibility features that impact boarding and deboarding can be used electronically or manually, allowing safe transfer to and from buses in case of mechanical malfunction.
  - All buses in the Transit fleet are accessible; as such another City bus would be deployed to assist in case of failure or disruption.
  - Transit further uses the emergency preparedness procedures, similarly to other departments, that are outlined by the Fire Department.
    - [http://www.brantfordfire.ca/emergency\\_mgmt/Pages/PersonsWithDisability.aspx](http://www.brantfordfire.ca/emergency_mgmt/Pages/PersonsWithDisability.aspx)
- As a City Department, Transit used the Corporate Accessibility Policy when collecting and responding to feedback
  - The Transit Liaison Committee meets on a monthly basis, which serves as another source for the public to provide feedback.

#### **3.5.4 Facilities and Asset Management**

Four (4) of four (4) original goals were reached.

- Staff has applied all adopted accessibility standards to all completed projects.
- Partnerships were maintained with other departments to ensure accessibility was considered in all projects.
- The following projects were granted funding from the MAP Capital Account:
  - 1 Sherwood Drive entrance,
  - Arrowdale Golf Course; access to the banquet hall,
  - Beckett Building; general accessibility,



- Branlyn Community Centre; accessible door installation
- Brantford Farmers' Market entrances and washrooms,
- Glenhyrst Garden's pathways and building entrances, and
- Landfill Site; public can now access a washroom
- Lions Park; more accessible doors have been installed; minor washroom adjustments were completed; a concrete pad for new bleachers near the track will be installed; improved signage
- Lorne Towers & Brant Towers; outdoor side walk and site plan improvements; parking lot has been completed
- The Sanderson Centre box office.
  - T.B. Costain Community Centre; outdoor side walk and site plan improvements, automatic door openers; complete accessible kitchen renovations
- Woodman Park; outdoor sidewalk and site plan improvements Brantford
- The Coordinator of the Accessibility Plan attended seminars and read comprehensive notices from the Ministry of Community and Social Services as means of keeping apprised on any new developments under the AODA.
 

Five (5) additional achievements were made.
- Steps were taken to ensure the City of Brantford was in compliance with the Customer Service Accessibility Standard by January 1, 2010.
  - The Coordinator of the Municipal Accessibility Plan drafted the Customer Service Accessibility Policy in partnership with the Legal and Human Resources Department.
  - Assistance was provided for all City Departments in drafting their related procedures.
  - Training was made available on how to effectively implement the Customer Service Accessibility procedures.
  - Compliance reporting was completed on March 30, 2010.
  - The Coordinator of the Municipality Accessibility Plan chaired a staff group, in the development of the 2010 Brantford Facility Accessibility Design Standards.
  - Staff served as liaison for the Brantford Accessibility Advisory Committee.
  - Staff took the lead on the following accessibility projects that were not funded through the MAP accounts:
    - 180 Greenwich Street,
      - A new ramp was installed at the front entrance.

- 220 Colborne (Customer Service, Housing and Social Services)
    - The timer on the automatic door opener on the main door was modified to allow more time for entry.
  - Doug Snook's Community Centre,
    - Accessibility was improved by paving the parking lot and identifying appropriate parking spaces.
  - Lions Park
    - Accessibility was improved by paving the parking lot and identifying appropriate parking spaces.
  - The Transit Garage,
    - Accessible washrooms were installed.
  - The Court House,
    - The public washrooms were modified to become more accessible.
    - Automatic door openers were installed on the courtroom doors.
  - Tranquility Ambulance Station.
    - General accessibility was considered in the construction of this facility.
- An accessibility related section was added to the City's website and continues to be maintained by Staff in the Facilities Services Department.
  - Information in this section provides detail on the Brantford Accessibility Advisory Committee, Annual Municipal Accessibility Plans, the Brantford Facility Accessibility Design Standards and the AODA.

## **4.0 Partners of the Municipal Accessibility Plan**

### **4.1 Operation Lift**

Operation Lift is a non-profit charitable organization that was working under contractual agreement with the City of Brantford until November 2013 as the specialized transportation provider for persons with disabilities who meet eligibility criteria.

Operation Lift takes great pride in its thirty-five year history in serving persons with disabilities in our community. The overriding Accessibility for Ontarians with Disabilities Act (AODA) key principles of dignity, respect, integration and equal opportunity are reflected in Operation Lift's raison d'être.

Organizational Accessibility Plans for Operation Lift are completed annually in conjunction and approved by the organization's Board of Directors.

For information on Operation Lift or its Accessibility Plans contact:

Dorothy DeVuono

Executive Director

Phone: 519-756-2170

E-mail: [ddevuono@operationlift.com](mailto:ddevuono@operationlift.com)

## **5.0 Appendices**

### **5.1 Appendix A – Policies, Procedures and Practices Related to Accessibility**

#### **2006 Building Code**

- The Building Code contains accessibility standards/measurements for every aspect of a building.

#### **Accessibility for Ontarians with Disabilities Housing Implementation Committee**

- The committee has developed a planning document that will guide the development of new policies, procedures, assessment and tracking tools.
- All requests for special modifications for housing will be responded to by the AODA Implementation Committee followed by appropriate assessment and co-ordination of work by the Property Manager.

#### **Appointment Process for City Committees, Boards and Authorities**

- Applications are made available in various formats.
- Reasonable disability related accommodations are made upon request.
- A database of community and special interests groups was formed. These groups are notified when there becomes availability and members are encouraged to apply.

#### **Bid Solicitation Documents**

- These documents are issued by Purchasing Departments and mandate that the successful vendor comply with the AODA requirements, or require the successful vendor certify that any of their staff who come into contact with City staff and members of the public, will read, comprehend and implement the City of Brantford's Corporate Policy #034 - Customer Service Accessibility.

#### **Brantford Facility Accessibility Design Standards**

- Design concepts and measurements in this document will ensure consistent accessibility among City projects.
- This document is to be applied to all new construction and renovation projects that involve City owned, operated or leased facilities.

## **Court House Procedures**

- Staff will be available to assist with entrance into the courtroom.
- Witnesses will be sworn in at the defense table and give their testimony from this location.

## **Curb Cut Construction**

- Curb cuts are inspected, ranked on level of severity and completed in such order.

## **Customer Service Accessibility Policy**

- The City of Brantford will make reasonable efforts to ensure:
  - that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
  - the provision of goods and services to people with disabilities, and others, are integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use, or benefit from the goods and services provided by the City of Brantford; and
  - people with disabilities are given an opportunity – equal to that given to others – to obtain, use and benefit from the goods and services provided by the City of Brantford.
- The policy provides guidelines on how departmental procedures should handle situations involving support persons, service animals, assistive devices, notices of disruption, training for staff, feedback process, and availability of documents.
- Each department has a set of corresponding procedures.

## **Hiring Policy**

- The Corporation of the City of Brantford is committed to the fundamental principles of equal employment opportunity and accessibility.
- A commitment to treating people fairly, with respect and dignity, and to offer equal employment opportunities based upon an individual's qualifications and performance – free from discrimination or harassment because of race, ancestry, place of origin, ethnic origin, colour, citizenship, creed, sex, sexual orientation, age, marital or same-sex partnership status, family status, disability and record of offences and in accordance with all applicable legislation and Collective Agreements.
- The above applies to all aspects, terms and conditions of employment at The Corporation of the City of Brantford, including recruitment, hiring, training, transfer, promotion, dismissal and layoffs.

- All forms and procedures used for employment purposes and human resources administration within The Corporation of the City of Brantford shall comply with the principles contained within this Policy.

### **Low Floor Buses and Accessible Bus Routes**

- There is no Municipal policy; however, in order to receive Provincial funding for new buses, low floor buses must be purchased and initiative become more accessible to the entire public.

### **Modified Return Work Program**

- Ensures all employees starting or restarting at a position for the City of Brantford will receive accommodations needed to complete their daily routine.

### **Municipal Election Procedures**

- All voting locations are selected 'en' compliance with accessibility standards.

### **Municipal Freedom of Information and Protection of Privacy Act**

- Fee waivers for requests to access to municipally held records could be considered on ability to pay.

### **Official Plan**

- The Official Plan is a general policy document that informs the land use process and is the basis for zoning.
- It is a comprehensive framework of goal and objective statements for the Municipality:
- Section 5.6.2
  - Open Space Area states, that one objective of the City is “the provision of an interconnected open space system, with a view to creating a barrier free corridor, will be enhanced by further development of the area abutting the Grand River. Further studies may be needed to determine in detail how a connected open space system can be achieved”.
- Section 6.2.7
  - The Transportation Goal is to “Provide a comprehensive, integrated, accessible transportation network for the safe movement of people and goods”.
- Section 6.2.9
  - To ensure that Brantford is a barrier free community.

- Section 6.2.9.1
  - A transportation network that recognizes the needs of a physically diverse population will be provided.
  - It will be ensured all development accommodates a population with diverse physical needs
- These are primary goals and objectives of the Official Plan and would be incorporated into physical structures through the building code.
- Under General Land Use Policies it states in section **7.1.7.4**, that the City may develop a system of pedestrian, bicycle and wheel chair mobility aid paths with open space linkages and for recreational walking, jogging, cycling and mobility aid riding, and to provide access to other community facilities.

### **Parking Enforcement**

- Parking enforcement is covered in Bylaw 144-88.
- It states 1% of all parking is to be designated for persons with disabilities.
- Width of designated spaces is to be no less than 4.4 meters.
- A proper parking pass is needed to use designated spaces.
- Parking will be monitored regularly.
- There is a fine of \$50 -\$2000 and/or conviction of misuse of a designated space.

### **Purchasing Policy**

- “In acquiring goods and services for the Municipality, municipal staff shall consider and have regard to disability accessibility issues as they may reasonably pertain to such acquisitions of goods and services, and shall comply with the requirements of the City’s Accessibility Plan.”

### **Request for Proposal**

- Appendix E of this document requires developers of residential buildings to adhere to the Principles of Universal Design.

### **Sanderson Centre – Seating for Persons Using a Wheelchair**

- Seating can be in any of the Dress Circle Boxes, Proscenium Box Left, Proscenium Box Right or Row J – left side.
- Chairs are to be removed to accommodate space for the wheelchair – there will be no extra cost for moving an additional chair.
- One (1) complimentary ticket can be issued for a companion/service person if requested.



### **Sanderson Centre – Persons with Visual Impairments**

- Persons with visual impairments will receive one (1) complimentary ticket for a companion/ service person.
- If the person will be attending the event with a guide dog/service animal then they are to be seated in an aisle seat or Row M on the sides whenever possible.
- A CNIB number will be required at the time of ticket purchase.

### **Sanderson Centre – Persons with Hearing Impairments**

- Persons with hearing impairments are to be seated in the Orchestra section, as infrared assistive listening device has been installed and is only affective in this area.
- The four infrared assistive listening devices are available in the main lobby at the coat check – available at a first come/first serve basis.
- A ten dollar (\$10) deposit is required for the devices.

### **Selection Criteria for Audible Traffic Signal Locations**

- The Brantford Accessibility Advisory Committee (BAAC) has formed a subcommittee that is evaluating and prioritizing intersections across the City.
- Results will be discussed with the BAAC and the Engineering Department.

### **Snow Windrow Removal**

- Persons who are physically unable to shovel can apply for snow windrow removal.
  - Applications are due by October 1<sup>st</sup> of every year.
- Snow Windrow is the portion of snow at the end of the driveway created after the road plow has plowed the municipal road. Operational Services staff will ensure this section of snow, free of charge, for all applicants.
- The removal of the snow windrow will be within 20 hours of roads being plowed.

### **Social Housing Reform Act**

- The Act states that 5% of housing take into consideration the needs of inhabitants that may have a disability.
- It also covers the provision of accessible units.
- It is stated persons who do not have special needs do not have access to accessible units.

## 5.2 Appendix B - Customer Service Accessibility Policy Manual

### **POLICY NUMBER: CORPORATE-034**

### **SUBJECT: Customer Service Accessibility**

#### **POLICY STATEMENT:**

##### Purpose / Objective

The objective of this Policy is to provide guidelines for the delivery of City services to people with disabilities, in compliance with the requirements of the Accessibility Standards for Customer Service, O. Reg. 429/07, made under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11.

##### Policy Statement:

The City of Brantford is committed to providing equal access to people with disabilities with respect to the use and benefit of City goods, services and programs.

The City of Brantford will make reasonable efforts to ensure:

1. that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
2. the provision of goods and services to people with disabilities, and others, are integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use, or benefit from the goods and services provided by the City of Brantford; and
3. people with disabilities are given an opportunity – equal to that given to others – to obtain, use and benefit from the goods and services provided by the City of Brantford.

#### **RELATED POLICY GUIDELINES:**

##### 1.0 Definitions

1.1 Assistive Device: a device used to assist persons with disabilities in carrying out activities or in accessing the services and programs of the City.

##### 1.2 Disability:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual

impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act 1997*.

**1.3 Guide Dog:** a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations to the *Blind Persons' Rights Act*, R.S.O. 1990 c. B. 7.

**1.4 Service Animal:** an animal is a service animal for a person with a disability,

- a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**1.5 Service Disruption:** a planned or unplanned unavailability of facilities or services operated by the City, including but not limited to closed washroom facilities, elevators and websites that are inoperable due to maintenance.

**1.6 Support Person:** a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

## 2.0 Use of Support Persons

2.1 If a person with a disability is accompanied by a support person, the City shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

2.2 The City may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

2.3 If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the City shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

### 3.0 Use of Service Animals

- 3.1 If a person with a disability is accompanied by a guide dog or other service animal, the City shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. If a service animal is excluded by law from the premises, the City shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the City's goods or services.
- 3.2 If it is not readily apparent that the animal is a service animal, the City may ask the person with a disability to verify that the animal is a service animal by producing a certificate or document that the animal is required for the assistance of that person.
- 3.3 It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is under control at all times.

### 4.0 Assistive Devices

- 4.1 The City will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the City.
- 4.2 Should a person with a disability be unable to access the City's services through the use of their own personal assistive device, the City will work with the individual to:
  - a) Assess service delivery and potential service options to meet the needs of the individual; and
  - b) Identify alternative services and how a person with a disability can access the services, either temporarily or on a permanent basis.

### 5.0 Notice of Temporary Disruptions

- 5.1 If, in order to obtain, use or benefit from the City's goods or services, persons with disabilities usually use particular facilities or services of the City and if there is a temporary disruption in those facilities or services in whole or in part, the City shall give notice of the disruption to the public.
- 5.2 Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
- 5.3 Notice may be given by posting the information at a conspicuous place on the relevant City location, by posting it on the City's website, whenever possible, or by such other method as is reasonable in the circumstances.

### 6.0 Training For Staff

- 6.1 The City shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

- a) Every person who deals with members of the public or other third parties on behalf of the City, whether the person does so as an employee, agent, volunteer or otherwise.
  - b) Every person who participates in developing the City's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- 6.2 The training must include a review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005 c.11, the requirements of this policy and instruction about the following matters, as necessary:
- a) How to interact and communicate with persons with various types of disability;
  - b) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
  - c) How to use equipment or devices available on the City's premises or otherwise provided by the City that may help with the provision of goods or services to a person with a disability; and
  - d) What to do if a person with a particular type of disability is having difficulty accessing the City's goods or services.
- 6.3 The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.
- 6.4 Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- 6.5 The City will maintain records of the details of the training provided, as well as the name of the person, location and date the training was completed.
- 7.0 Feedback Process
- 7.1 Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.
  - 7.2 Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods of communication.
  - 7.3 Information about the feedback process will be readily available to the public and notice of the process will be posted on the City's website at [www.brantford.ca](http://www.brantford.ca) and/or in other appropriate locations.

## 8.0 Notice of Availability of Documents

8.1 Documents required by the Accessibility Standards for Customer Service will be posted on the City's website, through the City department providing the service or by contacting the City of Brantford's Coordinator of the Municipal Accessibility Plan.

## 9.0 Format of Documents

9.1 If the City is required by law to give a copy of a document to a person with a disability, the City shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability, within a reasonable period of time.

9.2 The provider of goods or services and the person with a disability may agree upon the format to be used for the document or information.

## 10.0 Procedures

10.1 Each City department will develop the plans and procedures necessary to implement this policy. Copies of all plans and procedures will be sent to the Municipal Accessibility Plan Coordinator.

10.2 Such plans and procedures may be amended from time to time, as required, in response to feedback from the public and changing legislative requirements.

10.3 It will be the responsibility of the director of each department to ensure compliance with this policy.

Date of Enactment: February 16, 2010

Related By-law Number/Staff Report Number:18-2010, EN2010-030

Review and Amendment Dates:

Department Responsible for Review: Engineering/Property Management

Date of Next Review:

Applicable Legislation/Legislative Authority:

Accessibility for Ontarians with Disabilities Act, 2005 S.O.2005 C. 11

Ontario Regulation 429/07 Accessibility Standards for Customer Service

### 5.3 Appendix C - City Of Brantford Customer Service Accessibility Procedures

#### **Policy No. CORPORATE-034 CUSTOMER SERVICE ACCESSIBILITY**

**Exclusions: Parks and Recreation, Police, Property Management, Public Works, Sanderson Centre, Transit**

**The following are the procedures as related to the Customer Service Accessibility Policy:**

#### 1.0 Support Persons

- 1.1 Support Person: a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.
- 1.2 The City of Brantford will allow persons with disabilities, who require to be accompanied by a Support Person in all City owned, operated and leased public facilities.
- 1.3 If a person with a disability is accompanied by a Support Person staff shall provide, within reason, accommodation for that Support Person.
- 1.4 The City of Brantford will waive admission fees for Support Persons into facilities where admission is charged.
  - (a) The person with a disability should notify a staff member the regarding the presence of the Support Person.
- 1.5 Staff shall direct all communication to the person directly and not to the Support Person, unless directed to do so.
- 1.6 Any personal information collected shall only be collected directly from the individual to whom the information relates unless the individual authorizes another manner of collection in accordance with the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).
- 1.7 Staff will receive approval prior to releasing confidential information while a Support Person is present.

#### 2.0 Service Animals

- 2.1 Guide Dog: a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations to the *Blind Persons' Rights Act*, R.S.O. 1990 c. B. 7.
- 2.2 Service Animal: an animal is a Service Animal for a person with a disability,
  - (a) If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

- (b) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- 2.3 City of Brantford will allow the Guide Dogs or Service Animals into all City owned, leased and operated public facilities, and will ensure that the person is permitted to keep the Guide Dog or Service Animal with him or her unless the Guide Dog or Service Animal is otherwise excluded by law.
- 2.4 If a Guide Dog or Service Animal is excluded by law from the premises, the provider of services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's services.
- 2.5 Staff shall not touch, handle, feed or speak to the Guide Dog or Service Animal, unless permitted by the handler.
- 2.6 If a Guide Dog or Service Animal becomes a nuisance or cannot be controlled by the person then the staff shall have the right to have the person remove the Guide Dog or Service Animal from any City of Brantford owned, leased or operated publicly accessed facility.
- 2.7 Staff will be able to provide direction to the nearest area that could be used as an animal relief area.
- 2.8 If the Guide Dog or Service Animal becomes the source of conflict between two or more disabilities (ie. Someone is being assisted by a Guide Dog or a Service Animal and someone else in the facility has an allergy to that particular animal), if possible staff will use reasonable efforts to try to accommodate all parties.
- 2.9 If a person with a Guide Dog or Service Animal makes a special accommodation request, staff will make reasonable effort to accommodate the request. When possible, the person is to make their accommodation request in advance of their arrival. Advanced notice will allow for reasonable time to fulfill the request. If accommodations cannot be made, available staff will discuss other reasonable methods to provide alternative service with the person.
- 3.0 Assistive Devices
  - 3.1 Assistive Device: is a device used to assist persons with disabilities in carrying out activities or accessing the services and programs of the City.
  - 3.2 The City of Brantford will allow persons with disabilities to use their own personal Assistive Devices to obtain, use or benefit from the services offered by the City of Brantford.
  - 3.3 Should a person with a disability be unable to access the City's services through the use of their own personal Assistive Device, the City of Brantford will:



- (a) Determine if service is inaccessible, based upon individual requirements.
  - (b) Assess service delivery and potential service options to meet the needs of the individual.
  - (c) Notify person with disability of alternative service and how they can access the service, temporarily or on a permanent basis.
- 3.4 Appropriate staff will be trained and be knowledgeable of the presence and use of City owned Assistive Devices (ie. Ramps, lifts elevators, TTY). Knowledgeable and trained Staff will be available to permit access to Assistive Devices as required.
- 3.5 If it is determined that a person would benefit from an assistive listening device, meetings may be scheduled in Council Chambers, City Hall. The meetings will be booked based on the availability of Council Chambers. There has been a Loop System installed in this location.
- 4.0 Format of Document
- 4.1 If the City is required by law to give a copy of a document to a person with a disability, the City shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability, within a reasonable period of time.
- 4.2 Unless a document or form of document is prescribed by law, material printed in-house and publications produced on behalf of the Corporation of the City of Brantford should contain a note indicating, "alternative formats are available upon request" and include relevant contact information.
- 4.3 Staff will follow the process set out below when considering a request for alternative format.
- (a) Staff receive request from member of the public for alternative format.
  - (b) Staff completes alternative format request form if citizen is unable (Appendix A).
  - (c) Staff forwards request onto the responsible Manager and the Coordinator of the Municipal Accessibility Plan.
  - (d) The responsible Manager and Coordinator of the Municipal Accessibility Plan will determine feasibility.
  - (e) Staff proceeds with alternative format request.
  - (f) If not feasible; Staff will contact individual with feasible solution(s).
  - (g) Solution to request will be recorded and filed.
- 4.4 Requests for alternative formats should be honoured in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents, the feasibility of the request and the number of documents to be converted. It should be noted

that when request for one of these formats is received and deemed feasible, staff should make every attempt to respond to the request in the most practical manner and to the satisfaction of the requestor. If it is determined that the format requested is not feasible, then other alternative methods of providing the information should be explored that will still meet the needs of the requestor (e.g. Audio CD or explaining the information verbally etc.).

- 4.5 Feasibility will be determined based upon cost in relation to size of document and time associated with processing document requests.
- 4.6 Conversion of a document into an alternative format shall be processed in-house wherever possible.

## 5.0 Service Disruption

- 5.1 Consider identifying facilities, services or systems that people with disabilities rely on to access City of Brantford services.
- 5.2 When facilities, services or systems that may be relied on by persons with disabilities to access City services are disrupted notice of the disruption must be posted.
- 5.3 Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. A template can be obtained from the Coordinator of the Municipality Accessibility Plan in Property Management. Refer to Appendix B and C.
- 5.4 Best efforts will be used to issue a notice of a planned disruption of service 2 weeks prior to the disruption.
- 5.5 Notices of disruption shall be announced on the City of Brantford owned, leased or operated building or property in a conspicuous, convenient location, on the City of Brantford website, and when appropriate in the local newspaper, on local radio, delivered to home or business, or by other reasonable and necessary means.
- 5.6 Notices of disruption shall be delivered or posted in an alternative format when requested.
- 5.7 Notices of disruption that are written shall have a minimum of a 14 Arial font. Any signage will have a minimum of 75mm height lettering and will use contrasting colours.
- 5.8 Any unplanned disruption of service will be identified as soon as reasonably possible by posting appropriate information in a conspicuous, convenient location on the premises.
- 5.9 Any unplanned disruption of service that is expected to last more than two days will be identified by methods listed above.
- 5.10 The Director of the department where services are or will be disrupted will be responsible to post the notices of disruption as required.

## 6.0 Training

6.1 Departments will ensure that Staff is properly trained in accordance with the Customer Service Accessibility Policy.

## 7.0 Feedback Process

7.1 Feedback forms and instruction information will be kept at the reception area of each department and facility, and are available on the City website.

7.2 All feedback information should be completed on the prescribed form. Refer to Appendix D. Staff may complete the form on behalf of a person with a disability when:

- (a) Feedback is from a person who is unable to provide written information due to their disability.
- (b) Feedback is received over the telephone.

7.3 All feedback forms will be forwarded to the Coordinator of the Municipal Accessibility Plan.

7.4 Upon receipt of a feedback form, the affected Department will be contacted and possible resolutions would be discussed.

## 8.0 Contact Information

For more information about this policy, or questions related to accessibility at the City of Brantford, please contact us:

Jenny Sawicki – Coordinator of the Municipal Accessibility Plan

City Hall, PO Box 818

Brantford, ON N3T 5R7

Phone: 519-759-5140 ext. 2266

Fax: 519-759-0561

Email: [jsawicki@brantford.ca](mailto:jsawicki@brantford.ca)

## 9.0 Links

Customer Service Standard, Ontario Regulation 429/07:

[http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

Accessibility for Ontarians with Disabilities Act, 2005:

[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)

Ministry of Community and Social Services:

<http://www.mcscs.gov.on.ca/mcss/english/pillars/accessibilityOntario>

AccessON: [www.accesson.ca](http://www.accesson.ca)

**Accessibility for Ontarians with Disabilities Act  
Alternative Format Request Form**

Date: \_\_\_\_\_ Received By: \_\_\_\_\_

Personal Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

**Document Needed:** \_\_\_\_\_

Please mark format needed:

Large Font \_\_\_\_\_ Size of font required: \_\_\_\_\_

Colour Contrast \_\_\_\_\_ Required contrast: \_\_\_\_\_

Audio \_\_\_\_\_

ASL Interpreter \_\_\_\_\_

Braille \_\_\_\_\_

Other \_\_\_\_\_

Please specify: \_\_\_\_\_

## Notification of Disruption of Service

Dear Guests,

The \_\_\_\_\_ at \_\_\_\_\_ will be out of service from \_\_\_\_\_ to \_\_\_\_\_. This disruption is the result of \_\_\_\_\_. Until service is restored please use \_\_\_\_\_ as an alternative. We regret any inconvenience this may cause. If you have any questions or concerns please call the Coordinator of the Municipal Accessibility Plan at 519-759-4150 ext. 2266.

Thank you.

City Of Brantford Management

## Notification of Disruption of Service

Dear Guests,

The \_\_\_\_\_ at \_\_\_\_\_ was found to be unexpectedly out of service. This disruption is the result of \_\_\_\_\_, and a repair person has been contacted. Until service is restored please use \_\_\_\_\_ as an alternative. We regret any inconvenience this may cause. If you have any questions or concerns please call the Coordinator of the Municipal Accessibility Plan at 519-759-4150 ext. 2266.

Thank you.

City Of Brantford Management

## Accessibility for Ontarians with Disabilities Feedback Form

The City of Brantford has established a process for receiving and responding to feedback about the manner in which it provides goods and services to **persons with disabilities**. Feedback may be provided in person, by telephone, in writing or by delivering an electronic text by email or on diskette to a staff member in the reception area of any City department or facility. This form is intended to provide a consistent format for receiving feedback information, but is not meant to be the exclusive format for receiving feedback.

Please select one: Feedback  Complaint

Date: \_\_\_\_\_ Format Received: \_\_\_\_\_

Personal Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Filled out by Staff? Yes  No  Staff Person: \_\_\_\_\_

**Subject:** \_\_\_\_\_

**Description:** \_\_\_\_\_

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## Feedback Follow Up

Please select one: Feedback

Complaint

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_

Personal Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

**Subject:** \_\_\_\_\_

**Description:**

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**Follow Up:**

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**Actions to Be Taken:**

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Staff: \_\_\_\_\_

Date: \_\_\_\_\_



## 5.4 Appendix D - Departmental Differences - Customer Service Accessibility Procedures

### **Parks and Recreation**

#### **Addition:**

Service Animals

2.9 With regard to Municipal (Parks and Recreation) pool the following additional procedures are required:

(a) Guide Dog or Service Animal owners will attempt to clean paws and hindquarters before entering change room, pool deck areas, to reduce the possibility of contamination. Owners will remove an accidental voiding by the animal.

(b) City Staff will disinfect areas that are intended to be contaminant free (e.g. pool deck area) after the Guide Dog or Service Animal leaves the facility, following the procedures from Corporate Standards #2, Biological Hazards.

(c) Guide Dogs and/or Service Animals are not to enter the pool water, but may remain at the side.

### **Property Management**

#### **Addition:**

Feedback Process

7.4 When feedback is received, the Coordinator of the Municipal Accessibility Plan shall respond within 30 days to that person and will include what actions will be taken to improve the area of concern. The response shall be in written format or an alternative format to suit their disability, as requested by the person.

7.5 All follow-up will be documented on the prescribed form outlined in Appendix E and attached to the related feedback form. Records will be filed and kept by the Coordinator of the Municipal Accessibility Plan.

### **Operational Services**

#### **Difference:**

Service Disruption

5.1. Notices of disruption shall be announced on the City of Brantford website.

## Sanderson Centre

### Addition:

#### Support Persons

1.1.1. For events requiring paid admission, the person with a disability should notify a staff member **at the time of purchasing tickets** regarding the presence of the Support Person. This will ensure the person with a disability is not prevented from having access to the Support Person while on the premises in the reserved seating area.

## Transit

### Addition:

#### Support Persons

1.1.1. Transit fares will only be waived for support teachers from W. Ross McDonald School for the blind. Every other individual who uses Brantford transit is expected to pay regular fare.

### Addition:

#### Service Disruption

5.5.1 Any unplanned disruption of service, as it relates to transit, will be announced on the buses affected.

## 5.5 Appendix E - Integrated Accessibility Standard Summary

### 5.5.1 Completed Requirements

#### Legislated Completion Date of 2011

- Procedures for Non-Functioning Accessibility Equipment on Buses
- No conventional transportation shall charge a higher fare to a person with a disability
- Pre-Boarding Announcements - Verbal announcements of route, direction, destination or next major stop on request
- On-Board Announcements - Verbal announcement of destination, stops and routes
- No fee for storage of mobility devices on buses
- Origin to Destination Services for Specialized Transit
- Any municipality that licenses taxi cabs shall ensure that owners and operators of taxi cabs are prohibited from:
  - Charging a higher fare or an additional fare for persons with disabilities
  - Charging a fee for storage of mobility aids

#### Legislated Completion Date of 2012

- Emergency procedures, plans or public safety information which is available to the public: Accessible formats and communication supports
- Provide access or arrange for the provision of access to accessible library materials where they exist:
  - Notify public about availability
  - of accessible materials
  - Library boards may provide accessible formats of archival materials, special collections, rare books and donations
- Availability of Info on Accessibility equipment and features of their vehicles, routes and services buses for all transit buses
- Emergency Preparedness and Response Policies for Transit
- General Responsibilities for Drivers for Transit
- Conventional transportation providers that do not provide specialized transportation shall make available alternative fare payment options to persons with disabilities who cannot, due to their disability, use a fare payment option

- Board and deboard at the closest available safe location, as determined by the operator, that is not an official stop, if the official stop is not accessible
- Storage of Mobility Aids On Conventional Buses

### **Legislated Completion Date of 2013**

- Courtesy Seating On Conventional Buses
- Travel with Companions and Children on Specialized Transit
- Taxicab vehicle registration and identification will be placed on the bumper
  - Owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities
- Procuring or Acquiring Goods, Services or Facilities
- Educational and Training Resources and Materials, etc. in Accessible format or comparable resource
- Accessibility Plans
- Alternative Accessible Method of Transportation
- Alternative Transportation During Service Disruption
- Requirements RE. Grab Bars etc. on Conventional Buses
- Floors and Carpeted Surface Requirements on Conventional Buses
- Allocated Mobility Aid Spaces on Conventional Buses
- Stop-Requests and Emergency Response Controls on Conventional Buses
- Lighting Feature Requirements for Conventional Buses
- Route and Destination Requirements on Conventional Buses
- Specialized Transportation for Visitors
- Coordinated Specialized Transit Between Other Municipalities with a Similar Service
- When Specialized and Conventional Transit are offered by the same source they will have same operational hours
- Process for Service Delays for Specialized Transit
- Accessible Service Kiosk
- The council of every municipality shall consult with its AAC, public persons with disabilities in development of accessible criteria to be considered for construction/ replacement of bus stops & shelters
- The council of every municipality shall consult with its AAC, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community

- The council of every municipality shall identify progress made toward meeting the need for accessible taxicabs in its accessibility plan

#### **Legislated Completion Date of 2014**

- Accessible Process for Feedback
- Notify that accommodation is available upon request during recruitment process
- Arrange for requested accommodations for interviews etc
- Inform employees of policies used to support employees with disabilities
- Accessible Formats and Communication Supports for Employees
- Return to Work Process
- Consider Accessibility for:
  - Performance management
  - Career development and advancement Redeployment
- Accessibility Training (Transit)
- Waived Transit Fee for Support Persons
- Eligibility Application Process for Specialized Transit
- Emergency or Compassionate Grounds for Specialized Transportation
- No Trip Restrictions for Specialized Transit

#### **Legislated Completion Date of 2017**

- No Trip Restrictions for Specialized Transit
- No Trip Restrictions for Specialized Transit
- Categories of Eligibility for Specialized Transit
- Fare Parity Between Specialized and Conventional Transit
- Hours of Operation (specialized transportation)

### **5.5.2 Completed and Active**

#### **Legislated Completion Date of 2011**

- If modifications are made to public transit vehicles accessibility will be considered

#### **Legislated Completion Date of 2012**

- Workplace Emergency Response Information Individualized - If employee needs assistance then with consent the employer will provide the person they designate with appropriate information

### **Legislated Completion Date of 2013**

- Lifting Devices etc. for Buses
- Stair Requirements for Buses
- Indicators and Alarms for Buses
- Identify plan for accessible bus stops and shelters in its accessibility plan

### **Legislated Completion Date of 2014**

- AODA Training
- Specialized Transit Booking Reservations
- Accessible Websites and Web Content - WACAG 2.0 A
- Documented Individual Accommodation Plans for employees with disabilities

## **5.5.3 Outstanding Requirements**

### **Legislated Completion Date of 2013**

- Establishment of Accessibility Policies
- Accessibility Plans
- Transit Accessibility Plans

\*Note – Outstanding requirements were scheduled to be completed by winter 2013

## **5.5.4 Future Requirements**

### **Legislated Completion Date of 2015**

- Accessible Formats of Municipal Documents

### **Legislated Completion Date of 2016**

- Design of Public Spaces

### **Legislated Completion Date of 2017**

- Electronic Pre-Boarding and Deboarding for Buses
- Accessible Websites and Web Content

## 5.6 Appendix F - Capital Plan

### 5.6.1 Completed Projects as of Jan 25, 2013

1. Bell Homestead, 94 Tutela Heights - Ramps, parking, pathways
2. Bellview Park, 45 Fifth Avenue - Pathways
3. Beryl Angus Day Care, 220 Clarence Street - Entrance/door modification
4. Branlyn Community Centre, 238 Brantwood Park Road - Automatic door operators
5. Brant Towers, 5 Fordview Court - Parking lot modifications
6. Brantford Farmers' Market, 79 Icomm Drive - Parking, door modifications
7. Brier Park, 45 Winding Way - Pathways and playground
8. Centennial Park, 39 Ellison Drive - Playground, pathways
9. City Hall, 100 Wellington Square - Door operators, washrooms
10. Civic Centre, 69 Market Street South - Automatic door operators washrooms
11. Cockshutt Park, 35 Sherwood Drive - Seating around bleachers
12. Doug Snooks Community Ctr, 333 Erie Avenue - Elevator installation
13. Earl Haig Park, Market Street South - Change room, washroom
14. Fire Hall No. 4, Colborne Street West - Code compliance
15. Jaycee Sports Park, 395 Dunsdon Street - Pathway and seating
16. Landfill Site, 20 Morrison Avenue - Public washrooms
17. Library - St. Paul Branch - 441 St. Paul Avenue - Washroom modifications
18. Lorne Towers, 24 Colborne Street West - Parking lot modifications
19. Lynden Hills Park, 363 Brantwood Park Road - Seating, playground equip.
20. Market Square, 1 Market Street - Washroom modifications
21. Mohawk Park, 51 Lynwood Drive - Playground and trail
22. Mohawk Park, 51 Lynwood Drive - Pavilion and washroom
23. Mohawk Park, 51 Lynwood Drive - Inclusive splash pad
24. Northridge Golf Course, 320 Balmoral Drive - Lift, door and washroom
25. Parking Garage, 59 Icomm Drive - Lowered service counter
26. Parks Administration Building, 1 Sherwood Drive - Entrance ramp/service counter
27. POA Court Building, 102 Wellington Street - Doors and washroom
28. Police Station, 344 Elgin Street - Entrance, washroom
29. Pollution Control & Facilities, 180 Greenwich Street - Stair lift, washroom
30. Princess Ann Park, 17 Helen Avenue - Inclusive playground, pathways

31. Richard Beckett Building, 7 Bain Street - Interior retrofits
32. Sanderson Centre, 88 Dalhousie Street - Ramps, ticket booths
33. Shallow Creek Park, 5 East Street - Inclusive playground, pathways
34. Sheri Mar Park, 126 Sheridan Street - Inclusive playground, pathways
35. Steve Brown Sports Complex, 3 Edge Street - Parking, washroom
36. T.B. Costain Community Ctr., 16 Morrell Street - Parking, sidewalks, door operators
37. Tranquility Ambulance Station, 135 Francis Street - Code compliance
38. Transit Garage, 400 Grand River Avenue - Washroom modifications
39. Wayne Gretzky Sports Centre, 254 North Park Street - Washroom, door
40. Wayne Gretzky Sports Centre, 254 North Park Street - Pool Lift
41. Wilkes , 75 Tranquility Street - Inclusive playground, pathways
42. Woodman Community Centre, 491 Gray Street - Automated door, parking

#### **5.6.2 Funded Projects (to be completed):**

1. Arrowdale Golf Course, 282 Stanley Street - Chair lift, entrance
2. City Yards, 10 Earl Avenue - Lobby and washroom
3. Civic Centr, 69 Market Street - Lift, Entrance, washroom
4. Dunsdon Park, 6 Tollga - Pathways
5. Glenhyrst Gardens, 20 Ava Road - Entrance, pathway

#### **5.6.3 Capital Forecast (Unfunded):**

1. Bellview Hall, 55 Tom Street - Entrance, washroom
2. Bill Little Park, 25 Spalding Drive - Pathway modifications
3. City Hall, 100 Wellington Square - Signage
4. D'Aubigny Creek Park, 5 Oakhill Drive - Pathway modifications, parking
5. Dufferin Tennis Club, 164 St. Paul Avenue - Entrance ramp, parking
6. Fire Station No. 1, 60 Clarence Street - Intercom, service desk
7. George Campbell Park, 5 Spalding Drive - Pathway modifications
8. Greenwood Cemetery, Clarence Street - Pathway modifications
9. I.T. Hydro Building, 84 Market Street - Entrance improvements
10. Mayfair Sports Park, 24 Miles Avenue - Inclusive playground equipment
11. Mount Hope Cemetery, 169 Charing Cross Street - Building and pathway
12. Oakhill Cemetery, 17 Jennings Road - Building and pathway



13. Prince Charles Park, 77 Herbert Street - Inclusive playground equipment
14. Transit Terminal , 64 Darling Street - Visual descriptive screen

## 5.7 Appendix G - Accessible/Modified Housing Units in Brantford/County of Brant

### 5.7.1 Rent-Geared-to-Income and Affordable Rental Units (Modified for Persons with Physical Disabilities)

The units in these listings have been modified for persons with physical disabilities. The size of the units and the extent of the modifications vary. Please discuss your accommodation needs with the contact person indicated.

To apply for most **Rent Geared to Income** Units (RGI) you must apply through the Housing Department's central waiting list. For some RGI units you can apply directly to the landlord. This is indicated under "contact".

#### Affordable Housing

units are available to those with annual incomes less than \$41,677.00 per year (subject to change). The rent(s) for these units is based on the average rent for this community, and, in most cases, is less than the average rent. Please call the contact listed if you are interested.

#### Modified Housing Units in the City of Brantford

1. Albion Towers (RGI-apartments-seniors), 45 Albion Street, 4 one bedroom units modified, heat and hydro included

Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca) -

2. Alfred Heights (Affordable - apartments), 3-5 Alfred Street, 2 one –bedroom units modified, heat included

Contact: Michelle Twiss, [1-888-777-9320, ext. 31](tel:1-888-777-9320), [mtwiss@communityhomes.ca](mailto:mtwiss@communityhomes.ca)

3. Applegate Co-op (RGI - townhouses), 94-104 Tollgate Road 2 two bedroom units modified

Contact: Darlene Sims, [877-336-4283](tel:877-336-4283), [darlene.sims@fengate.com](mailto:darlene.sims@fengate.com)

4. Bell Lane Apts (RGI - apartments-seniors), 6 Bell Lane, 6 one bedroom units modified, heat and hydro included

Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)

5. Branlyn Meadows (RGI Townhouses), 8 & 10 Buchanan Cres, 2 two bedroom units modified

Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)

6. Brant Native Housing (Affordable & RGI- townhouses-native), Various Location, 2 two bedroom units modified, 1 three bedroom unit modified, heat included  
Contact: Pete Doolittle [519-756-2205](tel:519-756-2205), [petedoolittle@rogers.com](mailto:petedoolittle@rogers.com)
7. Cahaigue Co-op (RGI – townhouses), 76 Craig Street, 2 two bedroom units modified  
Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)
8. City Centre Apts.(Affordable & RGI apartments), 24 Harris Avenue, 3 one bedroom units modified, 1 two bedroom unit modified, heat included  
Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)
9. Cordage Lofts (Affordable-apartments), 115 Sherwood Drive, 3 one bedroom units modified, heat and hydro included  
Contact: 519-747-5340, [info@kingstreetholdings@.ca](mailto:info@kingstreetholdings.ca)
10. Counsel Corp. (Affordable-apartments), 575 Park Road N, 19 two bedroom units modified, heat and hydro included  
Contact: Tammy Witherspoon, 416-866-3067
11. Drumlin Co-op (RGI-Townhouse), 99 Sympatica Crescent, 3 two bedroom units modified, 2 three bedroom units modified  
Contact: Donna Anderson, 519-752-6629, [drumlin.co-op@sympatico.ca](mailto:drumlin.co-op@sympatico.ca)
12. Freedom Gate (Affordable-apartments), 178 Market St., 1 one bedroom unit modified  
Contact: GK York Property Mgmt, [519-756-5385](tel:519-756-5385), [josie@gkyork.ca](mailto:josie@gkyork.ca)
13. GK York City Site (Affordable-apartments), 163 Market Street/40 & 42 Sheridan Street, 1 one bedroom unit modified  
Contact: GK York Property Mgmt, [519-756-5385](tel:519-756-5385), [josie@gkyork.ca](mailto:josie@gkyork.ca)
14. Grey Wind (RGI - townhouses), 454-470 Grey Street, 2 two bedroom units modified, 2 three bedroom units modified  
Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)
15. Heritage House (Affordable - apartments), 40 Queen Street, 3 one bedroom units modified, heat and hydro included  
Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)
16. McHutcheon Lofts, (Affordable - apartments), 351-363 Colborne Street, 4 one bedroom units modified  
Contact: Elisha Zavier, [elisha@adlerco.com](mailto:elisha@adlerco.com)

17. Northern Gate (Affordable – Apartments, 255 Colborne Street, 25 `1 bedroom units modified, heat included

Contact: GK York Property Mgmt, [519-756-5385](tel:519-756-5385), [josie@gkyork.ca](mailto:josie@gkyork.ca)

18. Phoenix Place, (RGI –apartments), 175 Dalhousie Street, 8 one bedroom units modified, 2 two bedroom units modified, heat and hydro included

Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)

19. Saorsie Co-op (RGI - apartments), 183-185 Pearl Street, 2 one bedroom units modified, 3 two bedroom units modified, heat and hydro included

Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)

20. Slovak Village (RGI and apartments), 144 Fifth Avenue, 2 one bedroom units modified, 3 two bedroom units modified, heat and hydro included

Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)

21. St. Basil's Community Homes (RGI apartments-elevator), 73-75 Pearl Street, 2 two bedroom units modified, 2 three bedroom units modified, heat and hydro included

Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)

Terraces of Charing Cross (Affordable & RGI - townhouse), 228-232 Charing Cross Street, 4 two bedroom units modified, 4 three bedroom units modified

Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)

22. Uptown Downtown (Affordable- apartments), 251 Colborne Street, 1 one bedroom unit modified

Contact: Paul Wilson, 519-756-4865 or [519-771-2192](tel:519-771-2192), [paul.wilsons@sympatico.ca](mailto:paul.wilsons@sympatico.ca)

23. Westglen Co-op (RGI - townhouse), 47 Galileo Blvd, 1 two bedroom unit modified, 2 three bedroom units modified

Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)

24. Winniett Street Apts. (Affordable – apartments), 54 Winniett Street, 2 one bedroom units modified

Contact: GK York Property Mgmt, [519-756-5385](tel:519-756-5385), [josie@gkyork.ca](mailto:josie@gkyork.ca)

### **Modified Housing Units in the County of Brant**

1. Riverbank Apts (RGI & Affordable - apartments), 120 & 130 West River Street, Paris, 3 one bedroom unit modified

Contact: GK York Property Mgmt, [519-756-5385](tel:519-756-5385), [josie@gkyork.ca](mailto:josie@gkyork.ca)

2. Trillium Way (RGI–apartments - seniors), 170 Trillium Way Paris, 3 one bedroom units modified, heat and hydro included

Contact: Housing Department, Donna Stuart, [519-759-3330 ext 6250](tel:519-759-3330), [dstuart@brantford.ca](mailto:dstuart@brantford.ca)

## 5.8 Appendix H - Brantford Fire Department Accessible Customer Service Policy

Number: 1.1B

Policy & Procedure: Customer Service Accessibility

Section: Administration

Associated P & P's: none

Developed by: Garth Dix, Fire Chief

Date: 2010 03 16

Revised by: N/A

Revised Date: N/A

Approved by: Garth Dix, Fire Chief

Approval Date: 2010 03 16

Distribution: All Brantford Fire Department P & P Books

Pages:

Reference:

### **Purpose**

The purpose of this policy is to identify the City of Brantford Policy and Procedure – Corporate – 034 concerning Customer Service Accessibility that is included in this policy as well as outline additional steps/actions that are more specific to the Fire Department

All staff is required to be aware and have a good understanding of the City's Customer Service Accessibility Policy and Procedures that form a part of this Policy

As outlined in the City's Policy, staff will make reasonable effort to ensure that:

1. goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
2. the provision of goods and services to people with disabilities, and others, are integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use, or benefit from the goods and services provided by the City of Brantford; and
3. people with disabilities are given an opportunity – equal to that given to others – to obtain, use and benefit from the goods and services provided by the City of Brantford.

## **Access to Facilities**

All walkways, hallways, waiting areas, accessible washrooms and doorways through which the public may have access will be kept clear of obstructions so as to ease access for a person with a disability.

All persons requesting or requiring the use of the elevator at #1 Station will be accompanied in the elevator by a staff member trained in the use of the elevator. The elevator key is kept at the 2<sup>nd</sup> floor reception counter. The elevator does not have an emergency phone so a trained staff must accompany the customer after notifying another staff member that they are using the elevator in the event the elevator becomes disabled.

## **Access to Information**

Where reasonably possible, information will be provided in a format that takes into account the person's disability. Should the Department be unable to provide information in an alternate method, the form at Appendix A – Alternate Format Request Form will be completed forwarded to the Chief or Deputy Chief, who will work with the Co-ordinator of Municipal Access Plan to try and accommodate the request.

## **Feedback**

There may be times when a person with a disability has suggestions, concerns or complaints about the level of accessibility that they were or might be afforded when involved with the Fire Department. The City has developed a form that is at Appendix D – Feedback Form that will be made available to the person with the concern or completed with assistance of staff. The completed form will be forwarded to the Chief or Deputy Chief to address the concern. The form at Appendix E – Feedback Follow Up will be completed by the Co-ordinator of Municipal Access Plan in Facilities Services.

## **Forms**

Forms will be available at the reception desk at #1 Station as well as the Officer's office at each station. There are also included with this policy and may be copied as the need may arise.

## 5.9 Appendix I – Brantford Police Services' Accessible Customer Service Policy

Policy and Procedure of the Brantford Police Service: Accessibility

Edition: 1

Number: 09-005 AD

Effective Date: 2009-12-16

Expiration Date: None

Reevaluation Date: 2011-12-31

Related Documents: Administrative Reports (Policy)

Responsibility to Update: Inspector i/c Quality Assurance Branch

Special Instructions: N/A

Originator: Inspector Scott Easto

### 1. Preamble

- a. The policing services provided by the Brantford Police Service should be accessible to all members of our community. The Service will strive to provide services and facilities that are accessible to all.
- b. The Service will promote accessibility through the development of policy, procedures, and practices, which consider persons with disabilities by addressing integration, independence, dignity and equal opportunity.

### 2. DEFINITIONS

- a. **Barrier** means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (obstacle).
- b. Disability means:
  - i. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance device,
  - ii. a condition of mental impairment or a developmental disability,
  - iii. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
  - iv. a mental disorder, or



- v. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
- c. Service animal means:
  - a guide dog, which is a dog trained as a guide for a blind person and having the qualifications prescribed by regulations;
  - a service animal for a person with a disability is used for reasons relating to their disability. The use of the animal may be readily apparent or the person may provide a letter from a physician or nurse or certified agency confirming that the person requires the animal for reasons relating to the disability.
- d. **Support person** means another person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to services.

### 3. GENERAL

- a. The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) provides the government with the authority to develop mandatory accessibility standards that will identify, remove and prevent barriers for people with disabilities. Standards will be developed in five key areas: customer service; information and communications; built environment; employment, and transportation. The Brantford Police Service will undertake to comply with all applicable accessibility standards.
- b. Reasonable efforts will be made to ensure the following:
  - i. That services will be provided in a manner that respects the dignity and independence of persons with disabilities.
  - ii. The provision of services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the services.
  - iii. Persons with disabilities will be given an opportunity - equal to that given to others - to obtain, use and benefit from the services we provide.
  - iv. Communication will be considered, in a manner that takes into consideration a person's disability.
  - v. Guide dogs or service animals who are assisting persons with disabilities will be permitted in those areas of police station that are open to the public. Persons with disabilities who are accompanied by a support person will be permitted to be accompanied by that support person in premises open to the public and, at the discretion of the NCO i/c temporary detention.
  - vi. Should public access to the police station be disrupted, notice will be provided.
  - vii. The Service will participate in the City of Brantford's feedback process to allow people to provide feedback on how we are providing services to persons with

disabilities. Should feedback be provided to the City by a member of the public, the Coordinator of the Municipal Accessibility Plan will provide the information to the Service. Other feedback that may be received through email, or otherwise will be forwarded to the Coordinator of the Municipal Accessibility Plan for the City of Brantford by the Inspector i/c Quality Assurance.

- viii. The Service will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the policing services we provide.

#### 4. SUPPORT PERSONS

- a. If a person with a disability is accompanied by a support person, members shall provide, within reason, accommodation for that support person.
- b. Personnel dealing with a person with a disability shall direct all communication to the person directly, not to the support person, unless directed to do so.
- c. Personnel will receive approval from the person with a disability who has a support person present prior to releasing confidential information or requesting confidential information while the support person is present.

#### 5. SERVICE ANIMALS

- a. Service animals will be allowed in the public areas of our facility and other areas when the person they are accompanying is with a staff member. The person should be permitted to keep the animal with them unless there are safety concerns or the animal is excluded by law. If the service animal is excluded, reasonable efforts are to be made to ensure the person with the disability will still be adequately served.
- b. Staff may request the person to verify their animal is a service animal by producing a document to that effect.
- c. Staff shall not touch, handle, feed or speak to the service animal without permission of its owner.
- d. If the service animal becomes a nuisance or cannot be controlled by the person, then the staff may require the person to remove the animal from the facility.
- e. Members will provide on request direction to the nearest area that could be used as an animal relief area. The owner of the service animal is expected to clean up after it.
- f. If the service animal becomes the conflict between two or more disabilities, (e.g. allergies) staff will mediate a solution that will accommodate all parties.

#### 6. ASSISTIVE DEVICES

- a. Persons with disabilities who use their own assistive devices should be allowed to use them to obtain, use, or benefit from our services absent any security or safety concerns.
- b. Staff is not responsible for extensive knowledge on personally-owned assistive devices (i.e., wheelchairs, scooters, walkers), but should be knowledgeable on the use of any assistive devices installed on our premises.

- c. Should a person with a disability be unable to access our services through the use of their own personal assistive device, the member attempting to provide the service will:
  - i. determine if service is inaccessible, based on the individual's requirements;
  - ii. assess service delivery and potential service options to meet the needs of the individual;
  - iii. notify the person with the disability of alternative service and how they can access the service, temporarily or on a permanent basis.
- d. If it is determined that a person would benefit from an assistive listening device, meetings may be scheduled in Council Chambers, City Hall, which has a loop system installed for this purpose.

## 7. FORMAT OF DOCUMENTS

- a. Where a person with a disability is to be provided a document, the Service will provide the document or the information contained in the document in a format that takes into account the person's disability.
- b. Where alternative formats have been requested, the member who is to provide the information for the request will work with the customer to try to agree upon the format to be used for the document or information, subject to the feasibility requirements of this policy.
- c. Alternative formats should be produced in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents, the feasibility of the request and the number of documents to be converted. If it is determined that the requested format is not feasible, then other alternative methods of providing the information should be explored that will still meet the needs of the requestor (e.g. audio CD ). Alternative formats may include but not be limited to print requests, ASL (American Sign Language) interpreter requests.
- d. When a request for alternate format is received, the employee receiving the request will forward the request to the responsible supervisor. A determination will be made by the supervisor and branch commander as to the feasibility of the request. If feasible, the request will be processed; if not, the individual will be contacted to provide a feasible solution.
- e. A request from the public for an ASL interpreter will be forwarded to the responsible supervisor. The supervisor will consult with the responsible branch commander who will have the Canadian Hearing Society contacted to process the request. Once the Canadian Hearing Society confirms the attendance of an ASL interpreter, the supervisor will contact the individual. If an ASL interpreter is not available, the supervisor will contact the requestor to work out an alternate solution.
- f. The time frame for conversion to alternate formats will vary depending on the media chosen, the size, complexity, quality of source documents, and number of

documents converted, and number of agencies involved in the process. Every effort will be made to provide documents in a timely manner.

- g. Conversion shall be processed in house whenever possible. The cost of conversion, including materials and distribution, will be covered by the Service, not the person making the request.
- h. Documents printed by the Service, where possible, should adhere to the CNIB's Clear Print Standards, which can be found at [www.cnib.ca/en/services/accessibilities/resources/clearprint/CNIB%20Clear%20Print%20Guide.pdf](http://www.cnib.ca/en/services/accessibilities/resources/clearprint/CNIB%20Clear%20Print%20Guide.pdf)

## 8. TRAINING

- a. Every member of the Service who deals with the public on behalf of the Service shall receive training on the provision of our services to persons with disabilities. The training will be provided as soon as practicable after a person is assigned to a position dealing with the public. New employees will be provided with a self-study package as part of their orientation.
- b. Training must also be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of services to persons with disabilities.
- c. The NCO i/c Training Section will be responsible to have the training provided and ensure it will include but not be limited to the following:
  - i. Review the AODA and the requirements of the Act and Regulations.
  - ii. Recommended practices for interaction with people with various types of disabilities, and those who use the services of a service animal, support person or assistive device.
  - iii. How to use equipment or devices available on our premises or that we otherwise provide that may be of service to a person with a disability.
  - iv. How to assist if a person with a particular type of disability is having difficulty accessing the provider's services.
  - v. Review of Service policy on accessibility.
- d. Training records of the dates accessibility training is conducted and the number of personnel trained shall be kept and filed by the Training Section. In addition, a document describing the training policy, a summary of the contents of the training and details of when the training is provided shall be made available. Notice that the document is available shall be posted on the website of the Service.

## 9. REPORTING

- a. Annually accessibility report shall be filed by the Inspector i/c Quality Assurance Branch as required by legislation.

By order,

Derek V. McElveny  
Chief of Police