



2009 – 2010

MUNICIPAL ACCESSIBILITY PLAN

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Prepared by: J. Sawicki

Coordinator, Municipal Accessibility Plan
City of Brantford

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Introduction

The Accessibility for Ontarians with Disabilities Act, 2005

Bill 118, also known as the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was given Royal Assent on June 13, 2005. Created with the knowledge of discrimination towards individuals with disabilities, it was put in place to benefit all Ontarians and grant equal opportunities. The AODA encompasses all statements passed with the *Ontarians with Disabilities Act* (ODA) and expands to include both public and private sectors. The AODA also provides more specific guidelines for making Ontario more accessible.

In order to ensure barriers are removed the AODA states there shall be mandatory development, implementation and enforcement of accessibility standards regarding goods, services, facilities, accommodation, employment, building, structures and premises. It is outlined within the AODA that all changes should be completed before January 1, 2025, with goals being reached in 5-year increments. The Act also states that it is seeking participation of individuals with disabilities, the Government of Ontario and representatives of industries and various sectors of the economy. In order to aid in achieving these goals, Municipal Accessibility Advisory Committees create, enhance and submit mandatory Municipal Accessibility Plans annually.

Five Standard Development Committees have recently been formed under statute of the AODA: Customer Service, Transportation, Information and Communication, Employment and Built Environment. The committees are to work on documents that will serve as accessibility regulations, which will be updated every second year.

Currently, all five committees are moving forward. There is now a final document for Customer Service that is in force. It is mandatory for all public venues to abide by this by 2010 and for all private venues with 20 or more employees by 2012. The key goals of this standard are training for more appropriate interaction between the employees and all consumers, as well as more conducive methods of obtaining feedback.

The Transportation Standard proposal was completed for the fall of 2008 and submitted to the Minister of Community and Social Services. Both the Employment and Built Environment Standards are in their draft stages and are expected to be ready for public review in 2009.

These Standards will provide a point of which to measure, achieve and maintain appropriate levels of accessibility throughout Ontario.

The Brantford City Council's Commitment

Brantford City Council made the commitment to achieve an accessible community for those individuals with disabilities by removing barriers. This commitment was formalized on November 12, 2001 when Council unanimously agreed to adopt Principles and Standards of Universal Design (Appendix A) in the following:

- (a) Construction of City Buildings
- (b) Renovations, when deemed financially feasible
- (c) In its Information Technology applications and Customer Service policies and procedures and
- (d) That the principles and standards of Universal Design be included in projects submitted to the Estimates Committee for consideration.

In 2009 the City continues its commitment to the principles and standards of Universal Design, and as indicated in the Action Plan, will develop and apply accessibility standards to its Information Technology applications and Customer Service.

Since 2006, City Of Brantford Council has approved \$924,000 for Barrier Free Modifications. Council recently approved \$100,000 toward Barrier Free Modifications outlined for 2009 in the Municipal

Accessibility Plan Capital Priorities. Priorities are based on level of public access and use, as well as the current level of accessibility. The City of Brantford Municipal Accessibility Plan includes the following organizations/departments:

- The City of Brantford
- Brantford Public Transit
- Brantford Public Library
- Brantford Police Services
- Brantford Fire Department
- The Sanderson Centre

The Community Advisory Committee for Disability Issues (CACDI)

Terms of Reference

A. PURPOSE

In accordance with the AODA and previously the ODA, the Community Advisory Committee for Disability Issues (CACDI) was established in 2004. CACDI is to act as an advisory committee to Council for accessibility issues that concern persons with disabilities.

B. CACDI MISSION STATEMENT

“The Community Advisory Committee on Disability Issues shall provide vision and direction towards the attainment of an universally accessible Brantford.”

C. MEMBERS

A majority of the members of the Committee shall include persons with disabilities and have 10 to 15 voting members. Members will meet the first Thursday of every month.

Currently, CACDI is comprised of members representing:

- ❖ Brantford City Council
- ❖ A citizen who has a disability
- ❖ A nominee of the CNIB/Canadian Council of the Blind
- ❖ A nominee of the Canadian Hearing Society
- ❖ A nominee of Operation Lift
- ❖ A nominee of Participation House
- ❖ A nominee of W. Ross Macdonald School for the Blind
- ❖ A citizen who is a senior citizen
- ❖ Members appointed from the Public

D. DUTIES OF THE ACCESSIBILITY COMMITTEE

1. The Committee shall meet with City staff to review, comment on and suggest amendments to the Municipality's annual proposed accessibility plan.
2. Following Council's approval of the plan, the Committee will meet, as required, to review the progress of implementation of the plan.
3. The Committee shall meet in the fall of each year to review the effectiveness of the plan, and to assist/advise municipal staff on the preparation and presentation of an annual report to Council.
4. The Committee will conduct public consultation meetings to review the Municipal Accessibility Plan, occasionally, as required.
5. The Committee shall create 'working groups' that will involve the public at large in specific projects. These 'working groups' shall be dissolved once the project is complete and a final report submitted to the Committee.
6. The Committee shall recommend to Council projects for consideration. Any recommended expenditures must be approved through the Capital and Operating budget process.

Further formalities regarding CACDI can be presented upon request.

Operational Review

Departmental Responsibility for Preparation of The Municipal Accessibility Plan (M.A.P)

In accordance with the Ontarians with Disabilities Act, each of the City Departments will systematically identify, remove and prevent the creation of barriers in the community by taking the following actions:

1. Develop specific accessibility criteria for each service
2. Evaluate department operations based on accessibility criteria (includes policies and procedures)
3. Consult with community groups and other stakeholders
4. Identify annual accessibility goals and present such goals to CACDI for discussion and prioritization
5. Identify budget impact and include it in the annual operating and capital budget submissions
6. Develop an action plan based on approved goals and related budgets
7. Implement the approved action plan
8. Report the department's annual achievements to be included in M.A.P

A list of the staff liaison of each department is included in Appendix B.

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 2007-2008 and their plans to increase accessibility in 2009-2010.

Out of a total of forty-three (43) departmental achievement goals for 2007-2008, thirty-three (33) have been completed. Another five (5) of these goals have been deferred until 2009-2010, and others have been dissolved within other projects that have occurred. Additionally, a total of twenty-three (23) accessibility achievements were made, that had not originally been identified.

City of Brantford
100 Wellington Square
Brantford, Ontario N3T 2M3

As a Municipality, the City of Brantford achieved the following in 2008:

- The allocation of \$100,000 for modifications to buildings and facilities to accommodate persons with disabilities has continued. This funding has been available since 1996.
- The completion of the Barrier Free Design Modification to the following facilities:
 - The Sanderson Centre,
 - St Paul's Branch of the Library,
 - Various Parks,
 - 180 Greewhich Street, and
 - Nothridge Golf Course, Clubhouse
- Funding for departmental initiatives, such as accommodations for staff persons with disabilities; case specific space modifications have been approved.

City Manager

The City Manager Commission is comprised of the City Manager, Clerks, Human Resources, Finance and Legal Services (Real Estate, Provincial Offences Court).

Clerks, Council, and General Administration

Accessibility Achievements 2007-2008:

- *Four (4) of (5) of the original goals for 2007-2008 were reached:*
 - Creation of icons for different links on the website was deferred until 2009-2010.
- Electronic agendas with links to all staff reports and other materials related to the agenda are available on the City's website.
 - There is a full search capacity associated with these documents, allowing materials to be more easily located.
- As part of a Provincial pilot study Registration of Vital Statistics is now available in the City Of Brantford.
 - The electronic online birth registration system has been available since July 9, 2007.
- Accessibility issues were considered as part of the review of the City's Advisory Boards and Committees and the revisions to the policy respecting the Appointments of Citizens to City Of Brantford Boards, Advisory Committees and other Committees to which Council makes appointments.
 - In accordance with this Policy, Information Sessions continue to be held in facilities that are physically accessible.
 - Reasonable disability-related accommodations are made for those requesting such accommodation in advance of these Sessions.
 - Application forms are available in alternate formats.
- Council approved that all Board and Advisory Committee meetings are to be held in locations that are accessible to all persons with disabilities.
 - All Boards and Advisory Committees are reminded of this requirement when new member Orientation Sessions are conducted by the City Clerk's Department.

- *Two additional achievements were made:*
- The City Clerk's Department introduced amendments to the Animal Control By-Law to provide the new definition of 'Service Dog', which offers a more inclusive coverage.
 - No license fee is charged to owners of trained Service Dogs, when used to improve the quality of life for persons with disabilities. This includes but is not limited to persons with visual or hearing disabilities, as well as persons with autism
 - These amendments recognize the changes in needs for persons with disabilities related to animal assistance.
- Online services are now available through the City Of Brantford's website to garner information for business licensing.
 - The new format called 'Biz Pal' was launched in July 2008 and provides quick and convenient access to information on business permits and license requirements for all three levels of government.

Plans for Change in 2009-2010:

- Visual Identifiers (icons) will be created for meetings as a direct link to agendas, minutes and other relevant information on the City's website.
- A review of all corporate policies is scheduled for completion in 2010. Disability-related concerns will be addressed at this time.
 - One member of the Staff Review Team is the Human Resource staff member responsible for the City's Disability Awareness Sensitivity Training.
- Many measures are being taken to ensure accessibility for the 2010 Municipal Election.
 - Site visits and review of all voting locations are being completed to ensure compliance with accessibility standards.
 - Audio/visual enhancement products will be available for persons with hearing/visual disabilities.
 - There will be enhancements to the website for election materials.
 - A link will be added to Browse Aloud software that will assist persons with literacy disabilities.

- The City Of Brantford will be one of three provincial pilot projects to streamline the death registration process.
 - As part of this initiative, individuals will be able to apply for copies of certificates online.
 - The need to acquire a paper application, complete it and forward the form to the Ontario Government will no longer be required.
- As part of the e-Government strategy, the development of an online electronic calendar of all of the City meetings (City Council, Committees of the Whole, Standing Committees, Boards, Advisory Committees, Task Forces, etc.) will occur in 2009.
 - This calendar will include links to agendas for each meeting, resulting in increased public awareness of issues being discussed and more public involvement in the decision-making process.
- An assistive listening device (Loop System) was installed in Council Chambers.

Human Resources

Accessibility Achievements 2007-2008:

- *One (1) of (2) of the original goals for 2007-2008 was reached:*
 - Amendments to the Hiring policy were deferred.
- In compliance with the Customer Service Standard as identified by the AODA, Human Resources has provided Disability Awareness Sensitivity Training to City Staff.
 - Training has been offered on a regular basis.
 - Attendance sheets have been maintained for use of record of proof of who has attended the sessions.
- *Three (3) additional achievements were made:*
- Phase Two of Staff Training, Use of Assistive Devices, is in the planning stages.
- Throughout 2008, Human Resource staff continued their education on implementation of the Customer Service Standard.
 - Four different conferences were attended:

- Association of Municipal Clerks and Treasurers of Ontario (AMCTO) Accessibility Standards for Customer Service,
 - Making Cents of Disabilities,
 - AMCTO Succession Planning, and
 - Accessibility Standards.
- Members of Human Resources have worked collaboratively with the Coordinator of the Municipal Accessibility Plan and with input from CACDI in beginning to establish a Customer Service Policy and Procedures that deal with specific accessibility issues.

Plans for Change in 2009-2010:

- The Hiring Policies and Procedures will be amended to better include accessibility.
 - The documents will include an Equal Opportunity Employer statement.
 - Changes will include the removing all barriers associated with the recruitment process.
 - An example of this would be asking if the individual would need any accommodations for the interview.
- Human Resource Staff have identified that they will be reviewing their Policies and Procedures.
 - These Policies and Procedures will be amended as required to ensure accessibility is accounted for.
- Work will continue to complete the Customer Service Policy and Procedures discussed in the above section.
- The Disability Awareness Sensitivity Training will continue to be offered, to guarantee all City Staff have attended
 - It is expected this training be completed by the middle of 2009.
- Phase Two of Staff training is expected to start in the Fall of 2009. This Training will provide all Staff with general knowledge of Assistive Devices on City Property and their use.
 - For Staff in areas where specific devices will be used regularly, more intensive training will be provided.
- The two disability oriented training will be complete by the 2010 deadline as mandated by the AODA.

- The training will be offered to all existing City of Brantford Staff members.
- As new staff are hired, the training will be offered as part of their orientation package.
- All third parties of the City of Brantford will be required to receive this training.
- Records will be kept by Human Resources staff, identifying who has received the training and the date of participation.

Finance; Customer Service

Accessibility Achievements 2007-2008:

- *One (2) of two (3) of the original goals for 2007-2008 were reached:*
 - Alternate formats of bills will be available in 2009-2010.
- All Customer Service staff have participated in training offered by Human Resources.
- As much as feasible, training arrangements are made to exchange training with the Ontario Disability Support Program.
- The Ontario Disability Pay Direct Program has been established and is running effectively.
 - In using this program a form is completed by the client, giving permission to discuss accounts with persons at the Ontario Disability Support Program (ODSP).
 - Information is shared to ensure proper payments are given.
 - ODSP issues the payment estimates directly.
 - The program has aided in the prevention of power disconnections.

Plans for Change in 2009-2010:

- As part of the Smart Metering which is controlled by the Ontario Energy Board the following will be in place by the end of 2010:
 - Bills will be able to be printed in a large font, and
 - Clients will have the opportunity to view their bills on-line.

Real Estate

Accessibility Achievements 2007-2008:

- *The original goal of ensuring accessibility in future projects has been dissolved within other initiatives.*
- There are no achievements to be noted at this time.

Plans for Change in 2009-2010:

- Any accessibility concerns will be brought to the attention of the Property Management Department and the Coordinator of the Municipal Accessibility Plan.

Provincial Offences (The Courthouse)

Accessibility Achievements 2007-2008:

- *All of the set achievements were met:*
- Procedures have been implemented with regards to assisting persons with disabilities in and out of the Courtroom.
 - Staff are to be present to assist with holding the doors.
- Methods and procedures have been created and implemented to consider persons with disabilities 'taking the stand'.
 - Court staff are to ask the witness to remain seated at the defense table and be sworn in there to give responses.
 - This eliminates the barrier climbing 2 steps.

Plans for Change in 2009-2010:

- Funds for Courtroom and washroom Barrier Free Modifications were approved in the 2009 budget process.
- If any accessibility concern is identified, it will be brought to the Property Management Department and the Coordinator of the Municipal Accessibility Plan.

Treasury Department; Purchasing and Procurement

Accessibility Achievements 2007-2008:

- *All of the original achievements from 2007-2008 have been deferred until 2009-2010.*
- There are no achievements to be noted at this time.

Plans for Change in 2009-2010:

- Procedures resulting from the Purchasing Policy are being constructed.
- A list of vendors and suppliers of assistive and modified devices pertaining to accessibility will be created.
 - It is possible that the e-commerce direction in 2009 will assist in this goal.
- A procedure will be created to guarantee third parties associated with the City Of Brantford will receive Disability Training as identified in the Standards under the AODA.

Community Development

The Community Development Commission is comprised of Current Planning, Policy Planning, Heritage and Special Projects, The Building, Economic Development and Tourism, Corporate Communications and Customer Service Departments. The Commission is responsible for the Official Plan, issuing building permits, review of Site Plan applications, City official website, tourism promotion and marketing.

Planning

Accessibility Achievements 2007-2008:

- *The goals outlined for 2007-2008 identified how accessibility is considered on a daily basis, versus specific goals to be reached.*
- There are no achievements to be noted at this time.

Plans for Change in 2009-2010:

- The Planning Department will continue to strive to implement methods through development approvals, including site plan control, which would ensure aspects of accessibility. Examples include:
 - Proper parking spaces,
 - Curb cuts, and
 - Wide access routes.
- The Department's work plan includes updating site plan guidelines.
 - During this process it is hoped that new initiatives with regards to accessibility can be developed and applied to future development within the City.
- A staff representative will be assigned to CACDI and report to the Committee on accessibility considerations in various Site Plan Control Applications.

Building Department

Accessibility Achievements 2007-2008:

- *The following achievements were not set as original goals:*
- Monthly Building Reports are available on the City's Website.
 - These reports show statistics of what permits have been granted and construction activity.
- There has been continued enforcement of Section 3.8 of the Ontario Building Code.
 - Section 3.8 requires barrier-free design considerations for all new buildings within the Municipality.
- Enforcement of the Municipal Zoning By-law has been a focus.
 - This by-law requires a percentage of accessible parking spaces for new construction within the Municipality.
- All Building Department Staff has taken the Sensitivity Disability Awareness Training provided by Human Resources.

Plans for Change in 2009-2010:

- The Building Department will be participating in e-gov services, which will allow applicants to apply for, and pay for various permits online.

Tourism

Accessibility Achievements 2007-2008:

- *One (1) of two (2) of the original goals for 2007-2008 was reached:*
 - The website update was deferred and will be complete in 2009-2010.
- The Visitor Guide 2007-2008 included the wheelchair icon as an easy to identify indicator on the listings that were accessible.
- *Four (4) additional achievements were made:*
- The Ontario Great Summer Drives brochure for 2007-2008 included accessibility information as provided by the tourism partners.

- A micro-site (website) was also created to further compliment the information in the brochure. This site also included the accessibility information.
 - This site was linked to the Ontario Tourism website: www.ontariotravel.net.
- In 2008, the completion of the new edition to the arts and cultural attraction brochure 'Explore' includes identification of accessibility of the 13 museums, historic sites and art galleries that are advertised.
- In 2008, all meetings of the City Of Brantford Tourism Advisory Committee and the Brantford Cultural Advisory Committee were held in a fully accessible location (Brantford Visitor and Tourism Centre).

Plans for Change in 2009-2010:

- The Tourism website will be re-developed in 2009.
 - Accessibility information will be added in areas where it is applicable.

Corporate Communications

Accessibility Achievements 2007-2008:

- Responsibilities of the City Of Brantford's website has been transferred to Information and Technology Services.
- A Loop System has been purchased and installed in Council Chambers to assist those individuals with hearing disabilities.

Plans for Change in 2009-2010:

- Staff has been apprised of the Communication and Information Standard that has come of the AODA.

Information Technology (IT)

Accessibility Achievements 2007-2008:

- *The original goal of special accommodation on an individual basis was dissolved within AODA compliance.*
- *The following are additional achievements made by the department:*
- Early in 2008 the City Of Brantford website development shifted from the Communications department to IT Services.
- The vacant Graphic Designer position was filled by an individual possessing experience and knowledge of web accessibility.
- To improve the infrastructure of all City Of Brantford websites, the IT Department put out a Request For Proposal (RFP) to acquire an Enterprise-level content management system that would aid in the deployment of accessible websites.
 - A successful vendor was selected.

Plans for Change in 2009-2010:

- A representative from the IT Department has been appointed to be an active, permanent member of CACDI.
- The eGovernment project was officially launched in early 2009.
 - A key to this project is the development of our accessibility policy to enforce requirement.
 - Specialized software specific to website accessibility was recommended and acquired as part of the technology solution

Social Services

The Social Service Commission includes Ontario Works, Childcare Services, and Housing Departments. The Social Service Departments monitor the needs of the community and define the department's priorities based on these needs.

Administration and Ontario Works

Accessibility Achievements 2007-2008:

- *The following are additional achievements that were made within the department:*
- Direction and information signage has been updated to include larger lettering and raised font. Signage focused on:
 - Washroom
 - Telephones

Plans for Change in 2009-2010:

- Policies and Procedures will be amended as needed.
- The barrier free washroom will be identified as such through signage.
 - The signage also includes direction on how to obtain the washroom key.

Childcare Administration

Accessibility Achievements 2007-2008:

- *The following are additional achievements that were made within the department:*
- Additional Barrier Free Modifications have been incorporated at Beryl Angus Preschool.

Plans for Change in 2009-2010:

- The department will continue to review childcare services premises and centres to ensure that the needs of all individuals are being met.
 - Any needed changes to the services will be implemented.

Housing and Accommodation

Accessibility Achievements 2007-2008:

- *One (1) of the two (2) original goals for 2007-2008 was reached:*
- A number of Barrier Free Modifications have been made regarding housing facilities including:
 - Card access and automatic entrances,
 - Parking lot improvements, and
 - Uniform signage.
- A detailed inventory was created, detailing the accessible housing providers that are not covered by the Social Reform Act (See Appendix C).

Plans for Change in 2009-2010:

- The Housing Department will continue to accept requests for special modifications, and meet these requests to the best of their ability.

Engineering and Operational Services

The Engineering and Operational Services Commission encompasses the following departments: Environmental Services, Transportation Services, Public Works, Design and Construction, Fleet, Parking, Property Management and Parks and Recreation and Golf Operations.

Roads and Sidewalks

Accessibility Achievements 2007-2008:

- *Projects were completed as outlined:*
- The Engineering Department provides residents with contact information so that any issues, during construction, can be addressed promptly to minimize disruption.
- Post-construction surveys are provided to area residents to solicit feedback about the construction; including comments dealing with accessibility issues.
- All 2008 roads reconstruction and new sidewalk construction projects were completed as planned.
 - Projects incorporated barrier-free design guidelines.
 - Six(6) road reconstruction projects have been completed including the modifications to the sidewalks:
 - Dublin Street (North Park Street to Sydenham Street)
 - Queensway Drive (Paris Road to George Street)
 - Kingsway Crescent
 - Westmount Boulevard/ Ava Road Intersection
 - Lida Street (Tenth Avenue to Sixth Avenue)
 - Tenth Avenue (Lida Street to Sanderson Street)
 - Ten (10) new sidewalk construction projects have been completed:
 - Buckingham Street (both sides from Memorial Drive to Ellenson Drive)
 - Ellenson Drive (West side from Buckingham Street to Evelyn Street)
 - Evelyn Street (South side from Memorial Drive to Ellenson Drive)

- Glenwood Drive (South side from Lynnwood Drive to Colborne Street)
- Forest Road (West side from Colborne Street to Glenwood Drive)
- Wayne Gretzky Parkway (East side from Grey Street to Elgin Street)
- Sherwood Drive (South side from Oak Street to Wilkinson Street)
- Henry Street (Wayne Gretzky Parkway to Garden Avenue)
- Conklin Road (Shellard Lane to South City Limit)
- Grey Street (James Avenue to Rowanwood Avenue)

Plans for Change in 2009-2010:

- Public meetings regarding construction projects will be held in barrier-free facilities.
- On going input and feedback from CACDI on major construction projects will continue to ensure that designs meet the need of persons with disabilities.
- The Engineering Department plans to continue to incorporate barrier-free design guidelines in all of their projects.
- Pending budget approval there are ten (10) road reconstruction projects which would include sidewalk modification and three (3) new sidewalk projects identified for 2009.
- While eight (8) road reconstruction projects have been identified for 2010, to date the new sidewalk locations have not been decided upon.

Traffic and Parking

Accessibility Achievements 2007-2008:

- *Projects were completed as outlined:*
- Many pedestrian intersections have been upgraded to better the level of accessibility:
 - North Park Street and Fairview Drive (visual countdown timers and audible signals)

- Dunsdon St and Buchanan Street (new pedestrian crosswalk signals, visual countdown timers, audible signals)
- Colborne Street West and Gilkinson Street (visual countdown timers)
- Colborne Street West and Veterans Memorial Parkway (countdown timers, increased pedestrian crossing times)
- Wayne Gretzky Parkway and Lynden Road (countdown timers)
- Henry Street and Middleton Street (new pedestrians crosswalk signals, countdown timers)
- Veterans Memorial Parkway/ Clarence Street and Erie Avenue (countdown timers)
- Clarence Street and the entrance to Price Choppers (audible signals, increased pedestrian crossing times)
- Colborne Street and Market Street (audible signals upgraded)
- Additional stock was purchased in order to respond more quickly when audible signals are malfunctioning.

Plans for Change in 2009-2010:

- It is the department's practice that audible signals will be installed at all new pedestrian crosswalk signals.
- Push buttons for pedestrian crosswalk signals will be consistently located in area that is easy to locate for persons with disabilities.
- As per CACDI's priority list, one (1) audible signal will be added to an already existing pedestrian crosswalk signal.
- The department will continue to monitor use and feedback of intersections around the City and make improvements as needed.
 - Additional pedestrian crosswalk signals will be added where appropriate.

Public Works

Accessibility Achievements 2007-2008:

- *Four (4) of the five (5) original goals for 2007-2008 were reached:*
 - The removal of interlocking brick will be an ongoing process.
- Selected curb cuts were improved in the core area.
- Bus stops were improved by installing a landing pad.
- Public Works worked in cooperation with the Traffic Department to increase the accessibility of pedestrian crosswalk signals.
- A policy for Snow Windrow Removal was drafted
 - This policy will apply to senior citizens and persons with disabilities.
 - The snow pile at the end of a person's driveway caused by plowing will be removed within 20 hours of all street clearing.
 - See the complete list of policies and procedures in Appendix D

Plans for Change in 2009-2010:

- Pedestrian crosswalks will continue to be improved.
- Work will be continued in a priority order to improve curb cuts around the City.
- The Snow Windrow Removal policy and procedures will be advertised and implemented.
- Installation of cement landing pads will be completed.
- Lock stone will continue to be removed and replaced with concrete.

Parks and Recreation

Accessibility Achievements 2007-2008:

- *Projects progressed as outlined:*

- There was a greater emphasis across the Parks and Recreation Department to ensure physical access to facilities, including buildings and outdoor spaces.
- In the years of 2007 and 2008 the following projects were completed:
 - Princes Anne Park
 - Play space and playground equipment were modified to become a more inclusive environment.
 - More accessible path construction and repair were part of the modifications.
 - More inclusive seating was installed.
 - Plantings that were more conducive to accessibility were considered and used.
 - Bellview Park
 - Playground equipment that is more inclusive was installed
 - Pathways were added and repaired to make the environment more accessible.
 - More inclusive seating was installed
 - Plantings that are more conducive to accessibility were considered and used.
 - Elgin Park
 - Playground equipment was installed to become more inclusive.
 - Pathways were added and repaired to make the environment more accessible.
 - Dunsdon Park
 - Pathways were added and repaired to make the environment more accessible.
 - Lynden Hills Parks
 - Pathways were added and repaired to make the environment more accessible.
- By the end of 2008 the following projects were underway:
 - Centennial Park
 - The design was being finalized
 - Improvements to be considered include: improving/replacing play space and playground equipment, installation of paths, seating and appropriate plantings

- Mohawk Park and Lynden Hills Park
 - Additional features creating more inclusive opportunities will be installed.
 - Inclusive opportunities are to include:
 - Accessible swings,
 - The “Biggo” swing for Mohawk Park has been ordered
 - Accessible amenities, such as picnic tables and seating,
 - Accessible parking designation, signage, etc
- Bell Homestead
 - Phase one of the Bell Homestead Master Plan was implemented.
 - The changes in the Master Plan that considered accessibility include:
 - The replacement of interlocking stone pathways throughout the property with concrete pathways,
 - The replacement of the wooden ramp entries at both the Bell Homestead and the Henderson House, and
 - Improvements to the passenger drop-off and accessible parking in front of the Tea House and Visitor Information Centre.
 - All work at the Bell Homestead is intended to create a more accessible environment, while keeping with the historic character of the property.
 - The design has been completed and tenders received, with construction beginning in November 2008.
- Connaught Park
 - More inclusive playground equipment will be added to the park.
 - Improvements will be made by creating and repairing pathways.
 - More inclusive seating will installed.
 - Plantings more conducive to accessibility will be considered and used.

- At the end of the year, the design was being finalized and specifications for quotations were being prepared.
- Wilkes Park
 - More inclusive playground equipment will be added to the park.
 - Improvements will be made by creating and repairing pathways.
 - More inclusive seating will be installed.
 - Plantings more conducive to accessibility will be considered and used.
 - At the end of the year, the design was being finalized and specifications for quotations were being prepared.
- Shallow Creek Park
 - More inclusive playground equipment will be added to the park.
 - Improvements will be made by creating and repairing pathways.
 - More inclusive seating will be installed.
 - Plantings more conducive to accessibility will be considered and used.
 - At the end of the year, the design was being finalized and specifications for quotations were being prepared.
- One (1) new Horticultural Park was created.
 - CJ's Park is located off of Park Road North and Cobden Court.
- Plans to develop an additional 3 (three) new Neighbourhood Parks have also been undertaken,
 - These plans consider elements of accessibility.
 - The upcoming parks are going to be located at:
 - Mission Estates Park site,
 - Brookefield Park site, and
 - Wyndefield Park site development at Shantz/Blackburn.
- A chair lift has been installed at the Northridge Golf Course Clubhouse.
 - The chair lift allows fuller access to the Banquet Hall.

- Barrier Free Modifications were completed to the entrances and to the Banquet Hall washrooms.

Plans for Change in 2009-2010:

- The following projects are to be carried over from 2007 and 2008 and completed:
 - Work is to begin in the Spring/Summer of 2009
 - Projects are detailed above.
 - Centennial Park
 - Mohawk Park
 - Lynden Hills Park
 - Bell Homestead
 - Connaught Park
 - Wilkes Park
 - Shallow Creek Park
- Plans to modify additional parks across the City of Brantford to make them become more inclusive will continue in conjunction with other scheduled park improvements and/or expansions.
- All new park development projects are designed to incorporate inclusive elements such as pathways and seating; most new neighbourhood parks also include more inclusive playground equipment.

Property Management

Accessibility Achievements 2007-2008:

- *Three (3) of three (3) of the original goals for 2007-2008 were reached:*
- The Coordinator of the Municipal Accessibility Plan worked in partnership with the Human Resources Department on developing items mandated under the Customer Service Standard.
- The Property Management Department took the lead and participated on organization of the projects identified in the 2008 Capital plan:
 - Sanderson Centre entrance modifications and
 - St Paul's Library's modification of both washrooms.

- Staff took the lead on modifying the new office location, 180 Greenwich Street, to accommodate Staff.
- *The additional achievements were made:*
- Staff considered Universal Design and the City of London's Barrier Free Standards in all of their work.
- The Coordinator of the Municipal Accessibility Plan received education on the AODA standards.
 - Knowledge obtained was distributed to appropriate departments.

Plans for Change in 2009-2010:

- Staff will work in accordance with adopted accessibility standards for all appropriate projects.
- Projects identified by the current Capital Plan will be completed with the supervision of Property Management Staff.
- The Coordinator of the Municipal Accessibility Plan will remain educated on all of the standards arising from the AODA to ensure compliance is met.
- Staff will maintain its partnership with other departments to ensure compliance with all accessibility standards.

Other Organizations and Agencies Participating In the Municipal Accessibility Plan

Brantford Public Transit

64 Darling Street
Brantford, Ontario N3T 6G6

The Brantford Transit goals are to provide citizens with quality service, to function on a timely manner, to achieve the highest standards in customer service, and to educate the community on the benefits of Public Transit System. Currently the fleet is comprised of 30 buses that cover 9 routes around Brantford.

Accessibility Achievements 2007-2008:

- *Four (4) of five (5) of the original goals for 2007-2008 were reached:*
 - Creation of policies was deferred until after the Transportation Standard is passed.
- Bus routes 4-A and 4-C are officially considered to be accessible.
- Buses that run on the evening and Sunday routes are now all accessible.
- All route schedules are available in text format on the City of Brantford Transit website.
- There has been an implementation of audible bus stop call out system.
 - These calls are made by the Transit Drivers.
- Transit Staff have been providing updates to CACDI, and seeking their advice.
- *Two additional achievements were made:*
- Four (4) more accessible buses were purchased this year.
 - The addition of these buses brings the total of accessible buses to 25.
 - Total of all buses in the City of Brantford is 30.
- Cement landing pads at bus stops have continued to be installed with the assistance of The Public Works Department.

Plans for Change in 2009-2010:

- There will be the implementation of an automated, audible bus stop announcements.
- Installation of cement landing pads will be completed with the assistance of the Public Works Department.
- Additional accessible buses will continue to be purchased until the entire fleet is accessible.
 - It is expected that the entire fleet will become accessible in 2010.
- The Transit Liaison Committee (TLC) will continue to seek advise from members of the public with disabilities as well as CACDI.
- Staff will remain knowledgeable in relation to the AODA's Transportation Standard and will keep Council apprised of any implications.

Brantford Fire Department

60 Clarence Street, P.O. Box 61
Brantford, Ontario N3T 5M3

The Brantford Fire Department is a team bonded by the dedication and commitment towards the highest quality of safety, protection of life, property and the environment of those within the community.

Accessibility Achievements 2007-2008:

- *The only goal was modified and completed:*
- An audio intercom was added at the front entrance of the main fire station.
 - This will allow all persons, including those with disabilities to receive quicker assistance.
- *Three additional achievements were made:*
- Fire Department Staff have reviewed their TTY/TDD capabilities with Bell Canada and confirmed a comfortable understanding of the operational instructions of this device with all communications Staff.
- All Staff members have received the Disability Awareness Sensitivity Training.
- An updated list of specialists and other resources, such as interpreters, councillors and contacts for specialized needs, and the services provided by Victim Services was created.
 - This list has been made available in the Communication Centre.

Plans for Change in 2009-2010:

- The Fire Department will continue its efforts in increasing accessibility of public access to the buildings and services offered.

Brantford Police Services

344 Elgin Street, P.O. Box 1116
Brantford, Ontario N3T 5T3

The Brantford Police Services provide policing services for the Municipality. These services encompass: crime prevention, law enforcement, victim assistance, public order maintenance, emergency response services and administration infrastructure.

Accessibility Achievements 2007-2008:

- *Two (2) of two (2) of the original goals for 2007-2008 were reached:*
- Renovations, which considered accessibility issues, were completed.
- Modifications continued to be made to assist an injured officer return to work.

Plans for Change in 2009-2010:

- Physical modifications are expected in Forensic Identification Section and Emergency Response Team storage area.

The Brantford Public Library

173 Colborne Street
Brantford, Ontario N3T 2G8

The Brantford Public Library acquires and makes available to the community information resources (print, audiovisual, and electronic formats), provides professional assistance with their use, and responds to information requests from people of all ages. The Library operates under the Ontario Public Libraries Act, is primarily funded by the Municipal Government, and is governed by a Library Board appointed by the City Council of Brantford. In accordance with the Provincial Legislation and community tradition, the Library is free and open to all residents, regardless of age, physical ability or socioeconomic status.

Accessibility Achievements 2007-2008:

- *Four (4) of four (4) of the original goals for 2007-2008 were reached:*
- The St Paul Avenue branch of the Library was upgraded to include more accessible features:
 - Automatic openers were installed on doors within the Library, and
 - The men and women's public washrooms were renovated.
- Signage has been improved throughout the Library.
- The Brantford Public Library installed and upgraded adaptive technology devices on every floor of the Main Library building.
 - Each piece of technology was selected to compliment the resources already available on that floor.
 - The lower floor has a SARA (scanning and reading appliance) machine.
 - This machine will read any material, which is placed in it's scanning bed, aloud.
 - The main floor has a CCTV (Closed Circuit TV) unit with an LCD monitor which magnifies the text.
 - The client places any material on the scanning bed and it magnified and displayed on the monitor.

- The 3rd floor has a computer station that is equipped with a combination of the latest versions of standard Adaptive Technology:
 - ZoomText
 - Increases magnification
 - Kurzweil 3000
 - Reads documents and saves them as audio files such as MP3
 - JAWS interface
 - Interprets computer operating system screen options, websites and any text document into audio
- The Library's website is continually updated to include specific information surrounding accessibility and the modifications that have occurred within the library system.
- *Two additional achievements were made:*
- The accessibility icon has been inserted on the Library's programming brochures to indicate that the buildings are accessible.
- All staff attended an accessibility training workshop on providing programs and library services to clients with Autism Spectrum Disorder.

Plans for Change in 2009-2010:

- The Library will amend the existing service policies and create new ones to specifically include accommodations for persons with disabilities.
 - These improvements will ensure reliable assistance is available when it is needed, and that all services offered will consider accommodations that may be needed to fully include all persons.
- A grant application will be completed for purchase and installation of an auditory assistive device (Loop System).
- Staff will continue to participate in training and workshops that will increase their knowledge on disabilities and removal of barriers.

The Sanderson Centre

88 Dalhousie Street
Brantford, Ontario N3T 5V7

The Sanderson Centre for the Performing Arts is a venue that presents an annual season of professional entertainment as well as hosting events produced by community groups and private producers. The Centre is active from September through June, with the summer months dedicated to educational programs.

Accessibility Achievements 2007-2008:

- *Two (2) of two (2) of the original goals for 2007-2008 were reached:*
- Signage was improved in the lobby and dressing spaces by choosing an appropriate font and contrasting colours as identified in the City of London Standards.
 - A separate set of contrasting colours were selected for signage in the auditorium.
- A review of existing signage was completed to identify what changes, if any would be appropriate.
- Both entrances were fitted with automatic doors, and the chair lift at the Darling Street entrance has been replaced with a more accessible ramp
- *Two additional achievements were made:*
- Policies and Procedures were created for interacting with ticket buyers and patrons are designed to provide alternative, flexible ways to serve persons with disabilities where barriers still remain.
- The website was redesigned by the Information and Technology department in the spring of 2008 to improve accessibility features.

Plans for Change in 2009-2010:

- New signage will be distributed to the Coordinator of the Municipal Accessibility Plan for review and comment, prior to ordering.

- The existing hearing assistive system in the auditorium will be replaced.
 - The current system only provides coverage to the orchestra section.
 - It is expected that the new system will expand to cover the whole seating area.
- The following issues will be investigated to provide better service to persons with disabilities:
 - Accessible areas in which to conduct ticket sales, which has been approved in the 2009 budget process,
 - Returning personal assistive devices to their owners at intermission and at the end of a performance, and
 - A solution to an accessible female change room during dance competitions.

Partners of the Municipal Accessibility Plan

Operation Lift

40 West Street, P.O. Box 452
Brantford, Ontario N3T 5N9

Operation Lift works under a contractual agreement with the City Of Brantford as the specialized transportation provider for persons with disabilities, who meet eligibility criterion.

Operation Lift's values are *Respect and Reliability*. Both reflect the commitment made by the organization to ensure that persons with disabilities who are unable to access conventional transit have access to vital link transportation.

As an organization with a mandate to serve persons with disabilities, the opportunities to enhance service delivery are at the forefront in all we do.

Accessibility Plans for Operation Lift are completed annually and reviewed and approved by the board of Directors.

For information on Operation Lift or its Accessibility Plan contact:

Dorothy DeVuono

Phone: (519)756-2170

E-Mail: ddevuono@operationlift.com

Corporate Wide Action Plan

The annual operation review identified some existing barriers that are to be addressed, within the upcoming years. The following notes progress made to date as well as steps to follow.

a. Accessibility Awareness Training

Departmental Lead: Human Resources and
Property Management

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.

Actions Taken in 2007-2008:

- In May 2007, Human Resource staff attended a Municipal Training Program in Oshawa.
- In June 2007, Human Resources staff attended “Train the Trainer Session: People with Disabilities: People First”.
- Human Resource staff developed the training program that would be used for City staff, and training began in September 2007.
 - Disability Awareness Sensitivity Training sessions were offered on a regular basis.
 - Attendance records for the training were kept.

Actions for 2009-2010:

- Disability Awareness Sensitivity Training sessions will continue to be offered on a regular basis.
 - All current staff, and third parties of the City will receive the training.
 - All new staff members will receive the training as part of their orientation package.
- The second phase of training is expected to be ready in the fall of 2009.

- This training will include information on assistive devices and instruction on the use of City owned assistive devices.
- The second phase of training will be offered to all current staff, as well as be included as part of the new employee orientation package.
- Detailed records will continue to be maintained, as mandated by the Customer Service legislation.

Resource:

The Human Resources Department identified \$1,040 in its 2009 Training Supplies Budget, for the rental of assistive devices used in the training.

b. Establish a Staff Technical Committee

Departmental Lead: Property Management

The continued goal is to establish Staff Technical Committees that will carryout the implementation of the Municipal Accessibility Plan.

Actions Taken 2007-2008:

- 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 CACDI.
 - Subcommittees will dissolve once CACDI has received their findings.

Actions for 2009-2009:

- Subcommittees will continue to form and carry out duties as outlined above.

Resource:

Costs associated with any subcommittees of CACDI (transportation, educational materials are included in Municipal Accessibility Budgets.

c. Adoption of Built Environment Standards

Departmental Lead: Property Management

The adoption of a Built Environment Standard will ensure accessibility to a certain measure. 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.

Actions for 2009-2010:

- CACDI is to send a report to Council recommending the adoption of a Built Environment Standards.
 - The report to outline the benefits of having such standards, previous staff research and recommendations.

Resource:

In the process of adopting Built Environment Standards, staff time would be the main resource. Once the City of Brantford adopts a set of standards, there may be additional construction cost to allow for requirements to be met; specific budgets to be determined.

d. City Website Accessibility

Departmental Lead: Information and Technology Services

The City Of Brantford has recently launched an eGovernment 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.

Moving forward, and area of key importance is Web Accessibility. What does this mean for staff as content authors, and what controls IT Services have in place to ensure the website is accessible? What standards and policies need to be in place? These are typical questions that will be addressed as policies governing accessibility and website development are created.

Actions Taken 2007-2008:

- Early in 2008 the City Of Brantford website development shifted from the Communications department to IT Services.
- The vacant Graphic Designer position was filled by an individual possessing experience and knowledge of web accessibility.
- To improve the infrastructure of all City Of Brantford websites, the IT Department put out a Request For Proposal (RFP) to acquire an Enterprise-level content management system that would aid in the deployment of accessible websites.
 - A successful vendor was selected.

Actions for 2009-2010:

- The eGovernment project was officially launched in early 2009.
 - A key to this project is the development of our accessibility policy to enforce requirement.
 - Specialized software specific to website accessibility was recommended and acquired as part of the technology solution
- It is anticipated that this project will take 1-2 years to complete in its entirety.
 - Many of the on-line services will be offered in late 2009.

Resource:

Accessibility will be achieved through the over all redevelopment of the website; there would be no specific cost associated with creating accessibility.

e. Loop System for Council Chambers

Departmental Lead: Property Management

The Loop System is used to ensure information presented in meetings, held in Council Chambers, is more easily heard for more members of the audience and participants. The Loop System works

with a frequency of an individual's hearing aid, with minimal additional equipment.

Actions Taken 2007-2008:

- A Loop System was ordered and received.
 - A Satellite III model was selected based on the City's needs.

Actions for 2009-2010:

- The Loop System will be installed in Council Chambers.
- Training on the use of the system will be provided.
- Signage and information on the availability of the Loop System will be made available.

Resource:

The financial implication of installing the Loop System will be \$2,000 from the Property Management Operating Budget.

f. Signage

Departmental Lead: Property Management

The goal is to incorporate Internationals and Universal symbols and tactile signs in City Of Brantford facilities.

Actions Taken 2007-2008:

- Signage was incorporated into completed accessibility modifications.

Actions for 2009-2010:

- An assessment will be completed to ensure International, Universal Symbols and tactile signage is located where required.
 - Assessments shall be integrated into other accessibility modifications.

Resource:

Cost for signage is included in the Municipality Accessibility Plan 2009 and 2010 Capital Budgets

g. 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 and procedures in Appendix D.

Actions Taken 2007-2008:

- A complete list of policies and procedures that affect persons with disabilities was compiled and annexed in the 2007-2008 Municipal Accessibility Plan.

Actions for 2009-2010:

- Departments will continue to amend policies and procedures to further enhance accessibility and/or provide better access to persons with disabilities throughout the City Of Brantford.
- As policies are created and implemented they will be added to the master list.
- All of the City policies will be made available on the City's website.

Resource:

Financial implications will result from the staff time related to reviewing the City's policies and procedures.

h. Enhanced Public Communications (Information and Communication Standard)

Departmental Lead: Property Management, Corporate Communications, Information and Technology, Clerks and Human Resources

The purpose of this initiative is to ensure that all materials and information issued by the City are readily available and accessible to all.

Actions Taken 2007-2008:

- The Information and Communication Standard released the Draft version of the standard.
 - CACDI and key staff members were given the opportunity to review this document.
 - The document outlined how the municipality will be responsible for producing all of its information and communication in multiple formats, and how this may require the acquisition of specialized equipment and resources.
- Discussion was held concerning holding further advancement until the Minister of Social and Community Services reviewed the standard.
- It was decided that it would be best to send a report to the Senior Management Team and await direction.

Actions for 2009-2010:

- A memorandum regarding the immense impact that this standard will have on the municipality was sent to the Senior Management Team in the spring of 2009.
 - Staff will proceed with the initiative of enhanced information and communication as directed.
- City Staff will keep apprised of any changes with the standard and the process if it becoming legislation.
- A plan of reaching compliance will be constructed.

Resource:

Exact financial implications are not yet known. However, in a report that was submitted to the Minister of Community and Social Services, the Association of Municipalities of Ontario noted that as the Standard currently reads, Municipalities would have to assign 1% - 3% of their annual operating budget toward compliance of this standard.

i. AODA Compliance

Departmental Lead: Property Management, Human Resources, and Transit

The 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.

Actions Taken 2007-2008:

- 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 regards 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.
- CACDI and appropriate City Of Brantford Staff have reviewed drafts of the Transportation and Information and Communication Standards.
 - Comments were submitted as necessary.

Actions for 2009- 2010:

- Staff will continue to monitor development of the standards.
 - Appropriate departments will be notified of any updates.
- Related policies, procedures, practices will be written, appropriate training will be developed and a plan will be constructed to ensure compliance is met for all legislation.

Resource:

Based on what is currently known of the impending pieces of legislation, the financial implications of each have the potential to be huge. Cost implications will be incorporated into appropriate budgets, as they are known.

j. Present a 5 Year Barrier Free Modification Capital Plan

Departmental Lead: Property Management

The goal is to present a capital plan which will lead to the elimination of existing barriers in all municipal buildings, to Council for consideration. Projects are to be completed in their identified order. Please, refer to Appendix E.

Actions Taken 2007-2008:

- A Capital Plan was completed, and submitted to Council.
 - The plan extended through 2008-2012.
 - Projects completed include:
 - Sanderson Centre entrance,
 - St. Paul Library washrooms and
 - Various neighbourhood and horticultural parks.
- A Capital Priority Plan for years 2009-2013 has been completed.
 - Projects that need to be completed have been given a priority order based on levels of public access and use, and current accessibility.
 - 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 \$1.24 million. 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.
- As construction, or other changes occur in the City's facilities, accessibility will be considered on an ongoing basis.
 - Due to this, it is possible that projects may be added, deleted or shifted in the priority listing.

Actions for 2009-2010:

- Projects identified for 2009 have been approved by Council and modifications will occur in the following:
 - Sanderson Centre box office and
 - Mohawk Park washroom and pathways.
- The Capital Plan will be considered annually, to ensure priorities are met.

Resource:

Municipal Accessibility Plan Capital Budget

Appendix A

THE PRINCIPLES OF UNIVERSAL DESIGN

Version 2.0 – 4/1/97

Copyright 1997 NC State University, The Center for Universal Design

PRINCIPLE ONE: Equitable Use

The design is useful and marketable to people with diverse abilities.

Guidelines:

- 1a.** Provide the same means of use for all users: identical whenever possible; equivalent when not.
- 1b.** Avoid segregating or stigmatizing any users.
- 1c.** Provisions for privacy, security, and safety should be equally available to all users.
- 1d.** Make the design appealing for all users.

PRINCIPLE TWO: Flexibility in Use

The design accommodates a wide range of individual preferences and abilities.

Guidelines:

- 2a.** Provide choice in methods of use.
- 2b.** Accommodate right- or left-handed access and use.
- 2c.** Facilitate the users accuracy and precision.
- 2d.** Provide adaptability to the users pace.

PRINCIPLE THREE: Simple and Intuitive Use

Use of the design is easy to understand, regardless of the users experience, knowledge, language skills, or current concentration level.

Guidelines:

- 3a.** Eliminate unnecessary complexity.
- 3b.** Be consistent with user expectations and intuition.
- 3c.** Accommodate a wide range of literacy and language skills.
- 3d.** Arrange information consistent with its importance.

- 3e.** Provide effective prompting and feedback during and after task completion.

PRINCIPLE FOUR: Perceptible Information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Guidelines:

- 4a.** Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- 4b.** Provide adequate contrast between essential information and its surroundings.
- 4c.** Maximize "legibility" of essential information.
- 4d.** Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions).
- 4e.** Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

PRINCIPLE FIVE: Tolerance of Error

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

Guidelines:

- 5a.** Arrange elements to minimize hazards and errors: most used elements, most accessible, hazardous elements eliminated, isolated, or shielded.
- 5b.** Provide warnings for hazards and errors.
- 5c.** Provide failsafe features.
- 5d.** Discourage unconscious action in tasks that require vigilance.

PRINCIPLE SIX: Low Physical Effort

The design can be used efficiently and comfortably and with a minimum of fatigue.

Guidelines:

- 6a.** Allow user to maintain neutral body position.
- 6b.** Use reasonable operating forces.
- 6c.** Minimize repetitive actions.
- 6d.** Minimize sustained physical effort

PRINCIPLE SEVEN: Size and Space for Approach and Use

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

Guidelines:

- 7a.** Provide a clear line of sight to important elements for any seated or standing user.
- 7b.** Make reach to all components comfortable for any seated or standing user.
- 7c.** Accommodate variations in hand and grip size.
- 7d.** Provide adequate space for the use of assistive devices or personal assistance.

Please note that the Principles of Universal Design address only universally usable design, while the practice of design involves more than consideration for usability. Designers must also incorporate other considerations such as economic, engineering, cultural, gender, and environmental concerns in their design processes. These Principles offer designers guidance to better integrate features that meet the needs of as many users as possible.

Appendix B

Department Contacts

Department	Municipality/ Agency	Name	Contacts
Brantford Police Services	Police Board	Chief Derek McElveny	dmcelveny@brantford.police.on.ca (519)756-0113 ext. 2222
Brantford Fire Department	Fire Department	Chief Garth Dix	gdix@brantford.ca (519)752-4346
Brantford Public Library	Public Library	Rose Vespa	rvespa@brantford.ca (519)756-2220 ext.5
Building Department	City	Russ Thomson	rthomson@brantford.ca (519)759-4150 ext.2216
Childcare	City	Sue Norden	snorden@brantford.ca (519)759-4150 ext.22
Clerks	City	Darryl Lee	dlee@brantford.ca (519)759-4150 ext.2223
Employment	City	Jo Atanas	jatanas@brantford.ca (519)759-3330 ext.6267
Engineering, Design And Construction	City	Vic Bohdanow	vbohdanow@brantford.ca ext.2249
Finance/ Customer Service	City	Brenda Bera	bbera@brantford.ca (519)759-4150 ext.4292
Housing	City	Rick Farrell	rfarrell@brantford.ca (519)759-4150 ext.6241

Department Contacts

Department	Municipality/ Agency	Name	Contact
Human Resources	City	Kathy Weidhaas	kweidhaas@brantford.ca (519)759-4150 ext.2318
Information Technology Services	City	Tim Hunter	thunter@brantford.ca (519)759-4150 ext.3346
Parks and Recreation	City	Vicky Armitage	varmitage@brantford.ca (519)759-1500 ext.227
Property Management	City	Jim Quin	jquin@brantford.ca (519)759-4150 ext.2281
Brantford Transit	City	Elisabeth van der Made	evandermade@brantford.ca (519)759-4150 ext.2288
Public Works	City	Paul Maden	pmadden@brantford.ca (519)732-8170
Sanderson Centre	Sanderson Centre	Glenn Brown	gbrown@brantford.ca (519)752-9910 ext.210
Social Services	City	Kathy Dickens	kdickens@brantford.ca (519)759-3330 ext.6207
Tourism	City	Susan Sager	ssager@brantford.ca (519)759-4150 ext.202
Traffic/ Transit	City	Russ Loukes	rloukes@brantford.ca (519)759-4150 ext.2234

Appendix C

Accessible/Modified Housing Units in the City of Brantford/County of Brant

Housing Provider	1 Bedroom	2 Bedroom	3 Bedroom	Type	Mandate	Supportive
Applegate Co-op 94-104 Tollgate Road		2		Townhouse style	Family	No
Brant Native Housing – Various locations		3	1	Tenants must have native ancestry	Native Families	No
Cahaigue Co-op 76 Craig Street		2		Townhouse style	Families	No
Drumlin Co-op 99 Sympatica Crescent		3	2	Townhouse style	Families	No
Grey Winds 454-470 Grey Street		2	2	Townhouse style	Families	No
Saorsie Co-op 183-185 Pearl Street			4	2 level Apartment style	Families	No
Slovak Village 144 Fifth Avenue	2	3		Apartments	Families/Singles/Seniors	No
St. Basil's Non-Profit 73-75 Pearl Street		2	2	Apartments – building has lift	Families	No
Terraces of Charing Cross 228 – 232 Charing Cross Street		4		Townhouse style	Families/Singles	No

Housing Provider	1 Bedroom	2 Bedroom	3 Bedroom	Type	Mandate	Supportive
Westglen Co-op 47 Galileo Blvd.		1	2	Townhouse style	Families	No
Y Apartments 104 Nelson Street	2	1		Apartments	Families/Singles/Seniors	No
City of Brantford						
Albion Towers 45 Albion Street	4			Apartments for Seniors (60+)	Seniors	No
Trillium Way- 170 Trillium Way, Paris	3			Apartments for Seniors (60+)	Seniors	No
City of Brantford – Rent Supplement Program						
West Centre Apts. 11 West Street	17			Apartments	Singles/Seniors	Yes
Phoenix Place 175 Dalhousie Street	8	2		Apartments	Singles/Seniors	No
City Centre Apartments 24 Harris Ave.	3	1		Apartments	Singles/Seniors	No
Heritage House 40 Queen Street	3			Apartments	Singles/Seniors	No
West River Apts. 120 West River Street, Paris	1			Apartments	Singles/Seniors	No
Total	43	26	13	82 units in total		

Appendix D

Policies and Procedures Related to Accessibility

2006 Building Code

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

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.

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.

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.

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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 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 Infra-red assistive listening device has been installed and is only affective in this area.
- The infra-red assistive listening devices are available in the main lobby at the coat check.
- A ten dollar (\$10) deposit is required for the devices.
- There are 4 assistive listening devices that are lent out as a first come, first serve basis.

Selection Criteria for Audible Traffic Signal Locations

- The Community Advisory Committee for Disability Issues (CACDI) has formed a subcommittee that is evaluating and prioritizing intersections across the City.
- Results will be discussed with the CACDI 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 1st 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. Public Works 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.

Appendix E

Capital Project Priority

Please refer to notes in Section J of the Corporate Wide Action Plan on page 45

Project	Description	Cost
Civic Centre	Entrance	\$ 150,000
Wayne Gretzky Sport Complex	Path and sidewalk modification; Outside arena ramp modification; Aquatics changeroom and washroom	\$ 200,000
1 Sherwood Drive	Barrier Free Access, front Counter Modifications	\$ 40,000
Glenhyrst Gardens	Entrances, pathway and parking modification	\$ 30,000
Tranquility Hall	Ramp Bump at front entrance; Accessible Washroom Modifications; Parking lot modifications	\$ 60,000
Lions Park Complex	Entrance and automatic doors, pathway, parking and washroom modifications, washroom accessories	\$ 40,000
Transit Terminal	Visual Description Screen	\$ 50,000
Mt Hope Cemetery	Ramp at entrance and parking	\$ 80,750
Becket Building Seniors' Centre	Replacement of interlocking brick, washroom and reception modifications	\$ 45,000
Arrowdale Golf Course	Door modifications and automatic doors	\$ 120,000
Earl Haig Family Fun Park	Pathway modifications, signage, more inclusive playground equipment	\$ 70,000
Cockshutt Park	Pathway Construction	\$ 20,000

Prince Charles Park	Accessible playground, equipment, pathway modification	\$ 60,000
Jaycees Sports Park	Pathway modification and signage	\$ 20,000
Bellview Hall	Entrance modifications, washroom modifications	\$ 30,000
D'Aubigny Creek	Pathway modification and parking	\$ 20,000
City Hall	Doors modification, signage, lighting	\$ 67,300
Fire Hall #1	Intercom needs lowering; reception desk modification; Audible tone for elevator	\$ 7,000
City Yards	Front lobby and washroom modifications	\$ 10,000
George Campbell	Pathway modifications	\$ 20,000
Mayfair – Sports Park	Accessible playground equipment	\$ 70,000
Spalding – Bill Little	pathway modifications	\$ 20,000
Oakhill Cemetery	Pathway and building modifications	\$ 30,000
Greenwood Cemetery	Pathway and building modifications	\$ 30,000
Dufferin Tennis Club	Ramp to entrance; parking designation; Signage	\$ 50,000
Scalehouse –landfill site	Door modifications, Ramp repairs	\$ 15,000
Information Technology and Hydro	Entrance, lighting, washroom modifications	\$ 99,000
Traffic	Pedestrian Audible Crossing @ \$15,000 per intersection	
TOTAL		\$1,454,050
Less Available Funding		\$ 205,841
TOTAL		\$1,248,209