



Brantford Accessibility Plan

2018 Status Update

November 2018
Municipal Accessibility Coordinator
City of Brantford
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Brantford, Ontario N3T 2M2

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1.0 Introduction

The [Accessibility for Ontarians with Disabilities Act](#)¹, 2005 (*AODA*) outlines a number of requirements that when implemented will lead to an accessible Ontario by 2025. Barriers will be removed and prevented, allowing all people to access goods and services. The *AODA* contains five (5) standards that are to provide a consistent means of measuring appropriate levels of accessibility. These standards, as listed below, are to be reviewed by the government every two (2) years:

- Customer Service;
- Transportation;
- Information and Communication;
- Employment; and
- Built Environment
 - Design of Public Spaces; and
 - The Ontario Building Code.

Requirements of each standard can be found in the [Integrated Accessibility Standards Regulation 191/11](#)² (*IAS*).

The Built Environment Standard was divided into two parts, one for outdoor components and one for interiors. The outdoor elements are now referred to as Design of Public Spaces in the *IAS*. The interior elements will be encompassed into the *Ontario Building Code*.

The *AODA* requires the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the legislation. The latest [Brantford Accessibility Plan](#)³ was approved by Council in the summer of 2014. In addition to the multi-year plan organizations are also required to draft annual Accessibility Status Reports to inform members of Council and the community of the measures taken to improve accessibility and implement the Province's legislated

¹ Visit <http://www.ontario.ca/laws/statute/05a11> to view the *AODA* in its entirety

² Visit <http://www.ontario.ca/laws/statute/05a11> to view the *Integrated Accessibility Standards* in its entirety

³ Visit http://www.brantford.ca/Accessibility/BrantfordAccessibilityPlan-June23_2014.pdf to view the 2014 Brantford Accessibility plan in its entirety

accessibility requirements. A summary of the City's compliance to date can be found in Appendix A.

This document fulfills the requirement of the Accessibility Status Report and also provides an update on the actions taken to implement the 2013 – 2018 Multi-Year Accessibility Plan adopted in the summer of 2014 and how the City of Brantford continues to promote dignity, independence, integration and equality. A 2019 - 2024 Multi Year Plan will be presented to Council in 2019.

2.0 The City of Brantford's Statement of Commitment

The City of Brantford's statement of commitment establishes the vision and goals for the City to meet the legislated accessibility requirements.

Brantford City Council has made the commitment to achieve an accessible community for all its citizens, visitors and staff by eliminating barriers in a manner that respects the dignity, independence and autonomy of the individual while ensuring full integration and equal opportunities, regardless of ability.

The City values the contributions and participation of all citizens. To facilitate this involvement, the City is committed to providing goods and services that are accessible to all in a timely manner that respects their dignity and independence while providing for integration and equality of opportunity for all people, regardless of ability.

The City's policies, procedures and standards will take into consideration citizens who require assistive devices and will ensure they have the same ability to obtain, use or benefit from goods and services by providing measures to enable them to do so.

The City is committed to ensuring that the City's transportation services, both conventional and specialized, as well as all other City departments have a process to allow for customer feedback.

The City will ensure when communicating with persons with disabilities, to do so in a manner that takes into account each person's individual needs.

The City is committed to welcoming persons with disabilities who are accompanied by a Support Person and Service Animals onto all City owned and operated facilities open to the public.

The City will provide access to transportation services offered directly or contracted to all citizens.

The City will provide notice to citizens when access to services and facilities are temporarily disrupted.

The City will provide training to all city employees, volunteers and third parties relevant to this policy and associated procedures and standards.

The City is dedicated to providing equal opportunity employment to all people and will take into account the accommodations for applicants and employees with disabilities.

3.0 Corporate Strategic Initiative Reference

3.1 High Quality Life and Caring for all Citizens – Long Term Desired Outcomes

- Brantford citizens and visitors will enjoy a full range of well-supported and maintained arts, heritage, culture, sports and recreational facilities and programs.
- Brantford will be recognized as a safe and healthy community – one that promotes and enables the well-being of its citizens, and supports access of all citizens to a full range of health and community services.
- Brantford will be known as a community with a social conscience – one that supports those in need (including for example children, youth, seniors, people with disabilities and marginalized populations).

3.2 Excellence in Governance and Municipal Management – Long Term Desired Outcomes

- Brantford citizens will be engaged in, and informed about their community and their City government.
- The City of Brantford will be known for its open and accessible government.

3.3 Economic Vitality & Innovation – Long Term Desired Outcomes

- Brantford will have a strong diversified economic base that provides its citizens with excellent local job opportunities.
- Brantford's downtown will be vibrant and successful – the hub for its citizens, students, businesses, visitors and government.
- Brantford will be a proud City with a positive image.

4.0 Corporate Wide Action Plan

The following notes the achievements made throughout 2018 that affect the Corporation as a whole.

4.1 General

- A review and comparison between the 2015 Ontario Building Code, Design of Public Spaces and the Brantford Facility Accessibility Design Standards (FADS) was continued.
 - FADS will be updated to incorporate differences where the other two documents have higher standards for accessibility. Incorporating these differences will create one resource, with direction on accessibility elements within the built environment.

4.2 Customer Service Standard

- The City has continued to seek input into matters relating to accessibility through committees, both external (Advisory Committees to Council) and internal sources.
- Topics that impact accessibility continue to be presented to the Brantford Accessibility Advisory Committee on a monthly basis.
- Accommodations for individuals were made as requested or as change in service required.
- Corporate wide accessibility awareness training continued through utilization of an online learning management system. The comprehensive training program includes four major elements: accessibility awareness, the AODA, the interconnectivity of the AODA with the *Ontario Human Rights Code*, barriers with focus on how to address attitudinal barriers.
- Disability Awareness Sensitivity Training was administered to all new employees and volunteers, by accessing a module on the learning management system, as part of their orientation to the City of Brantford.
- An in person Accessible Customer Service Training module was added to the orientation day to reinforce the importance of appropriate interactions and knowledge of the Corporate Accessibility Policy and Standard.
- Phase Two of the Customer One Strategy was implemented with the creation of a Corporate Call Centre.

- A front line counter for Customer Service Representatives was initiated in City Hall.
- These representatives are trained to be able to provide answers to constituent questions or concerns or find the answers in a timely manner.
- The representatives are also aware of the need and procedures for the use of the accessible counter space.

4.3 Information and Communication

- A consultant was hired for redevelopment of the City of Brantford website.
- The website consultants and Communication staff worked with other City staff on creating a user friendly, accessible website.
 - Training was provided to content authors.
- A new report writing tool was implemented and as part of this report authors received training on creating accessible, conversion ready documents within the available templates.

4.4 Employment Standards

- No changes were made throughout 2018 that affected compliance with the Employment Standards.
 - The City of Brantford remains in compliance with these Standards.

4.5 Transportation Standards

- The Manager of Brantford Transit continues to attend the monthly meetings of the Brantford Accessibility Advisory Committee. Pertinent information is relayed to Committee members, and they in turn are given the opportunity to voice any concern or provide feedback.

4.6 Built Environment Standards

4.6.1 Ontario Building Code

- Staff continues to be made aware of the accessibility amendments to the *Ontario Building Code* and will remain cognizant of these while designing spaces and reviewing plans.

4.6.2 Design of Public Spaces Standard

- Requirements are being implemented where applicable.
- Requirements have been included in City design manuals.
- Staff helps applicants implement these Standards throughout the Site Plan Application process.

4.6.3 Maintenance

- Accessibility features in City facilities continued to be monitored on a regular basis as indicated below. Any malfunctioning features or those in disrepair are fixed as soon as feasible.
- Once installed, costs associated with the maintenance of assistive devices and other accessibility accommodations becomes the responsibility of the departments accountable for the asset. The costs would be allocated within their annual operating budget.
 - Elevators and other lifting devices are covered under a preventive maintenance contract with a qualified elevating device contractor and are inspected on an annual basis by the Technical Standards and Safety Authority (TSSA).
 - Aquatic pool lifts are inspected annually by maintenance staff.
 - Function of automatic door openers and call buttons are assessed through Workplace Inspections.
 - Sidewalks, including curb cuts are inspected on an annual basis. Any area where there is a vertical discontinuity more than 2cm is prioritized and noted for repair.
 - Audible pedestrian crossing signals are tested and undergo routine maintenance on an annual basis.
 - Parks and trails are inspected on a monthly basis.
 - Contracted maintenance and janitorial staff monitor general features such as automatic doors and faucets by nature of their cleaning routines. Inoperable devices are reported to the Facilities and Asset Management Department.

- Items such as replacing batteries in hands free devices will be undertaken by in house staff. Repairs to door closures and card readers etc. are contracted to a number of qualified vendors.
- The Facilities and Asset Management Department participates in the Electrical Safety Authorities (ESA) Continuous Safety Services program where buildings are inspected semi-annually or annually by an ESA safety inspector. All electrical work undertaken on elevating devices and automatic door closures is conducted by licensed and qualified contractors and permits are recorded where applicable.
- Staff receive feedback regarding the usability of features from members of the public.
- When features are found to be out of service a notice is posted as per section 5.5 Service Disruption of Health and Safety Standard 053- Accessibility.

5.0 Commission Specific Accessibility Initiatives

All levels of Management continued to work with the Municipal Accessibility Coordinator to ensure appropriate information was shared, training delivered and guidance provided to support compliance with legislative requirements. It is the goal of the Corporation to not only meet the legislative requirements but to exceed them whenever possible.

Through the budget process \$100,000 was allocated for accessible modifications to buildings and facilities to accommodate persons with disabilities. The funding for departmental initiatives, such as accommodations for staff persons with disabilities or case specific space modifications, have been approved on an as-needed basis and are processed through the City's Operating Budget.

Please note that all departments continued their efforts to create access and deliver services in an accessible manner. However, only those that experienced departmental specific changes are mentioned in this section.

5.1 Chief Administrative Officer's Office

5.1.1 Corporate Communications

- Corporate Communications continue to work diligently to enhance accessibility in the range of services we provide to the community, including the way we engage the community through written and verbal communications.
- Continued training on accessible communications.
- The Communications department, which also oversees the City's websites, is currently in the process of redeveloping the City's website, brantford.ca, that will result in dramatic improvements to the site. More specifically, the new website will:
 - Be compliant with AODA – WCAG 2.0 Guidelines, Level AA;
 - Dramatically improve the user experience for visitors to the site through implementation of enhanced navigation and search functionality;
 - Enhance the City of Brantford's two-way communication capacity, improve community relationships and deliver effective digital communications that improve the City's image and assist in achieving organizational goals;

- Result in improved awareness and participation through increased accurate information to citizens, community partners and employees about City programs, services, issues and initiatives that affect them;
- Provide a digital platform that facilitates a strong proactive relationship with the media; and
- Make effective use of technology and tools, external facing websites, and social media platforms to target and disseminate real time information efficiently and effectively.
- The launch of the City's new website will also include a comprehensive training program for department staff across the organization that will be led by Communications and the City's Accessibility Coordinator.
 - The training program will focus on ensuring all public facing documents and digital content are prepared in accordance with the City's Accessible Formats and Communications Supports Standards and Guidelines as approved by Brantford City Council in 2016.
- In an effort to make all public documents as accessible as possible to all (not just those who require the use of adaptive technology) the City is working towards revising all of the public document templates that are currently used for reporting and compiling agenda packages for Council.
 - Complementing this effort is the implementation of a new digital tool called eScribe that the City has invested in to be integrated with the City's new website launching on January 8, 2019.
- In 2018 Communications worked with the Brantford Accessibility Advisory Committee to organize and promote the 2nd Annual Accessibility Awards Program.
 - Six individuals and organizations were recognized that met and/or exceeded the legislated standards of the Accessibility for Ontarians with Disabilities Act (AODA) for both existing and renovated structures, as well as programs, services and projects within the municipality that provide a barrier free experience.

- Organizations were evaluated based on how they met the program's criteria to provide goods or services in a manner that respects the dignity, independence and equal opportunities of persons with disabilities.
- The Communications department continues to work closely with the Brantford Accessibility Advisory Committee (BAAC) to bring policy recommendations forward that help make the City of Brantford barrier free.

5.1.2 Brantford Fire Department

- An accessible washroom was designed and constructed in Fire Hall #3.

5.2 Corporate Services

5.2.1 City Clerks Department

- A new assistive listening device was installed in Council Chambers.
 - A variety of types of headsets and loops were made available.
- Staff took steps in the planning phase of the Municipal Election to enhance accessibility.
 - An Election Accessibility Plan was drafted and posted;
 - Online voting was continued;
 - Onsite audits were completed for each facility selected as a voting location;
 - Voters were given more options of where to vote in their area; and
 - Accessibility information of venues was posted online so voters could make the choice to vote at a facility that best suited their needs.
- Development of a new accessible Freedom of Information – Access/Correction Request Form was completed.
- As of June 2018, staff were engaged in meetings with eScribe regarding their meeting management software to ensure that reports

to Committee and Council are AODA compliant with the launch of the City's website in 2019.

5.2.2 Human Resources

- The Municipal Accessibility Coordinator continued to act as the staff liaison for the Brantford Accessibility Advisory Committee.
- The Municipal Accessibility Coordinator continued to be apprised of the AODA legislation and assisted all departments in maintaining compliance in everyday operations and special projects.
- The Municipal Accessibility Coordinator continued to take the lead on a review/comparison of the Brantford Facility Accessibility Design Standards (FADS), *Ontario Building Code* and Design of Public Spaces.
 - FADS will be updated where its requirements do not meet or exceed those of the provincial documents.
- The Municipal Accessibility Coordinator continued the process of educating staff on the importance of accessible formatting of documents.
 - In conjunction with the Communications department the Accessibility Coordinator held training sessions for staff on how to create accessible, conversion ready documents.
 - Many documents were converted to be optimally accessible. These documents are in the form of tagged PDFs.
- The Municipal Accessibility Coordinator continued to serve as a resource to other staff members, advising on ways to increase accessibility through various projects.
- The Corporate Training Specialist continued to take the lead on the Sensitivity to Disabilities Training and created a new online training module through the Learning Management System.

5.2.3 Legal

- Legal continued to support and advise staff on matters concerning the AODA.

5.2.4 Customer Service

- Customer Service Representatives are available at the front desk of City Hall and are able to assist individuals in person with general inquiries or direct them to the proper resources.

5.3 Community Development

5.3.1 Economic Development and Tourism

- Continued adaptations and improvements to the Signature Experience Guide Campaign materials (web and print) were completed to improve accessibility.
- Plans for renovations to the Brantford Visitor & Tourism Centre public area to improve accessibility and access to tourism information were initiated.
- Tourism is planning to host an *AODA* compliant websites workshop for the cultural sector.

5.3.2 Planning

- Members of the Planning department review site plan drawings with the Municipal Accessibility Coordinator to ensure elements of accessibility are included in new developments.
 - Comments are relayed to the applicants through regular Development Review meetings.
- Plans for public buildings are presented at the Brantford Accessibility Advisory Committee meeting for further input on accessibility elements.
- Accessibility recommendations were included in the revised Urban Design Guidelines through consultation with the Municipal Accessibility Coordinator.

5.4 Community Programs, Parks, and Recreation

5.4.1 Recreation Services

- Commitment to improving marketing initiatives to ensure they are meeting the needs of individuals with accessibility needs.
 - Moving towards video media with accessibility elements.
- Continued communicating accessibility legislation to event organizers.
- Strived to ensure partnerships result in accessible experiences.
- Improved on line experiences for customers.
- BlindSquare Indoor Navigation System beacons were installed to improve accessibility for visitors to the Wayne Gretzky Sports Centre who have vision loss.
 - Donated by the CNIB.

5.4.2 Parks Services

- A new parking lot was constructed at the Bell Homestead which considered accessibility and enhanced pedestrian and vehicular access, while complying with the Design of Public Spaces. Improved lighting will also be installed.
- The following parks were upgraded to include more accessible features such as 2 meter pathways throughout the park and to surrounding roads, accessible play surfaces, play features, curb cuts and seating:
 - Cameron Heights,
 - Lynden Hills,
 - Parsons, and
 - Walter Gretzky.
- The following parks are in the design phase and will include similar accessibility considerations:
 - Grand Woodlands

- City View
- Recreation
- Orchard
- Cockshutt, and
- Preston.
 - Preston Park is in close proximity to W. Ross MacDonald school and as such staff consulted with members of the school to ensure elements worked best for those that would be accessing the park.
- Other projects that are in the design phase this year that will consider accessibility include:
 - Glenhyrst: outdoor patio,
 - Mohawk Park: upper play area,
 - Mount Hope Cemetery: ramp and new stairs for building entrance,
 - Tutela: splash pad, and
 - Waterworks Park: ramp.
- The following asphalt repairs were completed (1,000 square meters):
 - Sections of the Wayne Gretzky Parkway Trail near Childerhose Cres. Including forest trail in Florence Buchanan Park,
 - Sections of the Veterans Memorial Parkway Trail near Mount Pleasant Street,
 - Sections of trail in Rotary Park, and
 - Two new sections of trail at Steve Brown Sports Complex.
- Colborne Street East Trail Repairs
 - 1677 square meters of asphalt trail to be removed parallel to sidewalk. Sidewalk to be modified to include tactile plates and curb cuts where changes are required.
- Bridge replacement on the CN Rail Trail near Donegal Park.

5.4.3 Sanderson Centre

- Lobby washroom and Dressing Room renovations
 - Addition of FADS compliant lobby washroom;
 - Retrofit of first floor dressing room to be wheelchair accessible;
 - Upgrade of stage door to automatic opener; and
 - Expansion of fire alarm linked door hold-opens to reduce barriers in normal operations.
- Print promotional materials
 - 2018-2019 season brochure and future print materials including event playbills are more compliant with visual accessibility standards. While it doesn't meet the full standard due to creative and content restraints, print size, contrast and colour choices are all intended to make print materials more readable for those with vision loss.
 - Note: Brochure content and event listings have been available in accessible online formats for several years. The 2018 season will mark the expansion of supporting accessible content by providing event playbills in accessible online form in addition to the print material.
- Audience accommodation improvements are in the planning phase:
 - Procedure revisions to support relaxed performance protocols (autism spectrum) and expansion of definition of accessible seating;
 - Development of "social story" materials for website and offering "Meet your Seat" visits prior to performances to allow individuals to know what to expect and how to prepare for their visit; and
 - Enhanced accessibility and awareness training for front of house and ticket selling staff for cultural awareness, relaxed performance protocols, and expanding support for ticket buyers needs beyond mobility-related accessibility.

5.5 Health and Human Services

5.5.1 Administration, Child Care and Ontario Works

- Health and Human Services launched the first phase of a designed approach called 'How Can I Help?' that improves citizen's access to popular programs and services offered by the department.
 - Customers will now receive an immediate response when they call or visit the main office to inquire about Ontario Works financial and employment assistance, Child Care Subsidy and/or homelessness prevention and response.
- On-line Application for Child Care Fee Subsidy is available, allowing families to apply outside of business hours and from any location.

5.5.2 Social Housing

- Applicants can apply for affordable housing on-line and select modified or accessible units as an option. Full affordable housing inventory indicates properties that are wheelchair accessible and/or have accessibility modifications.
- Upon request, Housing Services staff will accommodate tenants with accessibility requirements such as bathroom grab bars, hand held showers, wheelchair thresholds, etc.
- Upon request, steel bathtubs can be cut and thresholds installed to create more accessible access.
- A new 57 unit, John Noble Apartments seniors' building was completed and occupied. The building design allows seniors to age in place through universally designed units. Universally designed features include; wider doorways, higher receptacles, lower light switches, carpet free environment, levered faucets and showers instead of bathtubs in every unit.
 - John Noble Apartments common areas of the building are fully accessible and Brantford Facility Accessibility Design Standards (FADS) compliant to allow for visitability and social inclusion.
 - 10 units are fully accessible including accessible balconies. The entire unit is FADS compliant.

- Home for Good - Currently in planning stages for a new supportive housing building with 30 – 33 units to accommodate households who are homeless or at risk of homelessness. On-site supports will be provided for 11 hours daily with afterhours mobile crisis support. All units will be universally designed and a number of units will be fully FADS compliant.

5.5.3 Strategic Planning and Community Partnerships

- Over 300 affordable housing residents participated in over 20 free activities and programs within seniors' affordable housing sites.
- The Neighbourhood Hub Program was approved to expand to the Downtown Central Neighbourhood.
 - Neighbourhood based social and recreational programming ensures programs are more accessible to residents.
- The City of Brantford and Rogers brought Rogers' Connected for Success program to the City of Brantford and County of Brant, making low-cost internet accessible to 1,300 households.
- Over 300 older adults participated in a study to assess barriers older adults face to voting, which was funded by the Ontario Seniors Community Grant program. The recommendations were incorporated into the 2018 municipal election process where possible.
- The Ontario Ministry of Citizenship and Immigration granted funding for the City of Brantford to complete a Newcomer Needs Assessment. This initiative will support the City of Brantford to better understand the needs of newcomers and how to connect newcomers and their families to supports such as subsidized childcare, employment services, recreation, child literacy centres, or special needs programming. This project is intended to address the information gap and provide evidence informed recommendations to increase service uptake.
- Strategic Planning staff, in partnership with all Commissions, launched "Healthy Aging: The City of Brantford Age-Friendly Plan". Staff was directed to establish a Healthy Aging and Wellness Reserve in the amount of \$100,000 annually for a period of three years to cover one-time costs and pilot projects that support the goals of Healthy Aging.

- As part of the Healthy Aging Plan, staff worked across departments to develop quantitative indicators to track age-friendly progress annually.
- The planning process for Healthy Aging initiatives is currently underway, and in 2018 the team aims to include a seniors' recreation campaign, reprinting the Seniors' Toolkit, training for service providers on mental health first aid for seniors, LGBTQ programming for seniors' organizations, and Seniors' Studio, which aims to foster Naturally Occurring Retirement Communities.
- In March 2018, the Ministry of Seniors Affairs recognized the City of Brantford with the Ontario Age-Friendly Community Recognition Award. The City of Brantford was one of only nine communities in Ontario to receive the highest award category, Category 2, for the City's commitment to engaging the public and measuring outcomes. Additionally, in 2017 the City of Brantford was internationally recognized as an Age-Friendly Community and was officially welcomed to the World Health Organization's Global Network of Age-Friendly Cities and Communities. The City's progress has also been highlighted by the Ontario Municipal Social Services Association, the Association of Municipalities of Ontario, the Ministry of Health and Long-term Care, the Retired Teachers' Association, and the International Federation on Aging.
- Installation of an elevator began at Major Ballachey Hub to make the Neighbourhood Hub space fully accessible.
- In March 2018, Council approved the pilot Kids Ride Free Program for a duration of three years, effective September 1st, 2018, to require no charge for children ages 5-12. This pilot is a partnership between Health and Human Services and Public Works. The project aims to make public transit more accessible for families, increase access to social and recreational services, reduce congestion, and generate future ridership.
- The City of Brantford – in partnership with Elder Abuse Ontario, the Brant Elder Abuse Awareness Committee, and the Ontario Brain Injury Association – held a conference “Working with the Cognitively Impaired: Innovative Response to At Risk Seniors”.

- This conference aimed to educate residents and service providers on how to support seniors with cognitive impairments and understand how these conditions can make seniors more vulnerable to abuse.

5.6 Public Works

5.6.1 Operational Services

- Existing Audible Pedestrian Crossing Signals within the City were maintained.
- Audible Pedestrian Crossing Signals were installed in the following locations:
 - Conklin Drive and Longboat Run,
 - County Road #18 and Johnson Road,
 - Dufferin Avenue and St. Paul Avenue,
 - Dundas Street and St. Paul Avenue,
 - St. George Street and St. Paul Avenue, and
 - Terrace Hill and St. Paul Avenue.
- Daily road patrols were completed to ensure that pot holes or deficiencies in cross walks were noted and repaired in a timely manner.
- Repairs and replacements were ongoing to ensure that trip hazards and cracks of sidewalks were noted, marked and repaired in a timely fashion.
- A number of curb cuts were repaired or replaced.
- Work by other contractors such as Bell, Rogers and Union Gas was constantly monitored for safety and public access and to ensure City features were returned to the proper condition once the work was completed.
- A project to replace street name signs with those of a larger format was initiated.

- Construction at the parkade allowed for more modern and compliant accessible parking stalls.
- All lighting including directional exit signage within the parkade has been replaced with LED fixtures.
- New lights have been installed on the east side of the parkade (walkway between the Market Street and Wharfe Street) as well as promenade. Overall the parkade is much brighter as a result of this upgrade.
- City Council removed the no-repark restriction from vehicles displaying a clearly visible valid accessible permit.

5.6.2 Engineering Services

5.6.2.1 Design and Construction

- City Council approved a Linear Infrastructure Design and Construction Manual that incorporates Standards of the AODA, as well as, the Brantford Facility Accessibility Design Standards.
- Sidewalks were replaced and tactile plates were added in the following locations:
 - Burnley Ave,
 - Elgin Street (Rawdon St to Stanley St),
 - Hayhurst Road,
 - Rowanwood Ave (intersection at Colborne St), and
 - St. Paul Ave (Grand River Ave to Brant Ave).
- A new sidewalk section was added where none existed, providing a continuous path of travel along:
 - Elgin Street (north side adjacent to the Arrowdale Golf course).
- A Road Diet was implemented for North Park Street (Wayne Gretzky Sports Complex to Dundas Street). This resulted in a reduction of traffic lanes which in turn led to:
 - Traffic calming,
 - The installation of bike lanes, and

- A more pedestrian friendly right of way that supports other modes of transportation.
- A Road Diet is being implemented for Dunsdon Street (Park Road North to Brantwood Park Road). This construction will result in a reduction of traffic lanes which will lead to:
 - Traffic calming,
 - The installation of bike lanes, and
 - A more pedestrian friendly right of way that supports other modes of transportation.
- The construction of Shellard Lane (McGuinness to west city limit) will include a multi-use trail and new sidewalk including tactile plates. Additional pavement markings will delineate the trail crossing locations at intersections.
- CN Trail bridge repair crossing D'Aubigny Creek will be completed.
- An accessible washroom included in the design upgrades of the landfill scale house.

5.6.2.2 Traffic and Parking

- An accessible parking space was by-lawed for a resident with accessible needs residing in a house without a driveway.

5.6.3 Fleet and Transit Services

- Upgrades of bus shelters and cement pads at bus stops were continued.

5.6.4 Facilities and Asset Management

- Managed the Capital Priority Project list for accessibility modifications (Appendix B).
 - The order in which these projects are completed is dependent on: public accessibility to the building, level of current accessibility, public request and funding.
 - Accessibility modifications may take place as part of general facility improvements which may also affect the order of completion.

- Incorporated accessibility modifications into scheduled retrofit projects.
- Considered accessibility requirements in all consultations for future work.
- Third party consultants were hired to complete AODA Audits on the following facilities:
 - Brantford Farmers' Market,
 - Brantford Tourism Centre, and
 - Public Offences Office.
- A number of municipal buildings received accessibility modifications in 2018, for which Facilities and Asset Management took the lead.
 - The following projects were completed:
 - 84 Market St: A ramp was built to allow safer and more accessible entrance to the building,
 - 324 Grand River Ave: new building construction compliant with the Brantford Facility Accessibility Design Standards,
 - Brantford Public Library (main branch): improved access, collaborative design space and accessible self-serve counters,
 - Canadian Military Heritage Museum Building: vestibule modifications,
 - Fire Station #3: redesigned and renovated the existing male only washroom creating two universal washrooms, one of which is fully accessible,
 - Mount Hope Cemetery: renovated the entire main floor, an accessible washroom was created, an accessible public service counter, and
 - Transit Terminal: renovations of the first floor including new accessible washroom, front entrance, public service counter and staff working space.
 - The following projects underwent planning and were initiated:

- 70 Dalhousie – for the new City Hall; and
- Fire Hall #4 (new).

6.0 Other Accessibility Initiatives

6.1 Consultations

- Coordinators of events that took place obtained input from City Staff and were made aware of *AODA* requirements.
- The Municipal Accessibility Coordinator worked with Brantford Police Services and Brantford Power to achieve greater accessibility.

6.2 Sensitive Santa

- The City of Brantford partnered with the County of Brant, the Lynden Park Mall and the Canadian Deaf Blind Association for the Sensitive Santa project.
- The Sensitive Santa project arranges a one on one meeting with Santa in an environment where there is less sensory stimulation.
- Sensitive Santa aims to allow visits for persons with sensory disabilities, that may be unable to participate in or enjoy such an experience in a busy mall or similar environment.
- Time slots are given to alleviate excess stimulation and adequate time is allotted as not to rush the interaction.
- Individual needs are received and considered for the meetings.
- Santa and staff in attendance receive customer service training in accordance with the *AODA*.

7.0 Appendix A - Integrated Accessibility Standard Compliance Summary

7.1 Completed Requirements

Note: though considered as completed, a number of requirements are continuous. A process has been developed for each requirement and all related actions have been handled in a manner that ensures compliance.

1. Procedures for Non-Functioning Accessibility Equipment on Buses
2. If modifications are made to public transit vehicle accessibility will be considered
3. No conventional transportation shall charge a higher fare to a person with a disability
4. Pre-Boarding Announcements - Verbal announcements of route, direction, destination or next major stop on request
5. On-Board Announcements - Verbal announcement of destination, stops and routes
6. Storage space of Mobility Aids On Conventional Buses
7. No fee for storage of mobility devices on buses
8. Origin to Destination Services for Specialized Transit
9. 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 or charging a fee for storage of mobility aids
10. Provide emergency procedures, plans or public safety information, which is available to the public in accessible formats and communication supports
11. Provide access or arrange for the provision of access to accessible library materials where they exist:
12. Notify public about availability of accessible materials
13. Library boards may provide accessible formats of archival materials, special collections, rare books and donations

14. Individualize Workplace Emergency Response Information - if employee needs assistance then, with consent, the employer will provide the person they designate with appropriate information
15. Availability of Information on Accessibility equipment and features of transit vehicles, routes and services for all transit buses
16. Emergency Preparedness and Response Policies for Transit
17. General Responsibilities for Drivers for Transit
18. 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
19. Board and deboard at the closest available safe location, as determined by the Transit Operator, that is not an official stop, if the official stop is not accessible
20. Courtesy Seating On Conventional Buses
21. Allow Travel with Companions and Children on Specialized Transit
22. Taxicab vehicle registration and identification will be placed on bumpers
- Owners and operators of taxicabs must make available vehicle registration and identification information in an accessible format to persons with disabilities
23. Procuring or Acquiring Goods, Services or Facilities as it relates to accessibility
24. Provide Educational and Training Resources and Materials, etc. in an accessible format or comparable resource
25. Creation of Municipal Accessibility Plans
26. Alternative Accessible Method of Transportation
27. Alternative Transportation During Service Disruption
28. Requirements re: Grab Bars, etc. on Conventional Buses
29. Floors and Carpeted Surface Requirements on Conventional Buses
30. Allocated Mobility Aid Spaces on Conventional Buses
31. Stop-Requests and Emergency Response Controls on Conventional Buses
32. Lighting Feature Requirements for Conventional Buses

33. Route and Destination Requirements on Conventional Buses
34. Lifting Devices etc. for Conventional Buses
35. Stair Requirements for Conventional Buses
36. Indicators and Alarms for Conventional Buses
37. Specialized Transportation for Visitors
38. Coordinated Specialized Transit Between Other Municipalities with a Similar Service
39. When Specialized and Conventional Transit are offered by the same source they will have the same operational hours
40. Process for Service Delays for Specialized Transit
41. Identify plan for creating accessible bus stops and shelters in its accessibility plan
42. Accessible Service Kiosks
43. Accessible Process for Feedback
44. The council of every municipality shall consult with its Accessibility Advisory Committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community
45. The council of every municipality shall identify progress made toward meeting the need for accessible taxicabs in its accessibility plan
46. The council of every municipality shall consult with its Accessibility Advisory Committee, public, and persons with disabilities in development of accessible criteria to be considered for construction/ replacement of bus stops & shelters
47. Notify that accommodation is available upon request during recruitment process
48. Arrange for requested accommodations for interviews etc.
49. Inform employees of policies used to support employees with disabilities
50. Accessible Formats and Communication Supports for Employees
51. Return to Work Process
52. Documented Individual Accommodation Plans for employees with disabilities

53. Consider Accessibility Needs in: Performance management and Career development and advancement or redeployment
54. Accessibility Training (Transit)
55. Waived Transit Fee for Support Persons
56. Eligibility Application Process for Specialized Transit
57. Emergency or Compassionate Grounds for Specialized Transportation
58. Specialized Transit Booking Reservations
59. No Trip Restrictions for Specialized Transit
60. Electronic Audible and Visual On-Board Announcements
61. Categories of Eligibility for Specialized Transit
62. Implementation of Design of Public Spaces
63. Electronic Pre-Boarding and Deboarding for Buses
64. Fare Parity Between Specialized and Conventional Transit
65. Establishment of Accessibility policy and associated standards (procedures and practices)
66. Brantford Accessibility Plan
67. Transit Accessibility Plans (included in Brantford Accessibility Plan)
68. Accessible Websites and Web Content WCAG 2.0 AA

7.2 Future Requirements

1. Accessible Formats of Municipal Documents
2. Accessible Websites and Web Content (WCAG AA level)

8.0 Appendix C – Capital Priority Initiatives

8.1 Completed Projects

1. Beckett Building	7 Bain Street	Washroom, reception modification
2. Bell Homestead	94 Tutela Heights	Ramps, parking, pathways
3. Bellview Hall	55 Tom Street	Entrance, washroom modifications
4. Bellview Park	45 Fifth Avenue	Pathways
5. Branlyn Community Centre	238 Brantwood Park Road	Automatic door operators
6. Brant Towers Housing	5 Fordview Court	Parking lot modifications
7. Brantford Public Library	173 Colborne Street	Circulation desk modifications, accessible self-checkout kiosk
8. Brantford Farmers' Market	79 Icomm Drive	Parking, door modifications
9. Brier Park	45 Winding Way	Pathways and playground creation
10. Centennial Park	39 Ellison Drive	Inclusive playground, pathways
11. City Hall	100 Wellington Square	Door operators, modify Washrooms
12. City Hall – Engineering	100 Wellington Square	accessible counter and corridor improvements
13. Civic Centre	69 Market Street South	Automatic door operators, washrooms, front entrance, ramp, kiosks
14. Civic Centre	69 Market Street	Lift (Between Annex and Arena)
15. Cockshutt Park	35 Sherwood Drive	Ramp to accessible washroom
16. Cockshutt Park	35 Sherwood Drive	Seating around bleachers, washroom
17. Doug Snooks Community Ctr.	333 Erie Avenue	Elevator installation
18. Earl Haig Park	Market Street South	Change room, washroom Modifications
19. Fire Station No. 3	7 Lynden Road	Accessible Washroom
20. Fire Hall No. 4	Colborne Street West	Code compliance

21. Glenhyrst Art Gallery	20 Ava Road	Automatic door openers
22. Glenhyrst Coach House	20 Ava Road	Accessible washroom
23. I.T. Hydro Building	84 Market Street	Entrance improvements, ramp
24. Jaycee Sports Park	395 Dunsdon Street	Pathway and seating modifications
25. Landfill Site	20 Morrison Avenue	Public washrooms
26. Library - St. Paul Branch	441 St. Paul Avenue	Washroom modifications
27. Lions Park Arena	20 Edge Street	Accessible doors and showers in the dressing rooms
28. Lorne Towers	24 Colborne Street West	Parking lot modifications
29. Lynden Hills Park	363 Brantwood Park Road	Seating, inclusive playground equip.
30. Market Square	1 Market Street	Washroom modifications
31. Mohawk Park	51 Lynwood Drive	Playground and trail Improvements modifications
32. Mohawk Park	51 Lynwood Drive	Pavilion and washroom
33. Mohawk Park	51 Lynwood Drive	Inclusive splash pad
34. Northridge Golf Course	320 Balmoral Drive	Lift, door and washroom modifications
35. Market Centre Parkade	59 Icomm Drive	Lowered service counter
36. Mount Hope Cemetery	169 Charing Cross Street	Accessible washroom and service counter
37. Parks Administration Building	1 Sherwood Drive	Entrance ramp and service counter
38. POA Court Building	102 Wellington Street	Doors and washroom modifications
39. Police Station	344 Elgin Street	Entrance, washroom modifications
40. Pollution Control & Facilities	180 Greenwich Street	Stair lift, washroom modifications
41. Princess Ann Park	17 Helen Avenue	Inclusive playground, pathways
42. Sanderson Centre for the Performing Arts	88 Dalhousie Street	Ramps, ticket booths Modifications

43. Sanderson Centre for the Performing Arts	88 Dalhousie Street	Universal washroom, accessible dressing rooms
44. Shallow Creek Park	5 East Street	Inclusive playground, pathways
45. Sheri Mar Park	126 Sheridan Street	Inclusive playground, pathways
46. Steve Brown Sports Complex	3 Edge Street	Parking, washroom improvements
47. T.B. Costain Community Ctr.	16 Morrell Street	Parking, sidewalks, door operators
48. Tranquility Ambulance Station	135 Francis Street	Code compliance
49. Transit Garage	400 Grand River Avenue	Washroom modifications
50. Transit Terminal	64 Darling Street	Exterior sidewalk and entrance, washroom with an adult change table, ticket counter
51. Wayne Gretzky Sports Centre	254 North Park Street	Washroom, door modifications
52. Wayne Gretzky Sports Centre	254 North Park Street	Pool Lift
53. Wilkes Park	75 Tranquility Street	Inclusive playground, pathways
54. Woodman Community Centre	491 Gray Street	Automated door, parking Improvement
55. Woodman Community Centre	491 Gray Street	Washroom modifications

8.2 Funded Projects (to be completed):

1. Arrowdale Golf Course	282 Stanley Street	Chair lift, entrance Modifications
2. Canadian Military Heritage Museum Building	347 Greenwich Street	Front entrance improvement
3. City Works Department	10 Earl Avenue	Lobby and washroom modifications
4. D'Aubigny Creek Park	5 Oakhill Drive	Pathway modifications, parking
5. Dunsdon Park	6 Tollgate	Pathways
6. Glenhyrst Gardens	20 Ava Road	Entrance, pathway modifications
7. George Campbell Park	5 Spalding Drive	Pathway modifications

8. Mount Hope Cemetery	169 Charing Cross Street	Pathway (in progress)
9. Steve Brown Park	20 Edge Street	Pathways, seating
10. Transit Terminal	64 Darling Street	Visual descriptive screen

8.3 Capital Forecast (Unfunded):

1. Arrowdale Golf Course	282 Stanley Street	Washroom modification
2. Bill Little Park	25 Spalding Drive	Pathways, seating
3. City Hall	100 Wellington Square	Signage
4. Dunsdon Park	6 Tollgate Road	Pathways
5. Dufferin Tennis Club	164 St. Paul Avenue	Entrance ramp, parking
6. Earl Haig Family Fun Park	101 Market Street South	Pathway modification, signage, more inclusive playground equipment
7. Fire Station No. 2	311 St Paul Avenue	Intercom
8. Fire Station No. 3	7 Lynden Road	Intercom
9. Glenhyrst Art Gallery	20 Ava Road	Pathway modifications, patio accessibility, parking improvements
10. Greenwood Cemetery	Clarence Street	Pathway modifications
11. Mayfair Sports Park	24 Miles Avenue	Inclusive playground equipment
12. Market Centre Parkade	59 Icomm Drive	Washroom modifications
13. Oakhill Cemetery	17 Jennings Road	Building and pathway Modifications
14. Parks Administration Building (pending)	1 Sherwood Drive	Washroom, interior modifications
15. Prince Charles Park	77 Herbert Street	Inclusive playground Equipment
16. Tranquility Hall (pending)	135 Francis Street	Washrooms
17. Transit Garage	400 Grand River Avenue	Interior door modifications
18. Various Housing Sites	Various	Building Condition Assessments to be reviewed

Your Feedback is Important to Us!

We welcome your feedback; please let us know what you think about the City of Brantford's 2018 Accessibility Status Update Report, the Multi-Year Accessibility Plan and accessibility matters in general. To provide feedback or request a copy of the Multi-Year Accessibility Plan or Status Report in another format, please contact us at:

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