



Brantford Accessibility Plan 2020-2025

A fresh approach to addressing and improving accessibility challenges

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1.0 Introduction

Bill 118, also known as the [Accessibility for Ontarians with Disabilities Act, 2005](#)¹ (AODA) was given Royal Assent on June 13, 2005. Created with the knowledge that discrimination towards individuals with disabilities exists, 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](#)² (ODA) and is expanded to include public and private sectors, as well as providing more specific guidelines for making Ontario more accessible.

One in seven people in Ontario have a disability. It is estimated that by 2036 that number will rise to one in five due to the aging population. To ensure independency of these individuals and ensure they can participate fully in the community it is important to address the barriers that exist and prevent them in the future.

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 legislated requirements are to be in place prior to January 1, 2025. The AODA further states participation of individuals with disabilities, the Government of Ontario and representatives of industries and various sectors of the economy are required in the development of the standards to ensure optimal accessibility outcomes.

The AODA contains five standards that are to provide a consistent means of measuring appropriate levels of accessibility. These standards, as listed below, are to be reviewed by Government every two (2) years:

- Customer Service;
- Transportation;
- Information and Communication;
- Employment; and
- Built Environment.

In 2016 the Customer Service Standard was absorbed into the [Integrated Accessibility Standard, Regulation 191/11](#)³ (IARS) under which the other Standards had been grouped previously.

¹ The Accessibility for Ontarians with Disabilities act can be viewed by visiting <https://www.ontario.ca/laws/statute/05a11>

² The Ontarians with Disabilities Act can be viewed by visiting <https://www.ontario.ca/laws/statute/01o32>

³ The Integrated Accessibility Standards Regulation can be viewed by visiting <https://www.ontario.ca/laws/regulation/110191#BK149>

The Customer Service Standard mandates compliance of the public sector and private sector industries in the following areas: use and treatment of support persons, service animals, assistive devices, alternative formats of materials, methods of notification of service disruption and collection of feedback, as well as development and deployment of training for staff, volunteers and third parties acting on behalf of the organization.

The Transportation Standard speaks to the physical requirements of both conventional and specialized transit vehicles as well as operational elements of the services. Some of the elements outlined are fare parity, eligibility for specialized transit and hours of operation.

The Information and Communication Standards mandates all information and communication produced by an organization must be made available in alternative formats upon requests. This Standard also speaks to the requirements to make websites accessible.

The Employment Standard speaks to organizations accommodating individuals throughout the employment cycle, beginning with the recruitment process.

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 (DOPS) in the *IARS*. The interior elements are encompassed in the *Ontario Building Code*.

The City of Brantford's compliance status for each of the applicable requirements is outlined in Appendix A.

The AODA works in conjunction with the [Ontario Human Rights Code](#)⁴ to prevent discriminations based on disability. Together the pieces of legislation state that individuals shall be accommodated to the point of undue hardship. It is understood that when two pieces of legislation have competing information surrounding accessibility, the one that results in a higher level of accessibility shall be followed.

In order to aid in achieving and monitoring status of the requirements of the AODA standards it is mandated that an Accessibility Plan that may span up to five (5) years for the municipality is drafted along with annual status updates. There is also a requirement for Municipal Accessibility Advisory Committees to be created, to ensure broad input from the community on the accessibility initiatives.

The following Brantford Accessibility Plan 2020 - 2025 outlines the City's achievements and future plans as they relate to increasing accessibility.

⁴ Information on the Ontario Human Rights Code can be viewed at <http://www.ohrc.on.ca/en/ontario-human-rights-code>

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 the Accessibility 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.

Note that while the City values accessibility, staff are only able to enforce accessibility of City facilities and events. If you have concerns about accessibility of a non-municipally owned site or event we advise speaking to the owner or manager.

2.1 Responsibilities

The Brantford Accessibility Plan (BAP) is based upon the requirements of the *AODA*, as outlined in the Introduction. The BAP sets out necessary goals and actions to be achieved so as to create a fully accessible City. These goals and actions are in response to the five (5) areas below as well as the *Ontario Human Rights Code* and the *Ontario Building Code*:

- Customer Service;
- Information and Communication;
- Employment;
- Transportation; and
- Design of Public Spaces.

2.2 Consultations

Consultation for development of the BAP was conducted with City staff and members of the public through the Brantford Accessibility Advisory Committee (BAAC). Future consultation will occur with the public and local organizations to review the BAP in the fourth quarter of each year. This consultation will consist of public meetings that will include representatives from key City departments, such as Human Resources, Facilities and Asset Management, Housing, etc. These consultations will assist in:

- determining the success of the BAP;
- eliciting information to address opportunities for improvement; and
- providing the framework for a yearly status report to Council.

The City will work toward ensuring accessibility is integrated into all City initiatives, business practices, boards, committees, departments and divisions. The City of Brantford Council, Senior Management Team, the BAAC and Staff are devoted to fulfilling the goals and actions outlined in the BAP.

3.0 Governance and Implementation

The responsibility for development and maintenance of the BAP is that of the Corporate Services Commission through the Health, Wellness & Safety division of the Human Resources Department. Implementation of the various goals and actions within the BAP are a shared responsibility of all Commissions within the City.

Corporate Services is responsible for ensuring compliance at a corporate level and is the focal point for legislative analysis and subject matter expertise. Commissions and their departments are to retain responsibility for ensuring that their respective goals and actions are implemented according to the BAP and the legislation.

Listening to feedback from employees and constituents is a crucial element of the evaluation process. The Accessibility Plans, Status Updates and Compliance Reports will be drafted and submitted as required. All documents related to the Accessibility Plan and AODA compliance will be posted on the [City's website](#)⁵. Members of the public will be invited to provide feedback on these documents as well as City programs, services and facilities.

3.1 Senior Management Team (SMT)

The SMT supports the creation of accessible goods, services and facilities to ensure the inclusion all citizens, visitors and staff. The SMT has provided input into the BAP and will receive annual updates on the progress of achieving the goals and actions outlined in the BAP.

3.2 City of Brantford Council

City Council will support reasonable efforts to ensure that the City's policies, practices, procedures and programs promote accessibility to all and reflect the principles of independence, integration, dignity and equal opportunity.

City Council allocates funds each year for Barrier Free Accessibility Projects to allow for accessibility upgrades in relation to the City's facilities (owned, operated, leased or funded) and will consider other funding requests to the support the BAP, as required.

3.3 Brantford Accessibility Advisory Committee (BAAC)

The BAAC is a key resource and contributor to accessibility planning and programs, as well as providing input on resolving accessibility issues that are brought forward by City citizens, visitors or staff.

⁵ The City of Brantford's website address is www.brantford.ca

The BAAC is a legislatively required committee of community volunteers and includes representatives from City Council and staff from various Commissions. There are currently seventeen (17) members who meet regularly. For meeting dates please refer to the [Council and Committees Calendar](#)⁶.

The BAAC provides vision and direction toward the attainment of a universally accessible Brantford. This is achieved through review and input into the BAP; ongoing evaluation as to the progress of implementation and effectiveness of the BAP; and providing recommendations to City staff and Council on projects to improve accessibility.

⁶ Meeting dates for BAAC can be found on the Council and Committees Calendar located at <https://calendar.brantford.ca/meetings>

4.0 Grant Opportunities

The City of Brantford recognizes the diverse needs of all its citizens and customers and will respond to these needs by striving to provide goods, services and facilities that are accessible to all. This is supported through ongoing active pursuit of additional funding opportunities by way of application for grants available through outside sources, including the Federal Government.

5.0 Goals and Objectives

The 2020-2025 Brantford Accessibility Plan (BAP) has been prepared in accordance with the requirements of the *AODA* and the *Integrated Accessibility Standards, Ontario Regulation 191/11*. The intent of BAP is to identify, remove and prevent barriers.

Barriers are obstacles that prevent persons with disabilities from participating in everyday activities that come easily to others. The traditional definition of barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of types of barriers including:

1. **Physical Barriers** – features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by an individual using an assistive device or a sidewalk without a curb ramp to allow access of an assistive device.
2. **Communication Barriers** – Obstacles with processing, transmitting or interpreting information. For example, a website that is not properly formatted or documents that are not available in alternative formats.
3. **Systematic Barriers** - Barriers within an organizations policies, practices or procedures that do not include accessibility. For example, requiring a driver's license as a core qualification for an office position may prohibit persons with vision impairments from applying.
4. **Attitudinal Barriers** – Prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that a person with a speech impediment can't understand what you are saying.

The goals of the BAP are to prevent and remove barriers by addressing the following:

- Ensure that all people will have access to accessible goods, services and facilities.
- Allow all people to have access to alternative formats and communication supports for any publically accessible information the City produces.
- Implement and maintain a recruitment process that is free of discrimination and considers accommodations for those in need.
- Identify opportunities to improve accessibility through City Staff, in conjunction with the BAAC, and implement reasonable solutions.
- Measure compliance with the Standards of the *AODA* and highlight progress.
- Provide the City of Brantford's achievement and initiatives regarding accessibility in a transparent manner.

5.1 Actions and Undertakings

- Develop policies, procedures and programs.
- Incorporate accessibility into project and program planning.
- Develop, implement and regularly review training programs.
- Consult with the public and organizations/agencies, both internal and external to the City of Brantford.
- Investigate and implement best methods to ensure accessibility of facilities and transportation, as well as the communication of information.
- Adhere to Brantford's Facility Accessibility Design Standards (FADS).

5.2 Achievements

Staff representatives from all departments have completed an operational review to identify improvements in accessibility. To this end, staff has:

- Developed a Policy which includes a commitment statement.
- Created procedures and programs that support the Policy.
- Ensured compliance with Standards under the *AODA*.
- Outlined areas in which to improve accessibility in the upcoming years.

5.3 Operational Review

In accordance with the *AODA*, the Municipal Accessibility Coordinator monitors compliance with the legislation. As a means of assessing compliance Staff in each of the City Departments are routinely asked to identify status of plans and any new goals (refer to departmental staff liaison list - Appendix B). To further continue to systematically identify, remove and prevent the creation of barriers in the community the following actions will also be taken:

- Review and assess specific accessibility criteria for services provided.
- Evaluate department operations based on accessibility criteria (includes policies and procedures).
- Consult with community groups and other stakeholders.
- Identify budget impacts of goals and include recommendations in the annual operating and capital budget submissions.
- Develop an action initiative based on approved goals and related budgets.
- Implement the approved action initiatives.

- Annually assess and review the status of implementing the BAP goals, as well as identify new goals. The review report, along with new goals, will be presented to the BAAC for discussion and prioritization.
- Report on the annual achievements of the BAP to the Senior Management Team (SMT) and City Council.

6.0 Corporate Wide Action Plan

The *AODA* is reviewed every five (5) years and its related standards every two (2) years. City of Brantford Staff will be cognizant of these reviews and implement any changes needed to meet any new or amended requirements in accordance with legislation. Staff will continue to follow the intent and spirit of the *AODA* and will implement the requirements of the legislation and incorporate accessibility in all initiatives.

The annual allocation of \$100,000 for accessible modifications to buildings and facilities to accommodate persons with disabilities is included in the approved 10-year capital forecast. 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. Council has endorsed the Principles and Standards of Universal Design (Appendix C) and has adopted the Brantford Facility Accessibility Design Standards (FADS) to assist in evaluating the accessibility needs of projects.

The information below highlights the main requirements of the Standards as well as initiatives that have taken place corporate wide to enhance compliance with each.

6.1 Integrated Accessibility Standards

6.1.1 General Standards

6.1.1.1 Requirements

- Develop and implement policies, procedures and practices governing how the City achieves or will achieve accessibility through meeting its requirements of the *Integrated Accessibility Standard (IAS)*.
- Develop a statement of organizational commitment to meet the accessibility needs of persons with disabilities.
- Establish, implement, maintain and document a multi-year accessibility plan, to be reviewed annually and updated at least every five (5) years.
- A report outlining the status of the BAP will be prepared annually for City Council by City Staff, with review and input from the BAAC.
- File an Accessibility Compliance Report to the Ministry bi-annually or as otherwise requested.
- Post the BAP on the City's website and make the BAP accessible in alternative formats, upon request.

- Ensure that when procuring or acquiring goods, services or facilities that accessibility criteria and features are taken into consideration in the Terms of Reference/Scope of Work as part of the Request for Proposal (RFP).
- Provide training on the *IASR* and the [Ontario Human Rights Code](#)⁷.

6.1.1.2 Progress

- Accessibility Policy (Corporate Policy 034), including organizational commitment, adopted in November 2013.
- An Accessibility Standard (Health and Safety Standard 053) was drafted to provide further direction on providing accessible goods and services.
- Purchasing Policy (Corporate Policy 012) amended to meet requirements of the *IASR*.
- Training modules have been developed and implemented.
 - One training module focusses specifically on the requirements of the Customer Service Standard.
 - The other training module addresses the *IASR* and the *Ontario Human Rights Code*.
 - Training is provided in alternative formats as required.

6.1.1.3 Continuing Initiatives

- The Accessibility Policy and other relevant documents will be reviewed and revised as required.
- The BAP will continue to be reviewed and updated as required with reports on changes provided to the SMT and City Council.
- Wording in purchasing documents will be monitored and amended as necessary.
 - Guidance of the Accessibility Coordinator will be available in assessing products and services.
- Training will be regularly revised, based on changes to legislation, policies, procedures and practices.
- Accessibility of kiosks and other items installed or purchased will continue to be considered.

⁷ Information on the Ontario Human Rights Code can be found by visiting <http://www.ohrc.on.ca/en/ontario-human-rights-code>

6.1.2 Information and Communication Standards

6.1.2.1 Requirements

- Websites shall be accessible to persons with disabilities through compliance with Web Content Accessibility Guidelines (WCAG) 2.0.
- Ensure that all communication and information provided by the City, including but not limited to, emergency and public safety information, procedures and plans are available in alternative formats, upon request.
- Ongoing expansion of knowledge related to assistive devices.
- Provide training to all staff to ensure that all materials developed can be produced in accessible formats.

6.1.2.2 Progress

- www.Brantford.ca was redeveloped and is now WCAG level AA compliant.
- Training has been implemented for all staff who have a role in updating or changing information provided on the City website.
- A procedure has been developed in relation to information and communication being made available (upon request) in accessible formats from all City Commissions.
- Training has been developed and administered on creating accessible Council reports.
- A Social Media Policy which outlines the need for this content to be created accessibly has been implemented.

6.1.2.3 Continuing Initiatives

- Ongoing monitoring of the website to ensure all content meets accessibility standards.
- The City's micro sites will continue to be improved to meet WCAG 2.0 Level AA compliance.
- Further training will be developed and delivered to Staff to enhance the accessibility of documents.
- Consistent templates for corporate documents will be developed.
- Requests for alternative formats will continue to be received and carried out.

- Develop and implement a method to allow for electronic on-line payments for goods and services provided by the City.
- Remain apprised of changes in the *IASR* that may affect the design and/or content of the City websites.

6.1.3 *Employment Standards*

6.1.3.1 Requirements

- Develop individualized accommodation plans, including emergency response, for staff with disabilities to ensure full participation in the workplace.
- Support Staff with disabilities throughout their employment with the City.
- Provide training to all staff and management to ensure their understanding of accommodation requirements and support available to all workplace parties.

6.1.3.2 Progress

- Procedures are in place to address the individual needs of workers requiring accommodations.
- Practices have been developed and implemented to ensure support is provided to individuals requiring accommodations from the recruitment process through to hiring.
- An accessible online process for applying to City jobs was implemented.
- Wording in job postings have been modified to highlight that the City of Brantford is an equal opportunity employer and that accommodations are available.

6.1.3.3 Continuing Initiatives

- Procedures and practices will be updated and improved as required based on legislative changes.
- Accommodations through the recruitment process and career cycle will continue as needed.
- Guides, tools and templates for managers and supervisors will be developed to ensure compliance with legislation and cultivate best practices.

6.1.4 *Transportation Standards*

6.1.4.1 Requirements

- Enforce equal fare rates for all users of services delivered by owners and/or operators of taxicabs.
- Prohibit owners and/or operators of taxicabs from charging a fee for the storage of mobility aides or assistive devices.
- Ensure that identification information is provided on the rear bumper of taxicabs.
- Consult with licensed taxicab owners and/or operators in the City so the BAAC and the public can determine the proportion of on demand taxicabs presently available.
- Determine the proportion of on-demand accessible taxicabs and specialized transit required in the City.
- Identify progress and steps to be taken to meet the need for on-demand taxicabs.
- At least one public meeting or open house will be hosted by Accessibility Coordinator and Manager – Transit, each year involving persons with disabilities to ensure they have an opportunity to review and provide feedback on the BAP as it relates to the Transportation Standard.
- Consider the physical requirements of transit vehicles under the *IASR* when initiating the purchase and procurement of vehicles.
- Develop the eligibility for, and provision of, specialized and conventional transportation including the waiving of fares for support persons and hours of operation.
- Implement steps to reduce wait times for specialized services.
- Develop procedures to address the needs of customers should specialized or conventional services or related equipment experience a breakdown.

6.1.4.2 Progress

- The requirements noted above for owners and/or operators of taxicabs have been met.
- A public survey has been completed to assess the level of need for on-demand accessible taxicab service. The survey results indicated that the current level of service was meeting the needs of residents.

- Now that specialized and conventional transit is owned and operated by the City, progress continues to be made to ensure the City remains in compliance with the requirements outlined above.
- Fares for support persons are waived.
- Investigation will continue on improving the process for identifying those individuals who require a support person.
- A system to allow for electronic pre-boarding and de-boarding announcements has been implemented.

6.1.4.3 Continuing Initiatives

- On-demand taxicab need and availability will be re-evaluated.
- Procurement process for transit vehicles will continue to take into consideration all aspects of accessibility to meet the needs of City residents.
- Feedback will be solicited regularly from residents regarding Transit services, both conventional and specialized, to ensure they are meeting the needs of users.
- Policies and procedures will be reviewed regularly to ensure services are being delivered in an appropriate manner.
- Bus shelters and stops will be improved and monitored continuously to ensure full accessibility.

6.1.5 Built Environment Standards

6.1.5.1 Requirements

- Ensure accessibility to all City owned, operated, leased or funded buildings and facilities, as outlined in the *Accessibility Standards for the Built Environment (Ontario Building Code)* and Design of Public Spaces Standard (DOPS).
- Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required.

6.1.5.2 Progress

- Capital Priority Initiatives (Appendix D) have been completed and pending projects will be prioritized based on the current level of accessibility and needed changes to meet legislative requirements within the annual funding envelope.
- Signage has been reviewed to ensure International and Universal symbols, as well as tactile signs, are appropriately placed.

- Staff have been advised and trained as necessary to ensure that the Design of Public Spaces Standard is complied with.
- Staff has been working on developing an updated version of the Brantford Facility Accessibility Design Standards (FADS).
 - The new document will be streamlined to assist users in knowing when requirements are that of the *Ontario Building Code* or Design of Public Spaces.
 - These Standards will be applied to all City owned, operated, leased and funded facilities.

6.1.5.3 Continuing Initiatives

- All projects (retrofit and new construction) will be reviewed to ensure that accessibility issues are being considered and incorporated into the project plans.
- City departments will continue to use, and promote the use of the FADS for all facilities owned, operated, leased or funded by the municipality.
- The BAAC will be consulted on projects, in the following areas:
 - Recreational trails,
 - Outdoor play spaces,
 - Rest Areas on exterior paths of travel, and
 - On-Street Parking.
- Ongoing review of signage will continue as projects come forward.
- New signage needs will be assessed with each capital project.
- Keep well-informed of changes to legislation to ensure compliance.
- The maintenance program will continue as outlined below:
 - 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.
 - A notice of disruption will be posted on site and in other locations such as on the City's website where applicable
 - The notice will include the expected duration of the disruption, the reason for the disruption and any alternatives to the service or feature that is malfunctioning.
 - 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 2 cm 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.

6.1.6 Customer Service Standard

6.1.6.1 Requirements

- Review and update policies to ensure high quality of customer service.
- Consult with advisory groups on emerging and changing requirements.

- Fulfill the needs or constituents under the Customer Service Standard.
- Incorporate accessibility requirements in staff training and orientation materials.
- Provide training for all staff and volunteers and ensure third parties are trained.
- Review customer feedback and take appropriate action.

6.1.6.2 Progress

- The Brantford Accessibility Policy has been developed and approved by Council with related procedures and practices developed in the following areas:
 - Accessibility to Goods & Services,
 - Service Animals,
 - Support Persons,
 - Alternate Format for Materials, Documents and Communication,
 - Assistive Devices,
 - Customer Service Feedback Process, including Feedback Form, and
 - Notice of Service Disruption, including Notice Form.
- The Accessibility Policy has been posted on the City website.
- The Purchasing Policy now requires that third parties (anyone who may come into contact with the public while working for or on behalf of the City) shall be required to have taken *AODA* training prior to acting on behalf of the City.
- The City has and will continue to seek input into matters relating to accessibility through committees, both external (Advisory Committees to Council) and internal.
- A Customer One Strategy was developed which includes a call centre to assist callers in seeking answers to questions and directing them to the correct departments in a more efficient manner.
 - Online request forms were also created and are monitored by staff.
 - An online feedback process was also incorporated into the new website.
- Corporate wide accessibility awareness training has been in place since 2007. The comprehensive training program includes four major elements: accessibility awareness, *AODA*, barriers in the built environment and how to identify and address attitudinal barriers.

- Training will be updated as necessary and revised sessions will be offered to existing staff and revisions incorporated into new employee training.
- Portable assistive listening devices were purchased and can be made available for any City meeting or event, upon request.
- Completed Compliance Reports that were filed with the Ministry.

6.1.6.3 Continuing Initiatives

- The City will continue to fulfill the needs of residents, visitors and staff under the Accessible Customer Service Standard.
- There will be a continued review of all policies, procedures and practices that may affect persons with disabilities. Any additions and amendments will be incorporated into these documents, where appropriate.
- Disability Awareness Sensitivity Training will continue to be administered to all new employees and volunteers as part of their orientation to the City of Brantford.
 - The training is separated into two modules as mentioned above (Customer Service and *IASR with the Human Rights Code*).
- Assistive listening devices will continue to be made available for City meetings and event, upon requests.
 - Staff will work with the individual to ensure the correct adaptor is being used to meet their needs.
- The City will file compliance reports with the Ministry of Seniors and Accessibility as required.

For a detailed and comprehensive outline of the above, please refer to Appendix A - "Integrated Accessibility Standard Summary".

7.0 Commission Specific Accessibility Initiatives

All levels of Management will work with the Municipal Accessibility Coordinator to ensure appropriate information is shared, training is 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.

7.1 Corporate Initiatives

7.1.1 2019 Achievements

- Accessibility continued to be a vital part of all conversations in project planning for corporate initiatives.
- The Chief Administrative Officer's (CAO) office began the process of ensuring all original versions of its outgoing communications were formatted in an accessible manner.

7.1.2 Future Initiatives

- All corporate initiatives that are initiated in the CAO's office will include accessibility measures, where applicable.
- Accessibility will continue to be a key consideration when developing and implementing new corporate policies, strategies, and practices.
- The City of Brantford's Accessibility Coordinator will be consulted on an ongoing basis to identify measures to improve accessibility.
- All written reports produced for the Climate Change Action Plan (CCAP) works will be prepared with consideration of the requirements of the AODA and Brantford's Municipal Accessibility Plan. Design of the report and text within the report will be prepared in an accessible way. Alternative formats of the final reports will be available upon request.
 - During the planning and consultation stages of the project, consideration will be given to accessibility during the design of public engagement events and outreach.
 - During the preparation of programs and plan that will be proposed within the CCAP, consideration will be given to removing barriers in design of the proposed programs and plans.
 - Consultation with the Accessibility Coordinator will be ongoing throughout the process to ensure that accessibility is considered at each step.
- The CAO's office will continue to strive to ensure outgoing communications are formatted in an accessible manner.

7.2 Communications and Community Engagement

7.2.1 2019 Achievements

- All members of the City's Communications and Community Engagement team have completed an accessibility training course that focused on how to make public documents more accessible.
- Training focused on Word, PowerPoint and Excel formats which are the most widely used program formats in written communication and in preparing reports for Council.
- All public information and communications provided by the City are available in alternative accessible format upon request.
- In an effort to make all public documents as accessible as possible to all the City has revised all of the public document templates that are currently used for reporting and compiling agenda packages for Council to accessible formats.
- In late 2018 and early 2019, the Communications department, in concert with the City's Accessibility Plan Coordinator, led an Accessibility Training Workshop where over 300 staff across the organization were trained on how to prepare accessible Reports to Council using the City's new Report Tracking software, eSCRIBE.
 - This resulted in enhanced accessibility of all printed and online Agenda packages as all Report to Council templates are now accessible.
 - The Workshop was based on the "City's Accessible Formats and Communications Supports Standards and Guidelines", developed by Communications and the Accessibility Plan Coordinator and approved by City Council in 2016.
- The Communications department led a project to redevelop the City's website, brantford.ca as well as a series of microsites including WayneGretzkyCentre.ca, AdvantageBrantford.ca and brantford.ca/transit.
 - The sites have been developed with enhanced AODA features including options for increasing type size and advanced search capability. The website is now consistent with WCAG 2.0 Level AA standards.
 - The site was also upgraded with additional interactive features that are more user friendly, enabling users to request City services online, therefore making it easier for residents to receive delivery of programming and services more efficiently and effectively.

- The site design and layout has also been developed to ensure more contrast and easier legibility.
- The site's content management system (CMS) features an "Accessibility Checker" built into the content publishing process whereby written and graphic content cannot be uploaded (made live to the site) unless it is accessible.
- The City's Communications department is also responsible for oversight and enforcement of the City's Social Media Policy that explicitly calls for content across the City's digital social media platforms to be compliant with AODA standards for accessible formats and communications supports.
- Assistance was provided to the Brantford Accessibility Advisory Committee (BAAC) for the implementation of the third annual Accessibility Awards by creating advertising and overseeing the nomination process.

7.2.2 Future Initiatives

- Communications staff will ensure proper use of accessibility identifier symbols on projects, as required.
- The department will continue the oversight and enforcement of the City's Social Media Policy.
- Continued support for advertising, communication and implementation for events related to accessibility such as Nation Access Awareness Week and Sensitive Santa.
- Additional training and networking sessions will be developed and delivered to assist staff to enhance their understanding the importance of accessible documents and communications. In these sessions staff will learn how to create more user friendly documents.
- Additional Accessible document templates will be created to assist Staff in creating accessible documents.
- Maintenance of the City's website to ensure consistent levels of accessibility.
- To provide more opportunities for the community to learn more about City programs, services, initiatives and decisions of Council, Communications and Community Engagement staff have recommended implementing an eSCRIBE software option to live stream/webcast meetings of Council and external public meetings that are clerked by City Clerks staff.

- The eSCRIBE software system that the City is now using as a report and meeting management tool for City meetings also has an *AODA* compliant online streaming/webcasting feature that can be implemented to broadcast all public meetings of Council that take place at City Hall Council Chambers.

7.3 Brantford Fire

7.3.1 2019 Achievements

- Fire Station #3 bathroom renovations completed 2019 to AODA and the Brantford Facility Accessibility Design Standards (FADS) compliance.
- The Master Fire Plan has been written to accessibility standards a requirement of the scope of work.
- Council and Committee reports are now written to accessibility standards in eSCRIBE.
- A policy on servicing callers using TDD/TTY for communications through primary Public Safety Answering Point (PSAP) was drafted.

7.3.2 Future Initiatives

- As Fire Station #2 is relocated to new site the station will be designed and being built to AODA and FADS standards.

7.4 Strategic Planning and Community Partnerships

7.4.1 2019 Achievements

- Six (6) Let's Get Moving workshops were hosted and attended by 193 seniors to help promote active lifestyles, reduce social isolation, and promote community connections. The workshop series included:
 - Workshop on a Bus – Educated participants on how to use the Brantford Transit System and discover the Brantford Public Library, Beckett Adult Leisure Centre, Grand River Community Centre and the Wayne Gretzky Sports Centre,
 - Let's Take a Walk – Participants were taught about the benefits of walking and tips to prevent falling,
 - Let's Ride a Bike – Taught participants about the benefits of biking, basic bike maintenance, and experienced a guided bike ride along our beautiful trails. Free bike and helmet rentals were available,
 - Let's Try AquaFIT – Participants were taught about the benefits of low impact water fitness, and joined an AquaFIT class. People of all swim abilities were welcome to the fully accessible pool and facility, and
 - Let's Walk and Talk – Provided our participants an opportunity to get expert advice about issues they or their loved ones may be facing in a very informal setting of either walking on the indoor or outdoor walking track.
- Strategic Planning and Community Partnerships Supported seven Safer Space Trainings offered through The Bridge, in an effort to make the Brantford/Brant County community and services safer and more inclusive for aging LGBTQ2S+ populations.
 - The trainings were offered to service providers that provide services, support and housing to seniors, as well as interested residents living within seniors' buildings.
 - The trainings address LGBTQ2S+ history of rights, terminology, gender and gender identities, research, and practical steps to ally ship and becoming an inclusive space.
- The City launched Seniors Studio, a place-based program that provided recreation, social programs, and community resources in three private apartment buildings, and the Branlyn Community Centre to ensure that seniors vulnerable to isolation can access programs close to home.
 - Throughout the six month pilot, there were over 100 events and programs offered, and over 2,000 attendees.

- Seniors participated in activities such as Euchre, Tai Chi, and Bingo, and had access to information workshops such as, Elder Abuse Awareness, Fire Safety and Prevention Workshops and Alzheimer's Society Workshops.
- The City reprinted the Seniors Toolkit resource guide and partnered with the Brant County Health Unit, Mental Health First Aid Canada and Seniors Support Services, to offer mental health first aid for Seniors.
- The City partnered with the YMCA to offer a Newcomer Seniors Series to help isolated newcomer seniors connect to the community, and engage in activities to support their well-being.
 - Over 100 seniors participated in the series that included workshops specific to healthy eating, mobility and balance, elder abuse awareness, fraud prevention, and falls prevention.
 - The series addressed accessibility and barriers to participation by offering child-care, transportation, and interpretation services.
- The City completed the Newcomer Needs Assessment, with funding from the Ministry of Citizenship and Immigration. Over 100 Newcomers were consulted and 15 recommendations were identified to support newcomers and their families to better connect to services. In 2019, various projects address the recommendations, including:
 - The City updated the Newcomer Connections Website, to ensure that information and services regarding housing, employment, education, and health care were accessible.
 - The City submitted a proposal to Immigration, Refugee and Citizenship Canada (IRCC) to establish a Local Immigration Partnership in Brantford.
 - The City's Newcomer Seniors Series as part of Healthy Aging, also responded to the recommendation addressing senior's isolation and need for intergeneration programs.
- As part of the City's Youth Service Strategy, Staff supported the youth led initiative, Parker's Project to develop programs that support pregnant and parenting youth.
 - In 2019, Parkers Project youth developed three projects to address the mental health and well-being of young parents, and focused on linking youth to the services they require by addressing barriers to community support and services.
 - In May 2019, Parker's Project Youth were recognized by the Ontario Municipal Social Service Association (OMSSA), with a Local Champions Award.

- The first year of the three year, Kids Ride Free transit program launched, offering no fare for children ages 5-12 who ride Brantford Transit.
 - This pilot aims to make public transit more accessible for families, increasing access to social and recreational services, and promoting future ridership.
 - Based on initial surveys, public response to the program has been positive and families are identifying the benefits of the program.
- In collaboration with the Children and Youth Services Committee, the City is working to develop a Transitional Aged Youth Resource guide that will help to support and guide individuals with developmental disabilities and their families navigate the multiple systems required to transition from children based services into adult services.
- City Council funded a one year pilot, for the Brantford Downtown Outreach Team (BDOT) in partnership between the Grand River Community Health Center, St. Leonard's Community Services, and Brantford Police Services.
 - The BDOT consists of a peer support worker, nurse practitioner, concurrent disorders clinician, and outreach coordinator.
 - BDOT's goal is to build relationships with vulnerable persons in the downtown who may be having trouble accessing services and connect them with the help they need, such as homelessness and social assistance programs, or mental health and addictions supports and treatment.
- The City is offering a Digital Inclusion program series for children, youth, adults and seniors to have opportunities to access and learn about different forms of technology.
 - Staff are planning activities, workshops and events including: Codemobile, Cyber Seniors, Tech Camps and Tech Fairs, for residents of all ages the opportunity to connect with different forms of technology, learn about different digital programs.

7.4.2 Future Initiatives

- Strategic Planning and Community Partnerships will continue to develop and implement programing to promote an inclusive community.
- The Kids Ride Free transit program will continue.
- The Transitional Aged Youth Resource guide will be completed.
- The Digital Inclusion program series will continue.

7.5 Corporate Services

7.5.1 Clerks, Council, and General Administration

7.5.1.1 2019 Achievements

- In 2019, the City entered into a three year agreement with eSCRIBE for the provision of Report and Meeting Management Software to ensure that all Reports and Agendas posted on the City's website are AODA compliant.
 - Clerk's Staff, with the assistance of the Municipal Accessibility Coordinator, will developed a template for Minutes in the eSCRIBE software to ensure that all Minutes posted on the City's website are AODA compliant.
- Hearing assist loop system installed in the Council Chambers at City Hall. Clerk's Staff will work with the Municipal Accessibility Coordinator in the development of a Standard Operating Procedure to guide staff in the proper use of this equipment.
 - Training was arranged for all staff that clerk meetings in the Council Chambers.
- Development and roll out of on-line forms accessible to the public - Delegation Request Forms and Applications for Appointment to City Boards and Advisory Committees).

7.5.1.2 Future Initiatives

- Development and roll out of additional on-line forms accessible to the public.
- Accessibility will be considered throughout the 2022 Municipal Election process.
 - A Pre-Election Accessibility Plan will be drafted.
 - The [2018 Post Election Report](#)⁸ will be referenced when planning for the 2022 Municipal Election. Some of the accessibility considerations include:
 - In 2018 facility audits provided location details and information to the public relating to a variety of items.

⁸ The City of Brantford's 2018 Post Election Report can be read in its entirety at <https://brantfordvotes.brantford.ca/en/accessibility.aspx>

- In addition to the notes on the website, inclusion of the inspection forms may be helpful information and should also be considered for inclusion on the website.
- Voter Information Notices should include description of the type of accessible equipment or features available in future elections to ensure electors are aware of their options.
 - This information should be enhanced on the City's website as well.
- Keep utilizing multiple communication platforms to increase the breadth of information access (i.e. website, Facebook, paper).
- Ensure that continuous information is posted on the City's website to reflect the most recent information, including any disruptions.
- Continue to provide online voting opportunities for the extended time period.
- Staff should look for increased opportunities for voters to add or amend their records beyond City Hall. Possible inclusions could be the Public Library locations, extended hours opportunities, community centers, etc.
- Enlist the BAAC to communicate when the Voters List Revision process is underway as well as the Municipal Property Assessment Corporation Enumeration process to aid in the accuracy of individual voter records.

7.5.2 Human Resources

7.5.2.1 2019 Achievements

- Content and format of online training modules was redeveloped. All modules now have a more accessible version that is more compatible for individuals using screen readers. Transcripts have also been created for each module.
 - The guidelines within Designing Accessible E-Learning Using Articulate Storyline were used and tested during the redevelopment of the online training modules.
 - Age Friendly wording and accommodations were added into the *Integrated Accessibility Standards Regulation (IASR)*.
- Wording in job postings surrounding accessibility and inclusivity was updated.

- A Diversity & Inclusion Staff Committee was created as a way of expanding the breadth of discussion and accommodation within the City of Brantford.
 - The e-mail address inclusion@brantford.ca was created to monitor requests and feedback surrounding inclusion for Brantford. This account is monitored daily.
- Health, Wellness and Safety will be working on changes to improve workplace accommodations and an enhanced process/procedure around sick leave/modified work.
- The Accessibility Coordinator continued to serve as a staff resource providing input on services, events, projects and accommodations.
 - Many of these are listed within the sections of the lead department.
- The Accessibility Coordinator continued to work with the Brantford Accessibility Advisory Committee as the staff liaison.
- The Accessibility Coordinator oversaw general compliance to the Standards under the AODA.
 - Compliance reports and documents were submitted to the Ministry of Seniors and Accessibility.
 - Please see Appendix E for a copy of the 2019 AODA Compliance Report.
- The Accessibility Coordinator worked with members of Communications and Community engagement to develop and deliver preliminary training for accessible documents.

7.5.2.2 Future Initiatives

- Training needs will be reviewed regularly and changes to training to ensure compliance will be completed, as needed.
- Accommodations will continue to be made for those who request them throughout the recruitment process and throughout the career cycle.
 - As accessibility needs for employees arise, the Human Resources department will address them on a case by case basis.
- An “Accommodation 101” training session being planned for Supervisors/Managers.
 - This session will be facilitated in conjunction with Legal Counsel to provide some context regarding human rights legislation and associated case law decisions.
 - Newly revised sick leave/accommodation procedures and the Fit for Work Standard will also be discussed during this session.

- The Municipal Accessibility Coordinator will remain educated on all of the standards arising from the *AODA*.
- The Accessibility Coordinator will continue to serve as a staff resource providing input on services, events, projects and accommodations.
 - Many of these are listed within the sections of the lead department.
- The Accessibility Coordinator will continue to work with the Brantford Accessibility Advisory Committee as the staff liaison.
- The Accessibility Coordinator will continue to oversee general compliance to the Standards under the *AODA*.
- The Accessibility Coordinator will work closely with the Communications and Community Engagement to develop and deliver continued education to all content authors on creating accessible documents.

7.5.3 Finance

7.5.3.1 Customer Service

7.5.3.1.1 2019 Achievements

- There were no specific accessibility achievements made in this area.

7.5.3.1.2 Future Initiatives

- The Customer Service division of Finance will continue to advocate for and implement online services and online web forms so that constituents can access City Services more easily.
- Utilities will be upgrading our web presentment tool in 2020 which will be *AODA* compliant.
 - This will mean customer can access information (consumption and payment data) about their water/wastewater bill and view their bills online. Customers will also be able to receive their bills by e-mail.

7.5.3.2 Purchasing and Procurement

7.5.3.2.1 2019 Achievements

- There were no specific accessibility achievements made in this area.

7.5.3.2.2 Future Initiatives

- Purchasing will assist user departments in the development of specifications for accessibility related goods and services.

- Purchasing will continue to work with the Accessibility Coordinator to ensure wording in Tender and other contractual document adequately reflect compliance with the AODA and other accessibility requirements.

7.5.4 Information Technology

7.5.4.1 2019 Achievements

- IT Services continued to support other departments in the execution of online initiatives in an accessible manner.
- IT Services continued maintaining a fully accessible website.

7.5.4.2 Future Initiatives

- IT Services will continue with maintaining a fully accessible website.
- Online services such as online payment and self service will be improved and expanded.
- Education and training administered to staff will continue to include material related to accessibility.
- IT Services will continue to support other departments in the execution of online initiatives in an accessible manner.

7.5.5 Legal and Real Estate

7.5.5.1 Legal Counsel

7.5.5.1.1 2019 Achievements

- Legal Counsel continued to monitor and review accessibility requirements.
- Legal Counsel provided guidance on issues surrounding accessibility as required.

7.5.5.1.2 Future Initiatives

- Legal Counsel will continue to monitor and review accessibility requirements.
- Guidance will continue to be given to staff on issues surrounding accessibility.

7.5.5.2 Provincial Offences

7.5.5.2.1 2019 Achievements

- Modifications were considered to improve physical accessibility of the Provincial Offences building.

7.5.5.2.2 Future Initiatives

- Consideration will be given to modifications that would improve the functionality of the Provincial Offences building.
 - Such modifications may include: the removal of the steps leading up to the witness box and improvement to the IT infrastructure so that video links for translators could be used.

7.5.5.3 Real Estate

7.5.5.3.1 2019 Achievements

- There were no specific accessibility achievements made in this area.

7.5.5.3.2 Future Initiatives

- Any accessibility concerns will be brought to the attention of Staff in the Facilities and Asset Management Department, Human Resources Department and to the Municipal Accessibility Coordinator.

7.6 Community Development

7.6.1 *Economic Development and Tourism*

7.6.1.1 2019 Achievements

- Tourism division hosted a workshop on AODA compliant websites for the cultural sector.
- A new water bottle fill station that is accessible was installed at the Tourism Centre.

7.6.1.2 Future Initiatives

- The process of a complete update of the [Discover Brantford website](#)⁹ to allow for exceptional accessibility will be initiated.
 - Planned improvements to the website listings to include more information about accessibility and accessible options.
- Working with the Tourism Advisory Committee to increase understanding of accessible tourism.
- Increase the number of workshops delivered on accessibility to local organizations, businesses, event planners, etc.
- Tourism will work with the Accessibility Coordinator and the Brantford Accessibility Advisory Committee to investigate the introduction of a category into the Accessibility Awards for a tourism business.
- Accessibility will be prioritized when coordinating venues and activities related to co-hosting the 2021 Ontario 55+ Winter Games.
 - The Games will be held from February 11-13, 2021.

7.6.2 *Planning*

7.6.2.1 2019 Achievements

- The City's Accessibility Coordinator continued to regularly attend Development Review Meetings to provide input regarding accessibility matters early in the development process.
 - This has helped educate City Staff as well as the development community early on in the development process so that there is a clear understanding of how to ensure new developments are accessible to everyone.

⁹ The Discover Brantford website address is www.discoverbrantford.ca

- The Accessibility Coordinator has assisted with matters relating to new developments which have incorporated barriers to access which have not been approved by the City.
- Staff consulted with the Accessibility Coordinator in early stages of development of the City Wide Design Guidelines.

7.6.2.2 Future Initiatives

- The Planning Department will continue to work with the Accessibility Coordinator to address accessibility matters.
- The Planning Department will continue drafting City Wide Design Guidelines that will address accessibility that will be incorporated into the Official Plan project to ensure there is consistency between the Official Plan policies and how they are to be implemented with respect to accessibility matters in particular.

7.6.3 *Building Department*

7.6.3.1 2019 Achievements

- The Building Department will continue to enforce regulations that impact the accessibility of individuals; including but not limited to, Section 3.8 of the Ontario Building Code and the Municipal Zoning By-Law.

7.6.3.2 Future Initiatives

- Any noted accessibility concerns will be brought to the attention of Staff in the Facilities and Asset Management Department, Human Resources Department and the Municipal Accessibility Coordinator.
- Construction plans are reviewed for compliance with the accessibility requirements outlined in the Building Code as well as the Municipal Zoning By-Law and also inspected on site to ensure the regulations are being met.
- The Senior Plan Examiner will continue to participate on the BAAC to ensure accessibility considerations are being met in facilities owned, operated or leased by the City.

7.7 Community Programs, Parks and Recreation

7.7.1 Parks Services

7.7.1.1 2019 Achievements

- All parks projects were designed and constructed with accessibility at the forefront.
 - The Design of Public Spaces Standard and FADS were used and the Accessibility Coordinator and the BAAC were consulted.
- The following projects were completed:
 - Playground rehabilitation projects improved accessibility by paving pathways throughout park, accessible play surfacing, inclusive play areas at the following locations:
 - Cockshutt Park,
 - Lynden Hills,
 - Cameron Heights,
 - Parsons Park, and
 - Walter Gretzky Park;
 - Trail Renovations – asphalt repairs numerous locations throughout the network; and
 - Bell Homestead parking lot reconstruction.
- The following projects were designed to increase accessibility. Construction to be completed in the upcoming years:
 - Glenhyrst Art Gallery – plans are being developed for a new accessible patio,
 - Dufferin Park – Develop master plan to include accessible routes to Tennis courts, through park, washrooms, play area, parking, removal of inaccessible structures, etc.,
 - Tutela Park – Consider accessibility requirements for new splash pad,
 - Devon Down Park - plans being developed to improve accessibility by paving pathways throughout park, accessible play surfacing, inclusive play areas,
 - Pleasant Ridge Park - plans being developed to improve accessibility by paving pathways throughout park, accessible play surfacing, inclusive play areas,

- Moose Park - plans being developed to improve accessibility by paving pathways throughout park, accessible play surfacing, inclusive play areas, and
- Spring St. Buck Park - plans being developed to improve accessibility by paving pathways throughout park, accessible play surfacing, inclusive play areas;
- The following projects were initiated:
 - Playground rehabilitation 2019 projects:
 - Mohawk Park Community Playground,
 - Orchard Park,
 - City View, and
 - Grandwoodlands Park;
 - Mount Hope Cemetery – plans are being developed for a new accessible ramp to the office;
 - Waterworks Park Trail access /ramp,
 - A new trail connection along Kraemaer Way, and
 - New Park Development
 - Empire Phase 6 Community Park, and
 - Southwest Community Centre and Park.

7.7.1.2 Future Initiatives

- The projects listed above will be completed.
- All new park development projects will be designed with consideration for accessibility and shall incorporate inclusive elements such as pathways and seating.
- New neighbourhood parks will incorporate inclusive playground equipment.
- Parks and Recreation will continue to modify parks, park buildings (where possible) and trails throughout the City to allow for more inclusive use.
- Where possible, modifications will happen in conjunction with other scheduled city/park improvements.
- Improvements to the trail network to enhance accessibility (hard surfacing, inclusive access points, signage, etc.) will be considered as part of all scheduled upgrades.

- Continue to consider accessible fonts and designs in sign design including Braille.
- The following projects are scheduled to be completed:
 - Rotary Centennial Waterworks Park Parking lot,
 - Gilkison Flat Trail reconstruction 2020/2021,
 - Southwest Community Centre and Park phase 1 Ball diamonds complete 2021; 2023 phase 2 community park features , football /soccer fields; 2024 phase 3 Community Centre,
 - New Park Development within subdivisions,
 - Off Road Active Transportation Initiatives – new trails in neighbourhoods and parks connecting to on road cycling 2020,2022, 2024,
 - Trail renovation initiatives 2020-2025 - reconstruct deteriorating trails for continued use; Wayne Gretzky Parkway, Shallow Creek, Replacement of decking/ bridges,
 - Glenhyrst Gardens – accessible parking lot and road reconstruction,
 - Lorne Park Gazebo – reconstruction of Gazebo feature 2020,
 - Church Street Waterfront Park Development – 2022; river views. Work will include a trailhead, parking, horticulture, and
 - Boat Launch -Ballantyne/D'aubigny- improve river access /boat launch 2024/2025.
- Staff will continue to improve accessibility to parks including playgrounds.
 - In no particular order work will be completed at the following parks: Mayfair Park, Recreation Park, Brooklyn Park, Central Park, Devereux Park, Iroquois Park, Prince Charles Park, Woodman Park, Silverbridge Park, Dufferin Park, Echo Park, Wood St. Park, Burnley Park, Hillcrest Park, Arctic Park, Charlie Ward Park and Holmedale Park.

7.7.2 Community Recreation Development

7.7.2.1 2019 Achievements

- An Adapted Fit program was implemented.
 - A class programmed for participants with special needs that is perfect for getting them out and active.

- Our trained instructors offer lots of variety and modifications to keep everyone moving and feeling successful.
- The small group setting is ideal for building friendships. This program is ideal for those who can join semi-independently (within a 1:5 staff to participant ratio) or who can take part assisted by their service worker.
- Participants are welcome to bring their own support person, assistive devices, or service animal.
- More information can be found about [Adapted Fit](#)¹⁰ online.
- Every Kid Counts – Lansdowne Support workers for Summer Camps:
 - Now providing a detailed camper outline explaining the child’s disability, suggestions for keeping them engaged in the program, suggestions to keep them calm and avoid any high stress situations etc.
 - This has been very helpful for our camp coordinators in assisting the support worker during the program.
- Summer camps have been piloting the use of utilizing our Public Transit as a mechanism to venture throughout the City.
 - Transit is free for children under 12 and this newly introduced rate has made it economical for us to explore the City.
 - Programs are using this as an opportunity to teach children the valuable life skill of learning how to use public transit. This skill promotes accessibility.

7.7.2.2 Future Initiatives

- The Community Recreation Development will continue to monitor services, program and the interaction with clients to ensure improvements and accommodations are made as required.
- Accessibility will continue to be considered in planning of events and programming.
- Aging facilities requiring upgrades to interior doors will be retrofitted to meet the AODA and FADS requirements as budget allows.
- Sensory Pathways will be created.

¹⁰ Information on Adapted Fit can be found by visiting <https://www.waynegretzkysportscentre.ca/en/programs-and-day-camps/adapted-fit.aspx>

- Staff would like to utilize existing hallways to incorporate sensory paths as a way to provide children with increased physical and mental focus opportunities while at our centres.
- We would like to pilot this at TB Costain and are currently seeking \$5000 in funding to complement existing commitment by the Health Unit and Active Grand.
- Increase lighting in facilities with built in controls for lighting levels.
 - The ability to adjust lighting levels would allow staff to accommodate those with sensitivities as needed.
- Summer camps will continue to use of utilizing our Brantford Transit as a mechanism to venture throughout the City.

7.7.3 Golf

7.7.3.1 2019 Achievements

- Design of the new clubhouse at Northridge Golf Course.
 - FADS was used in the design of this building and the Accessibility Coordinator was consulted.

7.7.3.2 Future Initiatives

- Construction of the new Clubhouse at Northridge Golf Course.
- Arrowdale Municipal Golf Course is scheduled to have new Clubhouse designed in 2020 with construction to commence in 2021.

7.7.4 Sanderson Centre

7.7.4.1 2019 Achievements

- The Sanderson Centre brought all its promo materials into compliance with visual accessibility standards (print size, high contrast).
- The Sanderson Centre expanded the number of seat holds on our ticketing system for accessible seating to support more than wheelchair location requirements.
 - Accessible seating kept available have been expanded to ensure it is suitable for persons with service animals, limited mobility, and vision loss when we put a show on sale to the public.
- Ticket sellers and front of house staff are empowered to address specific individual needs to accommodate persons on the autism spectrum including relaxed entry/exit, and re-seating to suitable locations.

7.7.4.2 Future Initiatives

- Implementation of our existing plan to support accessible format online for show playbills using the theatre's public Wi-Fi and website.
- Social story materials for the website to assist in helping people with varying disabilities adapt to what they will experience while visiting the theatre.
- Consideration will be given to support for bring your own device multi-format closed captioning (visual and text based for braille readers)/ American Sign Language translation using public Wi-Fi and accessibility portal for website.
- Consideration will be given to making the bar counter accessible.
- The theatre will maintain services offered to persons with disabilities (assistance with seating, removal and return of assistive devices, etc.).

7.8 Health and Human Services

7.8.1 Social Housing

7.8.1.1 2019 Achievement

- Home for Good – Construction is underway for a new supportive housing building with thirty (30) units at 5 Marlene Avenue to accommodate households who are homeless or at risk of homelessness.
 - This is a two-storey, elevator serviced building with common space for programming, on-site supports eleven (11) hours each day, afterhours mobile crisis support and dedicated space for mobility scooter storage and charging.
 - All units are universally designed to be visitable and five (5) units are constructed to FADS specification to be fully accessible.
- Upon request, Housing Services staff continued to accommodate tenants with accessibility requirements through modifications such as bathroom grab bars, hand held showers, visual fire alarms, auto door openers, wheelchair thresholds, bathtubs, cut-outs, etc.
- Two outside scooter storage rooms have been built at Brant and Lorne Towers, John Noble Apartments were built with a dedicated scooter storage room and a sheltered outside area has been designed into Marlene Avenue.
- Housing Services staff can connect tenants to various community and health supports to help them live successfully and independently, including connections to resources for individuals that experience accessibility challenges.

7.8.1.2 Future Initiatives

- Completion of construction of the Home for Good program.
 - Initiation of programming for Home for Good.
- Housing Services will be implementing a new software program for applying to the social housing wait list. Like any public facing digital interface or new documentation it will be reviewed to ensure compliance with the provisions of *AODA*.
 - Applicants can continue to 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 modifications will be provided.

- Housing Services will continue to monitor for alternative storage options for assistive devices within individual units, rather than devices being stored in the hallways of multi-unit residential buildings.
- Housing Services will continue to accept requests for accommodations (i.e. grab bars, visual fire alarms, etc.) and meet these requests where practicable.

7.8.2 Program Support and Children's Services

7.8.2.1 2019 Achievements

- There were no specific accessibility achievements made in this area.

7.8.2.2 Future Initiatives

- There are no plans for change identified at this time.

7.8.3 Social Assistance and Homelessness

7.8.3.1 2019 Achievements

- Social Assistance and Homelessness staff are available at satellite locations in the County of Brant and at the Ontario Disability Support Office at 195 Henry Street in Brantford for community members as an alternative to the main location in downtown Brantford.
- TTY services are provided for individuals inquiring about services by phone.

7.8.3.2 Future Initiatives

- The Department continues to monitor and review accessibility needs.

7.9 Public Works

7.9.1 *Downtown Revitalization*

7.9.1.1 2019 Achievements

- The Downtown Revitalization initiative began.

7.9.1.2 Future Initiatives

- Revitalize the downtown core to improve pedestrian, cyclist, transit movements and implement AODA and FADS standards throughout.
- Increase the number of benches and cycle racks throughout the downtown through Provincial Grant Funding program.

7.9.2 *Environmental Services*

7.9.2.1 2019 Achievements

- Construction on the new Scale House which meets AODA and FADS requirements, inclusive of an accessible washroom was completed.

7.9.2.2 Future Initiatives

- There are no plans for change identified at this time.

7.9.3 *Operational Services*

7.9.3.1 2019 Achievements

- The project to replace street name signs with larger font easier to read sign at all of the signalized intersections will be completed.
- Audible pedestrian crossing signals are or will be installed in 2019 at:
 - West Street and Morton Avenue,
 - Fairview Drive and Brier Park Road,
 - Shellard Lane and Anderson Road,
 - Clarence Street and Nelson Street,
 - Clarence Street and Wellington Street,
 - Clarence Street and Sheridan Street,
 - Terrace Hill Street and Abigail Avenue,
 - Charing Cross Street and Grand Street,
 - West Street and Pearl Street, and
 - Market Street and Erie Avenue.

7.9.3.2 Future Initiatives

- The removal of interlocking brick in the downtown core area will be an ongoing process.
- As per *AODA*, Operational Services plans on continuing the installation of audible pedestrian crossing signal buttons at all of the signalized intersections throughout the city to be compliant by January of 2025.
 - Accessible/audible pedestrian crossing signals and timers are being installed at every new or rebuilt traffic signalized intersection.
 - Consider recommendations from the BAAC related to the installation locations of accessible pedestrian crossing signals and prioritize these installations.
- Cement pads will be installed around audible pedestrian crossing signal buttons to allow greater access to those who use mobility devices.
- There will be a continuance of the policy for Snow Windrow Removal for seniors and persons with disabilities.
- The department will continue to implement the Provincial Minimum Maintenance Standards for sidewalks.
- Operational Services continues to repair/replace sidewalks on a priority basis, ensuring accessible cut outs of curbs.
- Signage will be replaced as needed.

7.9.4 Engineering Services

7.9.4.1 Design and Construction

7.9.4.1.1 2019 Achievements

- City Council approved a Vertical 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:
 - West Street (north of Charing Cross Street to Morton Avenue),
 - Herbert Street (Dead End to Charing Cross Street),
 - Woodlawn Avenue (Balmoral Drive to Cambridge Drive), and
 - Barry Drive and Dale Street (Bell Lane to Dead End).
- Improved cross walks at the following intersections:
 - St. Paul Avenue at Brant Avenue,

- West Street and Morton Avenue, and
- Mount Pleasant Road and Conklin Road.
- Accessible Parking stall improvements at the Market Street Parkade were completed.
- Enhanced LED lighting was added in the following locations:
 - West Street (north of Charing Cross Street to Morton Avenue),
 - Herbert Street (Dead End to Charing Cross Street),
 - Woodlawn Avenue (Balmoral Drive to Cambridge Drive),
 - Barry Drive and Dale Street (Bell Lane to Dead Eng), and
 - The Market Street Parkade.

7.9.4.1.2 Future Initiatives

- Staff will continue to implement the requirements of the *AODA*, *FADS* and applicable legislation to ensure improved accessibility for persons with disabilities in retrofit projects and new construction.

7.9.4.2 Transportation and Parking Services

7.9.4.2.1 2019 Achievements

- Engineering Services added two (2) accessible on-street parking spaces, and repealed three (3) others that were no longer required.
- The No Re-Park By-Law was amended.
 - The By-law now excludes vehicles that display a valid accessible parking permit.
 - This decision was based on the time it takes persons with disabilities to maneuver in and out of vehicles and from one location to another.

7.9.4.2.2 Future Initiatives

- Transportation and Parking Services will continue to assess the requests for accessible on-street parking and implement them where approved.
- A policy to address requests for amendments to on-street parking will be drafted.
 - The policy will stream-line the process for implementing accessible on-street parking spaces.

- The BAAC will be consulted in the process of changing accessible on-street parking.

7.9.5 Fleet and Transit Services

7.9.5.1 2019 Achievements

- Bus stops in various locations were upgraded to increase accessibility.
- Bus shelters in various locations were upgraded to increase accessibility.

7.9.5.2 Future Initiatives

- Installation of cement landing pads will continue with the assistance of the Operational Services Department at bus stop locations with prior consultation with the BAAC.
- Staff will assess the need for service improvements through monitoring client feedback.
- A process for equipment failure and service disruption will continue to be followed, which will ensure all accessibility features that impact boarding and de-boarding can be used electronically or manually, allowing safe transfer to and from buses in case of mechanical malfunction.
- All buses in the Transit fleet are accessible so another City bus would be deployed to assist in case of failure or disruption.
- Transit uses the [emergency preparedness procedures](#)¹¹, similar to other departments, that are outlined by the Fire Department.
- Transit will continue to follow the Corporate Accessibility Policy when collecting and responding to feedback.

7.9.6 Facilities and Asset Management

7.9.6.1 2019 Achievements

- A number of City Facilities were modified to increase accessibility. The following projects were designed and constructed in compliance with requirements of the AODA and FADS:
 - Transit Terminal - Accessible service counter, New accessible washroom, Door modifications and Seating modifications,

¹¹ The emergency preparedness procedures followed by Fleet and Transit Services can be viewed at http://www.brantfordfire.ca/emergency_mgmt/Pages/PersonsWithDisability.aspx

- Glenhyrst - Washroom improvements, Patio and walkway include accessibility improvements (design phase) and Designated parking space improvement,
- Mount Hope Cemetery - Building Interior renovations includes accessible washroom installation, with accessible counter and door operators, parking and a ramp for the main entrance,
- Brantford Airport – modifications to Hangar 175 and a new accessible washroom,
- Fire Station 3 - New accessible washroom and change rooms, and
- 220 Colborne Street (Health and Human Services) - Providing Barrier Free Access Controls, paddle lock and illuminated occupied light to public washroom in lobby.
- Staff relocations from Pollution Control Building 180 Greenwich Street and older water plant building at 324 Grand River Avenue - the former buildings were not fully compliant with FADS. The newly constructed facility is fully FADS compliant.
- Fully accessible vestibule has been installed at the Canadian Military Heritage Museum at 347 Greenwich Street. A grant application has been submitted for the proposed redesign of washroom facilities which includes a full functioning accessible washroom.
- Renovations have commenced at 58 Dalhousie Street, the former Federal Building, which will be the new centre of governance (New City Hall) for the City of Brantford. Accessibility was considered throughout the design phase, accessibility considerations includes but is not limited to:
 - Replacement of the existing accessible access ramp on Queen Street, the new ramp will be FADS compliant,
 - Replacement of the existing passenger elevator with a larger AODA compliant elevator cab with improved functionality,
 - FADS compliant travel paths and turning radii,
 - Floor finish, colour contrasts and wayfinding,
 - Accessible door operators and barrier free washrooms,
 - Integrated accessible public counter space,
 - Fully accessible ground floor Council Chambers, meeting space and training space with functional technologies and improved acoustics,
 - Enclaves with adjustable desk heights, and
 - Accessible staff parking with elevator access.

- A FADS compliant design has been completed for a new Fire Station (No.2 - Fairview Drive).
 - This station will replace existing Fire Station 2 located on St. Paul Avenue which is not FADS compliant.
 - The new station will include accessible public community space with adjacent accessible washrooms and parking.
- Design of a new clubhouse at Northridge Golf Course.

7.9.6.2 Future Initiatives

- Capital Projects identified in Appendix C - Capital Priority Initiatives will be completed with the supervision of Facilities and Asset Management Staff.
- Accessibility modifications will be considered in any project that involves Facilities and Asset Management Staff.
- The Brantford Facility Accessibility Design Standards will continue to be publicized and introduced to contractors and other third parties.
- Design improvements are being proposed to improve Court room accessibility at the Provincial Offenses Building, 102 Wellington Street.
 - The work will include improved access and Courtroom workspace for Court Justices and Court Reporters. Sound and communications technology within the Courtrooms will also be improved.
- Projects to be completed:
 - Transit Terminal - New exterior benches, Exterior tactile plates, Curb painting,
 - Glenhyrst Gardens – Construction of the Patio and improved accessible parking,
 - 58 Dalhousie Street – Renovation expected to be complete by November 2020,
 - Fire Hall No. 2 – Construction,
 - Northridge Golf Course - The construction of a new club house at Northridge Golf Course will see the existing club house being replaced. The new building is designed to be FADS compliant. The location on the new clubhouse along with the parking lot redesign will also improve accessible parking accommodations.
- Facilities staff continues to work on obtaining AODA building audits of existing facilities.

- Parks Site improvements to be determined based on the ability of Parks staff to deliver those projects. Facilities Staff will provide consultation on these projects.
- The City continues to develop an Accommodation Strategy that will impact future site development at a number of existing operational and administrative sites including 400 Grand River Avenue, 10 Earl Avenue and 1 Sherwood Drive, 84 Market Street, 100 Wellington Street and 1 Market Square. The study and direction received through the Accommodation Task force and City Council will directly impact the priority and timing of future FADS related project. At this time we are contemplating the following:
 - Refurbishing City Hall, 100 Wellington Square to accommodate Health and Human Services. Once current City Hall staff are relocated to 58 Dalhousie Street 100 Wellington Square will undergo a complete refurbishment.
 - Every effort will be made to make the design of the space fully FADS compliant.
 - The current preliminary design provides for all counters and client services meeting space to be on the ground floor.
 - The site will be fully accessible and have designated accessible parking.
 - Modifications to the Market Centre Parkade office - to include the installation of a fully accessible washroom.
 - The full scope of work will be dependent on whether the site is to remain a customer facing service or simply an operational centre for staff.
 - In either case a barrier free washroom will be installed, the location of the washroom is yet to be determined.

8.0 Special Projects

8.1 55+ Games

- The City of Brantford and the County of Brant have been selected to cohost the 2021 55+ Winter Games.
 - The Games will be held from February 11-13, 2021.
- The Ontario 55+ Games celebrates active living and is hosted every year for individuals in Ontario who are 55 years of age or older.
- The following sports are proposed for the 2021 Ontario 55+ Winter Games: Alpine Skiing, Badminton, Curling, Duplicate Bridge, Ice Hockey, Nordic Skiing, Prediction Skating, Table Tennis, Ten Pin Bowling and Volleyball.
- Typically, there are 800 to 1,100 athletes and officials who take part in three days of the competitions.
 - An additional 800 visitors also come to the area in support of the athletes.
- Community engagement is an integral part of hosting the games and 200 to 400 volunteers will also be recruited to help with hosting the successful event.
- Accessibility will be prioritized when coordinating venues and activities related to co-hosting the 2021 Ontario 55+ Winter Games.

8.2 Accessibility Awards

- Since 2017 the City through the Brantford Accessibility Advisory Committee has been recognizing private organizations that met and/or exceeded the legislated standards of the *AODA* for both existing and renovated structures, as well as programs, services and projects within the municipality that provide a barrier free experience.
- Nominations are received through a process made available on the City's website in the spring of each year.
- Organizations are 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 Awards are given to the recipients during National Access Awareness Week at a Council meeting.
- Recipients are given a certificate and a window decal to display in their business.
- In 2019, the City recognized six individuals and organizations.

- The recipients included Hampton Inn and Suites, the Adult Recreation Therapy Centre (ARTC), Farm Boy, Tim Horton's, Starbucks, and Scotiabank.

8.3 BlindSquare

- BlindSquare is a system of Bluetooth beacons to assist with indoor navigation for patrons with vision loss. The beacons communicate with a phone app to give verbal navigational cues.
- Previously installed in the Sanderson Centre.
 - The Sanderson Centre was the first performing arts centre in the world to offer BlindSquare.
 - The system was funded by the Sanderson Centre Foundation.
- In late 2018, the City was contacted by the Canadian National Institute for the Blind (CNIB), who was given a grant to distribute BlindSquare beacons in the community.
 - Discussions were had with members of staff and the BAAC about potential City locations that could benefit from this technology.
 - BlindSquare is now active in the Wayne Gretzky Sports Center, Civic Center, Transit Terminal, Farmers Market, and City Hall.
- To access BlindSquare navigation you must [download the app](#)¹². A [free trial](#)¹³ with restricted use is also available.

8.4 Sensitive Santa

- Since 2017 the City of Brantford in partnership with the County of Brant and the Lynden Park Mall has been organizing meetings for Sensitive Santa.
- Meetings with Sensitive Santa are scheduled before the mall opens on weekends leading up to Christmas.
- The experience provides time for Santa to interact with in a subdued one on one environment that is less stimulating for those with sensory disabilities.
- To participate in this program families must register their child to be scheduled for a specific timeslot.

¹² The BlindSquare app can be downloaded from <https://apps.apple.com/us/app/blindsquare/id500557255>

¹³ A free trial of BlindSquare can be downloaded from <https://apps.apple.com/us/app/blindsq-event/id635707709>

9.0 Appendix A – Integrated Accessibility Standard Summary

9.1 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.

9.1.1 General Requirements

1. Establishment of Accessibility policy and associated standards (procedures and practices)
2. Creation of Municipal Accessibility Plans
3. Prepare an annual status report on the progress of the Municipal Accessibility Plan
4. Make the Accessibility Plan and status reports available to the public
5. Procuring or Acquiring Goods, Services or Facilities with requirements for accessibility
6. Where kiosks are provided, they shall be accessible
7. Ensure training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,
 - a. all persons who are an employee of, or a volunteer with, the organization;
 - b. all persons who participate in developing the organization's policies; and
 - c. all other persons who provide goods, services or facilities on behalf of the organization

9.1.2 Information and Communication

8. Upon request, provide accessible/ alternative formats of information and communication
9. Notify the public about the availability of accessible formats and communications supports
10. Processes for receiving and responding to feedback accessibly
11. Accessible Websites and Web Content WCAG 2.0 AA
12. Provide Educational and Training Resources and Materials, etc. in an accessible format or comparable resource

9.1.3 Employment

13. Notify that accommodation is available upon request during recruitment process
14. Arrange for requested accommodations during recruitment and through the career cycle
15. Consider accessibility needs in: performance management and career development and advancement or redeployment
16. Inform employees of policies used to support employees with disabilities
17. Accessible formats and communication supports for employees
18. Individualize workplace emergency response information - if employee needs assistance then, with consent, the employer will provide the person they designate with appropriate information
19. Documented individual accommodation plans for employees with disabilities
20. Return to Work Process that considers accessibility

9.1.4 Transportation

21. Procedures for non-functioning accessibility equipment on buses
22. If modifications are made to public transit vehicle accessibility will be considered
23. No conventional transportation shall charge a higher fare to a person with a disability
24. Pre-Boarding Announcements - Verbal announcements of route, direction, destination or next major stop on request
25. On-Board Announcements - Verbal announcement of destination, stops and routes
26. Storage space of mobility aids on conventional buses
27. No fee for storage of mobility devices on buses
28. Origin to destination services for specialized transit
29. Provide emergency procedures, plans or public safety information, which is available to the public in accessible formats and communication supports
30. Availability of Information on Accessibility equipment and features of transit vehicles, routes and services for all transit buses
31. Emergency Preparedness and Response Policies for Transit
32. General Responsibilities for Drivers for Transit

33. 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
34. 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
35. Courtesy Seating On Conventional Buses
36. Allow Travel with Companions and Children on Specialized Transit
37. Alternative Accessible Method of Transportation
38. Alternative Transportation During Service Disruption
39. Requirements re: Grab Bars, etc. on Conventional Buses
40. Floors and Carpeted Surface Requirements on Conventional Buses
41. Allocated Mobility Aid Spaces on Conventional Buses
42. Stop-Requests and Emergency Response Controls on Conventional Buses
43. Lighting Feature Requirements for Conventional Buses
44. Route and Destination Requirements on Conventional Buses
45. Lifting Devices etc. for Conventional Buses
46. Stair Requirements for Conventional Buses
47. Indicators and Alarms for Conventional Buses
48. Specialized Transportation for Visitors
49. Coordinated Specialized Transit Between Other Municipalities with a Similar Service
50. When Specialized and Conventional Transit are offered by the same source they will have the same operational hours
51. Process for Service Delays for Specialized Transit
52. Identify plan for creating accessible bus stops and shelters in its accessibility plan
53. 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
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. Electronic Pre-Boarding and Deboarding for Buses
63. Fare Parity Between Specialized and Conventional Transit
64. Transit Accessibility Plans (included in Brantford Accessibility Plan)
65. 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
66. The council of every municipality shall identify progress made toward meeting the need for accessible taxicabs in its accessibility plan
67. 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
68. 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

9.1.5 Design of Public Spaces

69. Implementation of Design Of Public Spaces as of 2016
70. Procedures for preventative and emergency maintenance of the accessible elements in public spaces
71. Consult the Accessibility Advisory Committee on projects, in the following areas:
 - a. Recreational trails,
 - b. Outdoor play spaces,
 - c. Rest Areas on exterior paths of travel, and
 - d. On-Street Parking.

9.1.6 Customer Service

- 72. Develop, implement and maintain policies governing its provision of goods, services or facilities to persons with disabilities
- 73. Permit service animals where permitted by law
- 74. A person with a disability and their support person be allowed to attend a facility or event together.
- 75. Notify the public of any charge for entry for a support person
- 76. Post notices of disruption when services or features are malfunctioning
- 77. Ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:
 - a. Every person who is an employee of, or a volunteer with, the provider.
 - b. Every person who participates in developing the provider's policies.
 - c. Every other person who provides goods, services or facilities on behalf of the provider
- 78. Develop an accessible process for feedback
- 79. On request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support

9.2 Continuing Compliance

9.2.1 Information and Communication

- 1. Accessible Formats of Municipal Documents

10.0 Appendix B - Department Contacts

Department	Agency	Name	Contacts
Brantford Police Services	Police Board	Chief of Police	(519)756-0113
Brantford Fire Department	Fire Department	Fire Chief	(519)752-4346
Brantford Transit/Lift	City	Manager, Transit	(519)752-4444
Brantford Public Library	Public Library	Chief Executive Officer	(519)756-2220
Building Department	City	Director, Building Services	(519)759-4150
Childcare	City	Manager, Child Care	(519)759-4150
Clerks	City	City Clerk/Director, Clerk Services	(519)759-4150
Courthouse	City	Manager, Court Administration	(519)751-9100
Engineering Design And Construction	City	Director, Engineering Services	(519)759-4150
Environmental Services	City	Director, Environmental Services	(519)759-4150
Facilities and Asset Management	City	Manager, Facilities and Asset Management	(519)759-4150
Finance/Customer Service	City	Manager, Admin Services	(519)759-4150
Housing	City	Director, Housing	(519)759-4150
Human Resources	City	Director, Human Resources	(519)759-4150
Information Technology	City	Manager, Network/Security	(519)759-4150
Legal & Real Estate	City	Director, Legal & Real Estate	(519)759-4150
Ontario Works	City	Director, Ontario Works	(519)759-3330
Operational Services	City	Director, Operational Services	(519)732-8170
Parks Services	City	Director, Park Services	(519)759-1500
Recreation Services	City	Director, Recreation Services	(519)756-9900
Sanderson Centre	Sanderson Centre	Theatre Manager	(519)752-9910
Tourism	City	Manager, Tourism & Marketing	(519)759-4150

Table 1 - Department Contacts

11.0 Appendix C – The Principles of Universal Design

Version 2.0 – 4/1/97

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PRINCIPLE ONE: Equitable Use

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

Guidelines:

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

PRINCIPLE TWO: Flexibility in Use

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

Guidelines:

- a) Provide choice in methods of use.
- b) Accommodate right- or left-handed access and use.
- c) Facilitate the users accuracy and precision.
- d) 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:

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

- e) 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:

- a) Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- b) Provide adequate contrast between essential information and its surroundings.
- c) Maximize "legibility" of essential information.
- d) Differentiate elements in ways that can be described (i.e. make it easy to give instructions or directions).
- e) 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:

- a) Arrange elements to minimize hazards and errors: most used elements, most accessible, hazardous elements eliminated, isolated, or shielded.
- b) Provide warnings for hazards and errors.
- c) Provide failsafe features.
- d) 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:

- a) Allow user to maintain neutral body position.
- b) Use reasonable operating forces.
- c) Minimize repetitive actions.
- d) 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:

- a) Provide a clear line of sight to important elements for any seated or standing user.
 - b) Make reach to all components comfortable for any seated or standing user.
 - c) Accommodate variations in hand and grip size.
 - d) 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.

12.0 Appendix D – Capital Priority Initiatives

12.1 Completed Projects

Facility Name	Address	Modifications
Becket Building	7 Bain Street	Washroom, reception
Bell Homestead	94 Tutela Heights	Ramps, parking and pathways
Bellview Hall	55 Tom Street	Entrance and washroom
Bellview Park	45 Fifth Avenue	Pathways
Branlyn Community Centre	238 Brantwood Park Road	Automatic door operators
Brant Towers	5 Fordview Court	Parking lot
Brantford Public Library	173 Colborne Street	Circulation desk, self-checkouts and entrance
Brantford Farmers' Market	79 Icomm Drive	Parking, doors
Canadian Military Heritage Museum	347 Greenwich Street	Front entrance improvements
Brier Park	45 Winding Way	Pathway and playground creation
Centennial Park	39 Ellison Drive	Pathway and playground creation
City Hall	100 Wellington Square	Automatic door operators, washrooms
City Hall – Engineering	100 Wellington Square	Service counter and corridors
Civic Centre	69 Market Street South	Automatic door operators, washrooms, entrance, ramp and kiosks
Civic Centre	69 Market Street South	Lift (between annex and arena)
Cockshutt Park	35 Sherwood Drive	Ramp to accessible washroom
Cockshutt Park	35 Sherwood Drive	Seating around bleachers and washroom
Doug Snooks Community Centre	333 Erie Avenue	Elevator installation
Earl Haig Family Fun Park	101 Market Street S.	Change room and washroom
Fire Hall #3	7 Lynden Road	Accessible washroom
Fire Hall #4	Colborne Street West	Code compliance
Glenhyrst Art Gallery	20 Ava Road	Automatic door operators

Facility Name	Address	Modifications
Glenhyrst Coach House	20 Ava Road	Accessible washroom
IT/Hydro Building	84 Market Street	Entrance and ramp
Jaycee Sports Park	395 Dunsdon Street	Pathways and seating
Landfill Site	20 Morrison Avenue	Public washroom
Library – St. Paul Branch	441 St. Paul Avenue	Washroom
Lions Park Arena	20 Edge Street	Accessible doors and showers in change rooms
Lorne Towers	24 Colborne Street W.	Parking lot
Lynden Hills Park	363 Brantwood Park Road	Seating and playground
Market Square	1 Market Street	Washroom
Mohawk Park	51 Lynwood Drive	Trail and playground
Mohawk Park	51 Lynwood Drive	Pavilion and washroom
Mohawk Park	51 Lynwood Drive	Splash pad
Northridge Golf Course	320 Balmoral Drive	Entrance, lift and washroom
Market Centre Parkade	59 Icomm Drive	Lowered service counter
Mount Hope Cemetery	169 Charing Cross Street	Accessible washroom and service counter
Parks Administration	1 Sherwood Drive	Entrance ramp and washroom
POA Court	102 Wellington Square	Automatic door operators and washroom
Police Station	344 Elgin Street	Entrance and washroom
Pollution Control and Facilities	180 Greenwich Street	Entrance and washroom
Princess Ann Park	17 Helen Avenue	Pathways and playground
Sanderson Centre for the Performing Arts	88 Dalhousie Street	Ramps and ticket booths
Sanderson Centre for the Performing Arts	88 Dalhousie Street	Universal washroom and accessible change room
Shallow Creek Park	5 East Street	Pathways and playground
Sheri Mar Park	126 Sheridan Street	Pathways and playground
Steve Brown Sports Complex	3 Edge Street	Parking and washroom
T.B. Costain Community	16 Morrell Street	Parking, sidewalk and automatic

Facility Name	Address	Modifications
Centre		door operators
Tranquility Ambulance Station	135 Francis Street	Code compliance
Transit Garage	400 Grand River Avenue	Washroom
Transit Terminal	64 Darling Street	Sidewalk, entrance, universal washroom, service counter
Wayne Gretzky Sports Centre	254 North Park Street	Entrance and washroom
Wayne Gretzky Sports Centre	254 North Park Street	Pool lift
Wilkes Park	75 Tranquility Street	Pathways and playground
Woodman Community Centre	491 Grey Street	Parking and automatic door openers
Woodman Community Centre	491 Grey Street	Washroom

Table 2 - Completed Accessibility Modification Projects

12.2 Funded Projects (to be completed)

Facility Name	Address	Modification
Arrowdale Golf Course	282 Stanley Street	Entrance and lift
Canadian Military Heritage Museum	347 Greenwich Street	Paving and parking improvements
City Works Department	10 Earl Avenue	Lobby and washroom
D'Aubigny Creek Park	5 Oakhill Drive	Parking and pathways
Dunsdon Park	6 Tollgate Road	Pathways
Glenhyrst Gardens	20 Ava Road	Pathway and entrance
Glenhyrst Art Gallery	20 Ava Road	Parking, pathway and patio
George Campbell Park	5 Spalding Drive	Pathways
Mount Hope Cemetery	169 Charing Cross Street	Pathways
Steve Brown Park	20 Edge Street	Pathways and seating
Transit Terminal	64 Darling Street	Visual description screen

Table 3 - Funded Accessibility Modification Projects for Future Completion

12.3 Capital Forecast (Unfunded)

Facility Name	Address	Modification
Arrowdale Golf Course	282 Stanley Street	Washroom
Bill Little Park	25 Spalding Drive	Pathways and seating
Dunsdon Park	6 Tollgate Road	Pathways
Dufferin Tennis Club	164 St Paul Avenue	Entrance ramp and parking
Earl Haig Family Fun Park	101 Market Steet S.	Pathways, signage, playground
Fire Hall #3	7 Lynden Road	Intercom
Greenwood Cemetery	Clarence Street	Pathways
Mayfair Sports Park	24 Miles Avenue	Playground
Market Centre Parkade	59 Icomm Drive	Washroom
Oakhill Cemetery	17 Jennings Road	Building and pathways
Parks Administration	1 Sherwood Drive	Washroom and other interior
Prince Charles Park	77 Herbert Street	Playground
Transit Garage	400 Grand River Avenue	Interior door modification
Various Housing Sites	Various	Building condition assessments to be reviewed

Table 4 - Accessibility Modifications to be Budgeted For

13.0 Appendix E - 2019 AODA Compliance Report

The following pages are images of the Compliance Report that was submitted to the Ministry of Seniors and Accessibility. The City responded that they were in compliance with all of the requirements stated within the report. For an alternative format of the report please contact the City's Accessibility Coordinator by e-mail at accessibility@brantford.ca or by phone at 519-759-4150.

Organization category Designated Public Sector | Number of employees range 50+
Filing organization legal name Corporation of the City of Brantford
Filing organization business number (BN9) 122686793

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

C. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Foundation requirements

1. Does your organization have written accessibility policies and a statement of commitment? * Yes No
[Read O. Reg. 191/11 s. 3: Establishment of accessibility policies](#) [Learn more about your requirements for question 1](#)
Comments for question 1

2. Has your organization established, implemented and maintained a multi-year accessibility plan and posted it on your organization's website? * Yes No
[Read O. Reg. 191/11 s. 4: Accessibility plans](#) [Learn more about your requirements for question 2](#)
Comments for question 2

3. Has your organization completed a review of its progress implementing the strategy outlined in its accessibility plan and documented the results in an annual status report posted on the organization's website? * Yes No
[Read O. Reg. 191/11 s. 4\(1\), 4\(3\): Accessibility plans](#) [Learn more about your requirements for question 3](#)
Comments for question 3

4. Did your organization consult with people with disabilities when establishing, reviewing and updating its multi-year accessibility plan? * Yes No
[Read O. Reg. 191/11 s. 4\(2\): Accessibility plans](#) [Learn more about your requirements for question 4](#)
Comments for question 4

5. Does your organization provide the appropriate training on the Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to persons with disabilities? * Yes No

[Read O. Reg. 191/11 s. 7: Training](#)

[Learn more about your requirements for question 5](#)

Comments for question 5

6. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to persons with disabilities, including actions that your organization will take when a complaint is received? * Yes No

[Read O. Reg. 191/11 s. 80.50: Feedback process required](#)

[Learn more about your requirements for question 6](#)

Comments for question 6

7. Does your organization ensure that its feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy? * Yes No

[Read O. Reg. 191/11 s. 11: Feedback](#)

[Learn more about your requirements for question 7](#)

Comments for question 7

Information and communications

8. Does your organization have a process to provide accessible formats and communication supports for persons with disabilities in a timely manner and at no more than the cost for other persons who ask for the same information, and do you notify the public of this accessible information policy? * Yes No

[Read O. Reg. 191/11 s. 12: Accessible formats and communications supports](#)

[Learn more about your requirements for question 8](#)

Comments for question 8

Employment

9. Does your organization notify its employees and the public about the availability of accommodations in its recruitment process? * Yes No

[Read O. Reg. 191/11 s. 22-24: Recruitment](#)

[Learn more about your requirements for question 9](#)

Comments for question 9

10. Does your organization notify successful applicants of its policies for accommodating employees with disabilities during offers of employment? * Yes No

[Read O. Reg. 191/11 s. 24: Notice to successful applicants](#)

[Learn more about your requirements for question 10](#)

Comments for question 10

11. Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities? * Yes No

[Read O. Reg. 191/11 s. 28: Documented individual accommodation plans](#)

[Learn more about your requirements for question 11](#)

Comments for question 11

Transportation

12. Does your organization provide transportation services? * Yes No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 12](#)

- 12.a. Does your organization conduct employee and volunteer accessibility training on the safe use of accessibility equipment and features of your transportation vehicles? * Yes No

[Read O. Reg. 191/11 s. 36: Accessibility training](#)

[Learn more about your requirements for question 12.a](#)

Comments for question 12.a

Design of public spaces

13. Since your organization last reported on its accessibility compliance, has your organization constructed new or redeveloped existing off-street parking facilities that it intends to maintain? * Yes No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 101/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 13](#)

- 13.a. When constructing new or redeveloping off-street parking facilities that your organization intends to maintain, does it ensure that the off-street parking facilities meet the accessibility requirements as outlined in sections 80.32 – 80.37 of the IASR? * Yes No

[Read O. Reg. 80.32-37: Accessible parking](#)

[Learn more about your requirements for question 13.a](#)

Comments for question 13.a

14. Since your organization last reported on accessibility compliance, has your organization constructed new or redeveloped existing outdoor public spaces that it intends to maintain? * Yes No
(If Yes, you will be required to answer additional questions.)

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 14](#)

- 14.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers, and if you represent a municipality did your organization consult with the municipal advisory committee where one was established as outlined in s. 80.19 of the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 s. 80.19: Outdoor play spaces](#)

[Learn more about your requirements for question 14.a](#)

Comments for question 14.a

- 14.b. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements required under the Integrated Accessibility Standards Regulations Part IV are not in working order? * Yes No

[Read O. Reg. 191/11 s. 80.44: Maintenance of accessible elements](#)

[Learn more about your requirements for question 14.b](#)

Comments for question 14.b

Customer service

15. In your policies, practices and procedures, does your organization permit persons with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law? If excluded by law, does your organization have alternate ways for people with service animals to access and use your goods, services or facilities? Yes No

[Read O. Reg. 191/11 s. 80.47\(1-3\): Use of service animals and support persons](#)

[Learn more about your requirements for question 15](#)

Comments for question 15

General requirements

16. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **information and communications standards** in effect under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part II: Information and communications standards](#)

[Learn more about your requirements for question 16](#)

Comments for question 16

17. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **employment standards** in effect under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part III: Employment standards](#)

[Learn more about your requirements for question 17](#)

Comments for question 17

18. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **transportation standards** in effect under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 18](#)

Comments for question 18

19. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **design of public spaces standards** in effect under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 101/11 Part IV.1: Design of Public Spaces standards](#)

[Learn more about your requirements for question 19](#)

Comments for question 19

20. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **customer service standards** under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part IV.2: Customer service standards](#)

[Learn more about your requirements for question 20](#)

Comments for question 20

21. Other than the requirements cited in the above questions, is your organization complying with all general requirements in effect under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part I: General requirements](#)

[Learn more about your requirements for question 21](#)

Comments for question 21

14.0 More Information On Accessibility Laws

1. Brantford's Accessibility Coordinator

Human Resources, City Hall
PO BOX 818
Brantford, ON N3T 5R7

Phone: 1-519-759-4150

E-Mail: accessibility@brantford.ca
inclusion@brantford.ca

2. [Province of Ontario website for accessibility law information](#)¹⁴

3. Accessibility Directorate of Ontario

601A-777 Bay Street
Toronto, ON M7A 2J4

Toll Free: 1-866-515-2025

Outside Ontario: 1-416-849-8276

TTY/Teletypewriter: 1-800-268-7095

1-416-325-3408

Fax: 1-416-325-9620

E-Mail: accessibility@ontario.ca

¹⁴ The Province of Ontario Website for accessibility law information is <https://www.ontario.ca/page/accessibility-laws>