



# **Brantford Accessibility Plan**

## **2020 Status Update**

**December 2020**  
Municipal Accessibility Coordinator  
City of Brantford  
*100 Wellington Square*  
*Brantford, Ontario N3T 2M2*



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## 1.0 Introduction

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

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

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

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

The *AODA* requires the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the legislation. The latest [Brantford Accessibility Plan](#)<sup>3</sup> was approved by Council in the winter of 2020. In addition to the multi-year plan organizations are also required to draft annual Accessibility Status Reports to inform members of Council and the community of the recent measures taken to improve accessibility. A summary of the City's compliance to date can be found in Appendix A.

This document fulfills the requirement of the Accessibility Status Report and also provides an update on the actions taken to implement the 2020-2025 Multi-Year Accessibility Plan and how the City of Brantford continues to promote dignity, independence, integration and equality.

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

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

<sup>3</sup> Visit <https://www.brantford.ca/en/your-government/resources/Documents/Accessibility/2020-2025-Brantford-Accessibility-Plan.pdf> to view the 2020-2025 Brantford Accessibility plan in its entirety

## 2.0 COVID-19 Impact on Accessibility Projects

2020 brought with it challenges as we adapted to changes imposed upon us as a result of COVID-19. The operations of the City of Brantford were greatly affected as best efforts were made to continue service to constituents in a safe and responsible manner.

Some projects and other goals identified for completion in 2020 had to be delayed as staff availability, facility closures and reprioritization of projects and staff duties were all impacted by COVID-19. Though not all projects were able to be completed it is important to note that accessibility continued to be considered in those that did move forward as well as in our everyday operations.

Accessibility was in the forefront of discussions surrounding changes that had to be made to continue to offer service. Below is an overview of some of those considerations; details will be included in the pages that follow:

- Maintaining physical accessibility of facilities,
- Effects on communication as a result of preventative barriers and social distancing,
- Detectability and readability of signage,
- Training on the impact of new processes on persons with disabilities and when exceptions may be needed,
- Methods of continuing public meetings and receiving input,
- Accessible technologies, and
- Disinfecting of accessible features.

## 3.0 Corporate Wide Action Plan

The following notes the achievements made throughout fall 2019 into late 2020 that affect the Corporation as a whole.

### 3.1 General

- A review and comparison between the *Ontario Building Code*, *Design of Public Spaces* and the *Brantford Facility Accessibility Design Standards (FADS)* was completed.
  - The document will be distributed to key departments for review and comment before being submitted for approval.
  - FADS has been updated to incorporate references where the other two documents have higher standards for accessibility. Incorporating these differences has created one resource, with direction on accessibility elements within the built environment.

### 3.2 Customer Service Standard

- The City has continued to seek input into matters relating to accessibility through committees, both external (Advisory Committees to Council) and internal sources.
- Topics that impact accessibility continue to be presented to the Brantford Accessibility Advisory Committee.
  - Many meetings of BAAC were cancelled due to COVID-19 restrictions; meetings would be called and conducted virtually to discuss time sensitive issues.
- Accommodations for individuals were made as requested or as change in service required.
- Corporate wide accessibility awareness training continued through utilization of an online learning management system. The comprehensive training program includes four major elements: accessibility awareness, the *AODA*, the interconnectivity of the *AODA* with the *Ontario Human Rights Code*, barriers with focus on how to address attitudinal barriers.
- *AODA* Training was administered to all new employees and volunteers, by accessing modules on the learning management system, as part of their orientation to the City of Brantford.

- In drafting the Mandatory Face Coverings Bylaw 106-2020 consideration was given to persons with disabilities. The bylaw allows for exception to the bylaw for a person with a medical condition or other disability that inhibits their ability to wear a face covering, including persons who are reasonably accommodated pursuant to the (Ontario) Human Rights Code by not wearing a face covering. The exception also considers dignity and independence by referencing an individual who cannot put on or remove the mask themselves.
  - Signage related to the bylaw clearly states the exceptions as a means of educating others.
- A COVID-19 related training module was implemented. This training indicated that some people with disabilities may not be able to identify the new cues related to COVID-19 (i.e. someone may not see the hand sanitizer or be able to follow directional arrows while someone else may not be able to interpret the distancing cues) and how staff could assist.
- Plexiglass was installed at front line service counters. It was understood that this safety precaution, combined with wearing masks, could significantly impact communication.
  - Staff was advised to keep paper and pen on hand to use as a form of communication.
  - A Pocket Talker, an assistive listening device, was purchased for use at service counters should sound need to be amplified. This device is small enough that the receiver can be passed to the client under the document pass-thru space of the Plexiglas barrier.
  - Face shields were made available should someone rely heavily on facial cues or lip reading.

### **3.3 Information and Communication**

- Training on the creation of accessible documents continues on a one-on-one basis.
- Content on the website was monitored for accessibility.
- A method to review documents posted on the website was investigated.
- New signage, including that made for COVID-19, considered font and colour contrast.
  - Distancing cues and directional arrows placed on the floor considered contrast and detectability.



### **3.4 Employment Standards**

- Development of accommodation plans continued to support employees in the workplace.
- The City of Brantford began a transition from in person interviews to a number of interviews being completed virtually. This allowed the hiring process to continue despite the restrictions of COVID-19. Online interviews could also be used to meet accessibility accommodations.
- An electronic onboarding and orientation system was developed and implemented. Forms needed to be completed by new employees were formatted to be accessible. The system allows for information of a new employee to be entered electronically. The relevant information is then automatically imported in the Human Resources systems allowing for a more streamlined process.

### **3.5 Transportation Standards**

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

### **3.6 Built Environment Standards**

#### **3.6.1 Ontario Building Code**

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

#### **3.6.2 Design of Public Spaces Standard**

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

#### **3.6.3 Maintenance**

- Accessibility features in City facilities continued to be monitored on a regular basis as indicated below. Any malfunctioning features or those in disrepair are fixed as soon as feasible.

- Once installed, costs associated with the maintenance of assistive devices and other accessibility accommodations become 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 monthly by maintenance staff.
- Function of automatic door openers and call buttons are assessed through Workplace Inspections.
- Sidewalks, including curb cuts are inspected on an annual basis. Any area where there is a vertical discontinuity more than 2cm is prioritized and noted for repair.
- Audible pedestrian crossing signals are tested and undergo routine maintenance on an annual basis.
- Parks and trails are inspected on a monthly basis.
- Contracted maintenance and janitorial staff monitor general features such as automatic doors and faucets by nature of their cleaning routines. Inoperable devices are reported to the Facilities Management and Security 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 Management and Security 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 receives 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 Health and Safety Standard 053-Accessibility.

## 4.0 Commission Specific Accessibility Initiatives

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

Through the budget process \$100,000 was allocated for accessibility modifications to buildings and facilities to accommodate persons with disabilities to be overseen by the Facilities Management and Security Department and the Accessibility Coordinator. See Appendix B – Capital Priority Initiatives for a list of projects completed to date as well as others scheduled for accessibility improvements in the upcoming years. The funding for departmental initiatives, 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.

### 4.1 Chief Administrative Officer's Office

#### 4.1.1 Corporate Initiatives and Community Strategies

- To support seniors living at the affordable housing sites during the COVID-19 pandemic, staff delivered resource packages directly to tenants that contained re-usable masks, information about COVID-19, ways to stay active and healthy from home and where to access supports and services.
- The City worked in collaboration with community partners to support vulnerable seniors throughout the community. Family Counselling Centre of Brant offered free virtual mental health counselling to adults over 50, and Seniors and Kids Intergenerational Programs (SKIP), launched "Buzz Me" for seniors to connect with students and volunteers by phone, engage in friendly conversations, and learn about local resources.
- Brantford was recognized for their COVID-19 pandemic response and Seniors and Kids Intergenerational Programs (SKIP) was awarded \$2,000 from the Federal New Horizon's for Seniors program, and an additional \$10,000 from the Ministry of Seniors and Accessibility, to expand the Buzz Me program to reach more isolated seniors across the community.
- In response to the COVID-19 pandemic, the City of Brantford launched the Healthy Aging Without Walls program for older adults to participate in recreational and educational activities virtually.

- The City also developed the Neighbours helping Neighbours campaign to ensure residents could find information about accessing food, mental health support, and virtual services, as well as learn how to connect with community volunteers and neighbourhood associations.
- In 2019, the City received \$25,000 from the Ministry of Seniors and Accessibility for the Seniors for Seniors project. In partnership with the Grand River Council on Aging and Brant County Health Unit, the City launched the volunteer led program that successfully trained 30 community volunteers and hosted over 63 programs in private and public spaces across the community.
- The City of Brantford partnered with the Grand River Council on Aging, Solutions for Living, Modo Yoga, the Community Legal Clinic of Brant and the Brant County Health Unit to deliver free educational workshops and holistic health sessions to seniors. Each holistic health workshop was designed for seniors to learn more about health and wellness. Over 240 seniors participated in these workshops which included presentations on age-friendly communities, strategies for making homes safe and more functional, mindfulness, meditation, and eating well for healthy aging.
- Staff developed community workshops to increase seniors' access to technology, enhance seniors' digital skills and create more opportunities for social connection.
- The Brant Elder Abuse Awareness Committee has released the 2020 Seniors Toolkit, a practical handbook for seniors to find resources and information on staying safe and keeping healthy, along with an Elder Abuse Awareness Video and Service Provider Protocol.
- In Fall 2019, staff worked with Brantford Transit to put together a workshop to further provide training and information about the Brantford transit system. Resources cards for seniors were also created that further highlight important information about how to access Brantford Transit.
  - The Seniors Workshop Series and Newcomer Seniors Information Session helped to provide resources to seniors on topics such as, volunteering, taxes, Wills and Power of Attorneys.
  - City staff held a Seniors Workshop Series in partnership with the Grand River Council on Aging who provided information to participants on ways in which they could become more involved in Age-friendly planning through volunteerism.

- The Brantford-Brant Community Conversation on Homelessness took place Fall 2019. Members of the public (including people with lived experience) came together with service providers, government officials, and experts in the field to learn more about the diverse picture of homelessness in Brantford-Brant, as well as brainstorm creative solutions. This event was livestreamed by BrantONE and is still available for viewing, for those who were not able to attend the event.
- In Fall 2019, the Coordinated Access Advisory Committee was formed by local emergency shelter and housing support providers to develop and implement a more streamlined approach to supporting people experiencing homelessness. A centralized database (HIFIS4) will be used by all participating agencies, ensuring that information can be shared between service providers in a safe and secure way, reducing the number of times a client has to tell their story in order to get connected with services to meet their unique needs and support their journey to housing stability.
- The Brantford Downtown Outreach Team one-year pilot was launched in Summer 2019 to connect with and support street involved individuals who have been historically marginalized from traditional health and social services institutions.
- Five (5) Let's Get Moving workshops for older adults took place in the Fall 2020 to help promote active lifestyles, reduce social isolation, and promote community connections. The workshop series includes:
  - Healthy Aging: COVID and Beyond – Participants will learn five ways to stay healthy and live longer.
  - Strategies for Managing Stress – Participants will learn more about the benefits of mindfulness meditation on reducing stress. This practical and accessible workshop is designed to support participants on their path towards mental wellness.
  - Social Media Strategies for Seniors and Others - This interactive presentation will help dispel any uncertainty around social media and technology and participants will learn about popular social media apps and how to stay connected with family and friends.
  - Eating well for Healthy Aging - discussion on healthy eating for older adults: what nutrients to focus on, and tips and ideas on how to cook tasty meals for one or two.
  - Staying on your feet- This session will highlight ten tips for preventing falls, both in and out of the home.

- The City has also explored ways to support seniors' financial management and has coordinated with financial non-profits including, Credit Canada Debts Solution Inc. and the Community Legal Clinic of Brant, to offer workshops in Fall 2020, that provide seniors with the opportunity to learn more about options for financial planning, managing debt, and navigating wills and power of attorney.
- The City of Brantford received federal funding to develop the Brantford Immigration Partnership (BIP) which will work with community partners to support newcomers in Brantford, and promote inclusion and diversity in the community. The [BIP Website](#)<sup>4</sup> will offer information about community programs and projects, and will connect to the Newcomer Connections website (both websites provide access to the google translation tool). Residents and community groups can join the BIP network or Facebook group to learn more.

#### **4.1.2 Corporate Communications and Community Engagement**

- Currently, all public information and communications provided by the City are available in alternative accessible format(s) 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 used for Council communications to accessible formats.
- Last year, the Communications department, in conjunction with the City's Accessibility 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, resulting 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.
  - Due to gathering restrictions imposed due to the COVID-19 pandemic, plans are underway to develop a "virtual" basic level accessibility communications training tool as a refresher for staff, as well as a second virtual workshop that will cover additional advanced accessibility skills/requirements that were not presented in the initial basic training.

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<sup>4</sup> Information on the Brantford Immigration Partnership can be viewed at [www.Brantford.ca/BIP](http://www.Brantford.ca/BIP)

- In Fall 2020, Communications staff will undergo training to remediate PDF documents that are made available to the public to ensure they are provided in an accessible format.
- Last year the City redeveloped the City's website, [brantford.ca](http://brantford.ca) as well as a series of microsites including [WayneGretzkyCentre.ca](http://WayneGretzkyCentre.ca), [AdvantageBrantford.ca](http://AdvantageBrantford.ca), [SandersonCentre.ca](http://SandersonCentre.ca) and [brantford.ca/transit](http://brantford.ca/transit) and the soon to launch new [discoverbrantford.ca](http://discoverbrantford.ca). The sites have been developed with enhanced accessibility features including options for increasing type size and advanced search capability and are consistent with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standards.
  - In 2020 the sites have continued to evolve to include additional interactive features that are more user friendly, enabling users to request more City services online, therefore making it easier for residents to receive delivery of programming and services more efficiently and effectively from the comfort of their own home.
  - The sites continue to be monitored to ensure accessibility of information provided.
  - Results of City website redevelopment projects:
    - Compliance with *AODA* – WCAG 2.0 Guidelines, Level AA,
    - Dramatically improved user experience for visitors to the site through implementation of enhanced navigation and search functionality,
    - Enhanced two-way communication capacity, improving community relationships and delivering effective digital communications that further explain the City's offerings of programs and services,
    - Improved awareness and participation through increased accurate information to citizens, community partners and employees about City programs, services, issues and initiatives that affect them, and
    - Distribution of information in real time.
- The City's Communications department continued to be responsible for oversight and enforcement of the City's Social Media Policy that clearly dictates content across the City's digital social media platforms MUST be compliant with *AODA* standards for accessible formats and communications supports. For example, all videos on City owned platforms must include closed captioning for people with hearing loss and information portrayed in images must also be provided in written content.

## 4.1.3 Development and Tourism Services

### 4.1.3.1 *Tourism, Culture and Sport*

- Tourism Division staff coordinated Zoom meetings for Brant Museums & Galleries Association so quarterly meetings could proceed while complying with the gathering restrictions of COVID-19.
- Tourism Division staff coordinated WebEx meetings for Ontario 55+ Games Organizing Committee (GOC) so meetings could proceed while complying with the gathering restrictions of COVID-19.
- Tourism Division incorporated accessible email formats into onboarding training.
- Ongoing monitoring of the Tourism website, blog and social media will continue to ensure all content meets accessibility standards.
- The Tourism Division began working on a new *AODA* compliant website to launch in January 2021. Planned improvements to the website listings to include more information about accessibility and accessible options.
- Staff continued working with the Tourism Advisory Committee to increase understanding of accessible tourism.
- Planning and organization of the 2021 Ontario 55+ Winter Games considered accessibility for the participants and spectators of the event.
  - The website and marketing materials have been designed to meet accessibility requirements.
  - Site tours to be conducted by Games Coordinator, in cooperation with City/County Accessibility Coordinators.
  - Accessible transportation has been secured through Brantford Transit for use between event locations.

### 4.1.3.2 *Sanderson Centre*

- No change was reported.



#### 4.1.4 Facilities Management and Security

- A number of City Facilities were modified to increase accessibility. The following projects were designed and constructed in compliance with requirements of the *IASR* and *FADS*:
  - Airport Terminal Building: Brantford Municipal Airport Access Gates – while predominantly an automatic gate project for vehicles entering air side, there were accessibility considerations made for the addition of a wide man gate with a paved pathway to allow patrons who use mobility devices to also access. No previous man gate existed.
  - Fire Station #2 – A new build was completed which includes accessible public spaces and features.
  - Glenhyrst Gallery Architectural Rehabilitation/Replacement - Back Porch & Stage Design: Accessible parking stalls, ramp and sidewalk to front door, accessible surface and contrast between the new walkway and patio, and proper lighting levels.
  - Transit Terminal – tactile warning surface indicators were installed on the platform to indicate the location of front door of buses. Benches were also installed as means of providing rest areas.
- Capital Projects identified in Appendix B - Capital Priority Initiatives continued to be monitored and completed with the supervision of Facilities Management and Security Staff.
  - These projects are completed with annual funds designated specifically for accessibility improvements. Many other projects include accessibility improvements within the overall scope.
  - The project listing is fluid and change as needed. Changes in the listing may be influenced by the level of public access, public feedback and other work scheduled to be completed.
- 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 City Hall Line Painting Project was completed. The parking lot layout was redesigned and painted to include additional accessible parking stalls meeting *FADS* and By-Law requirements. There are now 2 Type A (Van accessible) and 3 Type B (Limited Mobility) spots.

- Facility assessments were completed on the following facilities to help identify areas where accessibility could be increased:
  - Civic Centre,
  - Dufferin Tennis Club,
  - Farmers' Market,
  - Fire Station #1,
  - Transit Garage,
  - Wayne Gretzky Sports Centre, and
  - Woodman Community Centre.
- The City continued 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, 399 Wayne Gretzky Parkway, 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 projects.
- To ensure continuation of services to those who have hearing loss, and other disabilities that affect communication Facilities Management worked with Health, Safety and Wellness and the City's Accessibility Coordinator to find a solution to communication barriers that were probable due to the installation of the plexiglass barriers. The plexiglass barriers were installed as a preventative measure in relation to COVID-19.
  - As a solution an assistive listening device was purchased for the front service counter at City Hall.
  - In addition, all customer service staff and the security guard at City Hall are prepared to use a pen and paper to communicate when required.
- All signage and cues related to COVID-19 installed at City Facilities were designed with contrast and detectability as a main consideration.
  - Widths and access of paths that have been dedicated as moving spaces to maintain social distancing were considered to allow movement by persons using assistive devices.

#### **4.1.5 Brantford Fire Department**

- Through Facilities Management and Security the new Fire Station #2 was constructed with consideration and implementation of accessibility standards.

## 4.2 Corporate Services

### 4.2.1 City Clerks Department

- Virtual options have been implemented for Council operations as a result of COVID-19. The virtual options have met the City's needs both legally and operationally. The virtual meetings enable delegations to participate without needing to attend City Hall.
  - Accommodations for those accessing the meetings will be considered case by case, upon request.
- Marriage Licensing Application process has been transitioned to an online form/ process.
- Investigation began surrounding the option of expanding the number of online form submission options available for services offered.
- Records Management staff continued to facilitate Freedom of Information and information/ records requests via on-line or electronic form requests.
- Discussions began with regard to how to proceed with an updated assessment of availability of accessible taxi cabs and how the need of this service is being accommodated within the City of Brantford.

### 4.2.2 Human Resources

- The Human Resources Department began a transition from the traditional in person interview process to one that is virtual. Accommodation requests related to the virtual interview process will be considered on an individual basis as they are for the in person process. The offering of virtual interviews could benefit those with accessibility needs by reducing the need to travel to site and allowing them to use their personal assistive technology.
- Staff continued to assist in the development of accommodation plans to allow persons to continue to function effectively within the workplace.
- Physical Demands Analyses (PDAs) have been completed on a number of staff positions within the City of Brantford. The information from the PDAs can be used to consider future accommodation needs to support accessibility.
- AODA training modules continue to be offered through an interactive online system. Content of these modules meets the requirements out lined in the *IASR*.
  - Written transcripts have been created for each module.

- The Corporate Trainer will continue to work with the Accessibility Coordinator to ensure training remains current and compliant as legislation and City Operations evolve.
- Accessibility topics have been included in other modules as appropriate, including the newly developed COVID-19 training.
- Steps have, and continue to be taken to improve the usability of the modules.
- Virtual training sessions were designed and implemented in Fall 2020. Accessibility related considerations will be made to the functionality of these sessions and requests will be accepted and considered on an individual basis.
- Printed and digital Job Aids were created in an accessible manner. These serve as quick reference tools where key pieces of information can be relayed. One example is the 5-Step Process for Handling Harassment/Discrimination.
- An electronic onboarding system was created and launched. Accessibility features were considered during the development of this system.
- The Accessibility Coordinator kept apprised of accessibility legislations including the *AODA* and emerging *Accessible Canada Act*, and relayed applicable information to staff.
- Research was completed by the Accessibility Coordinator to keep current on tools, devices, programs and procedures that would help create the highest level of accessibility in the City of Brantford.
- The Accessibility Coordinator continued to be consulted by City departments to ensure accessibility was correctly implemented in projects including but not limited to facility design, document conversion and policy/procedure development.
- The Accessibility Coordinator provided comment on the COVID-19 reopening plans and the proposed new methods of providing service and public opportunities.
- Development Review meetings continued to be attended by the Accessibility Coordinator. Accessibility comments were provided as they pertained to each site plan reviewed.

- Plans for publically accessible and high profile developments were taken to BAAC meetings where it was described how accessibility was considered. Committee members were given the opportunity to ask questions about the sites and provide input.
- Upon request, the Accessibility Coordinator provided one on one support for staff as training on creating accessible documents continued.
- Draft accessible templates were created for Policies, Procedures and Standards within the Human Resources Department.

### **4.2.3 Finance**

#### **4.2.3.1 Purchasing**

- An accessibility section, which speaks directly to accessible documents, has been added to the bottom of the Procurement Request Form staff fill out when submitting a project request to Purchasing. This will flag both the end user and the buyer to ensure the requirement is included in the solicitation.
- Wording in the Purchasing Policy and Consultants and Vendors/Contractors Agreements was revised to reflect changes within the *IASR*.

#### **4.2.3.2 Customer Service**

- Face shields have been made available for front counter staff for when they are interacting with someone for whom the face mask creates a communication barrier.
- An assistive listening device was placed at the customer service counter to assist patrons who are having difficulty hearing through the plexiglass barrier. Staff were made aware of the listening device and received instruction for use.
- Many constituent questions and requests were addressed via telephone or through the existing process on the City's website as in person services were reduced as a result of COVID-19. An online booking system was implemented to assist with access to in person appointments at City Hall.

## **4.2.4 Legal and Real Estate**

### **4.2.4.1 Legal Counsel**

- Legal Counsel continued to monitor and review accessibility requirements and provided guidance on issues surrounding accessibility as required.
- In drafting the Mandatory Face Covering Bylaw 106-2020 Legal Counsel was cognizant of the impact it may have on those with illnesses and disabilities. As a result clauses of exception were included in the bylaw.
- Legal & Real Estate Services also permitted the electronic service of claims during the COVID-19 pandemic, a practice we will consider continuing going forward given the fact that this increases accessibility and negates the requirement for in-person service.

### **4.2.4.2 Provincial Offences**

- Modifications were considered to improve physical accessibility of the Provincial Offences building; however, the building does not appear to be suited for physical alterations due to the age and construction style. Discussions around location of an alternative court space were initiated.
- Improvement to the information technology (IT) infrastructure so that video links for translators can be used will be implemented in 2020, including the installation of Wi-Fi throughout the building.

### **4.2.4.3 Real Estate**

- Video conferencing platforms were implemented throughout the City, including Real Estate Services for the purposes of holding meetings. This increased accessibility for people who were unable to attend in person.

## **4.2.5 Information Technology (IT) Services**

- Information Technology Services continued supporting staff and the organization.
- Support was given to staff to allow the availability of tools to be able to provide service remotely. Technologies were supported to allow for virtual meetings. Many meetings/events were streamed directly to YouTube, making them publically available.

- Solutions needed to be researched and developed so services offered by the City of Brantford could continue to be offered during COVID-19. A number of online forms were created for use on the website, as well as options for online payments.
  - Desktop invoicing was introduced which emails invoices to customers and allows them to pay immediately via an eTransfer. Residents can now apply and pay for a marriage license completely online.
- Information Technology Service worked very closely with staff from Human Resources to streamline the employee onboarding process, making it entirely digital.



## **4.3 Community Development**

### **4.3.1 Planning**

- Planners have continued reviewing site plans with accessibility in mind and discussed plans with the Accessibility Coordinator for input.
- Plans for publically accessible or high profile facilities are taken to BAAC for discussion and input.
- Staff, with the assistance of the City's Consultant Team drafted the Urban Design Manual. This document will assist in the design and construction of outdoor elements and will create a cohesive feel throughout the City. The Accessibility Coordinator was consulted through the creation of the document to ensure accessibility was incorporated throughout. The Urban Design Manual will be presented to Council for endorsement in November 2020.

### **4.3.2 Building**

- Staff of the Building Department kept apprised of any changes to the Ontario Building Code and how they impacted accessibility. These accessibility requirements were addressed through any reviews completed by staff.

## 4.4 Health and Human Services

### 4.4.1 Housing

- Applicants can now apply for affordable housing on-line and select modified or accessible units as an option. Full affordable housing inventory indicates properties that are wheelchair accessible and/or have accessibility modifications.
- Upon request, Housing Services staff continued to accommodate tenants with accessibility requirements such as bathroom grab bars, hand held showers, wheelchair thresholds, etc.
- Upon request, steel bathtubs were cut and thresholds installed to create more accessible access.
- Home for Good – a new supportive housing building with 30 units was completed and began occupancy in June 2020. The building is part of a program that accommodates households who are homeless, or frequently experience homelessness or the risk of homelessness.
- The Marlene Avenue Apartments were designed and constructed to permit full accessibility in the common areas of the building including the installation of an elevator in the two-storey building. All units are studio apartments, 25 of the units have universal designed doorways, showers instead of bathtubs and are carpet free. Five of the units are fully accessible and include: wider doorways with door opening assist devices, higher receptacles, lower light switches, carpet free, levered faucets, accessible appliances, and roll-in showers.
- Housing Services staff continued to 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.

### 4.4.2 Program Support and Children's Services

- EarlyON programs, due to COVID-19 began offering:
  - EarlyON YouTube videos directed to children or parents by EarlyON providers. The videos are hosted on an [EarlyON YouTube Channel](#)<sup>5</sup> and available for families to watch at a time and location that is convenient

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<sup>5</sup> The EarlyOn YouTube channel can be found at [https://www.youtube.com/results?search\\_query=earlyon+brantford+brant](https://www.youtube.com/results?search_query=earlyon+brantford+brant)

and accessible to them. The YouTube videos have been closed captioned to increase accessibility for those with hearing loss.

- EarlyON Virtual Interactive programs are posted on the [EarlyON Calendar](#)<sup>6</sup> and our social media sites. Families call to register and receive their Zoom code. They can then participate from a location that is convenient and accessible to them.
- It is anticipated that both of these programming models will continue after the centres open in person.

#### **4.4.3 Social Assistance and Homelessness**

- The City of Brantford began participating in the Provincial MyBenefits Initiative. [My Benefits](#)<sup>7</sup> allows enrolled recipients of Ontario Works financial assistance the ability to complete a variety of transactions and access information on their case remotely online or through the application.
  - MyBenefits does not replace the service channels we already have (e.g. in office, by phone). It is intended to provide online access for individuals who prefer to engage with us digitally. Using MyBenefits is voluntary for recipients. This gives recipients more choice and flexibility in how they view, manage, and report information to the ministry.
  - MyBenefits has also been designed to be simple and easy to use. It was designed based on feedback from recipients and staff of all ages. Additionally, the service was tested for ease of use with recipients who have a broad range of digital skills/confidence levels to ensure it works for a diverse range of recipients.

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<sup>6</sup> The EarlyOn event calendar can be viewed at <https://calendar.brantford.ca/earlyoncentre/Month>

<sup>7</sup> MyBenefits can be accessed by visiting <https://mybenefits.mcass.gov.on.ca/>

## 4.5 Public Works

### 4.5.1 Operational Services

- Audible pedestrian crossing signals were installed at:
  - West Street and Morton Avenue,
  - Shellard Lane and Anderson Road,
  - Clarence Street and Nelson Street,
  - Clarence Street and Wellington Street,
  - Fairview Drive and Brier Park Road,
  - West Street and Pearl Street, and
  - Colborne Street at Fire Station #1.
- Discussions were had with staff from the W. Ross Macdonald School who explained the benefit and preference of completing installations of audible pedestrian crossings a corridor at a time so that the pedestrian using the buttons would experience stronger consistency. Such considerations will be taken in to account as the plans for future installations proceed.
- Cement pads continued to be installed to allow better access to pedestrian crossing push buttons.
- All-way stop control and curb cuts were installed at the following intersections/ locations:
  - Ewing Drive at Coronation Drive,
  - Kent Road and Deerpark Avenue,
  - Johnson Road and Stephenson Road,
  - Allensgate Drive and Heritage Road, and
  - Grey Street and Linden Avenue.
- Seven (7) accessible on-street parking stalls were approved throughout the City to assist residents.
- A curb cut was added at the intersection of Terrace Hill Street and Grand Street to allow for better access.
- Tactile warning surface indicators were installed to enhance pedestrian crossings throughout the City.

- The [Snow Windrow Removal Program](#)<sup>8</sup> for seniors and persons with disabilities continued.
- The department continued 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.
- The removal of interlocking brick in the downtown core began. Replacing these areas with cement creates a smoother walking surface with less trip hazards and obstacles which can be especially difficult for persons with limited mobility or those using assistive devices.

#### 4.5.2 Engineering Services

- New sidewalks were installed or sidewalks were replaced in the following locations, with the inclusion of tactile warning surface indicators:
  - Woodlawn Avenue (Balmoral to Cambridge),
  - Jarvis Street (Grand River to Lorne),
  - Elgin Street (CNR to Rawdon),
  - Avondale Street/Crescent. (Lyndhurst to Dead End),
  - Francis Street,
  - Rawdon Street (Dalhousie to Wellington),
  - West Street (Charing Cross to Edmonson),
  - Herbert Street. (Charing Cross to Dead End),
  - Barry Drive and Dale St. (Mt. Pleasant to Bell), and
  - The intersection of Paris Road and Terrace Hill.
- Through the development application for the 5 Marlene Ave property, a sidewalk was installed on Marlene Avenue from River Road to Pontiac Street.
- Staff continued 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.

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<sup>8</sup> Information on the Snow Windrow Removal Program can be found at <https://www.brantford.ca/en/transportation/snow-windrow-removal.aspx>

### **4.5.3 Environmental Services**

- The fire alarm system in the Environmental Services Administration building at 324 Grand River Ave was upgraded in 2020. It will have both visual and audible alarms at many locations throughout the building and in the garage which will exceed the fire code requirements for the building.
- Training on the upgraded system will also be provided to applicable staff.

### **4.5.4 Fleet and Transit Services**

- Tactile warning surface indicator plates were installed on the platform at the transit terminal. The placement of these plates will serve to indicate the location of the front door of each bus on the platform.
- Upgrades of bus shelters and cement pads at bus stops were continued. Eight pads were installed in 2020.
- The implantation and use of low floor busses continued. Four of these buses are now used for Brantford Lift Services. The fold out ramp at the front entrance replaces the traditional lift mechanism. Benefits of this style of vehicle include:
  - Less mechanical breakdown,
  - More time efficient boarding and deboarding, and
  - Allow service to individuals with larger mobility devices.
- An accessible, fillable Brantford Lift Application was developed and added to the website. The application is compatible for use with assistive technology and can be completed electronically (as whole or in part), printed and completed by hand.
- Both in conventional Brantford Transit and Brantford Lift, modifications were made to process to allow the continuance of safe service through COVID-19. These modifications considered use of service by everyone and accommodations were made as needed.

### **4.5.5 Parks Services**

#### ***4.5.5.1 Administration and Cemetery Services***

- Exterior modifications were completed to allow better access to the administration building at Mount Hope Cemetery. This included a ramp to the front entrance to allow persons with limited mobility or who use a mobility entry.

#### **4.5.5.2 Community Recreation Development and Programs**

- Community Recreation Development remained committed to improving marketing initiatives to ensure they are meeting the needs of individuals with accessibility needs.
- Staff continued moving towards improved online experiences for customers including video media with accessibility elements and compliance with the *IASR*.
- Community Recreation Development continued communicating accessibility legislation to event organizers. In part, the Accessibility Coordinator was invited to sit on the Special Events Advisory Team (SEAT) which discusses and reviews plans for events held within the City of Brantford.
- Realizing the importance of experiences that are inclusive, staff continued to strive to ensure partnerships result in accessible experiences.
- With many events being postponed or cancelled due to COVID-19, Community Recreation Development staff sought ways to present events for constituents to participate in, while adhering to provincial guidelines.
  - Efforts were made to provide the community with a Remembrance Day Ceremony.

#### **4.5.5.3 Parks Services**

- Improvements were completed in a number of parks that included 2 meter wide pathways throughout the park with connections to surrounding sidewalks, accessible play surfaces, play features, curb cuts with tactile plates where the new walkways meet existing streets and installation of new benches adjacent to spaces for mobility devices. Such work was completed in the following parks:
  - Spring Street Buck Park,
  - Moose Park,
  - Pleasant Ridge Park, and
  - Devon Down Park.
- A complete redevelopment of the playground at Mohawk Park was completed in Fall 2020. This new playground includes fully accessible rubberized surfacing, a new accessible play structure, a 2

meter wide paved activity loop and a new 2 meter wide paved neighbourhood access path to Forest Road.

- A new 3 meter wide accessible paved path and ramp were completed at Waterworks Park. The new path provides a convenient access to the popular hiking trails and the paved Dike Trail. The new ramp was constructed to meet the Brantford Facility Accessibility Design Standards (FADS) and includes extensive tree and shrub planting, seating, interpretive signage and a new pedestrian entry node at the parking lot.
- A new splash pad was constructed in Tutela Park. This new splash pad is centrally located and adjacent to the existing play area. The concrete surface is fully accessible and incorporates perimeter bench seating, berming and tree planting. A new 2 metre wide asphalt path provides an additional paved connection to the municipal sidewalk on Erie Avenue.
- A new back patio at Glenhyrst Gardens was designed and construction began. The patio will provide valuable outdoor amenity space for events and activities. Highlights of this project include a new ramped access from the parking lot, two accessible parking spaces, paved access to the front door and the entrance driveway, lighting and extensive planting.
- A new Community Park in Wyndfield West, Phase 6B was constructed in Fall 2020. This park includes accessible features such as a new splash pad, playground, paved trails, a parking lot, an accessible washroom building, tennis court and open lawn areas with extensive tree planting.
- The Gilkison Trail has been repaved as a result of the damage that occurred during the flood of 2018. The newly paved 2.2 kilometre long, 3 metre wide trail is now accessible from the north end near Veteran's Memorial Bridge.
- Through 2020 many parks projects were designed to enhance accessibility. Construction of these projects is scheduled for 2021:
  - Devereux Park playground redevelopment,
  - Central Park playground redevelopment,
  - Hillcrest Park playground redevelopment,
  - Echo Park Path (Cumberland Street to Morley Avenue), and



- Jubilee Terrace Cannon display area and promenade.

#### **4.5.5.4 Park Facilities**

- No accessibility modifications were noted for 2020.

#### **4.5.5.5 Golf**

- Construction of a new Clubhouse at Northridge Golf Course was completed in July 2020. The design of the new facility considered accessibility throughout.

## 5.0 Other Accessibility Initiatives

### 5.1 55+ Winter Games

- Due to COVID-19 the 55+ Winter Games scheduled for 2021 were cancelled. Staff are awaiting approval from the Province for the 55+ Winter Games to be postponed to 2022. Planning for the Games continued until the announcement of the cancellation.
- Planning continued for the 2021 55+ Winter Games which included consideration of accessibility for the athletes as well as spectators.
- The 2021 Ontario 55+ Winter Games Coordinator met with the City's Accessibility Coordinator to discuss ways to ensure the event is accessible to all.
- The website developed for the event was coordinated through the City's Communications and Community Engagement Department and is *AODA* compliant.
- Accessible transportation was secured for use between event locations.

## 6.0 Appendix A - Integrated Accessibility Standard Compliance Summary

### 6.1 Completed Requirements

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

1. Procedures for Non-Functioning Accessibility Equipment on Buses
2. If modifications are made to public transit vehicles, accessibility will be considered
3. No conventional transportation shall charge a higher fare to a person with a disability
4. Pre-Boarding Announcements - Verbal announcements of route, direction, destination or next major stop on request
5. On-Board Announcements - Verbal announcement of destination, stops and routes
6. Storage space of Mobility Aids On Conventional Buses
7. No fee for storage of mobility devices on buses
8. Origin to Destination Services for Specialized Transit
9. Any municipality that licenses taxi cabs shall ensure that owners and operators of taxi cabs are prohibited from: Charging a higher fare or an additional fare for persons with disabilities or charging a fee for storage of mobility aids
10. Provide emergency procedures, plans or public safety information, which is available to the public in accessible formats and communication supports
11. Provide access or arrange for the provision of access to accessible library materials where they exist:
12. Notify public about availability of accessible materials
13. Library boards may provide accessible formats of archival materials, special collections, rare books and donations
14. Individualize Workplace Emergency Response Information - if employee needs assistance then, with consent, the employer will provide the person they designate with appropriate information

15. Availability of Information on Accessibility equipment and features of transit vehicles, routes and services for all transit buses
16. Emergency Preparedness and Response Policies for Transit
17. General Responsibilities for Drivers for Transit
18. Conventional transportation providers that do not provide specialized transportation shall make available alternative fare payment options to persons with disabilities who cannot, due to their disability, use a fare payment option
19. Board and deboard at the closest available safe location, as determined by the Transit Operator, that is not an official stop, if the official stop is not accessible
20. Courtesy Seating On Conventional Buses
21. Allow Travel with Companions and Children on Specialized Transit
22. Taxicab vehicle registration and identification will be placed on bumpers
  - Owners and operators of taxicabs must make available vehicle registration and identification information in an accessible format to persons with disabilities
23. Procuring or Acquiring Goods, Services or Facilities as it relates to accessibility
24. Provide Educational and Training Resources and Materials, etc. in an accessible format or comparable resource
25. Creation of Municipal Accessibility Plans
26. Alternative Accessible Method of Transportation
27. Alternative Transportation During Service Disruption
28. Requirements re: Grab Bars, etc. on Conventional Buses
29. Floors and Carpeted Surface Requirements on Conventional Buses
30. Allocated Mobility Aid Spaces on Conventional Buses
31. Stop-Requests and Emergency Response Controls on Conventional Buses
32. Lighting Feature Requirements for Conventional Buses
33. Route and Destination Requirements on Conventional Buses
34. Lifting Devices etc. for Conventional Buses
35. Stair Requirements for Conventional Buses

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

56. Eligibility Application Process for Specialized Transit
57. Emergency or Compassionate Grounds for Specialized Transportation
58. Specialized Transit Booking Reservations
59. No Trip Restrictions for Specialized Transit
60. Electronic Audible and Visual On-Board Announcements
61. Categories of Eligibility for Specialized Transit
62. Implementation of Design of Public Spaces
63. Electronic Pre-Boarding and Deboarding for Buses
64. Fare Parity Between Specialized and Conventional Transit
65. Establishment of Accessibility policy and associated standards (procedures and practices)
66. Brantford Accessibility Plan
67. Transit Accessibility Plans (included in Brantford Accessibility Plan)

## **6.2 Continued Requirements**

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

## 7.0 Appendix B– Capital Priority Initiatives

### 7.1 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, Paving and parking 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
Dunsdon Park	6 Tollgate Road	Pathways
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

<b>Facility Name</b>	<b>Address</b>	<b>Modifications</b>
Glenhyrst Art Gallery	20 Ava Road	Automatic door operators
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
Mount Hope Cemetery	169 Charing Cross Street	Exterior entrance ramp and path
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



<b>Facility Name</b>	<b>Address</b>	<b>Modifications</b>
Steve Brown Sports Complex	3 Edge Street	Parking and washroom
T.B. Costain Community Centre	16 Morrell Street	Parking, sidewalk and automatic 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
Transit Terminal	64 Darling Street	Tactile warning surface indicators on the platform
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 1 – Completed Accessibility Modification Projects

## **7.2 Funded Projects (to be completed)**

<b>Facility Name</b>	<b>Address</b>	<b>Modification</b>
City Works Department	10 Earl Avenue	Lobby and washroom
D'Aubigny Creek Park	5 Oakhill Drive	Pathways
Farmers' Market	79 Icomm Drive	Washrooms
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, Mausoleum upgrades
Transit Terminal	64 Darling Street	Visual description screen, consider audio prompting as well.
Transit Garage	400 Grand River Avenue	Interior door modifications, universal washroom
Woodman	491 Grey Street	Pool, change rooms, parking modifications

Table 2 - Funded Accessibility Modification Projects for Future Completion

### 7.3 Capital Forecast

<b>Facility Name</b>	<b>Address</b>	<b>Modification</b>
Bill Little Park	25 Spalding Drive	Pathways and seating
Earl Haig Family Fun Park	101 Market Street S.	Pathways, signage, playground
Farmers' Market	79 Icomm Drive	Signage, sidewalks, parking, exterior stairs, service counters, amenities
Fire Hall #3	7 Lynden Road	Intercom
Greenwood Cemetery	Clarence Street	Roadway/ walkway
Market Centre Parkade	59 Icomm Drive	Washroom
Oakhill Cemetery	17 Jennings Road	Shared use trail
Parks Administration	1 Sherwood Drive	Washroom and other interior
Provincial Offences Court	102 Wellington Street	Courtyard, entrance, internal stair, elevator, signage, washrooms, interior doors, courtroom and amenities
Transit Garage	400 Grand River Avenue	Parking, entrance, signage, amenities
Various Housing Sites	Various	Building condition assessments to be reviewed
Woodman Community Centre	491 Grey Street	Visual fire alarm, signage, internal door upgrades, computer station, signage, amenities

Table 3 – Accessibility Modifications to be Budgeted For in the Future

## Your Feedback is Important to Us!

We welcome your feedback; please let us know what you think about the City of Brantford's 2020 Accessibility Status Update Report, the Multi-Year Accessibility Plan and accessibility matters in general. To provide feedback or request a copy of the Multi-Year Accessibility Plan or Status Report in another format, please contact us at:

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

Mail: 100 Wellington Square, P.O. Box 818  
Brantford, ON N3T 5R7

Phone: 519-759-4222 ext. 5391

Fax: 519-752-5719

Attention: Jenny Sawicki, Accessibility Coordinator