



City Of Brantford
Brantford Accessibility Plan
2021 Status Update

December 2021
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1.0 Introduction

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

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

Requirements of each standard can be found in the [Integrated Accessibility Standards Regulation 191/11](#)² (IASR). The standards identify, barriers to be removed and prevented, allowing all people to access goods and services.

The Built Environment Standard was divided into two parts, one for public 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 incorporated into the *Ontario Building Code*.

The AODA requires the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the legislation. The latest [Brantford Accessibility Plan](#)³ was approved by Council in the 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.

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

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

³ 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 the COVID-19 pandemic. Through 2021 the operations of the City of Brantford continued to be 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 2021 continued 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 the City's 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 2021 Compliance Report

The City of Brantford is obligated to complete and submit a compliance report to Ministry of Seniors and Accessibility on a biannual basis or as otherwise required. The reports are a series of yes no questions asking about the compliance of requirements within the *IASR*. There is an option to add minimal additional comment for each response. The reports do not ask about compliance on all requirements just a select few which differ with each report.

Appendix B provides a copy of 2021 Compliance Report filed with the Ministry of Seniors and Accessibility. The copy provided is an image of the finalized report confirmed by the Ministry, below is a summary.

The City of Brantford was able yes to all but two of the twenty-five compliance questions.

The first pertains to the Brantford Accessibility Advisory Committee and if at least half of its membership is comprised of persons with disabilities. In consultation with the Legal Department we provided the following response:

“The status of many committee members is unknown. The City may currently be compliant; however, we are not certain. The City has introduced targeted recruitment, among other initiatives to increase representation by persons with a disability”

The second compliance question the City answered no to is related to the City’s websites being compliant with level AA of the [Web Content Accessibility Guidelines 2.0 \(WCAG 2.0\)](#)⁴. The following details were included to provide steps taken to date and those scheduled to take place.

“In 2019, the City redeveloped its website (brantford.ca) as well as a series of microsites to include enhanced AODA features consistent WCAG 2.0 Level AA. Accessible templates for public documents used for Council communications were also created.

In 2020, was further accessibility was further enhanced.

In 2021, Council approved the requirement to implement an AODA Compliance Action. The approved plan details the actions required to remediate all public PDF documents that reside on the City’s digital properties and to put additional corporate wide standards and staff training processes in place.

The plan involves a 3-step concurrent process as follows and will roll out in concert with the City’s new Website Governance Standard:

⁴ Visit <https://www.w3.org/TR/WCAG20/> to view the WCAG 2.0 requirements

1. Employing the services of external Accessibility experts/resources to conduct specialized website scans,
2. PDF document remediation, and
3. Professional staff training

A staff Accessible Document Training program will begin in November 2021 by a 3rd party. Staff who create documents on a regular basis, and who develop public documents will be required to attend.

In addition, the following actions were outlined in the approved action plan and have been initiated:

- Ongoing scans of HTML content,
- Scans of existing PDF,
- Remediation of existing PDFs that must remain on the website.

Once the Staff Training Program is completed, any newly created PDF documents that have to be posted to a City site must be provided to Communications in an accessible format prior to publication.

A review/update of the City's Social Media Policy is also currently underway.

Public City materials continue to be available in alternative accessible format(s) upon request.

More information on the City's Plan and progress can be made available on request."

Detail provided in the responses was limited due to character limits embedded within the form. Further detail will be provided to the Ministry of Seniors and Accessibility as requested as well as any guidance to strengthen compliance will be followed.

4.0 Corporate Wide Action Plan

The following notes the achievements made throughout fall 2020 into late 2021 that affected the Corporation as a whole.

4.1 General

- A review and comparison between the *Ontario Building Code*, Design of Public Spaces and the Brantford Facility Accessibility Design Standards (FADS) continued.
 - FADS continued to be 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.
 - The document will be distributed to key departments for review and comment before being submitted for approval.
- The [City of Brantford's Accessibility Policy](#)⁵ and Standard were amended.
 - The newest version of the Policy was approved by Council in February, 2021
- The terms of reference for the Brantford Accessibility Advisory Committee were revised.

4.2 Customer Service Standard

- The City has continued to seek input into matters relating to accessibility through committees, both external (Advisory Committees to Council) and internal sources.
- Topics that impact accessibility continue to be presented to the Brantford Accessibility Advisory Committee.
 - 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.

⁵ Visit <https://www.brantford.ca/en/your-government/resources/Documents/Accessibility/AccessibilityPolicy-Corp034.pdf> to view the City of Brantford's Accessibility Policy in its entirety

- 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.

4.3 Information and Communication

- Training on the creation of accessible documents continued on a one-on-one basis.
- Content on the website was evaluated for compliance with the [Web Content Accessibility Guidelines 2.0 \(WCAG 2.0\)](#).
 - A plan was developed to assess documents currently posted on the website and remediate the ones that need to remain.
 - Further plans included education for staff on creating accessible documents and how to maintain them moving forward.

4.4 Employment Standards

- Development of accommodation plans continued to support employees in the workplace.
- A number of job descriptions and job postings were updated. Attention was given to remove requirements that may exclude candidates based on accessibility needs.

4.5 Transportation Standards

- The Manager of Brantford Transit continued 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.

4.6 Built Environment Standards

4.6.1 Ontario Building Code

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

4.6.2 Design of Public Spaces Standard

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

4.6.3 Maintenance

- Accessibility features in City facilities continued to be monitored on a regular basis as indicated below. Any malfunctioning features or those in disrepair are fixed as soon as feasible.
- Once installed, costs associated with the maintenance of assistive devices and other accessibility accommodations become the responsibility of the departments accountable for the asset. The costs are 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.

5.0 Commission Specific Accessibility Initiatives

All levels of Management continued to work with the 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 C – 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.

5.1 Chief Administrative Officer's Office

5.1.1 Corporate Initiatives and Community Strategies

- Throughout COVID-19 the Customer Contact Centre continued to have available an assisted listening device and clear face shields to assist customers with hearing loss navigate the added barriers of face masks and plexiglass barriers.

5.1.2 Corporate Communications and Community Engagement

- 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, specifically those that are used in the City's eScribe workflow process to facilitate Council Agenda packages.
- In 2019 the City redeveloped the [City's website](#)⁶, [brantford.ca](#) as well as a series of microsites including [AdvantageBrantford.ca](#), [brantford.ca/transit](#), [discoverbrantford.ca](#), [SandersonCentre.ca](#) and [WayneGretzkySportsCentre.ca](#).
 - The sites were developed with enhanced AODA features including options for increasing type size and advanced search capability and are consistent with WCAG 2.0 Level AA standards.

⁶ The City of Brantford's website address is <https://www.brantford.ca/en/index.aspx>

- In 2020 and 2021 the sites continued to evolve to include additional interactive features, enabling users to request more City programs and 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.
 - Updates to the websites improved:
 - Over all compliance with AODA – WCAG 2.0 Guidelines, Level AA,
 - User experience for visitors to the site through implementation of enhanced navigation and search functionality,
 - Two-way communication capacity, improving community relationships and delivering effective digital communications that further explain the City's offerings of programs and services,
 - Awareness and participation through increased accurate information to citizens, community partners and employees about City programs, services, issues and initiatives that affect them, and
 - Dissemination of information in real time.
- In June 2021 Brantford City Council approved a staff report outlining actions to improve the City's current level of AODA compliance with respect to digital communication properties, as well as recommendations detailing a comprehensive AODA Action Plan to improve the City's level of compliance under the Integrated Accessibility Standards Regulation.
 - The approved plan details the actions required to remediate all public PDF documents that reside on the City's digital properties and to put additional corporate wide standards and staff training processes in place to prevent occurrences whereby PDF documents that are not accessible are posted to a City website.
 - An advanced staff Accessibility Training program to be conducted by an expert Microsoft Suite and PDF conversion vendor has been approved for staff who are required to create PDFs on a regular basis.
 - The in person program was scheduled to be offered in Fall 2021 with COVID-19 protocols in place.
 - A virtual/online version of the training program will be offered as a review and for those who are unable to attend the training in person.

- In addition to the focus given to creating accessible documents moving forward the following actions were outlined in the approved action plan and have been initiated:
 - Ongoing scans of HTML content,
 - Scans of existing PDF,
 - Remediation of existing PDFs that must remain on the website.
- Each step of the compliance action plan will be conducted concurrently and rolled out in concert with the City's new Website Governance Standard that will provide staff with more details with respect to roles governing accessibility compliance.
- Once the staff training program is completed, any newly created PDF documents that have to be posted to a City website must be provided to Communications staff in an accessible format for posting to a City website.
 - Any costs associated with remediating the document once the remediation portion of the Action Plan is completed, must be accounted for by the relevant department.
- A review/update of the City's Social Media Policy was initiated late 2021. Communications staff will seek input from the City's Accessibility Plan Coordinator to ensure guidelines and standard with respect to accessibility are up to date.

5.1.3 Economic Development and Tourism Services

5.1.3.1 Tourism, Culture and Sport

- And updated [Tourism Website](#)⁷ launched in January 2021 that is AODA compliant.
 - All PDFs of printed publications are on the website and tagged for accessibility, including: Meeting and Convention Guide, Group Tour Information Guide, Sport Profile and Welcome to Brantford Student Brochure.
- Ongoing monitoring of the Tourism website, blog and social media will continue to ensure all content meets accessibility standards.
- Tourism staff coordinated virtual meetings for Brant Museums & Galleries Association, Brant Performing Arts, Sports Hall Executive, Ontario 55+ Games Organizing Committee and 55+ Games

⁷ The Tourism website can be found at <https://www.discoverbrantford.ca/en/index.aspx>

Committee meetings so meetings could proceed while complying with the gathering restrictions of COVID-19.

- The Tourism division includes accessible email formats into onboarding training.
- Planning and organization of the 2021 Ontario 55+ Winter Games continued and considered accessibility for the participants and spectators of the event.
 - See [Section 5.1 55+ Winter Games](#) for more information.
- The Tourism division launched digital visitor guides (2020 and 2021) which were tagged for accessibility.
- Public Art StoryMaps and Film StoryMaps online tours were created. These provide visuals for persons unable to go to sites. Written descriptions are also provided.
- Wayfinding signage for River Access Point Development project used accessible fonts and considers colour contrast.
- Videos on the [Sports Hall YouTube Channel](#)⁸ have closed captioning, including the reopening videos and Brantford & Area Sports Hall of Recognition Induction Ceremony.
- Planning for increased accessibility at Brantford & Area Sports Hall of Recognition has begun.

⁸ The Brantford Sports Hall YouTube channel can be found at https://www.youtube.com/channel/UC_7zwT3JFDSiniL-MXbvdjw

5.1.3.2 Business Resource Centre

- The Business Resource Centre continued to offer information through webinars to enable the relay of information through COVID-19.
 - Moving information to a virtual platform allowed individuals to be able to attend from remote locations.
 - Disability related accommodation was arranged for those who requested assistance in accessing information.

5.1.3.3 Sanderson Centre

- Sanderson Centre Staff initiated steps for providing online playbill content to a user's device within our local public wifi network.
 - This will enable use for screen readers and other personal assistive technology options for patrons.

5.1.4 Brantford Fire Department

- No change reported.

5.1.5 Finance

5.1.5.1 Accounting

- Accounting has worked with the Information Technology department to initiate a system for online payments.
 - Customers can now receive a City of Brantford invoice, emailed to their home computer and have the ability in some cases (based on dollar value restrictions) to pay by credit card or to e-transfer the funds.

5.1.5.2 Purchasing

- No change reported.

5.2 People, Legislated Services and Planning

5.2.1 City Clerks Department

- Council and its Committee meetings continued to be transitioned to video / teleconference.
 - While a response to the pandemic, it has offered flexibility for attendance to meetings.
- All meetings of Council and its Committees are broadcasted on [The City of Brantford's YouTube Channel](#)⁹.
- An accessible By-law template was developed for inclusion in City Council Agenda packages.
- All Council and Committee Report templates have been made accessible and conversion ready within Microsoft Word.

5.2.2 Human Resources

- Accommodation requests continued to be considered in the recruitment, interview and selection process.
- Accessibility considerations continued to be considered in the collective bargaining process particularly regarding employee group benefits.
- Staff continued to assist in the development of accommodation plans to allow persons to continue to function effectively within the workplace.
- Human Resources Services worked with the Accessibility Coordinator to create accessible templates for collective agreements, job descriptions and the position ladder chart for exempt positions.
- Many job descriptions and job postings were updated. Attention was given to remove requirements that may exclude candidates based on accessibility needs. Items such as the need for a valid driver's license were carefully evaluated and removed as appropriate.
- Physical Demands Analyses (PDAs) have been completed on a number of jobs within the City of Brantford. The information from the PDAs can be used to consider future accommodation needs to support accessibility.
- AODA training modules continued to be offered through an interactive online system. Content of these modules meets the requirements outlined in the *IASR*.

⁹ The City of Brantford's Youtube channel is <https://www.youtube.com/user/cityofbrantford>

- The Corporate Training Specialist continued 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 corporate training modules as appropriate.
- Steps have, and continue to be taken to improve the usability and accessibility of the modules.
- 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 worked with Communications and Community Engagement Staff to develop a plan on how to improve accessibility of the City's websites, with particular focus on accessible PDF documents.
- The Accessibility Coordinator conducted training sessions, in conjunction with the Clerk's department training program on eScribe, with a focus on creating accessible reports (and documents) in Microsoft Word.
- Upon request, the Accessibility Coordinator provided one on one support for staff as training on creating accessible documents continued.
- The Accessibility Coordinator reviewed and revised the following documents related to maintaining accessibility within the City of Brantford:
 - Corporate Policy 034-Accessibility,
 - Health and Safety Standard 053-Accessibility, and
 - Brantford Accessibility Advisory Committee Terms of Reference.
- 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 Municipal Accessibility Plan 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.
- The Accessibility Coordinator and the Manager of Health, Wellness & Safety conducted an accessibility analysis of the New City Hall in advance of the staff move to identify accessibility gaps and areas for improvement.
- The General Manager of People, Legislated Services & Planning conducted a mobility accessibility tour of the New City Hall and made recommendations to the Facilities Management & Security Department.

5.2.3 Information Technology (IT) Services

- Information Technology Services continued supporting staff and the organization.
- Provided both hardware and access to applications/tools to support staff working remotely.
- IT continued to support departments with the streaming of public meetings to YouTube.
- Introduced “This Week in IT Training” program which provided instruction and information with respect to a variety of IT and non-IT related subjects. These sessions were held virtually and made it easier for more staff to attend than the traditional in-person training as evidenced by the attendance numbers.

5.2.4 Legal and Real Estate

5.2.4.1 Legal Counsel

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

5.2.4.2 Provincial Offences

- As per the Ministry of the Attorney General, information has been added to the back of Provincial Offences Notices handed out by

police, by-law and other enforcement agencies as to how to obtain accessibility related information specific to the Brantford.

- Changes to legislation now no longer require a person to mail or come in person to request a trial or to plead guilty with submissions. This can now be done electronically.
- Court proceedings have begun virtually through ZOOM. People can connect by smart device, computer or telephone.
 - Additional technology is being investigated to assist in this endeavor for those who do not have access to technology for the purposes of court proceedings.
- Payments can now be made by phone, www.Payfines.ca and in person.
- A consultant was sought to investigate improving the audio/video systems in the courtrooms.

5.2.4.3 Real Estate

- No change reported.

5.2.5 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.

5.2.6 Planning

- The new City of Brantford Official Plan (OP) was approved and came into effect in August 2021. The new OP includes policy that requires all new and/or renovated City owned, leased, funded or operated facilities, parks and open spaces, municipal infrastructure systems, and any other space that is accessible to the public, to comply with the City's Facility Accessibility Design Standards.
- The new OP also requires all new development to be consistent with the City's new Urban Design Manual which provides guidelines regarding accessible design in the private realm. Barrier-free design for private sector development shall also be achieved through Site Plan Approval, enforcement of the Building Code, and the implementation of all applicable Provincial legislation and standards.

- The new OP will be available on the City website in an accessible format. Application forms for new financial incentive programs offered through the Downtown and Greyfield Community Improvement Plans approved in 2021 will be completed by applicants in an accessible on-line format.
- Development Review meetings in 2021 continued to be attended by the Accessibility Coordinator who provides comment on circulated development proposals and applications.
- The Accessibility Coordinator sat on the Staff Working Group for the new Zoning By-law project currently under development. This project, as well as work to update the City's Site Plan Manual, will align with the new OP, Urban Design Manual and built environment standards respecting accessibility.
- Development plans for various City projects and high profile facilities are taken to the BAAC for comment and input regarding accessibility. The Development Application Process Review (DAP) was undertaken in 2021 and included the review of BAAC's role in the overall development application process.
- The Planning Department continued to be involved in virtual meetings of Council and Committees (such as Committee of the Whole and the Municipal Heritage Committee) managed by Clerk Services. The ability to participate on-line has expanded access to meetings from homes and other workplaces, and included for example, a delegate who participated from San Francisco, California. The Planning Department also continues to operate virtual meetings broadcast on the Department's Neighbourhood Planning Meeting YouTube channel.

5.3 Community Services and Social Development

5.3.1 Community Programs and Social Development

5.3.1.1 *Community Partnerships*

- 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 also 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.
- In 2020, the City received \$10,000 from the New Horizons for Seniors Program to continue to connect with isolated seniors through the Buzz Me program. In partnership with Seniors and Kids Intergenerational Programs, the City launched the volunteer led initiative that successfully facilitated over 300 calls to help reduce feelings of social isolation and connect seniors to available resources in the community.
- In response to the COVID-19 pandemic, the City of Brantford continued to offer 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.
- At the Ontario Municipal Social Services Association (OMSSA) Exchange Virtual Conference in May 2021, the City of Brantford was recognized with the 2020 OMSSA Local Municipal Champion Award for the Seniors' Studio and Seniors for Seniors program.
 - One of the successful outcomes of the Seniors for Seniors and Seniors Studio program was that it provided tangible resources,

both educational and recreational, to support the continued learning and participation of older adults.

- Staff developed a virtual community workshop series to increase seniors' access to technology, enhance seniors' digital skills and create more opportunities for social connection.
- Staff developed a free virtual workshop series for older adults to learn how to plan for their future and better protect themselves. From April to June 2021, seniors were invited to learn more about Power of Attorney, Wills, Tenants' Rights, Self-Advocacy and more from the safety of their home.
- To celebrate Seniors Month in June 2021, the City offered the first-ever Healthy Aging Passport to provide older adults with a wide variety of free activities, workshops and events to keep healthy and connected.
 - As part of Brantford's Healthy Aging Plan, the City partnered with 15 community organizations, including; Brant Skills Centre, Brantford Public Library, the Grand River Council on Aging, Modo Yoga Brantford and many more to offer over 100 events such as educational workshops, fitness classes, yoga, socials, games and much more.
- In October 2021, The Brant Elder Abuse Awareness Committee launched an updated version of the Seniors Toolkit, a practical handbook for seniors to find resources and information on staying safe and keeping healthy.
- In the Fall of 2021, the City launched the Fourth Annual Let's Get Moving campaign to encourage older adults to keep active throughout October.
- The Healthy Kids team launched Healthy Kids At Home! in April 2020 to promote physical, nutritional and mental well-being by virtually engaging children and their families.
 - The Healthy Kids team connected with community partners to provide an inventory of over 50 virtual classes and activities for children and their families to participate in from their homes, including fitness classes, martial arts classes, dance classes, art classes, virtual tours of museums and art galleries, coding classes, access to books or online learning, and many more.

- The Healthy Kids team delivered Play Packs to 95 families living in Branyl Meadows, Slovak Village, and Daleview Gardens. The play packs were created to help children stay active and to promote family time during COVID-19.
 - Each play pack contained board games, a Frisbee, a skipping rope, deck of cards, side walk chalk, a kite, and a sports ball and a build your own potato garden kit complete with potato seeds.
 - The Healthy Kids team also provided personal protective equipment (PPE) to help prepare families for back to school, including a children's size cloth face mask, and a bottle of hand sanitizer designed to clip to a backpack or lunch bag.
- A series of virtual tutoring programs was offered for families with children in grades 1- 6 through partnerships with Sylvan Learning and Kumon.
 - A total of 57 students participated in the virtual sessions held by professional educators once a week for four weeks, in subjects of reading and math.
 - This program aimed to support children and families mitigate educational gaps and challenges that may have resulted from the pressures of the pandemic, and to help prepare students for returning to school in September.
- Healthy Kids launched a new theme called: Healthy Kids Celebrate Culture! which focuses on fostering opportunities to engage children and youth in diverse and inclusive cultural activities.
 - Healthy Kids recognizes that fostering cultural learning and promoting inclusion supports overall well-being, and participation in cultural celebrations and activities help children to create a diverse social network amongst family, friends, and peers, and can help to increase empathy towards others.
 - Healthy Kids has been working with partners to facilitate cultural programs and activities virtually and in-person as Covid-19 safety guidelines permit.
- As part of updating the Youth Strategy, opportunities were explored to enhance the City of Brantford's Youth Friendly Community designation. Opportunities will also be explored to enhance youth spaces and programing, including specific opportunities for youth-led projects at local government and community levels.

- As an objective of the new Brantford Immigration Partnership, the program helps promote diversity and inclusion making Brantford a more accessible community for all.
- The Brantford Immigration Partnership continues to utilize translation/Interpretation that is AODA certified (resources, event materials, promotion etc.)
- Whenever possible, the Brantford Immigration Partnership ensures wrap around supports are available for newcomers when planning programs (interpreters, transportation, etc.).

5.3.1.2 Children Services and Early Years

- EarlyON programs continue to offer:
 - EarlyON videos for children and for parents/caregivers on the [EarlyON YouTube Channel](#)¹⁰
 - EarlyON virtual Interactive programs, posted on the [EarlyON Calendar](#)¹¹.
 - Families call to register, receive the ZOOM link, and can participate from a convenient and accessible location.
- Many licensed child care programs have developed virtual tours to support families in finding the child care best for their family.
- [Child Care Fee Subsidy services](#)¹² are now offered on-line and over the phone. Families can initiate their fee subsidy application through an on line portal and complete application and update appointments at a time convenient to them. Required documentation can also be submitted electronically.

5.3.1.3 Community Recreation and Events

- 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.
- Accessibility requirements were officially incorporated into the Special Events Policy and SEAT Standard.

¹⁰ The EarlyON YouTube Channel is https://www.youtube.com/results?search_query=earlyon+brantford+brant

¹¹ The EarlyOn Calendar can be accessed at <https://calendar.brantford.ca/earlyoncentre/Month>

¹² Child Care Fee Subsidy services are available at www.Brantford.ca/childrensservices

- 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.
 - Many elements of Canada Day were presented virtually while others were designed so social distancing could be achieved.

5.3.1.4 Fitness and Aquatics

- Shallow Water Walking was added to programming to assist customers that have low mobility.

5.3.2 Family Income and Stability

- The City of Brantford continued offering the Provincial MyBenefits Initiative. [MyBenefits](#)¹³ 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 already available (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 developed 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.
- Family and Income Stability has introduced secure texting for Ontario Works clients. Texting increases access to services without the need for data, which can be a significant barrier for those on a low income.
- Family and Income Stability has also formed a Client Advisory Committee, which will co-design, provide feedback, and inform processes that impact

¹³ The MyBenefits service can be accessed by visiting <https://mybenefits.mcass.gov.on.ca/auth/login>

the way we the department does their work. Advisors will help to improve access, inclusion, and quality across our department.

5.3.3 Housing and Homelessness

- There was one Ontario Renovates had one accessibility project in 2021.
 - Funding for a stamped concrete patio & steps to allow better access was provided.
- Automatic door operators and ramps were installed at side doors of the Sunrise Villa building.
- Automatic door operators were installed at the side door of the Walker's Green building.
- Design and development began for two new affordable housing locations with accessible units and features:
 - 18 Stirton Avenue - four-plex studio units; one fully accessible, and
 - 177 Colborne Street. W. - 26 studio units; four fully accessible.

5.4 Public Works

5.4.1 Engineering Services

- Staff met with the Accessibility Coordinator to revisit the requirements of the Design of Public Spaces and strength the process in which consultation happens with the Brantford Accessibility Advisory Committee.
- The following areas underwent projects that included sidewalk, curb cut, tactile warning surface indicator and lighting features:
 - Aylmer Street (Darling Street to Chatham Street),
 - Coral Court,
 - Cumberland Street (West dead end to Rowanwood Avenue),
 - St. Paul Avenue (Terrace Hill Street to St George Street), and
 - St. Paul Avenue & Elmwood Avenue & Alpha Crescent (between Wood St and Charring Cross).
- The following trail work was scheduled to be completed to improve accessibility:
 - Reconstruction of the 3 metre wide Powerline Road Trail between Brantwood Park Road and Wayne Gretzky Parkway (720 metres) to improve uneven paved surface and poor cross slopes.
 - The 2 metre wide trail that connects from the Powerline Road Trail to Andrew Pate Park (130 metres) was upgraded from stone dust surface to paved surface.
 - Reconstruction of the 3 metre wide Wayne Gretzky Parkway Trail from Powerline Road to Dunsdon Street (850 metre).
 - This work included 3m wide trail connections to Childerhose Crescent (150 metres) and Jaycee Sports Park (5 metres) which were uneven paved surface and poor cross slopes.
 - Tactile warning surface indicators were installed where these trails meet up with sidewalk intersections (intersection of Brantwood Park Road and Powerline Road, intersection of Wayne Gretzky Parkway and Powerline Road, Intersection of Wayne Gretzky Parkway and Dunsdon Street).
- The following park projects were designed with accessibility in the forefront. Design of the following was completed in 2021 with construction planned for 2022:

- Arrowdale Park which will include paths and accessible play features, parking, washrooms, and seating areas,
- Central Park updates to the play areas, seating, and paths for and Hillcrest Park,
- Dufferin Park including play areas, paths, seating, and parking,
- Hillcrest Park updates to the play areas, seating, and paths, and
- Jubilee Terrace to provide paths around the Howitzer Cannon.

5.4.2 Environmental Services

- No change reported.
- Staff continued and 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 where applicable.

5.4.3 Facilities Management and Security

- Capital Projects identified in Appendix C - 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.
 - 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.
 - Many other projects include accessibility improvements within the overall scope and are not included in these listing.
- Accessibility modifications are not always specific standalone projects as those listed in Appendix C. Accessibility improvements are considered and incorporated in all projects.
- 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:
 - Glenhyrst Gallery Architectural Rehabilitation/Replacement - Back Porch & Stage Construction: Accessible parking stalls, ramp and sidewalk to front door, accessible surface and contrast between the new walkway and patio, and proper lighting levels.

- Military Museum – Parking lot resurfacing with consideration given during the painting for accessible stalls
- Transit Garage – Automatic doors and emergency call buttons were added to the washrooms.
- Funding was received for the addition of a universal washroom at the Farmers' Market.
 - Design consideration for this project began.
- Renovations were completed 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 New City Hall opened to the public on August 16, 2021.
- New construction of Fire Hall #2 at 21 Fairview Street incorporated accessibility standards throughout.
- Facility accessibility assessments were completed on the following facilities to help identify areas where accessibility could be increased:
 - Civic Centre, and
 - Police Station.
- In October of 2020 City Council approved a new Overall Accommodations and Yard Plan that provides the blueprint for accommodations for the next 10 years.
 - The implementation will see the surplus of several older and more difficult to upgrade facilities including 84 Market Street, and 100 & 102 Wellington Street and will see a number of existing operational and administrative sites including 400 Grand River Avenue, 10 Earl Avenue and 1 Sherwood Drive, Brantford Police Services, some community centres and services upgraded, redeveloped and/or renovated to be fully compliant with accessibility standards.
 - The implementation of these projects directly impacted the priority and timing of future FADS related projects and as a result Appendix C has been updated to remove projects from facilities that are surplus for disposition.
 - Accommodation projects will include accessibility upgrades to existing portions and include accessibility in the design of new construction, and include:
 - Expansion and renovation of the existing Brantford Police Services;

- Relocation of the Provincial Offence Administration offices;
 - Decentralization of Community Services and Social Development into community centres and a centralized hub; and
 - Redevelopment of the 10 Earl Ave Site for Operational Services and Parks Services.
- Facilities Management and Security continued to assist in ensuring facilities were equipped to continue service under Covid-19 restrictions.

5.4.4 Fleet and Transit Services

- A number of bus stops were fitted with cement pads to increase accessibility.

5.4.5 Operational Services

- 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.
 - Operational services and contractors have completed over 100 repairs/replacements of curb cuts with tactile plates to assist with the accessibility of sidewalks throughout the municipality.
- Removal of interlocking brick in the downtown core began.
- There will be a continuance of the policy for Snow Windrow Removal for seniors and persons with disabilities.
- 80 intersections have been fitted with Pedestrian Countdown Timers to date.
 - These timers allow the pedestrian to know how much time is available for safe crossing.
- 11 intersections were reprogrammed with increased pedestrian crossing times.
- Delayed Green Times have been implemented at 3 intersections.
 - Delayed Green times allows the intersection to sit in all red for each leg of the intersection; essentially no motorized traffic is moving. This allows extra time for pedestrians to complete their crossing without having to worry about vehicles approaching.

- 3 pedestrian crossovers were approved. Pedestrian crossovers serve as crossings where vehicular traffic and speed is less than other crossings. The locations of the pedestrian crossings are:
 - Spalding Drive,
 - Mount Pleasant Drive, and
 - Brantwood Park.
- 28 pedestrian signals have been installed throughout the City to date.
- Audible pedestrian signals were installed at the following intersections this year:
 - Clarence Street and Nelson Street,
 - Clarence Street and Sheridan Street,
 - Clarence Street and Wellington Street,
 - Colborne Street and Glenwood Drive,
 - Fairview Drive and 403 ramp,
 - West Street and Edmonson Street/ Farringford Drive,
 - King George Road and Queensway Drive,
 - King George Road and Oxford Street,
 - Market Street and Darling Street,
 - Market Street and Wellington Street,
 - Memorial Drive and Scotia Avenue,
 - Terrace Hill Street and Paris Road (temporary crossing), and
 - Wayne Gretzky Parkway and Henry Street.

5.4.6 Parks Services

5.4.6.1 Arena Operations

- No change was reported.

5.4.6.2 Golf

- No change reported.

5.4.6.3 Parks Services

- Improvements to increase accessibility to the entrances of the Visitor's Centre at the Bell Homestead were initiated.

- Discussions were had with the Accessibility Coordinator on options to enhance accessibility at Dogford Park.
- A plan was initiated to place accessible portable washrooms in parks where portable washrooms are offered in parks.
 - The portable washrooms will be switched out on a gradual basis over a number of years as contracts allow.

5.4.6.4 Programs and Services

- No change reported.

5.4.7 Special Projects

- A Brantford Streetscaping Environmental Assessment continued to determine ways to improve accessibility and walkability of downtown streets.
 - The study examines accessibility features such as wider sidewalks, material for sidewalks, pedestrian crossings, streetlighting, etc.
- Main Street Revitalization Fund grant funding was used to install new benches, bike racks and waste containers in the downtown area.
- Council approved recommendations from the Three Grand River Crossings Environmental Assessment to rehabilitate TH&B Crossing Bridge and replace the decking which will improve the accessibility of that connection greatly.
- Rehabilitation required on Brant's Crossing Bridge as a result of the ice jam in 2018 was completed.
 - This work was a temporary solution to safely reopen the crossing and reestablish the important pedestrian connection over the Grand River.
- Council approved recommendation to replace and raise Brant's Crossing Bridge with a new structure that can have separated bike lanes, improving accessibility and safety over the bridge.
- Council approved the 5-year Vision Zero Road Safety Strategic Plan meant to improve safety for all road users, including pedestrians, cyclists, and drivers.
 - The plan highlights the 2021 goals for reducing injuries and fatalities from collisions.
- Funding was received to reconstruct parts of Wayne Gretzky Parkway Trail and Powerline Road Trail to improve accessibility.

- Funding was received to realign D'Aubigny Creek Trail to create a greater separation distance from the Grand River to prevent future erosion from flooding and keep the new trail in good condition.
- Grant funding received to construct new washrooms in the Farmers' Market that are *AODA* compliant and provide a gender inclusive option for visitors.

6.0 Other Accessibility Initiatives

6.1 55+ Winter Games

- Due to COVID-19, the Ontario 55+ Winter Games was postponed to the next available date in the Games Ontario cycle.
- 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.
- Marketing materials have been designed to meet accessibility requirements.
- Consideration was given to conducting site tours with the Games Coordinator, in cooperation with City/County Accessibility Coordinators.
- Accessible transportation has been secured through Brantford Transit for use between event locations.
- COVID-19 protocols were developed for the 2021 55+ Winter Games with consideration to how these may impact accessibility:
 - A refund policy in compliance with confidentiality and accessibility standards, and
 - COVID-19 safety plans for Games in compliance with accessibility standards.
- An accessible form builder was used to create participant and volunteer registration hosted on www.discoverbrantford.ca.

6.2 Sensitive Santa

- The City was able to team up with the County of Brant to bring back Sensitive Santa
- Planning for the event took place cooperatively between the municipalities.
- Santa was booked available for prearranged meetings with children with sensory disabilities for one day in December.
- Transportation arrangements were ensured to allow families access to this opportunity.

7.0 Appendix A - Integrated Accessibility Standard Compliance Summary

7.1 Completed Requirements

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

1. Procedures for non-functioning accessibility equipment on buses
2. If modifications are made to public transit 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. Individualized 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 an accessibility policy and associated standards
(procedures and practices)
- 66. Brantford Accessibility Plan
- 67. Transit Accessibility Plans (included in Brantford Accessibility Plan)

7.2 Continued Requirements

- 1. Accessible formats of municipal documents
- 2. Accessible websites and web content (WCAG AA level)

8.0 Appendix B - 2021 Compliance Report



Ministry for Seniors and
Accessibility

2021 Accessibility Compliance Report

Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

If you are a public sector organization with **20 or more employees** that is not designated under the [Integrated Accessibility Standards Regulation \(IASR\)](#) you are to comply with the IASR as a private/not-for-profit organization and complete the appropriate Accessibility Compliance Report. If you are a public sector organization with **fewer than 20 employees** that is not designated under the [IASR](#), you are to comply with the IASR as a small business/non-profit organization and are exempt from the requirement to submit a report.

Fields marked with an asterisk (*) are mandatory.

A. Organization information

Organization category *	Number of employees range *	Reporting year
Designated Public Sector	50+ employees	2021

Business details

Organization legal name *	Number of employees in Ontario * Help
Corporation of the City of Brantford	1355

Business number (BN9) * [Help](#) ☐ Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility

[122686793](#)

☒ Check if operating/business name is same as legal name

Organization operating/business name

[Corporation of the City of Brantford](#)

Sector that best describes your organization's principal business activity *

[91 - Public administration](#)

[Help](#)

Subsector (if possible)

[913 - Local, municipal and regional public administration](#)

Industry group (if possible)

[9139 - Other local, municipal and regional public administ](#)

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Country *

The fields below will change based on your selection.

☒ Canada

☐ USA

☐ International

Type of address *

☐ Street address

☐ Street address served by route

☒ Other

PO Box

[818](#)

Route type

Route number

Delivery installation type

Delivery installation identifier

City *

[Brantford](#)

Province *

[ON \(Ontario\)](#)

Postal code (e.g. A1A 1A1) *

[N3T 5R7](#)

Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

☐ Check if business address is same as mailing address

Country *

The fields below will change based on your selection.

☒ Canada

☐ USA

☐ International

Type of address *

☒ Street address

☐ Street address served by route

☐ Other

Unit number	Street number *	Street name *	Street type	Street direction
	58	Dalhousie	Street	
City *	Province *		Postal code (e.g. A1A 1A1) *	
Brantford	ON (Ontario)		N3T 2J0	

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](#)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

☒ I certify that all the information is accurate and I have the authority to bind the organization *

Certification date (yyyy-mm-dd) * **2021-10-12**

Certifier information

Last name *		First name *	
Dunlop		Nadine	
Position title *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Other	519-759-4150	5642	
Email *	Alternate phone number	Extension	Fax number
ndunlop@brantford.ca			519-752-5719

Primary contact for the organization(s)

☐ Check if the primary contact is same as the certifier

Last name *

Sawicki

First name *

Jenny

Position title *

Other

Business phone number *

519-759-4150

Extension

5391

☐ Check here
if TTY

Email *

jsawicki@brantford.ca

Alternate phone number

Extension

Fax number

519-752-5719

D. 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.

Municipal Accessibility Advisory Committees

1. Is your organization a municipality with a population of 10,000 or more? *

(If Yes, you will be required to answer additional questions.)

☒ Yes

☐ No

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 1](#)

1.a. Has your organization established an accessibility advisory committee as outlined in section 29 of the AODA? *

(If Yes, you will be required to answer additional questions.)

☒ Yes

☐ No

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 1.a](#)

Comments for
question 1.a

2. Are the majority of the members of the committee persons with disabilities? *

☐ Yes

☒ No

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29 \(3\): Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 2](#)

Comments for question 2 The status of many committee members is unknown. The City may currently be compliant; however, we are not certain. The City has introduced targeted recruitment, among other initiatives to increase representation by persons with a disability.

3. Has the committee provided advice to council about site plans and drawings (as described in S.41 of the *Planning Act*) as well as advice on the requirements and implementation of accessibility standards? *

☒ Yes

☐ No

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29 \(4\): Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 3](#)

Comments for
question 3

Foundational requirements

4. Does your organization have written accessibility policies that include a statement of commitment? *

☒ Yes

☐ No

[Read O.Reg. 191/11 s. 3: Establishment of accessibility policies](#)

[Learn more about your requirements for question 4](#)

Comments for
question 4

5. Does your organization have a document or documents of your accessibility policies publicly available and, on request, provide them in an accessible format? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 3 \(3\): Establishment of accessibility policies](#)

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

Comments for
question 5

-
6. Has your organization established, implemented, maintained and posted a multi-year accessibility plan on your organization's website? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 4: Accessibility plans](#)

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

Comments for
question 6

-
7. 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 7](#)

Comments for
question 7

-
8. 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 8](#)

Comments for
question 8

-
9. 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 9](#)

Comments for
question 9

-
10. Were all persons that require training trained as soon as practicable? Under Section 7(1) of the Integrated Accessibility Standards Regulation, the following persons require training: (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. * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 7 \(3\): Training](#)

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

Comments for
question 10

-
11. Does your organization provide training in respect of any changes to your accessibility policies on an ongoing basis? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 7 \(4\): Training](#)

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

Comments for
question 11

12. Does your organization keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided? *

☒ Yes ☐ No

[Read O. Reg. 191/11 s. 7 \(5\): Training](#)

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

Comments for
question 12

13. Does your organization ensure that its public 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?
Note: "public" can include customers, clients, third parties, or businesses. *

☒ Yes ☐ No

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

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

Comments for
question 13

Information and communications

14. As of January 1, 2021, do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)? Please indicate in the comment box provided the complete names and addresses of your publicly available web content, including websites, social media pages, and apps *

☐ Yes

☒ No

[Read O. Reg. 191/11 s. 14 \(4\): Accessible websites and web content](#)

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

Publicly
available web
content and
comments for
question 14

In 2019, the City redeveloped its website (brantford.ca) as well as a series of microsites to include enhanced AODA features consistent WCAG 2.0 Level AA. Accessible templates for public documents used for Council communications were also created.

In 2020, accessibility was further enhanced.

In 2021, Council approved the requirement to implement an AODA Compliance Action Plan. The Plan details the actions required to remediate all public PDF documents that reside on the City's digital properties and to put additional corporate wide standards and staff training processes in place.

The plan involves a 3-step concurrent process as follows and will roll out in concert with the City's new Website Governance Standard:

1. Employing the services of external Accessibility experts/resources to conduct specialized website scans,
2. PDF document remediation, and
3. Professional staff training

A staff Accessible Document Training program will begin in November 2021 by a 3rd party. Staff who create documents on a regular basis, and who develop public documents will be required to attend.

In addition, the following actions were outlined in the approved action plan and have been initiated:

- Ongoing scans of HTML content,
- Scans of existing PDF,
- Remediation of existing PDFs that must remain on the website.

Once the Staff Training Program is completed, any newly created PDF documents that have to be posted to a City site must be provided to Communications in an accessible format prior to publication.

A review/update of the City's Social Media Policy is also currently underway.

Public City materials continue to be available in alternative accessible format(s) upon request.

More information on the City's Plan and progress can be made available on request.

Employment

15. 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 15](#)

Comments for
question 15

16. 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 16](#)

Comments for
question 16

Transportation

17. Does your organization provide transportation services? *
(If Yes, you will be required to answer an additional question.)

☒ Yes ☐ No

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

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

17.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 17.a](#)

Comments for
question 17.a

Design of public spaces

18. 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. 191/11 Part IV.1: Design of public spaces standards](#)

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

18.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 the Design of Public Spaces standards? *

☐ Yes ☐ No

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

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

Comments for
question 18.a

19. Since your organization last reported on accessibility compliance, has your organization constructed new or redeveloped existing outdoor play spaces that it intends to maintain? *

☒ Yes ☐ No

(If Yes, you will be required to answer an additional question.)

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

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

19.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 19.a](#)

Comments for
question 19.a

20. 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 20](#)

Comments for
question 20

Confirmation questions

21. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Information and Communications Standards** 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 21](#)

Comments for
question 21

22. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Employment Standards** under the Integrated Accessibility Standards Regulation? *

☒ Yes ☐ No

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

[Learn more about your requirements for question 22](#)

Comments for
question 22

23. Other than the requirements cited in the above questions, is your organization complying with all other requirements for **Transportation Standards** under the Integrated Accessibility Standards Regulation? *

☒ Yes ☐ No

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

[Learn more about your requirements for question 23](#)

Comments for
question 23

24. Other than the requirements cited in the above questions, is your organization complying with all other 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 24](#)

Comments for
question 24

25. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Design of Public Spaces Standards** 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 25](#)

Comments for
question 25

9.0 Appendix C – Capital Priority Initiatives

9.1 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

Facility Name	Address	Modifications
Glenhyrst Art Gallery	20 Ava Road	Automatic door operators
Glenhyrst Coach House	20 Ava Road	Accessible washroom
Glenhyrst Gardens	20 Ava Road	Pathway and entrance
Glenhyrst Art Gallery	20 Ava Road	Ramp, Parking, pathway and patio
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

Facility Name	Address	Modifications
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 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 accommodation
Transit Garage	400 Grand River Avenue	Washroom modification – automatic doors and emergency alarms
Transit Garage	400 Grand River Avenue	Automatic doors
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

9.2 Funded Projects (to be completed)

Facility Name	Address	Modification
D'Aubigny Creek Park	5 Oakhill Drive	Pathways
Farmers' Market	79 Icomm Drive	Washrooms
George Campbell Park	5 Spalding Drive	Pathways
Mount Hope Cemetery	169 Charing Cross Street	Pathways, Mausoleum upgrades
Parks Services Operations	1 Sherwood	Universal washrooms/change rooms
Transit Garage	400 Grand River Avenue	Universal washrooms/change rooms and emergency alarms
Transit Garage	400 Grand River Avenue	Interior door modifications

Facility Name	Address	Modification
Transit Terminal	64 Darling Street	Visual description screen, consider audio prompting as well.
Transit Garage	400 Grand River Avenue	Interior door modifications,
Wayne Gretzky Sports Centre	254 North Park Street	Adult change table
Woodman Community Centre	491 Grey Street	Pool, change rooms, parking modifications

Table 2 - Funded Accessibility Modification Projects for Future Completion

9.3 Capital Forecast

Facility Name	Address	Modification
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
Oakhill Cemetery	17 Jennings Road	Shared use trail
Transit Garage	400 Grand River Avenue	Parking, entrance, signage, amenities
Various Housing Sites	Various	Building condition assessments to be reviewed
Various Parks	Various	Pathway and amenity improvements
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:

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Human Resources
P.O. Box 818
Brantford, ON N3T 5R7

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