



BRANTFORD ACCESSIBILITY PLAN

A fresh approach to resolving and improving accessibility challenges.

January 2014

Coordinator - Municipal Accessibility Plan

City of Brantford

100 Wellington Square

Brantford, Ontario N3T 2M2

Table of Contents

1.0	Introduction	4
2.0	The City of Brantford’s Statement of Commitment	5
2.1	Responsibilities	6
2.2	Consultations	6
3.0	Governance and Implementation	7
3.1	Senior Management Team (SMT)	7
3.2	City of Brantford Council	7
3.3	Brantford Accessibility Advisory Committee (BAAC)	7
4.0	Grant Opportunities	7
5.0	Corporate Strategic Initiative Reference	8
5.1	High Quality Life and Caring for all Citizens – Long Terms Goals.....	8
5.2	Excellence in Governance and Municipal Management – Long Term Goals	8
5.3	Economic Vitality & Innovation - Long-Term Desired Outcomes	8
6.0	Goals and Objectives	8
6.1	Actions and Undertakings	8
6.2	Achievements.....	8
6.3	Operational Review	9
7.0	Corporate Wide Action Plan	10
7.1	Customer Service Standard	10
7.1.1	<i>Requirements</i>	10
7.1.2	<i>Progress</i>	10
7.1.3	<i>Continuing Initiatives</i>	11
7.2	Integrated Accessibility Standards	11
7.2.1	<i>General Standards</i>	11
7.2.2	<i>Information and Communication Standards</i>	12
7.2.3	<i>Employment Standards</i>	12
7.2.4	<i>Transportation Standards</i>	13
7.2.5	<i>Built Environment Standards</i>	14
8.0	Commission Specific Accessibility Initiatives	16
8.1	Corporate Services.....	16
8.1.1	<i>Clerks, Council, and General Administration</i>	16
8.1.2	<i>Human Resources</i>	17
8.1.3	<i>Finance</i>	17
8.1.4	<i>Information Technology (IT)</i>	17
8.1.5	<i>Legal</i>	17
8.2	Community Services	18
8.2.1	<i>Economic Development and Tourism</i>	18
8.2.2	<i>Planning, Building and Property Standards</i>	18
8.2.3	<i>Parks and Recreation</i>	19
8.2.4	<i>Sanderson Centre</i>	19
8.3	Public Health Safety and Social Services.....	20
8.3.1	<i>Administration and Ontario Works</i>	20
8.3.2	<i>Social Housing</i>	20

8.3.3	<i>Childcare Administration</i>	20
8.3.4	<i>Brantford Fire Services</i>	20
8.3.5	<i>Brantford Police Services</i>	20
8.3.6	<i>The Brantford Public Library</i>	21
8.4	Public Works	22
8.4.1	<i>Operational Services</i>	22
8.4.2	<i>Engineering Services</i>	22
8.4.3	<i>Fleet and Transit Services</i>	22
8.4.4	<i>Facilities and Asset Management</i>	23
9.0	Appendix A – DEPARTMENTAL CONTACTS	25
	Appendix B – INTEGRATED ACCESSIBILITY STANDARD SUMMARY	26
10.0	Appendix C – THE PRINCIPLES OF UNIVERSAL DESIGN	32

1.0 Introduction

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

In order to ensure barriers are removed, the AODA states there shall be mandatory development, implementation and enforcement of accessibility standards regarding goods, services, facilities, accommodation, employment, building, structures and premises. It is outlined within the AODA that all legislated requirements are to be in place prior to January 1, 2025. These requirements are outlined as goals within an Accessibility Plan that may span up to five (5) years. The AODA further states participation of individuals with disabilities, the Government of Ontario and representatives of industries and various sectors of the economy are required to ensure optimal accessibility outcomes. In order to aid in achieving and monitoring these goals, Municipal Accessibility Advisory Committees are to be created, to ensure broad input from the community on the Accessibility Initiative.

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

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

The Customer Service Standard, Regulation 429/07 (CCS) mandates compliance of the public sector and private sector industries in the following areas use and treatment of support persons, service animals, assistive devices, alternative formats of materials, methods of notification of service disruption and collection of feedback, as well as development and deployment of staff training.

The Integrated Accessibility Standard, Regulation 191/11(IAS) is comprised of the following Standards:

- Information and Communication;
- Employment;
- Transportation; and
- Design of Public Spaces

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

Each Standard has specific requirements along with compliance dates which are outlined in the Brantford Accessibility Plan 2014 – 2017.

2.0 The City of Brantford's Statement of Commitment

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

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

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

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

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

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

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

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

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

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

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

2.1 Responsibilities

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

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

2.2 Consultations

Consultation was sought from City staff, public and committees, including Customer Service Task Force and the Brantford Accessibility Advisory Committee (BAAC) in developing BAP. Future consultations will be held with the public and local organizations to review BAP in the 4th quarter of each year of BAP. This consultation will consist of public meetings (open house) that will include representatives from key City departments, such as Facilities & Assets Management, Human Resources, Public Works, Housing, Libraries, etc. These consultations will assist in determining the success of BAP and provide information to address opportunities for improvement and provide the framework for a yearly status report to Council.

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

3.0 Governance and Implementation

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

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

3.1 Senior Management Team (SMT)

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

3.2 City of Brantford Council

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

City Council allocates funds each year to BAP (Barrier Free Accessibility Projects) to allow for accessibility upgrades in relation to the City's facilities (owned, operated or leased).

3.3 Brantford Accessibility Advisory Committee (BAAC)

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

BAAC is a legislatively required committee of community volunteers and includes representatives from City Council and staff from various Commissions. There are currently fifteen (15) members on BACC and the Committee meets the first Thursday of every month.

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

4.0 Grant Opportunities

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

5.0 Corporate Strategic Initiative Reference

5.1 High Quality Life and Caring for all Citizens – Long Terms Goals

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

5.2 Excellence in Governance and Municipal Management – Long Term Goals

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

5.3 Economic Vitality & Innovation - Long-Term Desired Outcomes

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

6.0 Goals and Objectives

- Ensure that all people will have access to accessible goods, services and facilities
- Allow all people to have access to alternate formats and communication supports for any publically accessible information the City produces
- Implement and maintain a recruitment process that is free of discrimination and considers accommodations for those in need.
- City Staff, in association with BAAC, will identify opportunities to improve accessibility and implement reasonable solutions

6.1 Actions and Undertakings

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

6.2 Achievements

Staff representatives from all departments have completed an operational review to identify improvements in accessibility.

- Developed a Policy which includes a commitment statement
- Created procedures and programs that support the Policy
- Ensured compliance with purchasing requirements
- Generation of accessible emergency and public safety information
- Implementation of individualized workplace emergency Initiatives and develop associated information
- Accessible materials available through Brantford Public Libraries
- Equality in fares and on-demand services for City Licensed Taxi Services
- Fair and reasonable fees, access and services for all in relation to Public Transit
- Equal and fair employment standards, such as recruitment, performance management, accommodations, career development, etc.
- Training (Sensitivity to Disabilities)
- Implementation of feedback process
- Offer various formats of communication (upon request)
- Provide web service and content in accessible format

6.3 Operational Review

In accordance with the AODA, the Coordinator MAP will ask each of the City Departments to identify status of plans and any new goals (refer to departmental staff liaison list - Appendix A), so as to continue to systematically identify, remove and prevent the creation of barriers in the community by taking the following actions:

- Annually assess and review status of implementing BAP goals, as well as identifying new goals. The review report, along with new goals, will be brought to BAAC.
- Review and assess specific accessibility criteria for services provided
- Evaluate department operations based on accessibility criteria (includes policies and procedures)
- Consult with community groups and other stakeholders
- Identify budget impact and include it in the annual operating and capital budget submissions
- Develop an action Initiative based on approved goals and related budgets
- Implement the approved action Initiative
- Report to be provided to the Senior Management Team (SMT) and Council on department's annual achievements included in the BAP

7.0 Corporate Wide Action Plan

The AODA is reviewed every five years and its related standards every two years. City of Brantford Staff will be cognizant of these reviews and implement any changes needed to meet and new or amended requirements.

7.1 Customer Service Standard

7.1.1 *Requirements*

- Review and update policies to ensure high quality of customer service
- Consult with advisory groups on emerging and changing requirements
- Incorporate accessibility requirements in staff training and orientation materials
- Provide training for all staff, volunteers and third (3rd) parties
- Review customer feedback and take appropriate action

7.1.2 *Progress*

Policies, Procedures and Practices:

- Accessibility Policy has been developed and approved by Council with related procedures and practices developed in the following areas and are available on the City's website:
 - Accessibility to Goods & Services
 - Service Animals
 - Support Persons
 - Alternate Format for Materials, Documents and Communication
 - Assistive Devices
 - Customer Service Feedback Process, including Feedback Form
 - Notice of Service Disruption, including Notice Form
- The Purchasing Policy now requires that third (3rd) parties (anyone who may come into contact with the public while working for or on behalf of the City) shall be required to have undergone AODA training prior to acting on behalf of the City.
- There will be a continued review of all policies, procedures and practice that may affect persons with disabilities. Any additions and amendments will be incorporated into these documents, where appropriate.
- Departments will continue to amend policies, procedures and practices to further enhance accessibility and/or provide better accessibility for persons with disabilities throughout the City of Brantford.

Advisory Group(s):

- The City has and will continue to seek input into matters relating to accessibility through committees, both external (Advisory Committees to Council) and internal.

Training:

- Corporate wide accessibility awareness training has been in place since 2007. The comprehensive training program includes four major elements: accessibility awareness, AODA, barriers in the built environment and how to identify and address attitudinal barriers. Training will be updated as necessary and revised sessions will be offered to existing staff and revisions incorporated into new employee training.
- Disability Awareness Sensitivity Training will be administered to all new employees and volunteers as part of their orientation package with the City of Brantford.

Reporting:

- Completed Compliance Report filed with the Ministry of Community and Social Services, Accessibility Directorate (2010).

7.1.3 Continuing Initiatives

- The City will continue to fulfill the needs of residents, visitors and staff under the Accessible Customer Service Standard.
- The City will file compliance reports with the Ministry of Economic Trade and Development, as required.

7.2 Integrated Accessibility Standards

7.2.1 General Standards

7.2.1.1 Requirements

- Develop and implement policies, procedures and practices governing how the City achieves or will achieve accessibility through meeting its requirements of the Integrated Accessibility Standard (IAS)
- Develop a statement of organizational commitment to meet the accessibility needs of persons with disabilities
- Establish, implement, maintain and document a multi-year accessibility plan (initiative), to be reviewed and updated at least every 5 years.
- An annual review will be conducted with the generation of a report outlining the status of BAP to be presented to Council by City staff and BAAC
- Post BAP on the City's website and make BAP accessible in alternative formats
- Ensure that when procuring or acquiring goods, services or facilities that accessibility criteria and features are taken into consideration by creating scopes of work as part of Request for Proposal (RFP)
- Provide training on the IAS and Human Rights Code

7.2.1.2 Progress

- Accessibility Policy (Corporate Policy 034), including organizational commitment, adopted in November 2013

- Purchasing Policy (Corporate Policy 012) amended to meet requirement above
- Training developed and implemented

7.2.1.3 Continuing Initiatives

- BAP will continue to be reviewed and updated, as required with reports on changes provided to SMT and Council
- Training will be regularly revised, based on changes to policies, procedures and practices

7.2.2 Information and Communication Standards

7.2.2.1 Requirements

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

7.2.2.2 Progress

- Information Technology Department has implemented practices that ensure full compliance with WCAG Level A
- Implementation of training for all staff who have a role in updating or changing information provided on the City website
- Procedure developed in relation to information and communication being available (upon request) in accessible formats from all City Commissions

7.2.2.3 Continuing Initiatives

- Achieve WCAG (Level AA) timeline requirements on or ahead of schedule through proactive planning
- Determining best practices for providing communication and information in accessible formats
- Development of consistent templates for corporate documents
- Ongoing monitoring of the website to ensure all content meets accessibility standards
- Remain apprised of changes in the IAS that may affect the design and/or content of the City websites
- Develop and implement method to allow for electronic on-line payments for goods and services provided by the City

7.2.3 Employment Standards

7.2.3.1 Requirements

- Develop individualized accommodation plans, including emergency response, for staff with disabilities to ensure full participation in the workplace

- Staff with disabilities will be supported throughout their employment with the City
- Provide training to all staff and management to ensure understanding of accommodation requirements and support of same by all workplace parties

7.2.3.2 Progress

- Procedures in place to address the individual needs of workers requiring accommodations
- Practices have been developed and implemented to ensure support provided to individuals requiring accommodations, from recruitment process through to hiring

7.2.3.3 Continuing Initiatives

- Procedures and practices will be updated and improved as required based on legislative changes
- Development of guides, tools and templates for managers and supervisors to ensure compliance with legislation and cultivate best practices

7.2.4 Transportation Standards

7.2.4.1 Requirements

- Enforce equal fare rates for all users of services delivered by owners and/or operators of taxicabs
- Prohibit owners and/or operators of taxicabs from charging a fee for the storage of mobility aides or assistive devices
- Ensure that identification information is provided on the rear bumper of taxicabs
- Determine the proportion of on-demand accessible taxicabs and specialized transit required in the City
- Consult with licensed taxicab owners and/or operators in the City, BAAC and the public to determine the proportion of on demand taxicabs
- Identify progress and steps to be taken to meeting the need for on-demand taxicabs
- Host at least one public meeting/open house, each year, involving persons with disabilities, to ensure they have an opportunity to review and provide feedback on BAP
- Physical requirements of the transit vehicles under IAS, will be considered through the purchase and procurement of vehicles
- Eligibility for and provision of specialized and conventional transportation will be developed, including the waiving of fares for support persons and hours of operation
- Implement steps to reduce wait times for specialized services
- Develop procedures to address the needs of customers should specialized or conventional services or related equipment experience a breakdown

7.2.4.2 Progress

- The requirements noted above for owners and/or operators of taxicabs have been met
- Public survey completed to assess level of need for on-demand accessible taxicab service. Survey indicated that current level of service was meeting the needs of residents
- Specialized and conventional transit is owned and operated by the City, bringing the City into compliance with the remainder of the requirements, with the exceptions noted below under Continuing Initiatives

7.2.4.3 Continuing Initiatives

- Effective January 1, 2014, fares for support persons was waived; investigation will continue on improving the process of identifying those who require support person
- On-demand taxicab need and availability will be re-evaluated in 2018.
- Purchase and procurement process of transit vehicles will take into consideration all aspects of accessibility to meet the needs of City residents
- Regularly solicit feedback from residents regarding Transit services, both conventional and specialized to ensure meeting needs of users
- Implement a system to allow for electronic pre-boarding and de-boarding announcements
- Continuous monitoring of bus shelters and stops to ensure full accessibility

7.2.5 Built Environment Standards

7.2.5.1 Requirements

- Ensure accessibility to all City owned, operated, leased or funded buildings and facilities, as outlined in the *Accessibility Standards for the Built Environment (Ontario Building Code)* and *Design of Public Spaces Standard*
- The City departments will continue to use and promote the use of the Brantford Facility Accessibility Design Standards (FADS) for all applicable projects

7.2.5.2 Progress

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

7.2.5.3 Continuing Initiatives

- All projects will be reviewed to ensure that accessibility issues are being considered and incorporated into the project plans
- Ongoing review of signage will continue as projects come forward.
- New signage needs will be assessed with each capital project

- Staff will be advised and trained as necessary to ensure that the Design of Public Spaces Standard is complied with and fully implemented by 2016
- Keep well-informed of changes to legislation to ensure compliance

For a detailed and comprehensive outline of the above, please refer to the attached chart “Integrated Accessibility Standard Summary” (Appendix B)

8.0 Commission Specific Accessibility Initiatives

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

The annual allocation for accessible modifications to buildings and facilities to accommodate persons with disabilities is included in the approved 10-year capital forecast. Funding for departmental initiatives, such as accommodations for staff persons with disabilities or case specific space modifications have been approved on an as needed basis. Council has endorsed the Principles and Standards of Universal Design (Appendix C) and has adopted FADS to assist in evaluating accessibility needs of projects.

8.1 Corporate Services

The Corporate Services Commission is comprised of the Clerks, Finance (Customer Service and Purchasing and Procurement), Human Resources, Information Technology and Legal Services (Real Estate, Provincial Offences Court).

8.1.1 *Clerks, Council, and General Administration*

- The following initiatives implemented for the 2014 municipal elections:
 - Continue working relationship for input on new and/or changing standards
 - Review of practices and equipment will be undertaken and corrective measures (to ensure accessibility) will be implemented as required
 - Conduct review for new equipment or improvements made to existing equipment
 - Review and research alternative communication options (includes sip & puff; tactile devices, audible files, etc.)
 - The following enhancements to be consider for the municipal election web page will be undertaken prior to the 2014 municipal election
 - Additional links will be added for the 2014 municipal election including the Candidates Guide to Accessible Elections (an updated version) and the Provincial Accessibility website and other sites such as Association of Municipal Manager, Clerks and Treasurers of Ontario, etc.
 - Continue to provide assistance to voters as requested (maneuvering around the facility, ballot set-up, set up of assistive devices, etc)
 - Conduct, review and update standards where applicable, of all potential voting locations
 - Review of placement of voting equipment to ensure accessible standards are met
 - Review placement of voting location within the facility to eliminate need for alternate accessible entrance, so that all electors should use same entrance
 - Any required training will be provided to staff, as required
 - Review alternative options such as internet voting, telephone voting with or without TTY, etc.
 - Consider offering magnifying sheets at every voting location
 - Review ballot styles (print size, marking area, etc.)

8.1.2 Human Resources

- As needs arise the Human Resources department will address them on a case by case basis
- Coordinator - Municipal Accessibility Plan will remain educated on all of the standards arising from the AODA
- Training needs will be reviewed regularly and changes to training to ensure compliance will be completed, as needed

8.1.3 Finance

8.1.3.1 Customer Service

- There are no plans for change identified at this time

8.1.3.2 Purchasing and Procurement

- Policy and procedures will be reviewed in 2014 to ensure ongoing compliance with legislation as it relates to accessibility
- Purchasing will assist user departments in the development of specifications for accessibility related goods and services

8.1.4 Information Technology (IT)

- IT Services will maintain a fully accessible website
- Education and training administered to staff will continue to contain material related to accessibility

8.1.5 Legal

8.1.5.1 Provincial Offences

- There are no plans for change identified at this time

8.1.5.2 Real Estate

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

8.2 Community Services

The Community Services Commission is comprised of Economic Development and Tourism, Planning, Building and Property Standards and Parks and Recreation Departments as well as the Sanderson Centre, Arts and Culture. The Commission is responsible for the Official Plan, issuing building permits, review of site plans applications, City official website, tourism promotion and marketing, as well as park trails, inclusive playgrounds and other park amenities.

8.2.1 *Economic Development and Tourism*

8.2.1.1 Communications

- Assistance will be provided to internal City departments related to implementing changes that would be needed for meeting the outlined requirements
- Staff will ensure proper use of accessibility identifier symbols on projects, as required
- Staff will act as a resource in providing information related to accessibility identifier symbols to staff involved in producing literature
- The use of City documents (brochures; advertisements; etc.) will be investigated to guarantee consistency in the use of symbols

8.2.1.2 Tourism

- The City website section related to the Facility and Events Directories will identify the level of accessibility for each facility or event through the placement of the specified icons on each directory
- Accessible washrooms will be further modified to ensure full accessibility

8.2.2 *Planning, Building and Property Standards*

8.2.2.1 Planning

- The Site Plan Guidelines will be finalized with sections dedicated to ensuring accessibility

8.2.2.2 Building Department

- Any noted accessibility concerns will be brought to the attention of Facilities and Asset Management, Human Resources and the Coordinator - Municipal Accessibility Plan
- The Building Department will continue to enforce regulations that impact the accessibility of individuals, including but not limited to, Section 3.8 of the Ontario Building Code, Brantford Facility Accessibility Design Standards and the Municipal Zoning By-Law
- The Senior Plan Examiner will continue to participate on the BAAC to ensure accessibility considerations are being met in facilities owned, operated or leased by the City

8.2.3 Parks and Recreation

- All new park development projects will be designed with consideration for accessibility and shall incorporate inclusive elements such as pathways and seating.
- New neighbourhood parks will incorporate inclusive playground equipment
- Parks and Recreation will continue to modify parks, park buildings (where possible) and trails throughout the City to allow for more inclusive.
- Where possible, modifications will happen in conjunction with other scheduled city/park improvements;
- Prince Charles Park, Central Park and Lansdowne Park are currently at the top of the priority list for play space renovations and redevelopment
- Improvements to the trail network to enhance accessibility (hard surfacing, inclusive access points, signage, etc.) will be considered as part of all scheduled upgrades
- Sidewalk and pathway improvements in Victoria Park and along George Street (between Wellington and Darling) is scheduled as a capital project in 2013-2014;
- The Mohawk Park accessible play space is scheduled for redevelopment and renovation as a capital project in 2014.
- Washroom modifications are planned for the Parks and Recreation Main Office (1 Sherwood Drive).

8.2.4 Sanderson Centre

- Maintain services offered to persons with disabilities (assistance with seating, removal and return of assistive devices etc.)
- Explore options to create to an accessible female change room during dance competitions

8.3 Public Health Safety and Social Services

The Public Health Safety and Social Service Commission includes Ontario Works, Social Housing, Childcare Services Departments, as well as Fire Services, Police Services and the Library. The Public Health Safety and Social Service Departments monitor the needs of the community and define the department's priorities based on these needs.

8.3.1 Administration and Ontario Works

- There are no plans for change identified at this time

8.3.2 Social Housing

- Staff will continue to monitor for alternate storage options for assistive devices within individual units, rather than devices being stored in the hallways of multi-unit residential buildings
- Will continue to accept requests for special modifications (i.e. grab bars; visual fire alarms; etc.) and meet these requests where practicable
- 40 Queen Street
 - Two existing washrooms in the basement will be converted to an accessible washroom as part of the renovations to create 4 new units for Participation House
 - An accessible apartment will be created in a former office space for Participation House clients
- Brant Towers
 - Two existing washrooms will be converted to an accessible washroom on the 1st floor as part of the Brant Towers wellness hub renovations
 - A two bedroom unit will be converted in to an accessible shared office space
 - Common room kitchen island will become accessible for cooking lesson opportunities

8.3.3 Childcare Administration

- There are no plans for change identified at this time

8.3.4 Brantford Fire Services

- There are no plans for change identified at this time

8.3.5 Brantford Police Services

The Brantford Police Services operates under the Ontario Police Services Act, primarily funded by the City of Brantford and governed by the Brantford Police Services Board

- The Brantford Police Services are committed to review policies and procedures on a regular basis and take accessibility into account when doing so.

8.3.6 The Brantford Public Library

The Library operates under the Ontario Public Libraries Act, is primarily funded by the City of Brantford, and is governed by a Library Board appointed by the City Council of Brantford.

- There will be a continuation of the use of technology to make internal communications accessible
- Will continue to make its collections accessible (i.e. audio books; large print books; downloadable books; text speech translation; zoom-in technology; etc.)

8.4 Public Works

The Public Works Commission encompasses the following departments: Operational Services, Environmental Services, Engineering Services, Fleet and Transit Services and Facilities and Asset Management.

8.4.1 *Operational Services*

- The removal of interlocking brick in the downtown core area will be an ongoing process
- Operational Services and Traffic Services will continue to work in cooperation to increase the accessibility of accessible pedestrian crosswalk signals
- There will be a continuance of the policy for Snow Windrow Removal for seniors and persons with disabilities
- The department will implement the Provincial Minimum Maintenance Standards for sidewalks
- Operational Services will continue to repair/replace sidewalks based on priority basis, ensuring accessible cut outs of curbs

8.4.2 *Engineering Services*

8.4.2.1 Design and Construction

- Will continue the implementation of the Brantford Facility Accessibility Design Standards and applicable legislation to ensure consistent and improved accessibility for persons with disabilities

8.4.2.2 Traffic and Parking

- Consider recommendations from BAAC related to the installation locations of accessible pedestrian crossing signals and prioritize these installation of same
- Accessible pedestrian crossing signals and timers are being installed at every intersection, pedestrian signal crossing as well as every intersection that is new or being rebuilt
- Accessible Pedestrian Crossings will be installed at the following retrofit locations:
 - Brant Ave at Church St.
 - Colborne St. at Oakhill Dr.
 - Terrace Hill at St. Paul Ave.
- Signage will be replaced as needed

8.4.3 *Fleet and Transit Services*

- Installation of cement landing pads will continue with the assistance of the Public Works Department at bus stop locations with prior consultation with BAAC
- The Transit Liaison Committee (TLC), which meets monthly, will continue to seek advice and feedback from citizens with disabilities, including BAAC
- Staff will monitor the process for the newly acquired Brantford Lift
 - Procedures will be developed as needed
 - Staff monitoring along with client feedback will assess the need for improvements to service

- A process for equipment failure and service disruption will continue to be followed, which will ensure all accessibility features that impact boarding and de-boarding can be used electronically or manually, allowing safe transfer to and from buses in case of mechanical malfunction
- All buses in the Transit fleet are accessible; as such another City bus would be deployed to assist in case of failure or disruption
- Transit further uses the emergency preparedness procedures, similarly to other departments, that are outlined by the Fire Department (http://www.brantfordfire.ca/emergency_mgmt/Pages/PersonsWithDisability.aspx)
- Transit uses the Accessibility Policy when collecting and responding to feedback

8.4.4 Facilities and Asset Management

- Capital Projects identified in the current Capital Plan will be completed with the supervision of Facilities Services Staff
- Accessibility modifications will be considered in any project that involves Facilities Services Staff
- The Brantford Facility Accessibility Design Standards will continue to be publicized and introduced to contractors and other third parties

9.0 Appendix A – DEPARTMENTAL CONTACTS

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

Appendix B – INTEGRATED ACCESSIBILITY STANDARD SUMMARY

Completed Requirements					
#	Requirement	Implementation Status			Compliance Date
		Complete	Active	Action Required	
1	Procedures for Non-Functioning Accessibility Equipment on Buses	X			July 1, 2011
2	If modifications are made to public transit vehicles accessibility will be considered	X	X		July 1, 2011
3	No conventional transportation shall charge a higher fare to a person with a disability	X			July 1, 2011
4	Pre-Boarding Announcements Verbal announcements of route, direction, destination or next major stop on request	X			July 1, 2011
5	On-Board Announcements Verbal announcement of destination, stops and routes	X			July 1, 2011
6	No fee for storage of mobility devices on buses	X			July 1, 2011
7	Origin to Destination Services for Specialized Transit	X			July 1, 2011
8	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 *Charging a fee for storage of mobility aids	X			July 1, 2011
9	Emergency procedures, plans or public safety information which is available to the public: Accessible formats and communication supports	X			Jan. 1, 2012
10	Provide access or arrange for the provision of access to accessible library materials where they exist: <ul style="list-style-type: none"> • Notify public about availability of accessible materials • Library boards may provide accessible formats of archival materials, special collections, rare books and donations 	X			Jan. 1, 2012

Completed Requirements

#	Requirement	Implementation Status			Compliance Date
		Complete	Active	Action Required	
11	Workplace Emergency Response Information Individualized. If employee needs assistance then with consent the employer will provide the person they designate with appropriate information	X			Jan. 1, 2012
12	Availability of Info on Accessibility equipment and features of their vehicles, routes and services buses for all transit buses	X			Jan. 1, 2012
13	Emergency Preparedness and Response Policies for Transit	X			Jan. 1, 2012
14	General Responsibilities for Drivers for Transit	X			Jan. 1, 2012
15	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	X			Jan. 1, 2012
16	Board and deboard at the closest available safe location, as determined by the operator, that is not an official stop, if the official stop is not accessible	X			Jan. 1, 2012
17	Storage of Mobility Aids On Conventional Buses	X			Jan. 1, 2012
18	Courtesy Seating On Conventional Buses	X			Jan. 1, 2013
19	Travel with Companions and Children on Specialized Transit	X			Jan. 1, 2013
20	Taxicab vehicle registration and identification will be placed on the bumper Owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities	X			Jan. 1, 2013

Completed Requirements

#	Requirement	Implementation Status			Compliance Date
		Complete	Active	Action Required	
21	Procuring or Acquiring Goods, Services or Facilities	X			Jan. 1, 2013
22	Educational and Training Resources and Materials, etc. in Accessible format or comparable resource	X			Jan. 1, 2013
23	Accessibility Plans	X			Jan. 1, 2013
24	Alternative Accessible Method of Transportation	X			Jan. 1, 2013
25	Alternative Transportation During Service Disruption	X			On vehicles manufactured on or after January 1, 2013
26	Requirements RE. Grab Bars etc. on Conventional Buses	X			Jan. 1, 2013 On vehicles manufactured on or after January 1, 2013
27	Floors and Carpeted Surface Requirements on Conventional Buses	X			Jan. 1, 2013 On vehicles manufactured on or after January 1, 2013
28	Allocated Mobility Aid Spaces on Conventional Buses	X			Jan. 1, 2013 On vehicles manufactured on or after January 1, 2013
29	Stop-Requests and Emergency Response Controls on Conventional Buses	X			Jan. 1, 2013 On vehicles manufactured on or after January 1, 2013

Completed Requirements

#	Requirement	Implementation Status			Compliance Date
		Complete	Active	Action Required	
30	Lighting Feature Requirements for Conventional Buses	X			Jan. 1, 2013 On vehicles manufactured on or after January 1, 2013
31	Route and Destination Requirements on Conventional Buses	X			Jan. 1, 2013 On vehicles manufactured on or after January 1, 2013
32	Lifting Devices etc. for Buses	X			On vehicles manufactured on or after January 1, 2013 or new contact on or after July 1, 2011
33	Stair Requirements for Buses	X			On vehicles manufactured on or after January 1, 2013 or new contact on or after July 1, 2011
34	Indicators and Alarms for Buses	X			On vehicles manufactured on or after January 1, 2013 or new contact on or after July 1, 2011
35	Specialized Transportation for Visitors	X			Jan. 1, 2013
36	Coordinated Specialized Transit Between Other Municipalities with a Similar Service	X			Jan. 1, 2013
37	When Specialized and Conventional Transit are offered by the same source they will have same operational hours	X			Jan. 1, 2013
38	Process for Service Delays for Specialized Transit	X			Jan. 1, 2013
39	Identify plan for accessible bus stops and shelters in its accessibility plan	X			Jan. 1, 2013

Completed Requirements

#	Requirement	Implementation Status			Compliance Date
		Complete	Active	Action Required	
40	The council of every municipality shall consult with its AAC, public persons with disabilities in development of accessible criteria to be considered for construction/ replacement of bus stops & shelters	x			Jan.1, 2013
41	Accessible Service Kiosk	X			Jan. 1, 2013
42	The council of every municipality shall consult with its AAC, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community	X			Jan. 1, 2013
43	The council of every municipality shall identify progress made toward meeting the need for accessible taxicabs in its accessibility plan	X			Jan. 1, 2013
44	Accessible Process for Feedback	X			Jan.1, 2014
45	Notify that accommodation is available upon request during recruitment process	X			Jan.1, 2014
46	Arrange for requested accommodations for interviews etc.	X			Jan.1, 2014
47	Inform employees of policies used to support employees with disabilities	X			Jan.1, 2014
48	Accessible Formats and Communication Supports for Employees	X			
49	Return to Work Process	X			Jan.1, 2014
50	Documented Individual Accommodation Plans for employees with disabilities	X			Jan.1, 2014
51	Consider Accessibility for: <ul style="list-style-type: none"> • Performance management • Career development and advancement Redeployment 	X			Jan.1, 2014
52	Accessibility Training (Transit)	X			Jan. 1, 2014
53	Waived Transit Fee for Support Persons	X			Jan. 1, 2014
54	Eligibility Application Process for Specialized Transit	X			Jan.1, 2014
55	Emergency or Compassionate Grounds for Specialized Transportation	X			Jan.1, 2014
56	Specialized Transit Booking Reservations	X			Jan. 1.2014
57	No Trip Restrictions for Specialized Transit	X			Jan.1, 2014

Completed Requirements

#	Requirement	Implementation Status			Compliance Date
		Complete	Active	Action Required	
57	Electronic Audible and Visual On-Board Announcements	X			Jan. 1, 2017
58	Categories of Eligibility for Specialized Transit	X			Jan. 1, 2017
59	Fare Parity Between Specialized and Conventional Transit	X			Jan. 1, 2017

Outstanding Requirements

#	Requirement	Implementation Status			Compliance Date
		Complete	Active	Action Required	
1	Establishment of Accessibility Policies, procedures and practices		X	Policy approved. Standards in progress	Jan. 1, 2013
2	Accessibility Plans		X	Going to Council in May	Jan. 1, 2013
3	Transit Accessibility Plans		X	Going to Council in May	Jan. 1, 2013
4	Accessible Websites and Web Content WCAG 2.0 A		X	Standards applied to new sites/content	Jan. 1, 2014

Future Requirements

#	Requirement	Implementation Status			Compliance Date
		Complete	Active	Action Required	
1	Accessible Formats of Municipal Documents			X	Jan. 1. 2015
2	Design of Public Spaces			X	Jan. 1 2016
3	Electronic Pre-Boarding and Deboarding for Buses			X	Jan. 1, 2017
4	Accessible Websites and Web Content (WCAG AA level)		X		Jan. 1, 2021

10.0 Appendix C – THE PRINCIPLES OF UNIVERSAL DESIGN

Version 2.0 – 4/1/97

Copyright 1997 NC State University, The Center for Universal Design

PRINCIPLE ONE: Equitable Use

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

Guidelines:

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

PRINCIPLE TWO: Flexibility in Use

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

Guidelines:

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

PRINCIPLE THREE: Simple and Intuitive Use

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

Guidelines:

- a) Eliminate unnecessary complexity.
- b) Be consistent with user expectations and intuition.
- c) Accommodate a wide range of literacy and language skills.
- d) Arrange information consistent with its importance.
- e) Provide effective prompting and feedback during and after task completion

PRINCIPLE FOUR: Perceptible Information

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

Guidelines:

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

PRINCIPLE FIVE: Tolerance of Error

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

Guidelines:

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

PRINCIPLE SIX: Low Physical Effort

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

Guidelines:

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

PRINCIPLE SEVEN: Size and Space for Approach and Use

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

Guidelines:

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

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

Appendix D – CAPITAL PRIORITY INITIATIVES

Capital Priority Initiatives

Completed Projects:

Updated April 2014

1. Becket Building	7 Bain Street	Washroom, reception modification
2. Bell Homestead	94 Tutela Heights	Ramps, parking, pathways
3. Bellview Park	45 Fifth Avenue	Pathways
4. Beryl Angus Day Care	220 Clarence Street	Entrance and door modifications
5. Branlyn Community Centre	238 Brantwood Park Road	Automatic door operators
6. Brant Towers Housing	5 Fordview Court	Parking lot modifications
7. Brantford Farmers' Market	79 Icomm Drive	Parking, door modifications
8. Brier Park	45 Winding Way	Pathways and playground creation
9. Centennial Park	39 Ellison Drive	Inclusive playground, pathways
10. City Hall	100 Wellington Square	Door operators, modify washrooms
11. Civic Centre	69 Market Street South	Automatic door operators, washrooms, front entrance, ramp, kiosks
12. Cockshutt Park	35 Sherwood Drive	Seating around bleachers, washroom
13. Doug Snooks Community Ctr.	333 Erie Avenue	Elevator installation
14. Earl Haig Park	Market Street South	Change room, washroom modifications
15. Fire Hall No. 4	Colborne Street West	Code compliance
16. Glenhyrst Art Gallery	20 Ava Road	Automatic door openers
17. Jaycee Sports Park	395 Dunsdon Street	Pathway and seating modifications
18. Landfill Site	20 Morrison Avenue	Public washrooms
19. Library - St. Paul Branch	441 St. Paul Avenue	Washroom modifications
20. Lorne Towers	24 Colborne Street West	Parking lot modifications
21. Lynden Hills Park	363 Brantwood Park Road	Seating, inclusive playground equip.
22. Market Square	1 Market Street	Washroom modifications
23. Mohawk Park	51 Lynwood Drive	Playground and trail improvements
24. Mohawk Park	51 Lynwood Drive	Pavilion and washroom modifications
25. Mohawk Park	51 Lynwood Drive	Inclusive splash pad
26. Northridge Golf Course	320 Balmoral Drive	Lift, door and washroom modifications
27. Market Centre Parkade	59 Icomm Drive	Lowered service counter
28. Parks Administration Building	1 Sherwood Drive	Entrance ramp and service counter
29. POA Court Building	102 Wellington Street	Doors and washroom modifications
30. Police Station	344 Elgin Street	Entrance, washroom modifications
31. Pollution Control & Facilities	180 Greenwich Street	Stair lift, washroom modifications
32. Princess Ann Park	17 Helen Avenue	Inclusive playground, pathways
33. Sanderson Centre for the Performing Arts	88 Dalhousie Street	Ramps, ticket booths modifications
34. Shallow Creek Park	5 East Street	Inclusive playground, pathways
35. Sheri Mar Park	126 Sheridan Street	Inclusive playground, pathways
36. Steve Brown Sports Complex	3 Edge Street	Parking, washroom improvements
37. T.B. Costain Community Ctr.	16 Morrell Street	Parking, sidewalks, door operators
38. Tranquility Ambulance Station	135 Francis Street	Code compliance
39. Transit Garage	400 Grand River Avenue	Washroom modifications
40. Wayne Gretzky Sports Centre	254 North Park Street	Washroom, door modifications
41. Wayne Gretzky Sports Centre	254 North Park Street	Pool Lift
42. Wilkes Park	75 Tranquility Street	Inclusive playground, pathways

43. Woodman Community Centre 491 Gray Street

Automated door, parking improvement

Funded Projects (to be completed):

- | | |
|-----------------------------------|--------------------|
| 1. Arrowdale Golf Course | 282 Stanley Street |
| 2. Transit Terminal | 64 Darling Street |
| 3. City Works Department | 10 Earl Avenue |
| 4. Civic Centre | 69 Market Street |
| 5. D'Aubigny Creek Park | 5 Oakhill Drive |
| 6. Dunsdon Park | 6 Tollgate |
| 7. I.T. Hydro Building | 84 Market Street |
| 8. Glenhyrst Gardens | 20 Ava Road |
| 9. George Campbell Park | 5 Spalding Drive |
| 10. Parks Administration Building | 1 Sherwood Drive |
| 11. Steve Brown Park | 20 Edge Street |
| 12. Tranquility Hall | 135 Francis Street |

Chair lift, entrance modifications
Visual descriptive screen
Lobby and washroom modifications
Lift (Between Annex and Arena)
Pathway modifications, parking
Pathways
Entrance improvements, ramp
Entrance, pathway modifications
Pathway modifications
Washroom, interior modifications
Pathways, seating
Washrooms

Capital Forecast (Unfunded):

- | | |
|------------------------------|--------------------------|
| 1. Arrowdale Golf Course | 282 Stanley Street |
| 2. Bellview Hall | 55 Tom Street |
| 3. Bill Little Park | 25 Spalding Drive |
| 4. City Hall | 100 Wellington Square |
| 5. Cockshutt Park | 35 Sherwood Drive |
| 6. Dunsdon Park | 6 Tollgate Road |
| 7. Dufferin Tennis Club | 164 St. Paul Avenue |
| 8. Earl Haig Family Fun Park | 101 market Street South |
| 9. Fire Station No. 2 | 311 St Paul Avenue |
| 10. Fire Station No. 3 | 7 Lynden Road |
| 11. Greenwood Cemetery | Clarence Street |
| 12. Mayfair Sports Park | 24 Miles Avenue |
| 13. Market Centre Parkade | 59 Icomm Drive |
| 14. Mount Hope Cemetery | 169 Charing Cross Street |
| 15. Oakhill Cemetery | 17 Jennings Road |
| 16. Prince Charles Park | 77 Herbert Street |
| 17. Transit Gargage | 400 Grand River Avenue |
| 18. Woodman Community Centre | 491 Gray Street |
| 19. Various Housing Sites | Various |

Washroom modification
Entrance, washroom modifications
Pathways, seating
Signage
Ramp to accessible washroom
Pathways
Entrance ramp, parking
Pathway modification, signage, more
inclusive playground equipment
Intercom
Intercom
Pathway modifications
Inclusive playground equipment
Washroom modifications
Building and pathway modifications
Building and pathway modifications
Inclusive playground equipment
Interior door modifications
Washroom modifications
Building Condition Assessments to be
reviewed