



City of Brantford Accessibility Plan 2025 Status Update

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1.0 Introduction

Bill 118, also known as the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA)¹ 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)² and is expanded to include public and private sectors, in specific guidelines for making Ontario more accessible and the opportunity for enforcement.

Approximately 2.9 million people in Ontario have a disability and this number is growing rapidly. To ensure independence for these individuals and ensure everyone can participate fully in the community it is important to address and remove the barriers that exist and prevent them in the future.

In order to ensure barriers are removed, the AODA states there shall be mandatory development, implementation and enforcement of accessibility standards regarding goods, services, facilities, accommodation, employment, building, structures and premises. It is outlined within the AODA that all legislated requirements are to be in place prior to January 1, 2025. The AODA further states participation of individuals with disabilities, the Government of Ontario and representatives of industries and various sectors of the economy are required in the development of the standards to ensure optimal accessibility outcomes.

While the target date of a fully accessible Ontario by January 2025 has passed, work continues to improve accessibility in accordance with the standards. Further direction is expected from the province on continued requirements and compliance.

The AODA outlines a number of requirements that when implemented will lead to an accessible Ontario. *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

¹ Accessibility for Ontarians with Disabilities Act: <https://www.ontario.ca/laws/statute/05a11>

² Ontarians with Disabilities Act: <https://www.ontario.ca/laws/statute/01o32>

- Design of Public Spaces; and
- The Ontario Building Code.

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

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

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

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

The Built Environment Standard was divided into two parts, one for outdoor components and one for interior. The outdoor elements with the addition of waiting and queuing areas are now referred to as Design of Public Spaces (DOPS). The interior elements are encompassed in the *Ontario Building Code*.

Requirements of each accessibility standard can be found in the [Integrated Accessibility Standards Regulation 191/11](#)³ (IASR). The standards identify, barriers to be removed and prevented, allowing all people to access goods and services.

The City of Brantford's compliance status for each of the applicable requirements is outlined in [Appendix A](#).

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

³ Integrated Accessibility Standards Regulation: <http://www.ontario.ca/laws/statute/05a11>

⁴ Ontario Human Rights Code <https://www.ontario.ca/laws/statute/90h19>

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

This document fulfills the requirement of drafting the 2025 Brantford Accessibility Plan Status Update and outlines the actions taken to increase accessibility through 2025 demonstrating how the City of Brantford continues to promote dignity, independence, integration and equality.

2.0 Corporate Wide Action Plan

The following outlines the progress related to requirements of the *Integrated Accessibility Standards Regulation (IASR)* to date that affected the Corporation as a whole. Please see [Appendix A](#) for a complete list of requirements and the current compliance level of the City of Brantford.

2.1 General Requirements

- [Accessibility Policy](#)⁵ (Corporate Policy 034), including a statement of organizational commitment was adopted in November 2013.
 - The Policy has been revised a number of times. The most current revision took place in 2021.
 - The Policy continued to include the following elements:
 - Accessibility to Goods & Services,
 - Service Animals,
 - Support Persons,
 - Alternate Format for Materials, Documents and Communication,
 - Assistive Devices,
 - Customer Service Feedback Process, including Feedback Form, and
 - Notice of Service Disruption, including a template for the Notice Form.
- An Accessibility Standard (Health and Safety Standard 053) was prepared to provide further direction for providing accessible goods and services.
 - The Standard has been revised a number of times. The most current revision took place in 2021.
- Purchasing Policy (Corporate Policy 012) was amended to meet requirements of the *IASR*.
- The Brantford Accessibility Advisory Committee continued to meet regularly to discuss accessibility issues in the City of Brantford.

⁵ City of Brantford Accessibility Policy: <https://www.brantford.ca/en/your-government/resources/Documents/Accessibility/AccessibilityPolicy-Corp034.pdf>

- The terms of reference for the Brantford Accessibility Advisory Committee were revised in 2021.
- Training modules have been developed and implemented.
 - One training module focuses specifically on the requirements of the Customer Service Standard.
 - The other training module addresses the remainder of the Integrated Accessibility Standards Regulation (*IASR*) and the *Ontario Human Rights Code*.
 - Training completion is monitored and modules have been updated as needed.
 - Training is provided in alternative formats as required.
- Department specific training has been provided as needed.
- Accessibility Compliance Reports have been prepared and filed.
 - Since the last full plan was drafted, the 2021, 2023 and 2025 reports were completed and submitted.

2.2 Customer Service

- Corporate Policy – 034; Accessibility and the associated Health and Safety Standard – 053; Accessibility continued to be referenced and used as a guide for delivering goods and services to persons with disabilities.
- 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 (BAAC).
- Accommodations for individuals continued to be made, as requested, or as change in service required.
- Corporate wide accessibility awareness training has been in place since 2007.
 - Corporate wide accessibility awareness training continued through utilization of an online learning management system (LMS).

- The comprehensive training program includes four major elements:
 - 1) accessibility awareness,
 - 2) the *AODA*,
 - 3) the interconnectivity of the *AODA* with the *Ontario Human Rights Code*, and
 - 4) barriers with focus on how to address attitudinal barriers.
- *AODA* Training has been made available to all new employees and volunteers, by accessing modules on the learning management system, and the volunteer manual as part of their orientation to the City of Brantford.
- The Purchasing Policy now requires that third parties (anyone who may come into contact with members of the public while working for or on behalf of the City) shall be required to have taken *AODA* training prior to acting on behalf of the City.
- Expectations related to accessibility and accessibility legislation continue to be outlined in RFPs and other purchasing documents.
- The City developed a feedback process that remains available in a manner that is accessible.
- Feedback continues to be considered and implemented as appropriate.
- Constituents continue to be welcomed and respected at City of Brantford facilities. Use of and accompaniment of assistive devices, support persons and/or service animals will be welcome.
- Notice of disruptions continued to be implemented as per the Accessibility Policy and applicable standards.
- Portable assistive listening devices were purchased and can be made available for any City meeting or event, upon request.

2.3 Information and Communication Standard

- www.brantford.ca and associated microsites were redeveloped and now consider the WCAG level AA requirements.
- In 2025 the City websites migrated to a new website content management system.
 - During this time efforts were made to further accessibility of the websites, including the removal of inaccessible documents.

- An external consultant/trainer was contracted to deliver training on how to create more accessible Microsoft Word, Excel and PDF documents.
 - Training continued to be offered regularly.
 - Key staff in Communications as well as the Accessibility Coordinator received training on how to create accessible fillable PDF forms.
- Training on the creation of accessible documents continued on a one-on-one basis, upon request.
- An internal Resource Library containing over 60 accessible “how to” videos was made available to assist staff in creating accessible documents.
- A Record of Vendor was created for document remediation. The services offered are used to assist staff with making complex documents more accessible.
- Documents detailing roles and responsibilities of making the website accessible were updated.
- A procedure has been developed in relation to information and communication being made available (upon request) in accessible formats from all City Commissions.
- Consideration continued to be given to a Social Media Policy which outlines the need for this content to be created accessibly has been implemented.
- Staff continued to work with the Ministry to take steps that will enhance the accessibility of the City’s websites.
 - The Web Compliance Plan can be found in [Appendix B](#).

2.4 Employment Standard

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

- A number of job descriptions and job postings were updated.
 - Attention was given to remove requirements that may exclude candidates based on accessibility needs.
- Development of individualized accommodation plans continued to support employees in the workplace.
- Accessibility continues to be considered for employees through the work cycle.

2.5 Transportation Standard

- Accessibility is considered in the purchase of new Brantford Transit vehicles.
- Accessibility is considered in the installation of new bus stops and shelters.
- Specialized and conventional transit are owned and operated by the City; progress continues to be made to ensure the City remains in compliance with the requirements of the Transportation Standard.
- An [eligibility criteria and an application process](#)⁶ has been developed for Brantford Lift.
- Fares for support persons are waived for Brantford Transit.
- A system to allow for electronic pre-boarding and de-boarding announcements has been implemented.
- The requirements for owners and/or operators of taxicabs have been met.
- A public survey has been completed to assess the level of need for on-demand accessible taxicab service and satisfaction with service.
 - The most recent survey was completed in 2023.
 - As part of the survey process staff attended a meeting of the Brantford Accessibility Advisory Committee (BAAC) to ask for input and asked members to distribute information about the survey to members of their network.

⁶ Eligibility criteria and application process for Brantford Lift; <https://www.brantford.ca/en/transportation/resources/Documents/BrantfordLift/Brantford-Lift-Application---Final-2023.pdf>

- The Taxi By-Law, Municipal Code Chapter 327-Vehicle for Hire, was revised in 2024 with consideration given to the feedback received from the survey as well as the brokers.
 - As part of this change, the City is no longer held to a maximum number of licences that can be issued for taxicabs.
 - Regulations were established for Transportation Network Companies (TNC) (e.g. rideshares) which include a per trip fee being remitted by the TNC broker to the city for all trips that are not in accessible vehicles.
 - The trip fees collected will be administered to foster/enhance accessible transportation in the City of Brantford.
- In January of 2025, the City underwent an audit conducted by the Ministry of Seniors and Accessibility which focused on the compliance of the requirements of the Transportation Standard.
 - Information was gathered from Brantford Transit and the Clerks Department and submitted for consideration.
 - Proof of compliance was met with satisfaction, and the audit was deemed complete.

2.6 Built Environment Standards

2.6.1 General

- Capital Priority Initiatives ([Appendix C](#)) contains a listing of capital projects that have been completed as well as pending projects that will be prioritized based on the current level of accessibility and needed changes to meet legislative requirements within the annual funding envelope.
- Signage has been reviewed to ensure International and Universal symbols, as well as tactile signs, are appropriately placed.
- Staff have been advised and trained as necessary to ensure that the requirements of the Design of Public Spaces Standard are complied with.
- Staff has been working on developing an updated version of the Brantford Facility Accessibility Design Standards (FADS).

- The new document will be streamlined to assist users in knowing when requirements are that of the Ontario Building Code or Design of Public Spaces.
- These Standards will continue to be applied to all City owned, operated, leased and funded facilities.

2.6.2 Ontario Building Code

- Staff continued 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.

2.6.3 Design of Public Spaces Standard

- Requirements were implemented where applicable.
- Requirements have been included in City design manuals.
- Projects requiring consultation with the Brantford Accessibility Advisory Committee (BAAC) have been brought forward for discussion and input.
- Public consultations were held for applicable City projects.
- Staff advised applicants of private developments on how to implement these Standards throughout the Site Plan Application process.
- Site plans are initially reviewed by the Accessibility Coordinator and comments are provided to the Planning Staff and the proponent through the pre-consultation phase.
 - At the time of the Accessibility Coordinator's initial comments, plans that are of interest to the BAAC, namely facilities that will be publicly available, are flagged to go to the Committee.
 - The proponent is encouraged to work with the Planner on file to bring the plans forward to the BAAC, including a brief report highlighting the accessibility considerations.

2.6.4 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 Department 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 qualified City maintenance staff.
- Function of automatic door openers and call buttons are assessed through Workplace Inspections.
- Sidewalks, including curb cuts are inspected on an annual basis. Any area where there is a vertical discontinuity more than 2 cm is prioritized and noted for repair.
- Audible pedestrian crossing signals are tested and undergo routine maintenance on an annual basis.
- Parks and trails are inspected on a monthly basis.
- Contracted maintenance and janitorial staff monitor general features such as automatic doors and faucets by nature of their cleaning routines. Inoperable devices are reported to the Facilities Operations and Maintenance 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 Operations and Maintenance 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.

3.0 Commission Specific Initiatives

The below indicates accessibility initiatives undertaken by each department in the City of Brantford.

3.1 Chief Administrative Officer's Office

3.1.1 Brantford Fire

- No update for 2025.

3.1.2 Communications, Community Engagement and Customer Service

3.1.2.1 Communication and Community Engagement

- An external consultant/trainer continued to deliver training to report authors across the organization on how to create more accessible Microsoft Word and PDF documents.
- Training was offered regularly to include newly hired staff and those in new positions requiring this skill in roles that develop documentation that is published on a City online platform.
 - To date 364 document content authors have been trained in Microsoft Word.
 - To date 173 document content authors have been trained to create accessible PDFs in Adobe DC.
- An internal Resource Library containing over 60 accessible “how to” videos continued to reside on the City’s intranet (Citynet) to assist staff in creating accessible documents.
 - The library contains short videos by topic so information can be easily found and used.
- Progress was made in executing elements of the City’s AODA Action Plan that outlines steps to make the City’s Websites more accessible.
 - The most recent version of the plan was filed with the Ministry of Seniors and Accessibility ([Appendix B](#)).

- In 2025, the City began reviewing and updating the Digital Communications AODA Action Plan to ensure a secure funding source is in place to continue the staff training program over the next 5 years.
- Consistent with the City's AODA Action Plan, a scan of the City's websites was conducted on January 29, 2024, to identify PDF documents that are not accessible, meaning the documents have either not been formatted to be accessible in Word and/or the PDF conversion of the document is not compliant.
 - Since the initial scan in 2024, Communications staff have been working with City staff across departments to ensure that non-compliant documents are either remediated, if required to remain on the website, or removed if they are outdated and no longer needed.
 - As the City migrated to a new website content management system, Communications staff continued this process by reviewing documents during the content clean-up phase to identify accessibility issues and coordinate with staff to have non-compliant documents either removed or remediated. Once the clean-up is complete, another scan will be conducted to assess the overall compliance level on the updated site and identify any outstanding documents that require remediation.
- In working toward increasing the accessibility of public documents each department will be directed to include funding for document remediation services as part of the next multi-year budget process, informed by their historical remediation needs, to ensure ongoing compliance with accessibility requirements.
- In 2025, the "A Day in the Life - Understanding Accessibility in our City," video was updated to highlight additional accessibility features, including demonstrations of outdoor crosswalk signals and tactile surfaces for visually impaired residents, as well as a customer service interaction at the Wayne Gretzky Centre that models treating patrons with cognitive disabilities with independence and respect.
 - More information can be found in the [Special Accessibility Initiatives](#) section of this document.

- Staff worked with the Accessibility Coordinator to host the 2025 Accessibility Awards. Information on this initiative can be found in the [Special Accessibility Initiatives](#) section of this document.
- In 2025 the City conducted the “Strengthening Community Engagement” campaign to inform and update the City’s Community Involvement Framework.
 - The revised Framework that will be implemented over the next 3-5 years, beginning in 2025, will introduce updated guidelines for staff to ensure more inclusive engagement with diverse community segments, including those with disabilities.
 - This proactive approach is intended to provide staff with the knowledge and tools to recognize and address accessibility needs more effectively.

3.1.2.2 Customer Service

- Corporate Policy – 034; Accessibility and the Health and Safety Standard – 053; Accessibility continued to be referenced and used as a guide for staff who interact with customers to deliver goods and services to persons with disabilities, and provide accommodation as requested.
- 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, specifically how the City provides customer service to persons with disabilities continue to be regularly presented to the Brantford Accessibility Advisory Committee (BAAC) for their input on improvements.
- Accommodations for individuals were provided, upon request, or as required by changes in service.
- Customer Service Staff continued to receive accessibility and AODA training as provided by the City.
- Consistent with the City’s Customer Experience Strategy, and the provincial master servicing agreement with the software company, Salesforce, the City began implementing a new Customer Relationship Management (CRM) system that will be upgraded annually over the next 5 years.

3.1.3 Government Relations and Corporate Initiatives

- October was proclaimed as Disability Employment Awareness Month in the City of Brantford.
 - The proclamation can be viewed in [Appendix D](#).

3.1.4 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.
- New City of Brantford Collective Agreements were formatted in an accessible manner.
- New or revised policies, procedures and standards were formatted in an accessible manner.
- Staff continued to assist in the development of accommodation plans to allow employees to continue to function effectively within the workplace.
- A number of Physical Demands Analyses (PDA) and Cognitive Demands Analyses (CDA) were completed for a number of positions within the City of Brantford.
 - The information from the PDAs and CDAs can be used to consider future accommodation needs to support accessibility.
- As training modules are redesigned accessibility features continue to be considered.
 - Staff continued to ensure new modules/learning materials are accessible and implemented testing with assistive technology.
 - The focus is on access and navigation of these modules/materials to ensure they work for everyone.
 - Transcripts which are formatted to be accessible continue to be made available.
- AODA training modules continued to be offered through an interactive online system. Content of these modules meets the requirements outlined in the *IASR*.

- The Learning and Development Specialist continued to work with the Accessibility Coordinator to ensure training remains current and compliant as legislation and City Operations evolve.
- The Accessibility Coordinator kept apprised of accessibility legislation including the *AODA* and *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, events and policy/procedure development.
- Site plans were reviewed by the Accessibility Coordinator through the site plan process.
 - Comments were provided to Planning Staff and proponents of the development as they relate to accessibility accommodations.
 - Developments that were publicly accessible or otherwise mandated under the Design of Public Spaces Standard were identified to be taken to the Brantford Accessibility Advisory Committee for review and comment.
- The Accessibility Coordinator worked with Communications and Community Engagement Staff to initiate the plan on how to improve accessibility of the City's websites, with particular focus on accessible PDF documents.
- A proclamation was prepared to promote National AccessAbility Week and the importance of accessibility and inclusion.
 - A copy of the proclamation can be found in [Appendix E](#).
- The Accessibility Awards in cooperation with Communications and Community Engagement Staff and the Accessibility Coordinator were presented during National AccessAbility Week.
- As requested, the Accessibility Coordinator assisted in formatting and checking the accessibility of documents for various Departments.

- Upon request, the Accessibility Coordinator provided one on one support for staff as training on creating accessible documents continued.
- A Sensitive Santa event was planned and organized by the Accessibility Coordinator.
 - More information on Sensitive Santa can be seen in the [Special Accessibility Initiatives](#) section of this document.
- The Accessibility Coordinator assumed lead role in responding the the Ministry of Seniors and Accessibility when the City was audited for compliance with the Transportation Standard.
- The Accessibility Coordinator continued to serve as the Staff Liaison for the Brantford Accessibility Advisory Committee.
- The Accessibility Coordinator worked with staff from all City departments to prepare the 2025 Brantford Accessibility Plan Status Update.

3.1.5 Strategic Initiatives

- A Seniors Art Series was hosted, showcasing local grassroots artists through programming for older adults.
- The City hosted the Healthy Aging Passport in June for Seniors month, engaging over 800 older adults in free activities, workshops and events to promote active and healthy living.
- In partnership with the Older Adult Centres' Association of Ontario (OACAO), the City hosted a Seniors Resource Fair in support of International Seniors Day on October 1st.
- Healthy Kids partnered with Lansdowne Children's Centre to offer Accessibly EarlyON, connecting children aged 0-6 years with developmental or accessibility needs and their caregivers through sensory-friendly activities, developmental supports and shared resources.
- A one-time project was completed with the Neurodivergent Artist Collective to gather arts-based data from Brantford youth with disabilities on accessibility and social inclusion.
- Staff continued to support community-based access and inclusion through various projects and initiatives aligned with the City's Inclusive City Strategy and the Community Safety & Well-being Plan.

3.2 Community Development

3.2.1 Building Services

- A new edition of the *Ontario Building Code* will come into force January 1, 2025.
- The Building Department will continue to enforce regulations that impact the accessibility of individuals; including but not limited to, Section 3.8 of the Ontario Building Code and the Municipal Zoning By-Law.

3.2.2 Bylaw and Security

- No update for 2025.

3.2.3 Economic Development, Tourism and Cultural Initiatives

3.2.3.1 Business Resource Centre

- The Business Resource Centre continued to provide clients with consultation options, incorporating video conference, phone and in-person sessions.
- Information continued to be offered in a webinar format allowing individuals to attend from remote locations.
- Disability related accommodation continued to be arranged for those who request assistance in accessing information.
- Brant Resource Centre staff began to revisit partnership with Accessibility Solutions and offer a free webinar series – Accessibility is Good for Business
- Work began on updating the Checklist to start a business resource and have translated into 5 different languages.

3.2.3.2 Real Estate

- Accessibility continued to be considered for any acquired or leased properties.
- The Accessibility Coordinator continued to be used as a resource for inquiries surrounding accessibility.

3.2.3.3 Sanderson Centre

- The main bar was rebuilt to include an accessible service counter to improve access and customer service.



Figure 1 – Signage for the accessible service counter at the Sanderson Centre

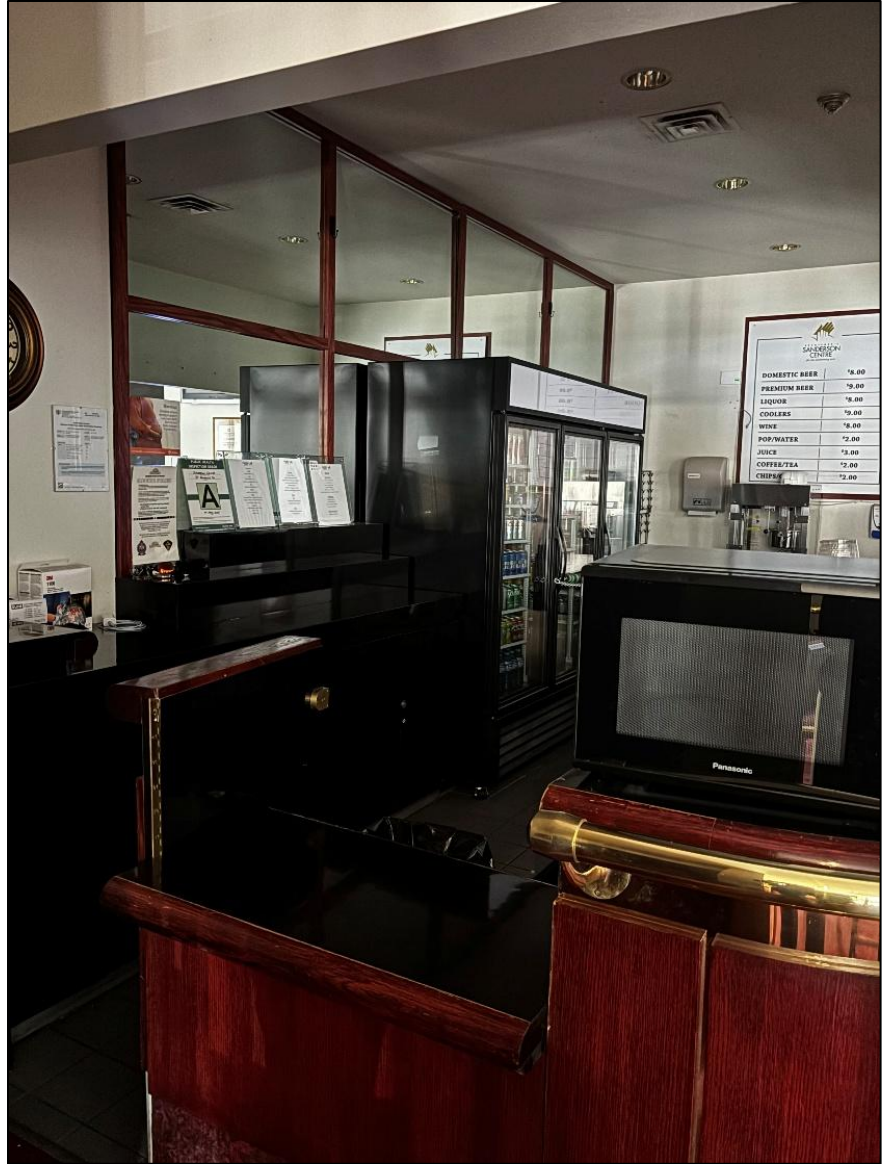


Figure 2 - The accessible service counter at the Sanderson Centre

3.2.3.4 Tourism, Culture and Sport

- The Public Art Policy was updated in 2025 to include mandated accessibility requirements.
- Both Tourism (DiscoverBrantford.ca) and Economic Development (AdvantageBrantford.ca) were scheduled to receive new websites that will comply with AODA standards in 2025.

- Accessibility and compliance with the AODA continue to be considered in all projects, including marketing campaigns, special events, and competitive bids as per the Sport Hosting Policy.

3.2.4 Planning

- Development applications continued to be circulated to the City's Accessibility Coordinator for comment and discussion through attendance at Development Review meetings.
 - This has helped educate City Staff as well as the development community early on in the development process so that there is a clear understanding of how to ensure new developments are accessible to everyone.
 - Developments that are of interest to the Brantford Accessibility Advisory Committee (BAAC) are flagged through this process.
 - Developers were asked to work with the Planner on file to present their plans to the Committee in regard to accessibility considerations.
- The Accessibility Coordinator has assisted with matters relating to barriers in new developments, such as improving pedestrian connections, maintaining clear paths of travel, and ensuring all accessible parking spaces are located in a convenient and safe area.
- Neighbourhood meetings continued to operate in a hybrid format with both in-person and virtual options for participation, expanding access to meetings from homes and other workplaces.
- Planning Staff continued to administer the new Zoning By-law 124-2024 and will engage with the Accessibility Coordinator to identify potential improvements related to accessibility. Technical amendments were considered to address required changes.
- Staff kept apprised of changes to regulations pertaining to developments.

3.3 Community Services and Social Development

3.3.1 Community Strategies and Family Support

3.3.1.1 Children's Services and Early Years

- In response to Ontario's Access and Inclusion Framework 2023, the [Inclusion and Access Pathway for Early Learning and Child Care](https://www.brantford.ca/en/living-here/resources/Documents/ChildCare/Inclusion-and-Access-Pathway-for-Early-Learning-and-Child-Care-ELCC.pdf)⁷ was drafted to present the outcomes of a comprehensive environmental scan conducted for the City of Brantford Children's Services and Early Years division, as the service system manager for childcare and early learning for the City of Brantford and the County of Brant.
- This Pathway is part of the City of Brantford's ongoing work towards enhancing equity and inclusion within local childcare and early years sector.
- As an extension of the Inclusion and Access Pathway for Early Learning and Child Care, in fall 2024 the City of Brantford offered RISE (Responsive Practice, Inspired Champions, Strategic Design, and Engaged Expertise) for Early Learning training for childcare and early years staff.
 - RISE for Early Learning is a professional learning series tailored for Early Childhood Education (ECE) professionals. It aims to equip educators with comprehensive knowledge, skills, and practical tools, enhancing equity and inclusion in learning environments.
 - Using a train-the-trainer approach, participants who attended the training session subsequently provided this training to staff at their respective childcare and EarlyON sites in late 2024 and early 2025.
- The provision of Ministry of Education funding to support inclusion and diversity materials and equipment continued.
- There was continued growth of licensed childcare spaces to meet Ontario's Access and Inclusion Framework 2023 goal of reaching an average access rate of 37% by 2026.

⁷ Inclusion and Access Pathway for Early Learning and Child Care: <https://www.brantford.ca/en/living-here/resources/Documents/ChildCare/Inclusion-and-Access-Pathway-for-Early-Learning-and-Child-Care-ELCC.pdf>

- A new EarlyON program for children with special or unique needs was implemented.
 - Children with special or unique needs are welcome at all EarlyON programs but this program offers an opportunity for children 0-6 years with special needs and their parents and caregivers to connect with each other.
 - The environment and activities are designed to meet children's sensory needs and developmental goals, and occasional guest speakers share ideas and resources.
- The provision of Ministry of Education funding to support the development and launch of a new podcast for parents called the Messiness of Parenting was received.
 - The podcast, developed through a partnership with Child and Family Services of Grand Erie, shares honest stories, practical tips, and real-life experiences of local parents and early learning professionals to support parents and caregivers through the joys and challenges of parenting. It creates a welcoming space where every parent can feel understood, encouraged, and reminded they are not alone.
- Funding was received from the Ministry of Education to support the facilitation of Circle of Security training through a partnership with Child and Family Services of Grand Erie and Lansdowne Children's Centre.
 - Circle of Security is an 8-week program for parents and educators that focuses on attachment and relationship building.
- Physical accessibility upgrades at Blueridge YMCA Child Care Centre were completed.
 - Upgrades included widened doorways, installation of an accessible toilet for children, installed a ramp for entering and exiting the centre and to access the outdoor play area.
- Children's Services and Early Years continued to provide Fee Subsidy appointments to families in a way that is most accessible to them (by phone or in-person).

- Actions from [Building the Community from the Kids Up, Child Care and Early Years 10 Year Plan](#)⁸ continued to be implemented.
- A review of the current Special Needs Resource model was initiated, including consultation with other municipalities and special needs resourcing agencies, to determine how the current local model could be redesigned to optimize available funding and better meet the needs of the community.
- The planning/ development of a new childcare site is in the early stages. The new childcare site will be purpose-built to accommodate children with high, medically complex needs.

3.3.1.2 Family and Income Stability

- The Service Navigation pilot project ended, and the evaluation was received.
 - The pilot had Community Resource Navigators in the community meeting with their clients to connect clients with service and resources.
 - The Service Navigation pilot focused on the provision of an integrated person-centred, intensive case management model designed to connect individuals with life stability supports.
 - This approach aimed to reduce service barriers, enhance coordination between internal and external programs, and improve outcomes for individual families - ultimately supporting the achievement of the Provincial service targets.
 - Staff began to implement leading practices from Service Navigation pilot project evaluation.
- Efforts have been made to enhance front end customer service to ensure seamless client service.
- Community service provisions were enhanced through additional joint agreements and/or occasional drop-in locations.

⁸ Building the Community from the Kids Up, Child Care and Early Years 10 Year Plan: <https://www.brantford.ca/en/living-here/resources/Child-Care-and-Early-Years-10-Year-Plan.pdf>

3.3.2 Housing and Homelessness

- An automated door was installed for the common room at Lorne Towers.
- Housing Operations Staff continued to work directly with households in coordinating accessibility needs including connecting tenants to various community and health supports and making in-unit modifications when necessary such as tub cutouts, bathroom grab bars, visual fire alarms, etc. so that people can continue to reside independently.
- Accessibility continued to be considered and implemented in all projects in Housing and Homelessness.

3.4 Corporate Services

3.4.1 Clerks Services

- A review of By-laws posted on www.brantford.ca was completed.
- Staff began work on formatting the Clerks owned By-laws in an accessible manner.
- A review of Policies posted on www.brantford.ca was completed.
- The preparation and publication of HTML minutes through eScribe for all meetings supported by the City Clerk's Office continued.
- Requirements for taxicabs continued to be monitored.
- Satisfaction with the availability and service of accessible taxicabs continued to be evaluated.
- Clerks staff have been more diligent in advising staff from other departments that their documents need to be accessible before accepting them for further steps.
- The Supervisor of Elections, Licensing and Administrative Services assisted in completing the 2025 compliance audit surrounding compliance with the Transportation Standard.
 - Information was provided on the compliance of the requirements for Taxi Cabs that could be overseen by the City.

3.4.2 Facilities and Procurement

- Capital Projects identified in Appendix C - Capital Priority Initiatives continued to be monitored and completed with the supervision of Facilities Operations and Maintenance Staff and the Accessibility Coordinator.
 - These projects are completed with annual funds designated specifically for retrofit accessibility improvements.
 - The project listing is fluid and changes as needed. Changes in the listing is 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 listings.

- Facilities Operations and Maintenance Staff continued to monitor accessibility funds and, in conjunction with the Accessibility Coordinator, made decisions on how the funds were to be used.
- While some of the projects below were completed with the aid of Accessibility Funding, a number of other accessibility improvements were able to be completed under the overarching scope of the project.
 - A number of projects were completed in 2025 that improve accessibility throughout the City.
 - These projects comply with *Ontario Building Code*, Design of Public Spaces Standard as well as the Brantford Facility Accessibility Standards.
 - The projects include:
 - Arnold Anderson Park
 - Staff began working with a consultant to investigate the options to create an accessible washroom at.
 - Branlynn Community Centre
 - In cooperation with the Grand Erie District School Board and the Brant Haldimand Norfolk Catholic District School Board a universal washroom is being designed and constructed.
 - Doug Snooks Eagle Place Community Centre
 - The design and development of a universal washroom was initiated.
 - Parkade
 - The interlocking brick surrounding the accessible entrance Icomm Drive and Market Street has been removed.
 - Woodman Community Centre
 - The fire alarm was updated to include the horn and strobe features.

3.4.3 Finance

3.4.3.1 Accounting

- It is now standard for financial statements are now presented in an accessible format.

3.4.3.2 Financial Analysis

- Questica Openbook and Digital Budget Book systems were initiated in January 2025 to assist in presenting information in an accessible manner.
- Demonstrations of both platforms will be presented to the Finance Committee in September 2025.

3.4.4 Legal Services

3.4.4.1 Legal Council

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

3.4.4.2 Provincial Offences

- Staff have continued to work with a consultant on the parameters and design of a new building for Provincial Offences Administration at 220 Colborne Street.
 - The design and construction are expected to be completed by the middle of 2026.

3.4.4.3 Risk Management

- No update for 2025.

3.4.5 Information and Technology

- Information Technology (IT) Services continued supporting staff and the organization with the procurement and installation of applications to assist with creating accessible documents including Adobe Acrobat Pro DC and Microsoft Office 365 Suite.
- IT services continued to provide both hardware and access to applications/tools to support staff working remotely and in the office.

- IT continued to provide audio-visual support for council, committee, taskforce and public meetings which included livestreaming to YouTube.
- Upgrades to various technologies used in the production of meetings provided for higher quality streaming and automatic closed captioning were completed.
- The “This Week in IT Presents Training” program continued to provide 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.

3.5 Public Works

3.5.1 Engineering Services

3.5.1.1 Capital Development

- Projects considered accessibility and implemented requirements of the Ontario Building Code, the Design of Public Spaces Standard and the Brantford Facility Accessibility Design Standards.
- Projects were presented to the Brantford Accessibility Advisory Committee where accessibility of the project was detailed and input sought.
- Several capital projects in which accessibility was considered, were either completed, continued or initiated in 2025:
 - Animal Care Facility
 - Construction began and continued through 2025.
 - The facility is expected to be completed in 2026.
 - Earl Ave Yards Redevelopment
 - The designed of the Earl Ave Yards continued through 2025.
 - Provincial Offence Administration (POA) Accommodations
 - Construction continued through 2025
 - The facility is expected to be completed in March 2026.
 - Market Centre Parkade
 - The RFP for the elevator replacement was completed.
 - Police Headquarters Expansion and Redevelopment Project
 - Construction continued through 2025.
 - Southwest Community Centre
 - Construction continued through 2024.
 - The facility is expected to be complete in September 2026.

- Walter Gretzky Golf Course (WGGC) Lawn Bowling
 - The construction for the accessible lawn bowling green was completed in June 2025.
- Walter Gretzky Golf Course (WGGC) Maintenance Building Redevelopment
 - This development entered the site plan approval process in 2025.
 - Construction is expected to occur in 2026.
- Woodman Pool Replacement and Community Centre Upgrades
 - The construction to create three (3) additional washrooms including one (1) universal and one (1) family accessible washroom was completed.
 - The washrooms comply with the Brantford Facility Accessibility Design Standards (FADS).

3.5.1.2 Construction

- Road Reconstruction:
 - The City has commenced construction on several full corridor road reconstruction projects in Summer 2025:
 - Freeborn Avenue (Brock Street to Dead End) with completion in fall 2025;
 - Norwich Street (Sherwood Drive to Colborne Street West) with completion in fall 2025; and
 - Balfour Street (Mount Pleasant Street to Gilkison Street) with completion in summer 2026.
 - The projects included replacement of underground infrastructure, and replacements and improvements to aboveground infrastructure. The projects will construct *AODA* compliant intersections with tactile walking surface indicators, crosswalks, and *AODA* compliant sidewalks.
- Downtown Revitalization – Phase 1:
 - Construction of the Downtown Revitalization – Phase 1 commenced in September 2025.

- Along with various underground infrastructure upgrades and installations, the project includes the installation of improved intersections at Brant Avenue at Colborne Street and Brant Avenue at Dalhousie Street.
- Tactile walking surface indicators and AODA-compliant sidewalks are planned to be installed along Brant Avenue within the project limits, improving accessibility.
- Phase 1 is anticipated to be completed by Fall 2026.
- Sidewalk/ Intersection Improvements
 - Ava Road Bridge Rehabilitation
 - The replacement of the Ava Road Bridge superstructure replacement and intersection improvements at Brant Avenue and Ava Road and Paris Road and Terrace Hill Street has been completed as of July 2025.
 - The project included the installation of:
 - Tactile walking surface indicators at pedestrian crossings;
 - AODA compliant sidewalk across the new superstructure and throughout the project area; and
 - Adjustments to traffic signals and stop controlled intersections allowing for enhanced vehicular and pedestrian movements.



Figure 3 - Ava Road Bridge looking northbound from Brant Avenue

- Park Improvements
 - Arrowdale Park
 - The creation of a new community park at 375 Rawdon Street was underway, with expected completion in Fall 2025, and will service the immediate neighbourhood and the broader community with varying amenities and park features.
 - The park will include many accessibility features, including, but not limited to:
 - Accessible parking stalls within the new parking lot off of Rawdon Street;
 - New benches with provisions for adjacent mobility device parking;
 - Over 1,200 metres of asphalt pathways throughout the park, varying in width from 2.0 metres to 3.0 metres, and slope, meeting the requirements of an exterior path of trail, provide connectivity to the various park amenities.

- These pathways provide access to Rawdon Street, and through the park to Elgin Street;
- Two (2) universal washrooms with adult change tables, push-button activated doors, emergency call buttons, and other accessible design considerations. The washrooms are designed according to the Brantford Facility Accessibility Design Standards (FADS) and AODA requirements;
- A large splash pad will be constructed including accessible features and concrete surfacing for wheelchair access; and
- A new shade structure with a flush concrete base.



Figure 4 - Arrowdale Park Concept Plan

- Blanche E. Williams Community Park
- Construction of the Southwest Community Park commenced in fall 2024, and construction of the park features, buildings, and amenities is underway with an anticipated completion of summer / fall 2026.

- The park includes the following accessible features:
 - Barrier-free access to the artificial turf soccer field, with elevated bleachers designed to incorporate accessible seating;
 - Barrier-free access to the natural turf cricket pitch, with dedicated seating spaces provided on concrete paving. The Official's shade structure and adjacent batting cages have also been located at ground level on a concrete surface to provide access for all Park visitors;
 - The pickleball courts include two courts with expanded boundaries which facilitate accessible competition level play. Spectator seating has been provided;
 - The multi-use court includes a flush curb surrounding, providing barrier free access;
 - The playground will feature a rubberized surface to improve access for visitors, as well as providing a wide range of play equipment that encourages exploration at different levels and abilities;
 - The splash pad will include accessible features and concrete surfacing for wheelchair access;
 - Shade sails with accessible picnic benches are provided in the activity hub area;
 - The multi-use trail will have an improved smooth surface, grading, and cross slope, ensuring that all visitors can access the site and its features.
 - An elevated boardwalk provides access to through a naturalized area with flush connections to asphalt multi-use trails.
 - New benches will be installed along the trail with accessible seating space beside them, at intervals suitable to provide rest stop opportunities;
 - Shade shelters will be built on a concrete base flush with surrounding areas;

- The Maintenance Building includes a universal washroom equipped with an adult change table, adhering to the Brantford Facility Accessibility Design Standards (FADS) and AODA requirements;
- The Cricket Pitch Fieldhouse includes four (4) universal washrooms equipped with an adult change table, and two (2) team changerooms, adhering to FADS and AODA requirements;
- The Activity Hub Fieldhouse includes a universal washroom equipped with an adult change table, two (2) changerooms, and separate male / female washrooms, adhering to FADS and AODA requirements; and
- A new parking lot will be constructed with accessible parking spots and a curb ramp with tactile warning surfaces for easy access to the park.



Figure 5 - Blanche E. Williams Community Park Construction Progress Aerial Image

- Woodman Community Centre Park
 - A new accessible playground at Woodman Park was completed in December 2024. The playground includes:
 - An accessible wheelchair We-Go-Swing;
 - A rubberized surface for optimal accessibility; and

- Multiple types of seating including accommodations for accessibility devices, shade structures and plantings.
- Playground Redevelopments; Devereux Park, Iroquois Park, and Pace Park:
 - Devereux Park, Iroquois Park, and Pace Park have finished construction in fall 2024. Upgrades included accessible features such as:
 - 2 meter pathways throughout the parks with connections to surrounding sidewalks;
 - Play surfaces (engineered wood fiber);
 - Play features with platform and ground-based play;
 - Curb cuts with tactile plates where the new walkways meet existing streets; and
 - New benches with provisions for adjacent mobility device parking.
- Trail Improvements
 - Brant's Crossing Bridge Replacement:
 - Construction on the Brant's Crossing Bridge Replacement project commenced in spring 2025, with an expected completion of spring 2026. The project includes the removal and replacement of the pedestrian and cycling bridge superstructure, along with the rehabilitation of the existing bridge substructure. The new superstructure has been designed to meet AODA requirements including compliant running slopes and clear widths. The bridge has been designed to include:
 - Improvements to the existing 2.4 wide pathway through increasing the width to a 4.0m wide pathway constructed of a concrete bridge deck;
 - New bridge lighting providing an illuminated trail connection; and
 - AODA compliant slopes at the bridge approaches.

- Jaycee Park Pedestrian Bridge and Trail
 - An existing wood chip path and pedestrian bridge crossing a small stream connecting Beaver Crescent to the rear of baseball diamond #1 in Jaycee Park have been replaced with upgrades to the existing trail and replacement of the pedestrian bridge restoring access and increasing accessibility between Jaycee Park and the residential neighborhood to the north.
 - The trail and bridge have been designed to meet the requirements of an exterior path of travel with regards to width, cross slope, and running slope.
 - Construction has been completed as of May 2025.



Figure 4 - Jaycee Pedestrian Bridge and Trail

3.5.1.3 Design

- Project designs are presented to the Brantford Accessibility Advisory Committee for review and input, as required or otherwise requested.

- The following 2025 road reconstruction project designs included sidewalk work meant to increase accessibility. This work included new sidewalk or sidewalk replacement to meet width and cross-slope requirements as per the standards of the *AODA*, and installation of tactile warning surface indicators as applicable:
 - Ann Street (from Buffalo Street. to Usher Street),
 - Buffalo Street (from Rushton Avenue to West Street),
 - Division Street (from Tenth Avenue to Fifth Avenue) – Phase 2,
 - Drummond Street (from Park Avenue to dead end/ Shallow Creek Trail),
 - Edge Street (from Delamere Street to Gilkison Street),
 - Hillier Crescent (from St. George Street to St. George Street including Tuscarora Court),
 - Lock’s Road,
 - Main Street (from Buffalo Street to Usher Street),
 - North Nelson Street (from Stanley Street to Park Road North),
 - Rushton Avenue (from Buffalo Street to Usher Street), and
 - Usher Street (from Rushton Avenue to dead end).
- There were a number of other capital project designs initiated/continued in 2025 that were designed to meet the requirements of the *AODA* standards:
 - Colborne Street Roundabout
 - The existing intersection at Colborne St., Dalhousie Street, and the residential development at #585 Colborne Street was in the process of being redesigned as a roundabout to improve traffic flow and enhance safety.
 - The accessibility improvements include:
 - Additional exterior paths of travel - new sidewalks and multi-use path options were added to improve mobility for pedestrians and cyclists. These will help

people navigate the roundabout more easily while providing safer crossing points.

- Traffic lane splitter islands were implemented. This feature will create safe rest areas in the middle of the road, allowing pedestrians to cross fewer lanes at a time, reducing the risk of accidents.
- Tactile walking surface indicator plates were added to the design. These will be installed at all crossing points to assist individuals with vision loss in identifying crossing locations and navigating safely.
- D'Aubigny Creek Boat Launch and Parking Lot
 - D'Aubigny Creek Boat Launch and Parking Lot, located in Ward 1, was in the design phase and was slated for upgrades. The renovation will enhance accessibility, making it more inclusive for all users. Planned upgrades include:
 - Accessible parking stalls within the parking lot, and
 - Replacement of gravel parking lot with an asphalt paved parking lot.
- Downtown Revitalization
 - This work was planned to include new sidewalk or sidewalk replacement to meet width and cross-slope requirements as per the *AODA* standards, and installation of tactile warning surface indicators as applicable.
- LIV Park / Brooklyn Park / Robert Moore Park
 - LIV Park, a future park in Ward 2, along with Brooklyn Park in Ward 1 and Robert Moore Park in Ward 2, were in the design phase. Planned upgrades will include accessible features such as:
 - 2 meter pathways throughout the parks with connections to surrounding sidewalks,
 - Play surfaces (engineered wood fiber),
 - Play features with platform and ground-based play,

- Curb cuts with tactile plates where the new walkways meet existing streets, and
 - New benches with provisions for adjacent mobility device parking.
- Steve Brown Running Track
 - Steve Brown Running Track, located in Ward 1, was in the design phase and was slated for upgrades. The renovation will enhance accessibility, making it more inclusive for all users. Planned upgrades include:
 - Accessible seating in the bleachers,
 - Wheelchair-accessible spectator areas, and
 - Smooth, non-slip surfaces for the track and surrounding areas.
- Wilkes Dam Improvements
 - The Wilkes Dam lookout, located in Ward 2, was in the design phase. The Wilkes Dam improvements were intended to incorporate design elements that will greatly enhance the user experience at this popular trailhead while adhering to the principles outlined in the Waterfront Master Plan including but not limited to:
 - Providing pedestrian amenities including shelters, maps of the trail system, parking, seating, waste receptacles,
 - Making interpretive information available to identify the significance of key features and habitats along each segment of the trail system,
 - Enhancing visual & physical connectivity to the waterfront, and
 - Implementing an accessible exterior path of travel to the lookout by rendering existing path or implementing accessible ramps in compliance with the standards of AODA.

3.5.1.4 Infrastructure Planning

- Staff continued to ensure community accessibility by ensuring that municipal assets are maintained and meet the needs of all residents regardless of ability.
- Through ongoing condition assessments of sidewalks, the City identified deficiencies such as surface deterioration, displacements and tripping hazards that can pose mobility challenges.
 - These assessments support the prioritization of repairs and replacements to maintain barrier-free routes and comply with *AODA*.
- Condition review of trails and pathways was also completed to evaluate surface quality, grade, width, and connectivity to ensure safe and inclusive access to recreational areas and destinations.
- Lighting and transit stop assessments have also been completed to ensure safe, inclusive, and navigable public spaces, particularly for individuals with visual impairments or limited mobility. Transit stops assessments focus on ensuring that bus stops and shelters are barrier-free and usable for all residents.

3.5.2 Environmental Services

- No update for 2025.

3.5.3 Fleet and Transit Series

- An Optimization Plan Brantford Transit was completed.
- Actions of the plan began in September 2025 and will continue through 2029.
- The following actions have been initiated:
 - A review of policies and procedures for both conventional transit and Brantford Lift.
 - Development of an appeals process for Brantford Lift applications.
- Accessibility continued to be considered and implemented in future improvement projects at 400 Grand River Avenue.

- Brantford Transit successfully completed an audit of its services which was conducted through the Ministry of Seniors and Accessibility.
- Staff worked with the Accessibility Coordinator to ensure transit route information was posted on the City’s website.
- Brantford Transit continued to work with the Accessibility Coordinator on issues surrounding accessibility.

3.5.4 Operational Services

3.5.4.1 Operational Services

- There was a continuation of the policy for Snow Windrow Removal for seniors and persons with disabilities.
- The department continued to implement the Provincial Maintenance Standards for sidewalks.

3.5.4.2 Roads Compliance and Contracts

- Regular inspections will continue to ensure residents clear their sidewalks of snow and ice within 24 hours after the end of a snow event.
- Operational Services will continue to repair/replace sidewalks on a priority basis, ensuring accessible cut outs of curbs.

3.5.4.3 Traffic Services

- A number of traffic control measures were completed or initiated in 2025 to assist with both traffic and pedestrian movement:
 - Active Transportation / Roads were improved or had improvements in progress in 6 locations:
 - Burnley Avenue – pedestrian connection from Princess St. / High St. to Burnley Park,
 - Hardy Road – bicycle lane enhancements (bollards and rubber curbing) between Golf Road and Street Andrews Drive completed,
 - Oakhill Drive – multi-use path from Oakhill Drive (north-south) intersection of D’Aubigny Creek Trail,
 - Puleston Street – pedestrian connection from Darling St. to Devereux Park,

- Royal Oak Park – upgrade woodchip pathway to asphalt, and
- Wayne Gretzky Parkway – installation of bicycle signals at crossrides.
- All-way Stops were installed at 2 locations:
 - Park Avenue at Mary Street, and
 - Parkside Drive at Dufferin Avenue.
- Pedestrian Crossovers (PXO) to be installed at 12 locations:
 - Beckett Drive - 56 meters north of MacBride Court (trail crossing),
 - Catherine Avenue at Walnut Street,
 - Clench Avenue at Jo Whitney Court (east intersection),
 - Delamere Street at Charles Street,
 - Gilkison Street - 176 metres north of Catharine Avenue,
 - Gilkison Street at Clench Avenue,
 - Gilkison Street at Walnut Street,
 - Helen Avenue - 134 metres east of Mount Pleasant Street,
 - Murray Street at Victoria Street,
 - Parkside Drive at Riverview Drive,
 - Preston Boulevard - 85 meters south of Parkside Drive, and
 - Veterans Memorial Parkway - At Mount Pleasant Street right turn lane.
- Traffic Control Signals were installed in three locations:
 - Charing Cross Street at Grand Street (upgraded Intersection Pedestrian Signal (IPS)),
 - Conklin Road at Gillespie Drive (upgraded PXO), and
 - Shellard Lane at McGuinness Drive.
- Existing signalize intersections received concrete upgrades for push button accessibility at 11 locations throughout the City.

- Traffic Control Signals were upgraded and will include audible buttons and tactile plates at 11 locations:
 - Brant Avenue at Palace Street,
 - Charing Cross Street at North Park Street,
 - Clarence Street at Grey Street,
 - Colborne Street at Kiwanis Way / Puleston Street,
 - Colborne Street at Forrest Road / Sheffield Avenue,
 - Conklin Road at Gillespie Drive,
 - Lynden Road at Woodyatt Drive / Easton Drive,
 - Market Street at Grey Street,
 - Wayne Gretzky Parkway at Dunsdon Street,
 - West Street at Charing Cross Street, and
 - West Street at Dundas Street.
- All new traffic control signal installations or traffic signal rebuilds continued to be outfitted with audible pedestrian signals and tactile plates as standard equipment.

3.5.5 Parks and Recreation

3.5.5.1 Arena and Aquatics

- No update for 2025.

3.5.5.2 Bell Homestead

- No update for 2025.

3.5.5.3 Cemeteries, Horticulture and Forestry Operations

- No update for 2025.

3.5.5.4 Community Recreation and Events

- The design and development of a universal bathroom at the Branlynn Community Centre was initiated through Facilities Operations and Maintenance.
- The programming for the municipal “Scare in the Square” event continued to consider accessibility.
- Accessibility continued to be a priority in the planning and implementation of the Canada Day events.

- The Accessibility Coordinator continued to sit on the Special Events Advisory Team (SEAT) and provided information on requirements of accessibility and other recommendations to improve the accessibility of events to event planners.

3.5.5.5 Customer Service

- No update for 2025.

3.5.5.6 Golf

- In cooperation with staff from Capital Development, design of a new Maintenance Shop has been undertaken.
 - The design includes accessibility in compliance with the Brantford Facility Accessibility Design Standard.

3.5.5.7 Parks Operations

3.5.6 Policy and Partnerships

- Grant funding was secured for the following project which the Engineering Design and Construction departments took lead on:
 - The Woodman Pool and Playground Replacement Project.

4.0 Special Accessibility Initiatives

4.1 Accessibility Awards

- Staff from Communications, Community Engagement and Customer Service with the Accessibility Coordinator and the Brantford Accessibility Advisory Committee (BAAC) carried out the Brantford Accessibility Awards for 2025.
- The City of Brantford Accessibility Awards recognize and celebrate a person, group or organization that has made, or is in the process of making a significant contribution towards improving accessibility to accommodate persons with disabilities.
- The [Accessibility Awards webpage](#)⁹ details more information on the awards including criteria, categories and the nomination process.
- In 2025 the recipients included:
 - Greg Wilson, William Street Eyecare
 - Andrew Nielson, Harmony United Church
- The following staff from the City of Brantford were also recognized:
 - Spencer Moore, Fitness Instructor Specialist, City of Brantford's Wayne Gretzky Sports Centre
 - Christian Bean, Manager of Construction, City of Brantford
 - Traffic Services Department at the City of Brantford

4.2 Educational video entitled “A Day in the Life - Understanding Accessibility in our City”

- An educational video titled “[A Day in the Life - Understanding Accessibility in our City](#)”¹⁰ was produced in 2024 and was made public on YouTube and on the City’s website.
- In 2025 this [video](#)¹¹ was updated to include a broader range of disabilities.

⁹ Accessibility Awards webpage: <https://www.brantford.ca/en/your-government/accessibility-improvement-awards.aspx>

¹⁰ “A Day in the Life - Understanding Accessibility in our City” and educational video: <https://www.youtube.com/watch?v=IV3j1H2xMqk>

¹¹ The 2025 updated “A Day in the Life – Understanding Accessibility in our City” video: <https://www.youtube.com/watch?v=Sm9ip3Mr83E>

- Shorter clips were created from the video that could be used more widely.

4.3 Sensitive Santa

- The City independently organized a Sensitive Santa event in 2025.
- Planning for the event took place through the Accessibility Coordinator.
- Santa was booked and made available for prearranged meetings with children with sensory disabilities for one day in December at the Sanderson Centre.
- The visits with Santa happened in a controlled environment with less stimuli.
- The needs of Santa’s visitors were considered on an individual basis to ensure the visit was a positive experience.
- Transportation arrangements were ensured to allow families access to this opportunity.

4.4 Special Olympics

- Brantford Police Services submitted a successful bid to host the 2025 Special Olympics Provincial Summer Games in partnership with the Province of Ontario and the City of Brantford.
- A financial contribution of \$50,000 plus in-kind resources and support from staff in Parks and Recreation and Tourism was given.
- The Games took place from July 10-13, 2025 and welcomed over 750 athletes from across Ontario to the City of Brantford to compete in the sports of: athletics, bocce, golf, soccer, and softball.
- The Games are the pinnacle of competition for Special Olympics athletes in Ontario and a celebration of the incredible abilities of individuals with a intellectual disabilities.

5.0 Appendix A - Integrated Accessibility Standard Compliance Summary

5.1 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)

5.2 Continued Requirements

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

6.0 Appendix B – Website Compliance Plan

Deliverables/ Milestones	Activity	Due Date
Website Redevelopment Projects website	Train Report Authors and Administrative staff on creating accessible HTML content	Complete
	Redevelop website with accessibility as a focus	Completed - February 19, 2018
	City Websites Remediation of non-compliant PDF documentation as highlighted during February 2025 audit	December 2025
Website Assessment	Initial scan of websites for PDFs and determine accessibility	Complete – January 2024
	Test website for accessibility	Ongoing as part of City’s Web Governance Standard 2025 Audit – February 2025
Website Audit of non-compliant PDF documents	Remove unnecessary PDFs that are not accessible. Check accessibility of PDFs before allowing to be posted. Communications Staff have worked with department staff to eliminate and/or remediate inaccessible documents	2025 Audit – February 2025
	Website audit to evaluate accessibility of documents online	2025 Audit – February 2025
Education/Training	Educate staff on the importance of accessible content of attachments to website	Ongoing part of City’s onboarding training
	Accessible Documents Staff Training Program regarding accessible formatting and best practices in Microsoft Word, Excel and PDF conversion and tagging processes – offered 2 times a year beginning in 2021 - over 300 City Staff trained to date	Ongoing Most recent training sessions offered in March and November 2024

Deliverables/ Milestones	Activity	Due Date
	Training for accessible InDesign and other programs are offered to identified staff on an as needed basis	September/ October 2025
	Staff consultation to measure and improve effectiveness of current accessible document training offerings	January 2025
Creation and remediation of accessible PDF documents on City's websites to meet provincial compliance standard	Staff training as noted above	
	Request for Proposal (RFP) to develop a Consultant Roster, made up of a list of 3-5 qualified consultants, who can perform document remediation services through rotation for the City of Brantford, on an as needed basis	Vendors of Record selection process completed in April 2024
	Resources available to staff for immediate or complex remediation requirements.	June 2024
	Release of Updated City of Brantford Website Governance Standard to further define and enforce staff roles/responsibilities required before providing documentation to be posted on a City website. Standard to include implementation of quarterly audit by staff content owners to identify content that is still current and content that should no longer reside on City websites	Updated Web Governance Standard to be released in concert with website audit in February 2025
	Release of updated Social Media Policy to further ensure all content on all City of Brantford social media platforms is accessible	March 2025
Remediation of all existing PDF documents on City's	Selection of Remediation Vendors of Record (VOR)	Completed – April 2024
	Remediation period	Ongoing

Deliverables/ Milestones	Activity	Due Date
websites to meet provincial compliance standard	Website Audit to identify non-compliant PDFs	Completed in October, 2023 and January 2024 Next audit scheduled for February 2025
	Website Audit to identify non-compliant PDFs post remediation period	February 2025
	Remediation completion of any outstanding documents that require additional <i>accessible</i> formatting	November 2025
Meeting provincial website compliance standard	Work in collaboration with Clerks/Records Staff to create a more formal process in which to provide accessible formats of archived documents	November 2025
	Assess all documents on third party records management systems employed by the City whereby workflow posts to City websites. Work in collaboration with third parties to ensure all compliance standards are being met prior to posting	November 2025
	Pre-checklist Audit - Website Assessment and Remediation (if needed). Activities to include accessibility audit of HTML formatting and attachments posted to City websites	November 2025
	Annual Completion of Compliance Checklist	December 31, 2024 December 31, 2025
	Maintenance of City Websites - Provide consistent training and regular training to staff	December 31, 2025

Deliverables/ Milestones	Activity	Due Date
	Maintenance of City Websites - Complete frequent and thorough checks of HTML content as well as attached items	December 31, 2025

7.0 Appendix C – Capital Priority Initiatives

7.1 Completed Projects

Facility Name	Address	Modifications
Beckett 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
D'Aubigny Creek Park	5 Oakhill Drive	Pathways
Brier Park	45 Winding Way	Pathway and playground creation
Centennial Park	39 Ellison Drive	Pathway and playground creation
City Hall (Old City Hall - no longer a City facility)	100 Wellington Square	Automatic door openers, washrooms
City Hall – Engineering (Old City Hall - no longer a City facility)	100 Wellington Square	Service counter and corridors
Civic Centre	69 Market Street South	Automatic door openers, 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
Doug Snooks Community Centre	333 Erie Avenue	Fire alarm system upgrade to include strobe light cuing

Facility Name	Address	Modifications
Dunsdon Park	6 Tollgate Road	Pathways
Earl Haig Family Fun Park	101 Market Street S.	Change room and washroom
Farmers' Market	79 Icomm Drive	Washrooms
Fire Hall #3	7 Lynden Road	Accessible washroom
Fire Hall #4	400 Colborne Street West	Code compliance
George Campbell Park	5 Spalding Drive	Pathways
Glenhyrst Art Gallery	20 Ava Road	Automatic door openers
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
Greenwood Cemetery	235 Clarence Street	Roadway/ walkway
IT/Hydro Building (no longer a City facility)	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 (no longer City facility)	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 (now rebuilt and named the Walter Gretzky Golf Course)	320 Balmoral Drive	Entrance, lift and washroom
Market Centre Parkade	59 Icomm Drive	Lowered service counter
Market Centre Parkade	59 Icomm Drive	Path between the parkade and the YMCA

Facility Name	Address	Modifications
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 openers and washroom
Police Station	344 Elgin Street	Entrance and washroom
Pollution Control and Facilities	180 Greenwich Street	Entrance and washroom
Princess Ann Park	17 Helen Avenue	Pathways and playground
Sanderson Centre for the Performing Arts	88 Dalhousie Street	Ramps and ticket booths
Sanderson Centre for the Performing Arts	88 Dalhousie Street	Universal washroom and accessible change room
Shallow Creek Park	5 East Street	Pathways and playground
Sheri Mar Park	126 Sheridan Street	Pathways and playground
Steve Brown Sports Complex	3 Edge Street	Parking and washroom
T.B. Costain Community Centre	16 Morrell Street	Fire alarm system upgrade to include strobe light cuing
T.B. Costain Community Centre	16 Morrell Street	Parking, sidewalk and automatic door openers
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
Wayne Gretzky Sports Centre	254 North Park Street	Adult change table (Aquatics)
Wilkes Park	75 Tranquility Street	Pathways and playground

Facility Name	Address	Modifications
Woodman Community Centre	491 Grey Street	Parking and automatic door openers
Woodman Community Centre	491 Grey Street	Washroom
Woodman Community Centre	491 Grey Street	We-Go-Swing wheelchair swing and rubber surfacing
Woodman Community Centre	491 Grey Street	Visual fire alarm

7.2 Funded Projects (to be completed)

Facility Name	Address	Modification
Branlyn Community Centre	238 Brantwood Park Road	Universal washroom – joint funding with the school board
Doug Snooks Eagle Place Community Centre	333 Erie Ave	Universal washroom
Wayne Gretzky Sports Centre	254 North Park Street	Adult change table (Arena)

7.3 Capital Forecast

Facility Name	Address	Modification
Earl Haig Family Fun Park (on hold)	101 Market Street S.	On hold pending site development
Farmers' Market	79 Icomm Drive	Signage, sidewalks, parking, exterior stairs, service counters, amenities
Mohawk Park (on hold)	51 Lynwood Drive	On hold pending master plan updates
Mount Hope Cemetery	169 Charing Cross Street	Mausoleum upgrades
Transit Terminal (on hold)	64 Darling Street	Visual description screen, consider audio prompting as well.
Various Housing Sites	Various	Accommodations as required
Various Parks	Various	Pathway and amenity improvements
Woodman Community Centre	491 Grey Street	Parking upgrades

8.0 Appendix D - Proclamation for National Disability Employment Month

WHEREAS this month highlights the need to have accessible and equitable employment strategies that include disability recruitment. Ensuring companies build and maintain diverse, accessible and inclusive workplace cultures will enable all employees and businesses to thrive and succeed; and

This year's National Disability Employment Awareness Month themed "Inclusive Employment Across Canada: Building a Workforce Without Barriers" highlights that disability inclusion is more than a matter of legislative compliance. It is vital for business growth, innovation and competitive advantage. It is essential for creating lasting change in the employment landscape — a future in which everyone has equal opportunities to contribute and succeed; and

The City of Brantford recognizes the positive and valuable contributions that people with disabilities make to the workplace and their community. It acknowledges that building an inclusive and accessible workforce is an important step in supporting a representative Town, where all people with disabilities are meaningfully engaged, and able to contribute their fullest at all levels of the organization; and that reflects the community the City of Brantford serves; and

The City of Brantford is working towards an inclusive Brantford where all can participate and have an equal opportunity to succeed in their workplaces and communities. Companies are encouraged to continue the important work of fostering accessibility and inclusion in their workplaces.

NOW THEREFORE BE IT RESOLVED THAT the Council of The Corporation of the City of Brantford hereby proclaims October 2025 as "National Disability Employment Awareness Month" in the City of Brantford.

9.0 Appendix E - Proclamation for National AccessAbility Week

WHEREAS 15.9% of Ontario's population is living with some form of disability and that number is expected to increase; and

WHEREAS disability awareness and education is important to create a culture of better understanding towards persons with disabilities; and

WHEREAS the Accessibility for Ontarians with Disabilities Act (AODA) was given Royal Assent in 2005 mandating that standards regarding accessibility shall be developed, implemented and be under enforcement by 2025; and

WHEREAS standards in the areas of customer service, information and communication, employment, transportation and the built environment have been legislated to remove and prevent barriers; and

WHEREAS the City of Brantford has adopted the Principles of Universal Design and the Brantford Facility Accessibility Design Standards (FADS) for all future building and renovations of City facilities; and

WHEREAS the City of Brantford has an active Accessibility Advisory Committee with a mandate to eliminate barriers, which prevent individuals with disabilities from fully participating in our community; and

WHEREAS the City of Brantford has been taking positive steps towards the attainment of a more universally accessible City for all residents and visitors; and

WHEREAS Accessibility remains a core value of the City of Brantford and there is an understanding of the importance of accessibility and that improving accessibility for citizens is an ongoing endeavor.

NOW THEREFORE BE IT RESOLVED THAT the Council of the Corporation of the City of Brantford HEREBY PROCLAIMS the week May 25 to May 31, 2025 as National AccessAbility Week in the City of Brantford.

Your Feedback is Important to Us!

We welcome your feedback; please let us know what you think about the City of Brantford's 2025 Accessibility Status Update Report, the Multi-Year Accessibility Plan and accessibility matters in general. To provide feedback or request a copy of the Multi-Year Accessibility Plan or Status Report in another format, please contact us at:

Email: accessibility@brantford.ca

Mail: Accessibility Coordinator
Human Resources
P.O. Box 818
Brantford, ON N3T 5R7

Phone: 519-759-4222 ext. 5391

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Attention: Accessibility Coordinator