



# **City Of Brantford**

# **Brantford Accessibility Plan**

## **2025-2029**

A fresh approach to addressing and improving accessibility challenges

**December 2024**  
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# 1.0 Introduction

Bill 118, also known as the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA)<sup>1</sup> 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)<sup>2</sup> and is expanded to include public and private sectors, 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 independency of 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.

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
  - 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

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

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

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 requests. 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](#)<sup>3</sup> (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](#)<sup>4</sup> to prevent discriminations based on disability. Together the pieces of legislation state that individuals shall be accommodated to the point of undue hardship. It is understood that when two pieces of legislation have competing requirements surrounding accessibility, the one that results in a higher level of accessibility shall be followed.

In order to aid in achieving and monitoring status of the requirements of the AODA standards it is mandated that an Accessibility Plan 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 the Multi-Year Accessibility Plan and also provides an update on the actions taken to increase accessibility through 2024 demonstrating how the City of Brantford continues to promote dignity, independence, integration and equality.

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

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

## 2.0 The City of Brantford's Statement of Commitment

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

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

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

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

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

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

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

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

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

The City will provide training to all city employees, volunteers and third parties relevant to the Accessibility Policy and associated procedures and standards.

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

**Note:** that while the City values accessibility, staff are only able to enforce accessibility of City-owned facilities and City-managed events. If you have concerns about accessibility of a non-municipally owned site or event it is advised to initiate accessibility conversations by speaking to the owner or manager of the property or event involved.

## 2.1 Responsibilities

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

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

## 2.2 Consultations

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

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

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

## 3.0 Governance and Implementation

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

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

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

### 3.1 City of Brantford Council

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

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

### 3.2 Brantford Accessibility Advisory Committee (BAAC)

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

The BAAC is a legislatively required committee of community volunteers and appointed agency representatives and includes representatives from City Council and Staff from various Commissions. There are currently sixteen (16) members who meet regularly. For meeting dates please refer to the [Council and Committees Calendar](#)<sup>6</sup>.

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<sup>5</sup> City of Brantford Website: [www.brantford.ca](http://www.brantford.ca)

<sup>6</sup> City of Brantford Council and Committee Calendar: <https://calendar.brantford.ca/meetings>

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

### **3.3 Senior Leadership Team (SLT)**

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

## **4.0 Grant Opportunities**

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

## 5.0 Goals and Objectives

The 2025-2029 Brantford Accessibility Plan (BAP) has been prepared in accordance with the requirements of the *AODA* and the Integrated Accessibility Standards, Ontario Regulation 191/11. The intent of BAP is to identify, remove and prevent barriers.

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

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

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

- Ensuring that all people will have access to accessible goods, services and facilities.
- Allowing all people to have access to alternative formats and communication supports for any publicly accessible information the City produces.
- Implementing and maintaining a recruitment process that is free of discrimination and considers accommodations for those in need.
- Identifying opportunities to improve accessibility through City Staff, in conjunction with the BAAC, and implement reasonable solutions.
- Measuring compliance with the Standards of the *AODA* and highlighting progress.
- Providing the City of Brantford's achievement and initiatives regarding accessibility in a transparent manner.



## 5.1 Actions and Undertakings

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

## 5.2 Achievements

- Staff representatives from all departments have completed an operational review to identify improvements in accessibility. To this end, staff has:
  - Developed a Policy which includes a commitment statement.
  - Created procedures and programs that support the Policy.
  - Ensured compliance with Standards under the *AODA*.
  - Outlined areas in which to improve accessibility in the upcoming years.

## 5.3 Operational Review

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

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

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

# 6.0 Corporate Wide Action Plan

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

In addition to the general compliance with the standards, an annual allocation of \$100,000 for accessible modifications to buildings and facilities to accommodate persons with disabilities has been committed by Council. The funding for departmental initiatives, such as accommodations for staff persons with disabilities or case specific space modifications, have been approved on an as-needed basis and are processed through the City’s Operating Budget. Council has endorsed the Principles and Standards of Universal Design ([Appendix C](#)) and has adopted the Brantford Facility Accessibility Design Standards (FADS) to assist in evaluating the accessibility needs of projects.

The following outlines the high level requirements of the Standard, the progress to date that affected the Corporation as a whole as well as the continued initiatives for the coming years. Please see [Appendix A](#) for a complete list of requirements and the current compliance level of the City of Brantford.

## 6.1 General Standards

### 6.1.1 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 Regulation (IASR).
- Develop a statement of organizational commitment to meet the accessibility needs of persons with disabilities.
- Establish, implement, maintain and document a multi-year accessibility plan, to be reviewed annually and updated at least every five (5) years.
- A report outlining the status of the Brantford Accessibility Plan (BAP) is to be prepared annually for City Council by City Staff, with review and input from the BAAC.
- File an Accessibility Compliance Report to the Ministry bi-annually or as otherwise requested.

- Post the BAP on the City’s website and make the BAP accessible in alternative formats, upon request.
- Ensure that when procuring or acquiring goods, services or facilities that accessibility criteria and features are taken into consideration in the Terms of Reference/Scope of Work as part of the Request for Proposal (RFP).
- Provide Staff training on the *AODA*, Standards within the *IASR* and the *Ontario Human Rights Code*.

### 6.1.2 Progress

- [Accessibility Policy](#)<sup>7</sup> (Corporate Policy 034), including organizational commitment, 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 Notice Form.
- An Accessibility Standard (Health and Safety Standard 053) was prepared to provide further direction on 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) amended to meet requirements of the *IASR*.

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<sup>7</sup> City of Brantford’s 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 and 2023 reports were completed and submitted.

### **6.1.3 Continued Initiatives**

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

## 6.2 Information and Communication

### 6.2.1 Requirements

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

### 6.2.2 Progress

- [www.brantford.ca](http://www.brantford.ca) and associated microsites were redeveloped and now consider the WCAG level AA requirements.
- An external consultant/trainer was contracted to deliver training on how to create more accessible Microsoft Word, Excel and PDF documents.
- 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.
- 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.
- A Social Media Policy which outlines the need for this content to be created accessibly has been implemented.

### 6.2.3 Continued Initiatives

- Regular assessments of the City’s website and microsites will be completed to gauge the level of accessibility and determine if any updates are required.

- Communication and social media policies will be monitored and updated as needed.
- Accessible document training is expected to be offered regularly to include newly hired staff and those in new positions requiring this skill.
- Staff will continue to work with the Ministry to take steps that will enhance the accessibility of the City's websites.
- Information and Documents produced by the City will be prepared using standards and principles to increase accessibility.
- Requirements will be put in place to ensure documents (such as studies and formal reports) created by third parties on behalf of the City are created to be accessible.
- Alternative formats of information and documents will continue to be provided upon request.

## **6.3 Employment Standards**

### **6.3.1 Requirements**

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

### **6.3.2 Progress**

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

### **6.3.3 Continued Initiatives**

- Accessibility will continue to be considered for employees through the work cycle.
- Accommodation plans will be prepared for individuals as needed.

## **6.4 Transportation Standards**

### **6.4.1 Requirements**

- Consider the physical requirements of transit vehicles under the *IASR* when initiating the purchase and procurement of vehicles.
- Develop the eligibility for, and provision of, specialized and conventional transportation including the hours of operation and waiving of fares for support persons.
- 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.
- Consider accessibility for bus stops and shelters.
- Enforce equal fare rates for all users of services delivered by owners and/or operators of taxicabs.
- Prohibit owners and/or operators of taxicabs from charging a fee for the storage of mobility aides or assistive devices.
- Ensure that identification information is provided on the rear bumper of taxicabs.
- Consult with licensed taxicab owners and/or operators in the City so the Brantford Accessibility Advisory Committee (BAAC) and the public can determine the proportion of on demand taxicabs presently available.
- Determine the proportion of on-demand accessible taxicabs and specialized transit required in the City.



- Identify progress and steps to be taken to meet the need for on-demand taxicabs.

## 6.4.2 Progress

- 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](#)<sup>8</sup> has been developed for Brantford Lift.
- Fares for support persons are waived.
- A system to allow for electronic pre-boarding and de-boarding announcements has been implemented.
- The requirements noted above for owners and/or operators of taxicabs have been met.
- A public survey has been completed to assess the level of need for on-demand accessible taxicab service and satisfaction with service.
  - The most recent survey was completed in 2023.
  - As part of the survey process staff attended a meeting of the BAAC to ask for input and asked members to distribute information about the survey to members of their network.
- The Taxi By-Law, Municipal Code Chapter 327-Vehicle for Hire, what 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

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<sup>8</sup> Eligibility criteria and application process for Brantford Lift;  
<https://www.brantford.ca/en/transportation/resources/Documents/BrantfordLift/Brantford-Lift-Application---Final-2023.pdf>

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.

### **6.4.3 Continued Initiatives**

- Brantford Transit and Brantford Lift services will continue to be monitored for satisfaction and compliance.
- Requirements of the elements to be included on vehicles will continue to be considered in purchases.
- Accessibility will continue to be considered as part of the installation of bus stops and bus shelters.
- A more formal appeals process for Brantford Lift applications will be investigated.
- A review of transit policies will take place.
- On demand taxi service will continue to be monitored.
- Requirements for Taxi Cabs will continue to be monitored.

## **6.5 Built Environment Standards**

### **6.5.1 Requirements**

- Compliance with the Built Environment standards including the *Ontario Building Code* and Design of Public Spaces Standard (DOPS).
- Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required.

### **6.5.2 Progress**

#### **6.5.2.1 General**

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

- Staff have been advised and trained as necessary to ensure that the 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 be applied to all City owned, operated, leased and funded facilities.

### **6.5.2.2 The Ontario Building Code**

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

### **6.5.2.3 Design of Public Spaces**

- 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.

#### **6.5.2.4 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 2cm is prioritized and noted for repair.
- Audible pedestrian crossing signals are tested and undergo routine maintenance on an annual basis.
- Parks and trails are inspected on a monthly basis.
- Contracted maintenance and janitorial staff monitor general features such as automatic doors and faucets by nature of their cleaning routines. Inoperable devices are reported to the Facilities 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.

### **6.5.3 Continued Initiatives**

- All projects (retrofit and new construction) will be reviewed to ensure that accessibility issues are being considered and incorporated into the project plans.
- The Brantford Facility Accessibility Design Standards (FADS) will continue to be implemented for all City owned, operated, leased and funded projects.
- Consultation with members of the public and the BAAC on various outdoor public spaces will continue including, but not limited to:
  - Recreational trails,
  - Outdoor play spaces,
  - Rest Areas on exterior paths of travel, and
  - On-Street Parking.
- Ongoing review of signage will continue as projects come forward.
- New signage needs will be assessed with each capital project.
- Staff will keep well-informed of changes to legislation to ensure compliance.
- Maintenance will continue for City facilities and notices of disruptions will be posted as needed.
- The notice of disruption will include the expected duration of the disruption, the reason for the disruption and any alternatives to the service or feature that is malfunctioning.

## **6.6 Customer Service Standard**

### **6.6.1 Requirements**

- Review and update policies to ensure high quality of customer service.
- Consult with advisory groups on emerging and changing requirements.
- Fulfill the needs of constituents under the Customer Service Standard.

- Incorporate accessibility requirements in staff training and orientation materials.
- Provide training for all staff and volunteers and ensure third parties are trained.
- Review customer feedback and take appropriate action.
- Assistive devices, support persons and service animals will be welcome and staff will be trained on appropriate interactions.
- Notices of disruptions to be made available and posted when needed.

### **6.6.2 Progress**

- Corporate Policy – 034; Accessibility and the associated Health and Safety Standard – 053; Accessibility continue 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 were 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 was 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 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.

- Portable assistive listening devices were purchased and can be made available for any City meeting or event, upon request.

### **6.6.3 Continued Initiatives**

- Customer services offered by the City of Brantford will continue to keep accessibility at the forefront.
- The City will continue to seek input into matters relating to accessibility through committees, both external (Advisory Committees to Council) and internal sources.
- Topics that impact accessibility will continue to be presented to the Brantford Accessibility Advisory Committee (BAAC).
- Accessibility accommodations will continue to be considered and provided on an individual basis.
- Training will continue to be mandatory for employees and volunteers of the City of Brantford.
- Expectations related to accessibility and accessibility legislation will be outlined in RFPs and other purchasing documents.
- The City's feedback process will continue to be available in a manner that is accessible.
  - Feedback will be considered and implemented as appropriate.
- Constituents will continue to be welcome 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 will be implemented as per the Accessibility Policy and applicable standards.

## **7.0 Commission Specific Accessibility Initiatives**

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

Through the budget process \$100,000 has been allocated annually for accessibility modifications to buildings and facilities to accommodate persons with disabilities to be overseen by the Facilities Operations and Maintenance Department and the Accessibility Coordinator. See [Appendix D – Capital Priority Initiatives](#) for a list of projects completed to date as well as others scheduled for accessibility improvements in the upcoming years. It should be noted that the list of these priorities are presented in alphabetical order and the timing of the completion of projects considers priority based on the level of public access, the current level of accessibility, concerns and other works being completed at the facility.

The following outlines department specific accessibility achievements made between the last quarter of 2023 and the end of 2024 as well as known initiatives for the next five (5) years. Where departments have identified there are no specific accessibility initiatives planned this does not mean progress has halted; accessibility and compliance with the *AODA* will continue to be incorporated into all projects. For prior achievements please view previous Brantford Accessibility Plans and associated status updates.

The funding for departmental initiatives, accommodations for staff persons with disabilities or case specific space modifications, have been approved on an as-needed basis and are processed through the City's Operating Budget.

**Note:** the department structure presented below was based on the organizational chart at the time this document was drafted and is subject to change.

### **7.1 Chief Administrative Officer's Office**

#### **7.1.1 Brantford Fire Department**

##### **7.1.1.1 2024 Achievements**

- No change identified.

##### **7.1.1.2 Future Initiatives**

- No known projects at this time.



### **7.1.1.3 Bylaw and Security**

#### **7.1.1.3.1 2024 Achievements**

- No known change identified.

#### **7.1.1.3.2 Future Initiatives**

- A new animal shelter is being built which will comply with all accessibility requirements in the *Ontario Building Code*, the Design of Public Spaces Standard and the Brantford Facility Accessibility Design Standards.

## **7.1.2 Communication, Community Engagement and Customer Service**

### **7.1.2.1 Communication and Community Engagement**

#### **7.1.2.1.1 2024 Achievements**

- 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 346 document content authors have been trained in Microsoft Word.
  - To date 155 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.
  - An updated version of the plan was filed with the Ministry of Seniors and Accessibility ([Appendix E](#)).

- 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.
  - The scan revealed that while 60% of the PDF documents on City sites are compliant, 40% are not.
  - Communications Staff continue working with subject expert staff to determine if the non-compliant documents identified are required to remain on the site and if so, how and when the department will replace with updated documents that are compliant.
- A Remediation Vendors of Record (VOR) selection process was completed, resulting in a list of accredited remediation vendors that can be procured by staff for the purpose of remediating digital documents to ensure accessibility prior to posting on City websites.
  - A new sub ledger has been set up in JDE to track the costs associated with converting documents to be accessible.
  - In the interest of cost efficiency, it is preferred that staff who have been trained via the City's document remediation training program complete the remediation, without having to incur costs to the City. However, the VOR list is an additional resource being provided as an option with the understanding that some documents are more complex than others and there are cases when a document needs to be remediated urgently to be posted on the City's website.
- Together with the Accessibility Coordinator, Communications Staff produced a new educational video entitled "A Day in the Life - Understanding Accessibility in our City," featuring Brantford City elected officials participating in simulations designed to replicate the experiences of individuals with disabilities.
  - The enlightening video captured their learnings and the City's commitment to action to continually improving infrastructure and customer service to ensure that every resident has the opportunity to navigate and enjoy our city without facing obstacles.

- In April 2024 the City, in partnership with the Brantford Accessibility Advisory Committee (BAAC) relaunched the City of Brantford Accessibility Improvement Awards to 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.
- Coinciding with National AccessAbility Week, the City also hosted an Accessibility Expo lead by Social Development and Policy Staff, in partnership with local organizations and accessibility advocates.
  - The Expo provided a platform for community members to network, learn about available resources, and celebrate the ongoing efforts to make Brantford more accessible with the 2024 Accessibility Awards ceremony that honoured five individuals and organizations and the premier of the “A Day in the Life - Understanding Accessibility in our City” video.

#### **7.1.2.1.2 Future Initiatives**

- In 2025 and 2026, the City will undertake a major redevelopment of all our website properties.
  - A primary objective of the project will be the implementation of a new Web Governance Standard, which all City Staff will be required to follow to ensure consistency, accessibility, and quality across all site content that is posted to the new sites.
    - This governance will guide the content creation for the new sites as well as management, and ongoing upkeep of online documents.
- Communications Staff will prioritize accessibility by ensuring all documents posted to the redeveloped websites are accessible.
  - To support this goal, the document remediation training program will continue equipping City Staff with the skills to create accessible documents.
  - The Vendor of Record agreements, which provide specialized support for remediating complex documents, will also remain in place and be recommended for use by staff who do not have the capacity to remediate documents that are required to be posted on a City website.

- In 2025, the City will revisit and update the current 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.
- In 2025 the City will undertake an 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.

## **7.1.2.2 Customer Service**

### **7.1.2.2.1 2024 Achievements**

- 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 considered as requested were made or as change in service required.
- Customer Service Staff continued to receive accessibility and *AODA* training as provided by the City.

### **7.1.2.2.2 Future Initiatives**

- Consistent with the City's Customer Experience Strategy, and the provincial master servicing agreement with the software company, Salesforce, the City is in the process of procuring a new Customer Relationship Management (CRM) system that will be

implemented beginning in 2025 and upgraded annually over the next 5 years.

- Implementing Salesforce will significantly enhance accessibility in ways that benefit both internal users and external customers, mainly by improving service efficiency, personalized interactions, and transparency.
- With Salesforce, staff will have access to a unified platform to manage customer service cases. This streamlined tracking will help staff view all interactions, history, and resolutions in one place, enabling them to respond faster and more accurately.
- Accessibility features within Salesforce, such as screen reader compatibility and keyboard shortcuts, will further ensure that staff and members of Council of all abilities can use the system effectively.
  - With these tools, the City can deliver timely service to customers, reducing response times and minimizing the risk of errors.
- Salesforce's data management will allow staff to analyze patterns and identify frequent issues.
  - This personalized approach builds trust with customers, who feel their needs are understood and prioritized.
  - The ability to segment customer data will also allow staff to communicate through preferred channels, catering to different accessibility needs for clients who might rely on text, email, or phone for communication.
- Salesforce will also enable a range of self-service options that increase accessibility for customers.
  - Through customer portals, communities, and automated FAQ services, customers can access information independently.
  - This reduces the need for direct contact with the City and provides 24/7 support for customers who prefer or need self-guided resources.
- Customers also benefit from the real-time updates that Salesforce can facilitate. For example, when cases are

updated, customers can receive instant notifications via email or SMS, helping them track the progress of their requests.

- This can be very beneficial for people with accessibility needs, as they can stay informed without having to repeatedly call or visit offices for updates.
- Salesforce can also integrate with other tools and applications, including assistive technologies that improve accessibility for external customers. For example, it can be integrated with applications that provide translation services, screen reading, or other assistive tools, to help ensure customers with disabilities have a better experience.

### **7.1.3 Community Services and Social Development**

#### **7.1.3.1 Community Strategies and Family Supports**

##### **7.1.3.1.1 Children's Services and Early Years**

###### **7.1.3.1.1.1 2024 Achievements**

- In response to Ontario's Access and Inclusion Framework 2023, the [Inclusion and Access Pathway for Early Learning and Child Care Plan](#)<sup>9</sup> presents the outcomes of a comprehensive environmental scan conducted for the City of Brantford Children's Services and Early Years Department, as the service system manager for child care and early learning for the City of Brantford and the County of Brant.
- Provision of Ministry of Education funding to support inclusion and diversity materials and equipment.
- RISE (Responsive Practice, Inspired Champions, Strategic Design, and Engaged Expertise) for Early Learning training for Children's Services and Early Years Staff and child care and EarlyON operators is currently in the planning and finalization stage.
  - RISE for Early Learning is a professional learning series tailored for Early Childhood Education (ECE) professionals.

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<sup>9</sup> Inclusion and Access Pathway for Early Learning and Child Care Plan: <https://www.brantford.ca/en/living-here/resources/Documents/ChildCare/Inclusion-and-Access-Pathway-for-Early-Learning-and-Child-Care-ELCC.pdf>

- It aims to equip educators with comprehensive knowledge, skills, and practical tools, enhancing equity and inclusion in learning environments.
- Training was scheduled for fall 2024.

#### **7.1.3.1.1.2 Future Initiatives**

- RISE for Early Learning training for Children’s Services and Early Years Staff and child care and EarlyON will continue to be supported into 2025.
- Ongoing growth of licensed child care spaces which meets Ontario’s Access and Inclusion Framework 2023.
- The Inclusion and Access Pathway for Early Learning has been incorporated in the Fostering Brant’s Growth for licensed child cares in the City of Brantford and County of Brant and will be implemented.
- Children’s Services and Early Years will continue to provide Fee Subsidy appointments to families in a way that is most accessible to them (by phone or in-person).
- Continue to implement the actions from [Building the Community from the Kids Up, Child Care and Early Years 10 Year Plan](#)<sup>10</sup>.

#### **7.1.3.1.2 Family and Income Stability**

##### **7.1.3.1.2.1 2024 Achievements**

- Accessibility for people with various types of disabilities has continued to be considered in program planning.
- An accessible-compliant Funeral Application was added to the City of Brantford Website in Fall 2024.
- The Ontario Works Office at 225 Colborne Street, Unit 101 opened.
  - The facility includes accessibility considerations such as service counters and client meeting rooms.

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<sup>10</sup> 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>

- The implementation of a digital service model continued, including an online application process, phone-based appointments options, reloadable payment cards, online benefits portal (MyBenefits), electronic document management and a hybrid service delivery approach.
- Internal Standard Operating Procedures continued to be updated and drafted in an accessible format.
- In early 2024, the City of Brantford launched a new pilot project called Service Navigation.
  - This pilot has Community Resource Navigators that are in the community meeting with their clients to connect clients to resources and services.

#### **7.1.3.1.2.2 Future Initiatives**

- Accessibility for people with various types of disabilities will continue to be considered in program planning.
- Plans to expand service to meet client needs within the community and connect clients to resources and services.

### **7.1.3.2 Housing and Homelessness**

#### **7.1.3.2.1 2024 Achievements**

- The rehabilitation/conversion of Lucy Marco Place from a 24-unit university residence was completed in the Fall of 2024.
- The project brings 41 more affordable housing units online. Six of these units are accessible, built to the Brantford Facility Accessibility Design Standards (FADS) and all units are universally visitable.
- Households applying to the centralized waitlist for community housing can select modified or fully accessible units.
  - Properties that are accessible and/or have modifications are identified and applicants can indicate specific needs when applying for community housing.
- 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.

- Continued efforts for quality improvement in ensuring *AODA* compliance in communications and service delivery and staff continued to work with community partners to provide accessible, low barrier service, especially to those experiencing housing instability or homelessness.

#### **7.1.3.2.2 Future Initiatives**

- Accessibility continues to be considered and implemented in all future projects in Housing and Homelessness.

### **7.1.4 Economic Development and Tourism and Cultural Services**

#### **7.1.4.1 Business Resource Centre**

##### **7.1.4.1.1 2024 Achievements**

- 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 for individuals to attend from remote locations.
- Disability related accommodation arranged for those who request assistance in accessing information.

##### **7.1.4.1.2 Future Initiatives**

- Staff will revisit the partnership with Accessibility Solutions and offer a free webinar series – Accessibility is Good for Business.
- The checklist to Start a Business resource will be updated and be translated into 5 different languages.
- Since the introduction of programs and services in an online format, the Business Resource Centre (BRC) has identified digital literacy deficiencies especially in older adults. To foster inclusion, the BRC would like to collaborate with the Brantford Public Library and Brant Skills allowing clients to access Free Introductory Computer classes and Beyond Basic classes.

## 7.1.4.2 Real Estate

### 7.1.4.2.1 2024 Achievements

- Accessibility was considered in the City's acquisition of properties.
- The following properties were acquired through 2024:
  - 33 Colborne Street West
    - Demolition of the structures has been planned.
    - Accessibility requirements of the *Ontario Building Code*, *Design of Public Spaces* and the *Brantford Facility Accessibility Design Standards (FADS)* will be considered in any redevelopment.
  - 371 Powerline Road
    - Demolition was completed to allow for a road widening.
    - Accessibility was not impacted.
  - 400/466 King George Road
    - Demolition has been planned to allow for the construction of a water tower.
    - Accessibility was not a factor.
  - 389 West Street – Fox Ridge
    - An assisted living facility to be converted to City housing.
    - Anticipated completion date is July 2025.
    - All renovations are being completed using the accessibility requirements within the *Ontario Building Code*, *Design of Public Spaces* and the *Brantford FADS*.
- The Accessibility Coordinator was consulted as resource for accessibility matters.

### 7.1.4.2.2 Future Initiatives

- Accessibility will continue to be considered for any acquired or leased properties.
- The Accessibility Coordinator will be used as a resource for inquiries surrounding accessibility.
- The Brantford Accessibility Advisory Committee will be consulted on facilities to be purchased or leased by the City.

### **7.1.4.3 Sanderson Centre**

#### **7.1.4.3.1 2024 Achievements**

- No change identified.

#### **7.1.4.3.2 Future Initiatives**

- Through the 2025-2026 there is a plan to review and revise the accessible seating holds for ticketed events.
- The review will consider the number of accessible seats as well as a range of accommodations beyond wheelchair accessible seating.

### **7.1.4.4 Tourism, Culture and Sport**

#### **7.1.4.4.1 2024 Achievements**

- The Tourism website and printed materials in circulation all remain *AODA* compliant.
- In 2024 three new murals were installed in the downtown core, all of which meet accessibility requirements as set out in the Public Art Policy.

#### **7.1.4.4.2 Future Initiatives**

- In 2025 both Tourism (DiscoverBrantford.ca) and Economic Development (AdvantageBrantford.ca) will receive new websites that will be compliant with *AODA* standards.
- Accessibility will continue to be considered in bids for large scale tournaments and conferences as well as future event hosting opportunities.
- Considerations will continue to be made for accessibility with respect to Public Art.

### **7.1.5 Government Relations and Corporate Initiatives**

#### **7.1.5.1 2024 Achievements**

- Brantford City Hall was illuminated in purple and blue from October 17 to 23 to recognize National Disability Employment Awareness Month.
- Council wanted to highlight the need to have accessible and equitable employment strategies that include disability recruitment.

- The associated proclamation can be found in [Appendix F](#).
- Staff promoted Treat Accessibly, a program that allows households to identify that accessibility is considered when they are handing out candy to trick-or-treaters.
  - Treat Accessibility signs were distributed community groups.
  - For more information on Treat Accessibility please see the [Special Accessibility Initiatives](#) section.

#### **7.1.5.2 Future Initiatives**

- In the upcoming years, staff plan on putting more of an emphasis on Treat Accessibility.
  - There are plans of creating a more substantial campaign.
    - The campaign will include:
      - Promotion and education as part of the Scare in the Square Halloween event, and
      - Attending Bull Dogs games to distribute signs, working in partnership with the Bulldogs Foundation.
    - As in previous years, signs will be made available at various community centres and City Hall.
  - The Mayor's office will work with the Accessibility Coordinator to investigate options for the creation of a National AccessAwareness Week campaign.
    - Considerations will include:
      - A corporate flag raising,
      - Intention to host information sessions for staff,
      - Various corporate events encouraging staff to participate as allies, and
      - Learn more about the valuable contributions and leadership of persons with disabilities in Canada, Ontario and Brantford.
  - National Disability Employment Awareness Month will continue to be acknowledged and celebrated.

## **7.1.6 Planning and Development Services**

### **7.1.6.1 Building**

#### **7.1.6.1.1 2024 Achievements**

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

#### **7.1.6.1.2 Future Initiatives**

- Staff will keep apprised of and implement the changes to the *Ontario Building Code*.
  - 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.

### **7.1.6.2 Planning and Development Services (including Development Planning, Long Range Planning and Development Engineering)**

#### **7.1.6.2.1 2024 Achievements**

- 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 are 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.
- Accessibility was considered and elements were updated as needed in the newest City of Brantford Zoning By-Law.
  - The Accessibility Coordinator continued to sit on the Staff Working Group for the new Zoning By-Law project, providing input to the proposed regulations relevant to accessibility, such as parking and loading requirements.
  - The proposed Zoning By-Law was presented to the Brantford Accessibility Advisory Committee for review and input and comments were incorporated into the final draft of the new zoning bylaw.
  - The Zoning By-Law was adopted by Brantford City Council in September 2024.
- 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.

#### **7.1.6.2.2 Future Initiatives**

- The Planning and Development Services Department will continue to work with the Accessibility Coordinator to address accessibility matters for new developments.
- The Accessibility Coordinator will continue to review plans for developments through the site plan process.
- Site plans for developments that are publicly accessible, owned or operated by the City of Brantford or otherwise flagged by the Accessibility Coordinator will continue to be presented to the Brantford Accessibility Advisory Committee for review and input.
- Staff will keep apprised of any changes to regulations pertaining to developments.
- Staff will continue to review and monitor the City's urban design guidelines to ensure they remain consistent with best practices for accessibility.
- The department will implement a new Development Manual which will assist the City's customers through the development process.

## 7.1.7 Strategic Initiatives

### 7.1.7.1 Social Development and Policy

#### 7.1.7.1.1 2024 Achievements

- Healthy Aging
  - In 2023 and 2024, the City re-introduced the Healthy Aging Passport post COVID-19, which was supported by funding from New Horizons for Seniors Grant (\$25,000.00), to provide older adults with a wide variety of free activities, workshops and events to help stay active, healthy, and connected throughout the summer months.
  - The Passport saw over 2200 older adults' participation in activities throughout this project in the past two years.
  - The City supported the Grand River Council on Aging on the development of its first Age-Friendly Event Planning Guide to support community organizations in planning inclusive, Age-Friendly events.
  - The Age-Friendly Event Planning Guide is available by print from the Grand River Council on Aging and on the [Grand River Council on Aging Website](#)<sup>11</sup> for a free download.
- City Staff developed and administered an internal survey to all City Staff to gauge their existing knowledge on Brantford's Age-Friendly Community and what they would like to learn more about. As a result of the survey, two resources were created for staff:
  - An introductory Age-Friendly Community Human Resource module available through the Learning Management System that aims to increase awareness about Brantford's Age-Friendly history and progress.
  - Developed an "IT Presents" series that hosted 5 sessions focused on various age-friendly topics, such as senior's mental health, effective age-friendly communication tips and aging in place with a focus on housing.

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<sup>11</sup> Grand River Council on Aging Website: <https://grcoa.ca/>

- The Grand River Community Health Centre and the City of Brantford received \$25,000.0 from the Seniors Community Grant, to launch the 'Flavours of Brantford' program with a project end date of 2025.
- This project provides newcomer older adults with an opportunity to learn about various cultures in Brantford, while engaging in making a traditional dish from each culture.
- Staff updated the Seniors' Toolkit in preparation for the release of its fifth edition.
  - The toolkit is a large resource that identifies all supports in the Brantford area for seniors.
  - Approximately 2,000 copies of the toolkit are being shared throughout community, and an online accessible copy made available on the [Healthy Aging City webpage](#)<sup>12</sup>.
- Inclusive Community Plan
  - Hosted the 2024 Accessibility Expo at the Wayne Gretzky Sports Centre in celebration of National AccessAbility Week.
    - This event brought together local agencies, organizations, and businesses run by and/or working to support people with disabilities in the Brantford community.
    - The event included a community presentation, the 2024 City of Brantford Accessibility Awards and the premiere of the City of Brantford's "A Day in the Life" video highlighting accessibility improvements being facilitated at the City of Brantford.
- Building Safer Communities
  - Inclusive Communities Youth Summit - Hosted in March 2024.
    - The Inclusive Communities Celebration was organized as an opportunity to have a community conversation, aimed at gathering valuable youth perspectives on what an inclusive community means in Brantford.

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<sup>12</sup> Healthy Aging City webpage: <https://www.brantford.ca/en/living-here/healthy-aging-passport.aspx>



- This was a one-time project.
- Youth Community Change Makers - During March Break 2024.
  - This program acted as a project incubator, inviting Grade 11 and 12 youth to develop self-initiated concepts around community safety.
  - Participants gained skills in project development, management, grant applications, and public speaking. Upon completion, they received a certificate from Wilfrid Laurier University.
- A Youth Peer-to-Peer Conversations Video was produced.
  - In partnership with the Brant Youth Council, the Youth Peer-to-Peer Conversations video series was developed to feature youth voices on topics of importance to them including” belonging and inclusion, healthy relationships, and mental health.

#### **7.1.7.1.2 Future Initiatives**

- Healthy Aging
  - Development of the 2025-2027 Healthy Aging: City of Brantford Age-Friendly Strategy under development was scheduled to be presented to council in November 2024.
  - Continue to prioritize Corporate Age-Friendly Training available to all City Staff.
  - Work with community partners to launch programs and initiatives focused on Mental Health awareness for seniors.
- Inclusive Community Plan – 2025 and beyond:
  - Accessibility is a priority for the City of Brantford’s Inclusive Community Plan, and is aligned with the City of Brantford’s membership to the UNESCO Coalition of Inclusive Municipalities.

## 7.2 Corporate Services

### 7.2.1 Clerk Services

#### 7.2.1.1 2024 Achievements

- Report templates in eScribe were updated to meet *AODA* requirements after transition to Microsoft 365.
- Improvements were made to all Council, Committees and Boards agendas to improve accessibility:
  - Reformatting of titles sections on agendas and minutes.
  - Simplification of notices on agendas and minutes (description field on agendas).
- Review and standardization of HTML minutes for better clarity and consistency.
- The City approved new regulations pertaining to Vehicles for Hire.
  - In the initial stages of review of the regulation, members of the public were consulted through a survey.
    - Staff attended a meeting of the (BAAC) to explain the survey and seek input on the service offered.
    - Survey results indicated that most respondents were satisfied with taxi service, citing availability, convenience, and professionalism.
    - There were some concerns raised about the availability and reliability of accessible taxis.
  - As part of this change, the City is no longer held to a maximum number of licences that can be issued for taxicabs. The limit was removed to allow any licensed taxibroker the opportunity to add licences without having to join a wait list before a licence became available and includes accessible taxicabs.
  - In addition, 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.

### 7.2.1.2 Future Initiatives

- A review of By-laws posted on [www.brantford.ca](http://www.brantford.ca) will be completed.
- A review of Policies posted on [www.brantford.ca](http://www.brantford.ca) will be completed.
- iSiLIVE webcasting with real-time closed captioning will be implemented.
- The preparation and publication of HTML minutes through eScribe for all meetings supported by the City Clerk's Office will continue.
- Requirements for taxicabs will continue to be monitored.
- Satisfaction with the availability and service of accessible taxicabs will continue to be evaluated
- The following items are planned to foster accessibility for the 2026 Municipal Election (as reviewed after the 2022 Municipal Election).
  - Communication and Information
    - Continue to share election related information across multiple platforms (website, social media, print, radio, billboards) and provide alternative format of all communications upon request to increase accessibility for electors;
    - Continue to communicate accessibility barriers and other related information regarding voting locations to electors by placing this information on the City of Brantford Election Website and social media accounts;
    - Place the universal symbol of accessibility on the Voter Information Notices indicating which locations are most accessible;
    - Continue to include resources on election accessibility in the Candidate packages; and
    - Continue to connect with Community Organizations to provide information relating to accessible voting (Long Term Care / Retirement homes, Conestoga, Laurier).
  - Voting Locations
    - Continue to provide a "Vote Anywhere in your Ward" model on Voting Day in 2026. This allowed electors to vote at a voting location that was most accessible to them;

- Exterior and Interior Accessibility Audits will continue to be completed as part of the voting location selection process;
- Secure additional signage for voting locations, including signs directing voters to alternative entrances if necessary;
- Connect with City Departments regarding the use of City facilities as voting locations and communicate the need to ensure maintenance, repairs or construction will not prevent the full accessible use of the facility well in advance in order to prevent last minute changes to locations;
- Consideration to be given to re-establishing voting locations at select locations across the City, specifically large apartment complexes where polls were established in previous municipal elections; and
- Explore opportunities to improve access to in-person voting by collaborating with community transit partners (ex. Brantford Lift, Brantford Transit) during the Advanced Vote and Election Day voting period.
- Staff Training
  - Continue to include *AODA* and Sensitivities to Disabilities training as part of the general Election Staff training that must be completed by all Election Staff;
  - Where possible, provide online modules in lieu of in-person training sessions thus increasing training accessibility by removing location, time and training constraints associated with in person training; and
  - Emphasize common assistance that election staff can provide including assisting electors in navigating doors/ hallways, leaving some voting booths without chairs, providing certain assistive devices like a clipboard to assist with voting.
- Voting and Voting Equipment Methods
  - Review options for online voting for the entire voting period. In 2022 this was October 3rd – October 24th, 2022;
  - Consider adjusting advanced voting periods to provide increased voting opportunities for residents;

- Continue coordinating with school boards in advance of Election Day to address location specific accessibility concerns;
- Continue to welcome the use of support persons and service animals in voting places; and
- Enlist the BAAC and other partners to communicate when the Voters List revision process is underway as well as the Municipal Property Assessment Corporation Enumeration process to aid in the accuracy of individual voter records.

## **7.2.2 Finance**

### **7.2.2.1 Accounting**

#### **7.2.2.1.1 2024 Achievements**

- The City of Brantford Financial Statements for the year ending 2023 have been presented in *AODA* compliant format.
- Financial Statements were made available on [www.brantford.ca](http://www.brantford.ca).

#### **7.2.2.1.2 Future Initiatives**

- Financial statements for the City of Brantford will continue to be presented in an accessible format.

### **7.2.2.2 Financial Analysis**

#### **7.2.2.2.1 2024 Achievements**

- Both the Questica Open Book and Digital budget book are anticipated to be started in November 2024.

#### **7.2.2.2.2 Future Initiatives**

- Questica Open Book and Digital budget book are expected to launch by end of Q3 2025.

### **7.2.2.3 Purchasing**

#### **7.2.2.3.1 2024 Achievements**

- Purchasing's [www.bidsandtenders.com](http://www.bidsandtenders.com) website that is used to post bid opportunities to the public market identifies that it exceeds standards set out in the *AODA*.

#### **7.2.2.3.2 Future Initiatives**

- No known projects at this time.

### **7.2.3 Human Resources (HR)**

#### **7.2.3.1 2024 Achievements**

- 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.
- An Age-Friendly Training module was developed and launched in April 2024 in partnership with the Community Initiatives Coordinator.
- A new Learning Management System (LMS) launched in Fall 2024 that includes enhanced accessibility features.
  - The new LMS is called Brightspace and the provider includes the following accessibility statement: “We constantly strive to ensure that our learning platforms work seamlessly with various assistive technologies to provide a great learning experience to people with diverse needs. We integrate the latest global accessibility standards into our product process and openly report conformance to the Web Content Accessibility Guidelines (WCAG) 2.2 Level AAA standards and compliance with Section 508 of the *Rehabilitation Act, 1973*.”

- All training modules are being redesigned with fresh content while looking at ways to enhance accessibility features.
  - Staff will ensure these new modules/learning materials are accessible and will implement 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 will 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.
  - Two *AODA* modules were scheduled for redesign and content review in Fall 2024.
- 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.
- In partnership with Communications and Community Engagement staff and the Accessibility Coordinator an educational video was produced entitled “A Day in the Life - Understanding Accessibility in our City” and featured various members of City Council.
- The Accessibility Awards were implemented in 2024 (after a hiatus) in cooperation with Communications and Community Engagement Staff and the Accessibility Coordinator.
- A proclamation was prepared to promote National AccessAwareness Week and the importance of accessibility and inclusion.
  - A copy of the proclamation can be found in [Appendix G](#).
- 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 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 2025-2029 Brantford Accessibility Plan.

### **7.2.3.2 Future Initiatives**

- Accommodation requests will continue to be considered in the recruitment, interview and selection process and throughout the employment cycle.



- Accessibility considerations will continue to be considered in the collective bargaining process particularly regarding employee group benefits.
- HR documents will continue to be formatted to be accessible.
- The Benefits section of the HR landing page on the intranet system will be updated to increase navigability and accessibility.
- Staff will continue to assist in the development of accommodation plans to allow employees to continue to function effectively within the workplace.
- Physical Demands Analyses (PDA) and Cognitive Demands Analyses (CDA) will continue to be completed.
- Staff in the Learning and Development Division will review and revise training modules as needed.
- New training modules will be developed as needed.
- The accessibility of training modules will be reviewed and improved as needed.
- The Accessibility Coordinator will continue to keep apprised of accessibility legislation and educate staff on any relevant changes.
- The Accessibility Coordinator will continue to serve as a resource to staff in all departments to ensure City services, facilities and events are accessible.
- The Accessibility Coordinator will continue to serve as the Staff Liaison for the Brantford Accessibility Advisory Committee (BAAC).
- Site plans will continue to be reviewed by the Accessibility Coordinator and taken to the BAAC as needed.
- Accessibility education will continue through promotion and special events.
- Accessibility plans and status updates will continue to be drafted by the Accessibility Coordinator.

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

### **7.2.4.1 2024 Achievements**

- 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. In addition, Jaws Professional, a popular screen reader software, was acquired to assist staff in assessing websites and documents.

- 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.
- 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.

#### **7.2.4.2 Future Initiatives**

- IT services will continued to provide both hardware and access to applications/tools to support staff working remotely and in the office.
- IT services will continue to provide audio-visual support for council, committee, taskforce and public meetings which includes livestreaming to YouTube.
  - Upgrades to various technologies used in the production of meetings will provide for higher quality streaming and automatic closed captioning of live meetings beginning in the first quarter of 2025.
- IT Services will continue to work with vendors providing services and software solutions, to ensure they make every effort to confirm their applications, are compliant with accessibility requirements.

### **7.2.5 Legal Services**

#### **7.2.5.1 Legal Counsel**

##### **7.2.5.1.1 2024 Achievements**

- Legal Counsel continued to monitor and review accessibility requirements.

- Legal Counsel provided guidance on issues surrounding accessibility as required.

#### **7.2.5.1.2 Future Initiatives**

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

### **7.2.5.2 Provincial Offences**

#### **7.2.5.2.1 2024 Achievements**

- The Provincial Offences landing page was redesigned on the City website to ensure that it is fully accessible and easier to access.
- Staff have worked with a consultant on the parameters and design of a new building for Provincial Offences Administration at 220 Colborne street.
  - The project manager and consultant have worked together with the assistance of the Accessibility Coordinator to ensure that accessibility concerns have been considered and corrected during the project.
    - Space/maneuverability, access, wayfinding signage, furniture, floor to wall to furniture colour contrasts, and many other considerations have been discussed and addressed.

#### **7.2.5.2.2 Future Initiatives**

- The anticipated completion for the new Provincial Offences Administration is Fall 2025.
- The addition of Automated Speed Enforcement Cameras and implementation of an Administrative Penalty System for processing those charges will be executed.
  - This is a change that will allow municipalities to process charges under the *Highway Traffic Act* in a different manner to streamline processes and improve access to justice.

### **7.2.5.3 Risk Management**

#### **7.2.5.3.1 2024 Achievements**

- No change identified.

#### **7.2.5.3.2 Future Initiatives**

- No known projects.

## **7.3 Public Works**

### **7.3.1 Business Support and Sustainability**

#### **7.3.1.1 2024 Achievements**

- Grant funding was secured for the following projects which the Engineering Design and Construction departments took lead on.
  - The D'Aubigny Creek Trail Realignment, and
  - The Lorne Bridge Trail Realignment.
- Trans Canada Trails funded several accessibility improvements along Brantford's trail network including additional seating and paving throughout 2023 and 2024 which was consistent with the findings of the Trail Safety Audit.

#### **7.3.1.2 Future Initiatives**

- Funding opportunities to pursue accessibility improvements throughout the City are consistently being sought and future projects will be dependent on the funding programs that are released.

### **7.3.2 Engineering Services**

#### **7.3.2.1 Construction**

##### **7.3.2.1.1 2024 Achievements**

- Sidewalk Improvements
  - Rawdon Street – Phase 2
    - Replacement of existing sidewalks to meet AODA requirements for exterior paths of travel, and installation of tactile warning surface indicators at cross walks.
    - Construction completed as of September 2024.



Figure 1 - Rawdon Street New Sidewalk and Tactile Walking Surface Indicators

- Palmerston Avenue
  - Replacement of existing sidewalks was completed, along with the installation of tactile plates at a signalized intersection.
  - Construction completed as of June 2024.



**Figure 2 - Palmerston Street and Brant Avenue New Sidewalk and Tactile Walking Surface Indicators**

- Webling Street and Emilie Street:
  - Replacement of existing sidewalks with sidewalks that are wider and have appropriate running and cross slopes to meet AODA requirements for exterior paths of travel.
  - Installation of tactile warning surface indicators at cross walks.
  - Construction ongoing as of September 2024, when this BAP document was drafted.
- Park Improvements
  - Dufferin Park Redevelopment
    - Dufferin Park underwent a complete redevelopment, with completion of the project occurring in September 2024.
    - Highlights of this new park redevelopment include:
      - A new wheelchair accessible We-Go-Swing,
      - 6 new state of the art tennis courts with LED lighting,
      - 6 pickle ball courts,

- New asphalt pathways throughout the park and additional pedestrian access provided from St. Paul Avenue,
- A new parking lot with accessible parking and a pedestrian drop-off,
- A new accessible playground with rubberized surfacing,
- A basketball court,
- A new park building with rentable community space and a barrier free universal washroom (with an adult change table), and a small kitchenette,
- An outdoor patio space, and
- New tree plantings.



Figure 3 - Dufferin Park Playground Area, We-Go-Swing, and Shade Structure

- Jaycee Park Pedestrian Bridge and Trail
  - Upgrades to the existing trail and replacement of the pedestrian bridge were initiated. Upgrades will restore access and increase 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.
- Woodman Community Centre Park:
  - A new accessible playground is undergoing construction at Woodman Park.
  - Construction was ongoing at the time this document was drafted.
    - 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
  - Construction at Devereux Park, Iroquois Park, and Pace Park was completed.
  - 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
  - D'Aubigny Trail Redevelopment
    - There are two aspects to this project:
      - Erosion has created a need to re-route a portion of the trail adjacent to the rivers' edge. The new alignment will consist of a 2.5 meter wide trail through the open field.

- The second part of this project included a widening and repaving of the trail through the woods from the open field to the D'Aubigny Creek Canoe Launch area.
- This reconstructed trail provides unobstructed access from the D'Aubigny Creek Parking lot to the Ballantyne Drive, a distance of 1.4 kilometers.
- Trail Construction Under the Lorne Bridge
  - Construction on a new trail under the Lorne Bridge began on October 10, 2023.
  - This new trail alignment replaced the existing path that is currently routed under the bridge at the river's edge.
  - This new alignment was constructed due to the existing trails identification in the Trail Safety Audit flagging safety issues that the existing trail presented.
  - The new trail eliminated grades that exceeded 5 percent, providing a clearer path of movement and eliminated any concerns with respect to the visibility of on-coming traffic.
  - The trail connects near Scarfe Avenue on the west side to Brant's Crossing at the east end.

#### **7.3.2.1.2 Future Initiatives**

- Park Projects
  - Arrowdale Park
    - The creation of a new community park at 375 Rawdon Street shall bring to the community a space that 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 Rawdon Street.
      - New benches with provisions for adjacent mobility device parking.

- Over 1,200m of asphalt pathways throughout the park, varying in width from 2.0m to 3.0m, 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.
- A new shade structure with a flush concrete base.
- Expected completion date of September 2025.
- Jaycee Park Pedestrian Bridge and Trail
  - Trail paving will be completed in Spring 2025 which will conclude the project.
- Woodman Community Centre Park
  - Completion of the accessible playground is expected in Spring 2025.
- Continue to comply with the requirements of the AODA in the work of future projects
- Focus on bringing required and requested projects forward to the Brantford Accessibility Advisory Committee (BAAC).

## **7.3.2.2 Design**

### **7.3.2.2.1 2024 Achievements**

- As part of the 2024 road reconstruction project designs listed below, there were several sidewalks in design work meant to increase accessibility.
- This work included new sidewalk or sidewalk replacement to meet width and cross-slope requirements as per the AODA,

and installation of tactile warning surface indicators as applicable.

- Locations include:
  - 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),
  - Main Street (from Buffalo Street to Usher Street),
  - North Nelson Street (from Stanley Street to Park Road North),
  - Norwich Street (from Sherwood Drive to Colborne Street West),
  - Rushton Avenue (from Buffalo Street to Usher Street), and
  - Usher Street (from Rushton Avenue to dead end).
- In addition to the linear infrastructure projects, there were a number of other capital project designs initiated/continued in 2024 that were designed to meet the *AODA*:
  - Brant's Crossing
    - The Brant's Crossing is a pedestrian bridge spanning over the Grand River and is located directly south of the Lorne concrete arch vehicle bridge. Following the ice jam event in 2018, the City undertook an Environmental Assessment of the crossing. The study recommended a full superstructure replacement and as a result, the design for the bridge replacement was initiated in 2023.
    - The design includes replacing the existing structure with a new weathered steel truss bridge meant to mimic the existing structure's features.

- The new bridge will incorporate a 4.0m wide deck, which will be 1.6m wider than the existing deck and will support a multi-use trail meeting AODA requirements.
- Brooklyn Park
  - Brooklyn Park in Ward 1 is currently in the design phase. These new facilities will enhance accessibility and create an inclusive environment for all users. Planned features include:
    - Accessible seating in the bleachers.
    - 2 meter pathways throughout the parks with connections to surrounding sidewalks.
    - Improved lighting for safety and visibility.
- Colborne Street Roundabout
  - The existing intersection at Colborne St., Dalhousie Street, and the residential development at #585 Colborne Street is 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 are being 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 - 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 - these will be installed at all crossing points to assist visually impaired individuals in identifying crossing locations and navigating safely.
- Colborne Street Slope Stabilization
  - The slope along the south side of Colborne St., between Clara Crescent and Garden Avenue, has experienced instability and erosion issues, with a landslide occurring in

1986. The proposed slope stabilization design is intended to address these concerns and reduce the likelihood of a future catastrophic failure.

- The accessibility improvements include:
  - Improved grading - the trail's maximum longitudinal slope will be reduced from 14% to a more accessible 3.7%. This will make the trail easier and safer to navigate for people with mobility challenges, cyclists, and others who may find steep slopes difficult.
  - Enhanced slope stability: Measures to improve slope stability will help prevent openings and fissures from forming in the trail, as well as reduce erosion along the route. This will result in a more consistently firm and stable surface.
  - Paddle fence installation: A paddle fence will be added along the edge of the trail in areas where steeper slopes are present. This will provide a physical barrier, improving safety for trail users in these higher-risk areas.
- Downtown Revitalization
  - This work will include new sidewalk or sidewalk replacement to meet width and cross-slope requirements as per the *AODA*, 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, are 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, is in the design phase and is 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 is currently in the design phase. The Wilkes Dam improvements are 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 regrading existing path or implementing accessible ramps in compliance with the *AODA*.

#### **7.3.2.2.2 Future Initiatives**

- A Parks Design Standards Manual will be drafted in the upcoming years.
- Accessibility requirements will be considered and included in the manual.

- The manual will be taken to the Brantford Accessibility Advisory Committee (BAAC) in draft form for review and input.
- Accessibility requirements and usability will be considered and implemented in future projects.
  - *Ontario Building Code*, Design of Public Spaces Standard and the Brantford Facility Accessibility Design Standards will be used as required.
- The Accessibility Coordinator will be consulted where there are questions on how to best implement accessibility features.
- Consultations with BAAC will continue as required or otherwise requested to present and receive input on the implementation of accessibility features.

### **7.3.2.3 Facilities Capital Development**

#### **7.3.2.3.1 2024 Achievements**

- 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 were either completed, continued or initiated in 2024:
  - Animal Care Facility
    - A new facility will be built to provide animal pound facilities for stray companion animals which will include accessible public and staff washrooms that meet the Brantford Facility Accessibility Design Standards (FADS).
    - The design is complete, and the project is out for tender.
    - Construction was scheduled to start November 2024.
  - Earl Ave Yards Redevelopment
    - Existing yard and buildings will be demolished and redeveloped in phases to create a new Operational & Fleet Services and Parks Services yard.



- New buildings will be designed to be fully accessible and comply with FADS.
- Design was initiated as of September 2024.
- Provincial Offence Administration (POA) Accommodations
  - Renovation to 220 Colborne Street space to accommodate Provincial Offence court and administration requirements designed to be fully compliant with FADS requirements.
  - The design has been completed, and the project was put out for tender.
  - Construction scheduled to start in November 2024.
- Market Centre Parkade
  - Vestibule upgrades along with door and window enhancements to comply with accessibility, security and life safety requirements were installed.
  - Construction was completed March 2024.
- Police Headquarters Expansion and Redevelopment Project
  - The new addition block is to be fully compliant with FADS and any renovations to the existing space will include accessible upgrades and gender inclusive areas.
  - Construction began August 2024.
- Southwest Community Centre
  - A new facility will be built that will include an Elementary school, Community Recreation Centre, Public Library and Child Care Centre that will be designed to be gender inclusive and comply with FADS and accessibility requirements.
  - Construction began September 2024.
- Walter Gretzky Golf Course (WGGC) Lawn Bowling
  - New lawn bowling greens complete with accessible concrete walkways around the site that will allow accessible access to the greens.
  - Construction began August 2024 with expected completion in November 2024.

- Walter Gretzky Golf Course (WGGC) Maintenance Building Redevelopment
  - Existing facility will be demolished, and a new maintenance facility will be built for vehicle and equipment storage and maintenance along with staff facilities including washrooms that will be designed to meet FADS.
  - Design in progress.
- Wayne Gretzky Sports Centre (WGSC) – Adult Change Table
  - An electric adult change table was installed in the 25M pool change room.
  - Construction was completed in August 2024.
- Woodman Pool Replacement and Community Centre Upgrades
  - Complete replacement of the pool with a new zero entry and accessible ramp into the pool.
  - Construction was completed and upgraded pool officially opened on June 1, 2024.

#### **7.3.2.3.2 Future Initiatives**

- Future projects will continue to comply with the *Ontario Building Code*, standards of the *AODA* and Brantford FADS as applicable.
- Projects will be presented to the Brantford Accessibility Committee as required and/or requested.
- Construction on a number of facilities is expected to continue and be completed in the upcoming years:
  - Animal Care Facility
    - Construction was scheduled to start November 2024 and anticipated to be completed by fall of 2025.
  - Earl Ave Yards Redevelopment
    - Design was initiated as of September 2024 with construction to start in the late fall of 2025 and the first phase to be completed by summer of 2027.

- Provincial Offence Administration (POA) Accommodations
  - Construction to start in November 2024 and anticipated to be completed by fall of 2025.
- Market Centre Parkade
  - Elevator upgrades will commence in 2025.
- Police Headquarters Expansion and Redevelopment Project
  - Construction began August 2024 with expected completion in December 2026.
- Southwest Community Centre
  - Construction began September 2024 with expected completion in September 2026.
- Walter Gretzky Golf Course (WGGC) Lawn Bowling
  - Greens are expected to be available for competition in the spring of 2025.
- Walter Gretzky Golf Course (WGGC) Maintenance Building Redevelopment
  - Construction set to start in the spring of 2025 and be completed by the end of 2025.
- Woodman Pool Replacement and Community Centre Upgrades
  - The Community Centre will have three (3) additional washrooms added with one (1) universal and one (1) family accessible washroom, both will conform to FADS.

### **7.3.2.4 Infrastructure Planning**

#### **7.3.2.4.1 2024 Achievements**

- No change identified.

#### **7.3.2.4.2 Future Initiatives**

- No known projects at this time.

## **7.3.3 Environmental Services**

### **7.3.3.1 Distribution and Collection Systems**

#### **7.3.3.1.1 2024 Achievements**

- No change identified.

#### **7.3.3.1.2 Future Initiatives**

- No known projects at this time.

### **7.3.3.2 Solid Waste and Gas Utilization**

#### **7.3.3.2.1 2024 Achievements**

- No change identified.

#### **7.3.3.2.2 Future Initiatives**

- No known projects at this time.

### **7.3.3.3 Technical Services**

#### **7.3.3.3.1 2024 Achievements**

- No change identified.

#### **7.3.3.3.2 Future Initiatives**

- No known projects at this time.

### **7.3.3.4 Wastewater Operations**

#### **7.3.3.4.1 2024 Achievements**

- No change identified.

#### **7.3.3.4.2 Future Initiatives**

- No known projects at this time.

### **7.3.3.5 Water Operations**

#### **7.3.3.5.1 2024 Achievements**

- No change identified.

#### **7.3.3.5.2 Future Initiatives**

- No known projects at this time.

## **7.3.4 Fleet and Transit Services**

### **7.3.4.1 2024 Achievements**

- Brantford Transit provided accessible shuttles to Canada Day using both conventional and Brantford Lift buses.
- Accessible conventional Brantford Transit busses were used to provide shuttle services between the two sites for the municipal “Scare in the Square” event.

### **7.3.4.2 Future Initiatives**

- An Optimization Plan will be carried out for Brantford Transit.
  - Actions of the plan will begin September 2025 and continue through 2027.
  - Attention will be given to the following items as a result of the Optimization Plan:
    - Review of policies and procedures for both conventional transit and Brantford Lift.
    - A review registration process and form for Brantford Lift to ensure it captures the spectrum of the community it was intended for.
    - Establish and implement an appeals process for Brantford Lift applications.
    - Investigation and implementation of an Integrated Service Delivery model.
      - Integrated Service Delivery is an approach to deliver transit that uses any type of accessible transit service provided by Brantford Transit to help registered Brantford Lift passengers make their trip, subject to the conditions of their specialized transit eligibility.
      - Integrated trips use a combination of Brantford Lift and accessible fixed-route services. If a passenger becomes comfortable using conventional service as part of an integrated trip, this will increase their mobility options and improve the ability to book same-day trips.
      - Since integrated trips reduce the trip distance provided by a Brantford Lift vehicle, this would allow Brantford

Transit to reinvest the hours and make the service more available and reliable for all passengers, including those that continue to fully require a door-to-door service.

- Accessibility will continue to be considered and implemented in future improvement projects at 400 Grand River Avenue.
- Brantford Transit will continue to work with the Accessibility Coordinator on issues surrounding accessibility
- The Brantford Accessibility Advisory Committee (BAAC) will continue to be consulted as required or otherwise requested.

## **7.3.5 Operational Services**

### **7.3.5.1 Operational Services**

#### **7.3.5.1.1 2024 Achievements**

- An accessible path was created to connect Grey St. to Echo Park.

#### **7.3.5.1.2 Future Initiatives**

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

### **7.3.5.2 Roads Compliance and Contracts**

#### **7.3.5.2.1 2024 Achievements**

- No change identified

#### **7.3.5.2.2 Future Initiatives**

- Regular inspections will continue to ensure residents clear their sidewalks of snow and ice within 24 hours after the end of a snow event.

### 7.3.5.3 Traffic Services

#### 7.3.5.3.1 2024 Achievements

- A number of traffic control measures were completed or initiated in 2024 to assist with both traffic and pedestrian movement:
  - Active Transportation / Roads were improved in five (5) locations:
    - Eagle Place – signed cycling network using the local street network to improve neighbourhood connectivity, connections to school, parks and trails,
    - Elgin Street – multi-use path from Wayne Gretzky Parkway to Garden Avenue completion (bollards and curbing),
    - Grey Street – bicycle lane enhancements (pavement markings, bollards and signage) between Wayne Gretzky Parkway and Elgin Street,
    - Hardy Road – bicycle lane enhancement (bollards) between Golf Road and St. Andrews Drive, and
    - Wayne Gretzky Parkway – upgrade crossings at traffic control signals to crossrides.
      - A crossride is a dedicated space at an intersection. It's identified by unique pavement markings, for cyclists to legally ride their bicycle through an intersection without dismounting. A crossride may be located beside a pedestrian crosswalk, or on its own.
  - All-way Stops were installed at three (3) locations:
    - Dundas Street at the intersection with Grand Street (conversion of Intersection Pedestrian Signal),
    - Eastbourne Street at the intersection with Dundee Street, and
    - North Park Street at the intersection with Eastbourne Street.
  - Pedestrian Crossovers (PXO) were installed in thirty-four (34) locations.
    - Pedestrian Crossovers as identified on the City's website:

- Always have “ladder” style stripes that mark the crossing area,
- Always have roadside signage that says “Stop for Pedestrians”,
- Always have pavement markings to show where vehicles and cyclists must stop,
- Sometimes have lights or overhead signage, and
- Motorists must wait for pedestrians to cross the full width of the road before driving.
- More information can be found on the [City’s Pedestrian Crossover webpage](#)<sup>13</sup>.
- The locations of the new pedestrian crossovers are:
  - Ashgrove Avenue at the east side of the intersection with at Beechwood Drive,
  - Ashgrove Avenue at the east side of the intersection with Wedgewood Drive,
  - Banbury Road in front of Banbury Heights School,
  - Banbury Road north east of the Gillin Road intersection (south),
  - Birkett Lane 458 metres west of Erie Avenue (upgrade trail crossing),
  - Birkett Lane 370 metres east of Erie Avenue (upgrade trail crossing),
  - Birkett Lane 150 metres south of Mohawk Street (upgrade trail crossing),
  - Brantwood Park Road at the north side of the intersection with Banbury Road (north),
  - Brantwood Park Road at the south side of the intersection with Banbury Road (north) (upgrade existing school crossing),

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<sup>13</sup> City’s Pedestrian Crossover webpage: <https://www.brantford.ca/en/transportation/pedestrian-crossovers.aspx#Pedestrian-crossovers>



- Blackburn Drive at the east side of the intersection with Mavin Street,
- Blackburn Drive at the entrance to Hickory Park,
- Brantwood Park Road in front of Branlyn Community School/Notre Dame Catholic Elementary School (upgrade existing school crossing),
- Brantwood Park Road at the west side of the intersection with Ponytrail Drive (conversion from all-way stop),
- Brantwood Park Road at the north side of the intersection with Sympatica Crescent (north) (upgrade existing PXO),
- Donegal Drive at the intersection with Sudds Lane,
- Dorothy Street at the east side of the intersection with Heagerty Street,
- Dowden Avenue at the intersection with Bradley Lane (upgrade existing school crossing),
- Dublin Street at the east side of the intersection with Fulton Street,
- Edith Monture Avenue at the entrance to the park,
- Ferrero Boulevard in front of Ferrero (improve access to Brantford Transit stop),
- Flanders Drive at the intersection with Richter Street (upgrade school crossing),
- Four Seasons Drive at Cedarland Park pathway,
- Grand Street at Connaught Park trail,
- Grey Street behind Holy Cross School – install curb ramps & tactile plates at existing PXO,
- Hunter Way at the trail entrance,
- Hunter Way at the intersection with Duncan Avenue,
- Hunter Way at the intersection with Flanders Drive (conversion from all-way stop),

- Oxford Street at the west side of the intersection with Olivetree Road,
  - McGuiness Drive at the intersection with Fisher Street,
  - McGuiness Drive at the south side of the intersection with Yarrington Drive,
  - Mintern Avenue at the intersection with Heagerty Street – install curb ramps & tactile plates at existing PXO,
  - Morton Avenue 57 metres west of Furzey Avenue,
  - Tenth Avenue at the intersection with Whitehead Street (upgrade school patroller crossing), and
  - Terrace Hill Street at the east side of the intersection with McClure Avenue.
- Signalize intersections received concrete upgrades for push button accessibility in ninety-eight (98) locations throughout the City.
  - Traffic Control Signals were installed in four locations:
    - Conklin Road at Gillespie Drive (upgrade PXO),
    - Erie Avenue at Salisbury Avenue (upgrade pedestrian signal),
    - Mount Pleasant Street at Beckett Drive / Clench Avenue (coordinated with planned construction to upgrade school crossing), and
    - Shellard Lane at the intersection with Powell Road / McGuiness Drive.
  - Traffic Control Signals were upgraded and will include audible buttons and tactile plates in five (5) locations:
    - Colborne Street and Forest Road,
    - Erie Avenue and Cayuga Street,
    - Erie Avenue and Eagle Avenue,
    - Erie Avenue and Salisbury Avenue, and
    - West Street at Zehrs Plaza and Staples.

#### **7.3.5.3.2 Future Initiatives**

- As per the *AODA*, the department plans on continuing the installation of audible pedestrian crossing signal buttons at all of the signalized intersections throughout the city to be compliant in January of 2025.
- Accessible/audible pedestrian crossing signals and timers are being installed at every new or rebuilt traffic signalized intersection.
- Consideration will continue to be given to the recommendations from the Brantford Accessibility Advisory Committee (BAAC) related to the installation locations of accessible pedestrian crossing signals and prioritize these installations.
- Cement pads will be installed around audible pedestrian crossing signal buttons to allow greater access to those who use mobility devices.
- Signage will be replaced as needed.

### **7.3.6 Parks and Recreation**

#### **7.3.6.1 Arena Operations**

##### **7.3.6.1.1 2024 Achievements**

- One of the accessible shower seats in one of the womens' pool change rooms was replaced.
- The automatic door controls on the 65m pool mens' change room outer door were replaced with a newer more reliable system.
- As also noted in the Aquatics and Fitness section, with assistance from the Facilities Operations and Maintenance team an adult change table was installed in the 25m pool family change room.
- Ongoing repairs to the automatic door opener buttons continued.

##### **7.3.6.1.2 Future Initiatives**

- Arena operations will continue to maintain, and improve our current accessible inventory.
- The design and development of any new facilities will include the accessibility requirements within the *Ontario Building Code*, *Design of Public Spaces Standards* and the *Brantford Facility Accessibility Design Standards*.

- Staff will continue to consider accessibility and consult the Accessibility Coordinator and Brantford Accessibility Advisory Committee prior to any changes or capital purchases.
- Feedback and accommodation requests from patrons will continue to be considered and implemented where feasible.

### **7.3.6.2 Bell Homestead National Historic Site**

#### **7.3.6.2.1 2024 Achievements**

- As required by the Ministry of Culture, Tourism & Sport, the Bell Homestead developed a site-specific Accessibility Plan in conjunction with the City of Brantford plan.
  - To obtain a copy of the Plan please contact staff by e-mail [bellhomestead@brantford.ca](mailto:bellhomestead@brantford.ca) or by phone at 519-756-6220.
- The telephone exhibition gallery located in the Henderson Home has been completely renovated into a modern, accessible space.

#### **7.3.6.2.2 Future Initiatives**

- A redesign of the Bell Homestead circular driveway to include dedicated accessible parking will be initiated.

### **7.3.6.3 Cemeteries, Horticulture and Forestry**

#### **7.3.6.3.1 2024 Achievements**

- No change identified.

#### **7.3.6.3.2 Future Initiatives**

- No known projects at this time.

### **7.3.6.4 Community Recreation and Events**

#### **7.3.6.4.1 2024 Achievements**

- Automatic door openers were installed for the accessible washroom at Woodman Community Centre.
- An accessible service counter was installed at Doug Snooks Eagle Place Community Centre.
- The programming for the municipal “Scare in the Square” event continued to consider accessibility.

- As a means of increasing accessibility Brantford Transit buses were used to transport individuals between the two “Scare in the Square” locations.
- Accessibility continued to be a priority in the planning and implementation of the Canada Day events.
- The forms related to the Behaviour Action Plan were revised and made accessible.
  - The implementation of the Behaviour Action Plan in combination with increased customer service, including proactive conversations with parents/ guardians, has led to a reduction in camp withdrawals.
- Staff continued to consider and implement accommodation requests of campers.
- The availability of Pickleball has been expanded at Doug Snooks Eagle Place Community Centre to provide more opportunity to active seniors.
- 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 accessibility of events to event planners.

#### **7.3.6.4.2 Future Initiatives**

- A commitment has been made with the applicable school board to aid in the design and build of a universal accessible washroom at Branlynn Community Centre.
  - Accessibility requirements contained within the *Ontario Building Code*, Design of Public Spaces Standard and the Brantford Facility Accessibility Design Standards will be applied.
- The opening of the Southwest Community Center is on target for opening in 2026.
  - The community centre was designed using accessibility requirements contained within the *Ontario Building Code*, Design of Public Spaces Standard and the Brantford Facility Accessibility Design Standards (FADS).

- Accessibility considerations will continue to be included in the initial planning phases of City events.
- Accommodation requests for day-campers and patrons of City events will continue to be considered on an individual basis.
- The Brantford FADS will continue to be used in the design and development/retrofit of community centres.
- The Accessibility Coordinator and the Brantford Accessibility Advisory Committee will continue to be consulted on accessibility elements.

### **7.3.6.5 Facilities Operations and Maintenance**

#### **7.3.6.5.1 2024 Achievements**

- Capital Projects identified in [Appendix D - 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 may be influenced by the level of public access, public feedback and other work scheduled to be completed.
  - Many other projects include accessibility improvements within the overall scope and are not included in these 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.
- A number of projects were completed in 2024 that improve accessibility throughout the City.
  - 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.
  - These projects comply with *Ontario Building Code*, Design of Public Spaces Standard as well as the Brantford Facility Accessibility Standards.

- The completed projects include:
  - The installation of numerous door operators throughout the City Hall facility.
  - The design and installation of an accessible service counter at Doug Snooks was completed.
  - The fire alarm systems were updated to horn/strobes (audible/visual) at community centres.
  - Installation of bollards to maintain clear sidewalk at farmers market was completed.
  - Completed construction and relocation of the Community Services and Social Development Staff into a facility complying with accessibility standards for counters, meeting spaces, maneuverability/access and washroom spaces.
  - The design of the Provincial Offences Administration space for expanded services and greater accessibility was completed.

#### **7.3.6.5.2 Future Initiatives**

- Capital Projects identified in Appendix D - Capital Priority Initiatives will be completed with the supervision of Facilities Operation and Maintenance Staff and the Accessibility Coordinator.
- Accessibility modifications will be considered in any project that involves Facilities Operations and Maintenance Staff.
- The Brantford Facility Accessibility Design Standards will be used for any City project and continue to be publicized and introduced to contractors and other third parties.
- Projects to be completed currently include:
  - Upgrade to the washrooms at Mohawk Park pavilion to include a universal washroom,
  - Upgrade washroom at Doug Snooks Community Centre to include a universal washroom, and
  - Staff will be exploring budget and feasibility to update entrance to 400 Grand River Avenue.

- Parks Site improvements to be determined based on the ability of Design and Development Staff to deliver those projects. Facilities Operations and Maintenance Staff will provide consultation on these projects.
- The Accessibility Coordinator and the Brantford Accessibility Advisory Committee will continue to be consulted on accessible design.

### **7.3.6.6 Fitness and Aquatics**

#### **7.3.6.6.1 2024 Achievements**

- As also noted in the Arena Operations section, in cooperation with Facilities Operations and Maintenance, a new aquatic pool lift was installed, to assist with entry into our 65 metre pool.
- With the assistance of the Facilities Capital Development department an adult change table was installed in the 25-metre Family change room.

#### **7.3.6.6.2 Future Initiatives**

- A partnership will be formed with Ontario Blind Sports Association for Recreation Programming to host four sports in the Wayne Gretzky Sports Centre in Spring 2025.
- A Partnership with Patti Mitchell and Special Olympics Brantford will be considered in Spring 2025.
  - Discussions will take place in relation to partnering with them to host an adaptive fitness program.
- Investigating the initiation of a low sensory swim in Fall 2025.
  - This swim will be geared towards individuals with Autism or sensory conditions.
  - The low sensory swim sessions will be dimly lit, quiet, low capacity swims in which no music is being played on deck, no announcements are being made and no running water features.
  - Caregivers would not be charged for this swim.
- An introduction of a 'Water Healing' course to our aquatic fitness complement will be considered for those recovering from injuries and who require aquatic therapy.



- This would be a post-rehabilitation Aquafitness Program run in warm water that focuses on stretching, small movements, and no impact movements.
- Geared towards individuals diagnosed with disabilities such as arthritis, sports injuries, joint rehabilitation, multiple sclerosis, osteoporosis, etc.
- The focus of this program is more on healing and a return to fitness rather than a program meant to improve overall fitness of an individual who is not experiencing any of the above mentioned symptoms.
- The expectant date of this program is early 2026.

### **7.3.6.7 Golf**

#### **7.3.6.7.1 2024 Achievements**

- One Lawn Bowling Green was installed at Walter Gretzky Municipal Golf Course.
  - The green has been designed to be conveniently located beside the accessible parking spaces near the clubhouse.
  - The clubhouse has accessible washroom facilities, and
  - The Lawn Bowling Green is surrounded by a concrete walkway allowing access for all players.
- A new maintenance shop was scheduled to be built at Walter Gretzky Municipal Golf Course with construction scheduled to start late fall 2024.
  - Designed with accessibility in mind, including a universal washroom.

#### **7.3.6.7.2 Future Initiatives**

- No known projects at this time.

### **7.3.6.8 Parks Operations**

#### **7.3.6.8.1 2024 Achievements**

- Much of the Parks work is captured in the Engineering Design and Construction teams.

- Staff continued to work with the recommendations of the Trail Safety Audit that addressed accessibility with signage, tactile plates and paving.
  - In 2024, 4.4 kilometres of trails were repaved. Paving happened in the following locations:
    - Henry St. Trail – Middleton Street to Wayne Gretzky Parkway,
    - Veterans Memorial Parkway Trail – Graham Avenue to Shellard Lane,
    - LE&N (Lake Erie and Northern) Trail – Veterans Memorial Parkway to Franklin Grobb Forest,
    - Rivergreen Park trails, and
    - Kerr’s Lane Access to Oakhill Cemetery.
  - Tactile warning surface indicators (TWSI) were installed in the following seven (7) locations:
    - Gilkison Street Trail at Dogford Park,
    - Gilkison Street Trail at Catharine Avenue,
    - Gilkison Street Trail at Clench Avenue,
    - Gilkison Street Trail at Edge Street,
    - Gilkison Street Trail at Lions Park Driveway 1,
    - Gilkison Street Trail at Lions Park Driveway 2,
    - Gilkison Street Trail at Lions Park Driveway 3,
    - D’Aubigny Trail at Ballantyne Drive, and
    - SC Johnson Trail at Fen Ridge Court.
  - Five (5) new benches were installed along trails in the following locations:
    - SC Johnson Trail – 300m East from Morrell Street,
    - SC Johnson Trail – 300m West from Morrell Street,
    - SC Johnson Trail – Rivergreen Park,
    - SC Johnson Trail – 300m East from Hardy Road, and
    - Gilkison St. Trail 300m from Edge Street.

- At the end of 2024 staff were in the process of purchasing one hundred and eight (108) signs to go across our entire trail system that will address things like, slopes, blind corners, and sharp turns to assist people of all mobility ranges.

#### **7.3.6.8.2 Future Initiatives**

- Accessibility will continue to be considered and implemented into all future projects.
- Requirement of the Ontario Building Code, Design of Public Spaces and Brantford Facility Accessibility Design Standards (FADS) will be applied appropriately.
- The Brantford Accessibility Advisory Committee (BAAC) will continue be consulted on projects as required or otherwise requested.
- Much of the Parks works will continue to be completed by the Engineering Design and Construction teams.
- Staff will continue completing the trails safety audit recommendations which still has:
  - sign recommendations to be completed,
  - There is an additional 4,044 metres of trail that will have screen material added to top it up, and
  - Outstanding line painting will be completed on the remaining areas of asphalt.
  - This work will be spread over the entirety of our trails system.

## 8.0 Special Accessibility Initiatives

### 8.1 2024 Accessibility Expo

- Staff from the Strategic Initiatives Department planned the 2024 Accessibility Expo.
- The event was coordinated to take place during National AccessAbility Week to further bring awareness to accessibility.
- The Accessibility Coordinator served as a resource in the planning of the event.
- This event brought together local agencies, organizations, and businesses run by and/or working to support people with disabilities in the Brantford community.
- The Accessibility Awards and the newly developed educational video were presented at the event.

### 8.2 Accessibility Awards

- Staff from Communications, Community Engagement and Customer Service with the Accessibility Coordinator and the Brantford Accessibility Advisory Committee (BAAC) reinstated the process for the Brantford Accessibility Awards for 2024.
- 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](#)<sup>14</sup> details more information on the awards including criteria, categories and the nomination process.
- In 2024 the recipients included:
  - Shawn Erb, Friendship House,
  - Amy Spence, Scotiabank,
  - Food Basics, 265 King George Road,
  - Tom Bentley, Brantford Public Library,
  - Amanda Henze, Tailor Aide, and

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<sup>14</sup> Accessibility Awards: <https://www.brantford.ca/en/your-government/accessibility-improvement-awards.aspx>

- Crossing All Bridges Learning Centre.
- Recipients of the 2024 Accessibility Awards were recognized through a presentation at the 2024 Accessibility Expo.
- It is expected that the Accessibility Awards will continue on an annual basis.

### **8.3 Educational video entitled “A Day in the Life - Understanding Accessibility in our City”**

- As part of National AccessAbility Week staff from Communication, Community Engagement and Customer Service with the Accessibility Coordinator with input from Brantford Accessibility Advisory Committee (BAAC) produced an educational video.
- Brantford City officials were asked to participate in simulations designed to replicate an experience of a person with a disability in order to deepen their understanding of the importance of providing accessible services.
  - A number of disabilities were represented including, mobility, vision and hearing.
- The video captured their experiences, learnings, and most importantly, the City’s commitment to action.
- The video was titled “[A Day in the Life - Understanding Accessibility in our City](#)”<sup>15</sup> and was made public on YouTube and on the City’s website.
- The video was premiered at the 2024 Accessibility Expo.

### **8.4 Sensitive Santa**

- The City independently organized a Sensitive Santa event in 2024.
- 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 were considered on an individual basis to ensure the visit was a positive experience.

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<sup>15</sup> “A Day in the Life - Understanding Accessibility in our City” and educational video <https://www.youtube.com/watch?v=IV3j1H2xMqk>

- Transportation arrangements were ensured to allow families access to this opportunity.

## **8.5 Treat Accessibly**

- In early 2022, The Office of the CAO and Mayor was approached by community employer and leader, Ferrero, regarding the potential to partner with a non-profit organization to focus on making treat-giving more accessible this Halloween in our community. Brantford continued to promote this in 2023 and 2024.
- The Treat Accessibly program provides tips and recommendations that households can follow to ensure that all individuals can visit in a safe and accessible manner. Solutions can include moving trick-or-treat stations to the end of a driveway, or eliminating strobe lights.
- Households that participate in Treat Accessibility are encouraged to put event signs on their lawn to advertise where trick or treaters can visit without barriers.
- Treat Accessibility signs were made available for pick up at a number of City locations.
- Staff participated in the City's "Scare in the Square" Event, where barrier free trick or treating was offered. Treat Accessibly signs were made available as well as tips to make Halloween a more inclusive event.

## **9.0 Appendix A - Integrated Accessibility Standard Compliance Summary**

### **9.1 Completed Requirements**

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

#### **9.1.1 General Requirements**

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

#### **9.1.2 Information and Communication**

1. Upon request, provide accessible/ alternative formats of information and communication
2. Notify the public about the availability of accessible formats and communications supports
3. Processes for receiving and responding to feedback accessibly
4. Accessible Websites and Web Content WCAG 2.0 AA

5. Provide Educational and Training Resources and Materials, etc. in an accessible format or comparable resource

### **9.1.3 Employment**

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

### **9.1.4 Transportation**

1. Procedures for non-functioning accessibility equipment on buses
2. If modifications are made to public transit vehicle 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. Provide emergency procedures, plans or public safety information, which is available to the public in accessible formats and communication supports



10. Availability of Information on Accessibility equipment and features of transit vehicles, routes and services for all transit buses
11. Emergency Preparedness and Response Policies for Transit
12. General Responsibilities for Drivers for Transit
13. 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
14. 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
15. Courtesy Seating On Conventional Buses
16. Allow Travel with Companions and Children on Specialized Transit
17. Alternative Accessible Method of Transportation
18. Alternative Transportation During Service Disruption
19. Requirements re: Grab Bars, etc. on Conventional Buses
20. Floors and Carpeted Surface Requirements on Conventional Buses
21. Allocated Mobility Aid Spaces on Conventional Buses
22. Stop-Requests and Emergency Response Controls on Conventional Buses
23. Lighting Feature Requirements for Conventional Buses
24. Route and Destination Requirements on Conventional Buses
25. Lifting Devices etc. for Conventional Buses
26. Stair Requirements for Conventional Buses
27. Indicators and Alarms for Conventional Buses
28. Specialized Transportation for Visitors
29. Coordinated Specialized Transit Between Other Municipalities with a Similar Service
30. When Specialized and Conventional Transit are offered by the same source they will have the same operational hours
31. Process for Service Delays for Specialized Transit

32. Identify plan for creating accessible bus stops and shelters in its accessibility plan
33. 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
34. Accessibility Training (Transit)
35. Waived Transit Fee for Support Persons
36. Eligibility Application Process for Specialized Transit
37. Emergency or Compassionate Grounds for Specialized Transportation
38. Specialized Transit Booking Reservations
39. No Trip Restrictions for Specialized Transit
40. Electronic Audible and Visual On-Board Announcements
41. Categories of Eligibility for Specialized Transit
42. Electronic Pre-Boarding and Deboarding for Buses
43. Fare Parity Between Specialized and Conventional Transit
44. Transit Accessibility Plans (included in Brantford Accessibility Plan)
45. 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
46. The council of every municipality shall identify progress made toward meeting the need for accessible taxicabs in its accessibility plan
47. 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
48. Taxicab vehicle registration and identification will be placed on bumpers - Owners and operators of taxicabs must make available vehicle registration and identification information in an accessible format to persons with disabilities

### **9.1.5 Design of Public Spaces**

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

### **9.1.6 Customer Service**

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

## **9.2 Continued Requirements**

### **9.2.1 Information and Communication**

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

## 10.0 Appendix B – Department Staff Liaisons

Department	Agency	Name	Contacts
Brantford Police Services	Police Board	Chief of Police	(519)756-0113
Brantford Fire Department	Fire Department	Fire Chief	(519)752-4346
Brantford Transit/Lift	City	Director of Fleet and Transit Services	(519)752-4444
Brantford Public Library	Public Library	Chief Executive Officer	(519)756-2220
Building Department	City	Chief Building Official/ Director of Building Services	(519)759-4150
Clerks	City	City Clerk/Director, Clerk Services	(519)759-4150
Communications, Community Engagement and Customer Service	City	Director Of Communications, Community Engagement & Customer Services	(519)759-4150
Community Recreation and Events	City	Manager, Community Recreation and Events	(519)759-4150
Community Strategies & Family Support	City	Director, Community Strategies & Family Support	(519)759-4150
Courthouse	City	Manager, Court Administration	(519)751-9100
Engineering Design And Construction	City	Director, Engineering Services	(519)759-4150
Environmental Services	City	Director, Environmental Services	(519)759-4150
Facilities Operations & Maintenance	City	Manager, Facilities Operations & Maintenance	(519)759-4150
Housing	City	Director, Housing	(519)759-4150
Human Resources	City	Director, Human Resources	(519)759-4150
Information Technology	City	Manager, Network/Security	(519)759-4150
Legal	City	Director, Legal & Real Estate	(519)759-4150
Ontario Works	City	Director, Ontario Works	(519)759-3330
Operational Services	City	Director, Operational Services	(519)732-8170
Parks Services	City	Manager, Park Operations	(519)759-1500
Community Recreation and Events	City	Manager, Community Recreation and Events	(519)756-9900

<b>Department</b>	<b>Agency</b>	<b>Name</b>	<b>Contacts</b>
Sanderson Centre	Sanderson Centre	Theatre Manager	(519)752-9910
Tourism, Culture and Sport	City	Manager, Tourism, Culture and Sport	(519)759-4150

# 11.0 Appendix C – Principles of Universal Design

Version 2.0 – 4/1/97

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## Principle One: Equitable Use

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

### Guidelines:

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

## Principle Two: Flexibility in Use

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

### Guidelines:

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

## Principle Three: Simple and Intuitive Use

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

### Guidelines:

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

## **Principle Four: Perceptible Information**

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

### **Guidelines:**

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

## **Principle Five: Tolerance of Error**

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

### **Guidelines:**

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

## **Principle Six: Low Physical Effort**

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

### **Guidelines:**

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



## **Principle Seven: Size and Space for Approach and Use**

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

### **Guidelines:**

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

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

## 12.0 Appendix D - Capital Priority Initiatives

### 12.1 Completed Projects

Facility Name	Address	Modifications
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

<b>Facility Name</b>	<b>Address</b>	<b>Modifications</b>
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

<b>Facility Name</b>	<b>Address</b>	<b>Modifications</b>
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

<b>Facility Name</b>	<b>Address</b>	<b>Modifications</b>
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

## 12.2 Funded Projects (to be completed)

<b>Facility Name</b>	<b>Address</b>	<b>Modification</b>
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)
Woodman Community Centre	491 Grey Street	Parking upgrades
Woodman Community Centre	491 Grey Street	Pool washrooms and change rooms

## 12.3 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

## 13.0 Appendix E – Website Compliance Plan

<b>Deliverables/ Milestones</b>	<b>Activity</b>	<b>Due Date</b>
<b>Website Redevelopment Projects website</b>	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
<b>Website Assessment</b>	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
<b>Website Audit of non-compliant PDF documents</b>	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
<b>Education/Training</b>	Educate staff on the importance of accessible content of attachments to website	Ongoing part of City's onboarding training



<b>Deliverables/ Milestones</b>	<b>Activity</b>	<b>Due Date</b>
	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
	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
<b>Creation and remediation of accessible PDF documents on City’s websites to meet provincial compliance standard</b>	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

<b>Deliverables/ Milestones</b>	<b>Activity</b>	<b>Due Date</b>
	Release of updated Social Media Policy to further ensure all content on all City of Brantford social media platforms is accessible	March 2025
<b>Remediation of all existing PDF documents on City's websites to meet provincial compliance standard</b>	Selection of Remediation Vendors of Record (VOR)	Completed – April 2024
	Remediation period	Ongoing
	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
<b>Meeting provincial website compliance standard</b>	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

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

## 14.0 Appendix F – Proclamation for National Disability Employment Awareness Month

**WHEREAS** in 2010, the Mayor's Challenge was launched in Ontario to ask Mayors, Councils and Administrations to "Do the Right Thing" and hire people with a disability as part of their workforce; and

**WHEREAS** the City of Brantford values the contributions of all citizens, and considers accessibility for ALL to be a guiding value; and **WHEREAS** the City of Brantford values the contributions of all citizens, and considers accessibility for ALL to be a guiding value; and

**WHEREAS** in 2021, the Mayor's Challenge was re-activated in conjunction with the NDEAM (National Disability Employment Awareness Month) Light It Up! For NDEAM Event, a nationwide campaign encouraging City Halls, government facilities and landmarks to light it up for National Disability Employment Awareness Month. The event sparked conversations about the business benefits and economic importance of disability-inclusive employment; and

**WHEREAS** in 2016, following the success of the Mayor's Challenge, the message was changed to "Do the Smart Thing" asking Mayors to include community members with a disability in the hiring of employees; and **WHEREAS** the City of Brantford values the contributions of all citizens, and considers accessibility for ALL to be a guiding value; and

**WHEREAS** the City of Brantford is proud to declare and light up City Hall in recognition of the National Disability Employment Awareness Month every October;

**NOW THEREFORE BE IT RESOLVED THAT** the Council of The Corporation of the City of Brantford **HEREBY PROCLAIMS** October as National Disability Employment Awareness Month and Brantford City Hall will be lit purple and blue in recognition of this campaign from October 19th to October 31st annually.

## **15.0 Appendix G – Proclamation for National Access Awareness Week**

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

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

**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;

**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;

**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;

**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;

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

**NOW THEREFORE BE IT RESOLVED THAT** the Council of The Corporation of the City of Brantford hereby proclaims the week May 26 to June 1, 2024 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 2025-2029 Multi-Year Accessibility Plan and accessibility matters in general. To provide feedback or request a copy of the Multi-Year Accessibility Plan or Status Report in another format, please contact us at:

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

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

Phone: 519-759-4222 ext. 5391

Fax: 519-752-5719

Attention: Accessibility Coordinator