

Brantford Accessibility Plan

2023 Status Update

December 2023
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1.0 Introduction

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

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

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

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

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

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

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

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

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

2.0 COVID-19 Impact on Accessibility Projects

City project planning and operations have settled in to their new normals and COVID-19 has had less of a direct impact on day to day services through 2023. Due to supply and resource availability delays beyond the control of the City of Branford or its employees, some delays continued to be experienced.

3.0 Corporate Wide Action Plan

The following notes the achievements made throughout fall 2022 and into late 2023 that affected the Corporation as a whole.

3.1 General

- A review and comparison between the Ontario Building Code, Design of Public Spaces Standard and the Brantford Facility Accessibility Design Standards (FADS) continued.
- FADS continued to be updated to incorporate references where the other two documents have higher standards for accessibility. Incorporating these differences has created one resource, with direction on accessibility elements within the built environment.
 - The document will be distributed to key departments for review and comment before being submitted for approval.
- The 2023 Accessibility Compliance Report was prepared.

3.2 Customer Service Standard

- Corporate Policy – 034; Accessibility and the Health and Safety Standard – 053; Accessibility continued to be referenced and used as a guide for delivering goods and services to persons with disabilities.
- The City has continued to seek input into matters relating to accessibility through committees, both external (Advisory Committees to Council) and internal sources.
- Topics that impact accessibility continue to be presented to the Brantford Accessibility Advisory Committee (BAAC).
- Accommodations for individuals were made as requested or as change in service required.
- 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 administered 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.

3.3 Information and Communication

- An external consultant/ trainer was contracted to deliver training on how to create more accessible Microsoft Word and PDF documents.
 - To date 308 document authors have been trained in Microsoft Word.
 - To date 127 document content authors have been trained to create accessible PDFs in Adobe DC.
- Key staff in Communications as well as the Accessibility Coordinator received training on how to create accessible fillable PDF forms.
- Training is expected to be offered regularly to include newly hired staff and those in new positions requiring this skill.
- Training on the creation of accessible documents continued on a one-on-one basis, upon request.
- An internal *AODA* Resource Library was created to assist staff in creating accessible documents.
 - This library contains short videos by topic so information can be easily found and used.
- Documents detailing roles and responsibilities of making the website accessible were updated.
- A compliance plan outlining steps to make the City's Websites accessible was drafted and filed with the Ministry of Seniors and Accessibility (Appendix B).
 - While the steps indicated in [Appendix B](#) remain consistent with the plan submitted to the Ministry, the dates have shifted to indicate more accurate completion dates.

3.4 Employment Standards

- Development of accommodation plans continued to support employees in the workplace.

3.5 Transportation Standards

- General compliance with the standard continued.

3.6 Built Environment Standards

3.6.1 Ontario Building Code

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

3.6.2 Design of Public Spaces Standard

- Requirements were implemented where applicable.
- Staff advises applicants of private developments on how to implement these Standards throughout the Site Plan Application process.

3.6.3 Maintenance

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

4.0 Commission Specific Accessibility Initiatives

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

Through the budget process \$100,000 was allocated for accessibility modifications to buildings and facilities to accommodate persons with disabilities to be overseen by the Facilities Operations and Maintenance Department and the Accessibility Coordinator. See [Appendix C – Capital Priority Initiatives](#) for a list of projects completed to date as well as others scheduled for accessibility improvements in the upcoming years. 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 funding for departmental initiatives, accommodations for staff persons with disabilities or case specific space modifications, have been approved on an as-needed basis and are processed through the City's Operating Budget.

4.1 Chief Administrative Officer's Office

4.1.1 Brantford Fire Department

- There were no known changes to accessibility in 2023.

4.1.2 Communication, Community Engagement and Customer Service

4.1.2.1 *Communication and Community Engagement*

- In June 2021 Brantford City Council approved a staff report outlining recommended actions to enhance the City's level of AODA compliance related to the websites.
- The report detailed current levels of AODA compliance across the City's various digital communication platforms and the immediate requirement to implement an AODA Compliance Action Plan to further demonstrate the City's commitment towards achieving 100% AODA compliance across all City owned digital properties, in accordance with the Integrated Accessibility Standards Regulation.

- In 2023, staff implemented the following actions:
 - Worked with the Ministry of Seniors and Accessibility to draft a compliance plan to assist with increasing accessibility of the City's websites.
 - A copy of this compliance plan can be found in [Appendix B](#).
 - Note that some of the dates have been modified from the original draft.
 - Both the City's Web Governance Standard and Accessible Formats and Communication Supports Standards and Guidelines have been updated to provide further guidance to staff regarding roles and responsibilities related to AODA document formatting and remediation.
 - An education campaign was scheduled to be conducted with staff upon completion of the fall 2023 website scan, to ensure staff understand the updates to the Standards and the importance of complying with City guidelines in our collective efforts to make all City documents fully accessible.
 - A Professional Accessibility Training Program continued to be offered to staff across the organization identified as "Content Authors" who routinely create content that is posted to City websites.
 - The advanced training was conducted by an expert Microsoft Suite and PDF conversion Consultant.
 - To date, over 350 City of Brantford employees have participated in the program that will continue to be offered bi-annually to train any new staff to the City.
 - Upon completion of the training sessions conducted in October 2023, any newly created PDF documents that had to be posted to a City website were required to be provided to Communications staff by department staff in an accessible format for posting to a City website.
 - Once the appropriate training and tools have been provided to staff across the organization, the City's Website Governance Standard will be updated accordingly, further detailing staff roles and responsibilities related to accessibility compliance.

- Staff continued to update the *AODA Resource Library* on the City's intranet site (Citynet), which has been developed for staff to reference when creating accessible documents.
 - The Library includes a series of video training modules that will serve as effective and easily accessible refreshers to ongoing staff training programs.
- An additional scan of the City's website was planned to be conducted in October 2023 using specialized software to scan PDF documents to identify the exact location and size of the document as well as any accessibility errors.
 - This new information was used to assist staff across departments to identify documents that must be remediated to an accessible format in order to reside on a City website.
- An RFP to develop a list of Document Remediation Vendors of Record has been developed and was released in October 2023 and closed in November 2023.
 - This resulted in City staff having access to a group of reliable and competent document remediation vendors before the end of 2023.

4.1.2.2 Customer Service

- The City of Brantford Customer Service department continued to demonstrate our commitment to providing services to residents that are inclusive and barrier free by implementing a series of accessible practices.
 - One crucial aspect to providing accessible service is ensuring that all City Customer Service front counters have a dedicated access point for individuals with disabilities.
 - This entails providing accessible Customer Service entryways, such as ramps or automatic doors, to accommodate those with mobility challenges. Moreover, offering height-adjustable service counters and accessible seating options allows customers of all abilities to comfortably engage with Customer Service staff.
- Continued training occurred allowing for Customer Service staff to provide inclusive and respectful customer service which is another vital component, as it ensures that individuals with

accommodation requirements receive the support and information they need. By adhering to these AODA requirements, the City can exemplify its commitment to fostering a more accessible and inclusive community for all residents.

4.1.3 Community Strategies & Family Support

4.1.3.1 Children's Services and Early Years

- A Diversity, Equity and Inclusion Plan for child care has been initiated.

4.1.3.2 Social Development and Policy

- Accessibility for people with various types of disabilities is considered in program planning.
- Healthy Aging: The City of Brantford's Age-Friendly Strategy:
 - In April 2023, the City of Brantford received \$25,000 from the Government of Canada's New Horizons for Seniors Program for the Brantford Seniors Community Summer Project. This project transpired into the Healthy Aging Passport which was launched on June 1, 2023 in support of seniors month, and ran until September 15, 2023.
 - The Healthy Aging Passport provided older adults with a wide variety of free programs, activities, workshops and events to enjoy that increased physical activity, socialization and digital literacy.
 - In April 2022, the City of Brantford received \$25,000 from the Government of Canada's New Horizons for Seniors program for the Stronger Together: Elder Abuse Awareness and Prevention Project. This initiative will further support the implementation of recommendations identified in Right Now: Brantford's Community Strategy to Prevent and Address Elder Abuse. This 12-month project launched on June 15th, 2022, World Elder Abuse Awareness Day. This project will take place in partnership with Victim services and the Brant Elder Abuse Awareness Committee and will address the following key priorities:
 - Elder Abuse Awareness and Training sessions for service providers;

- Elder Abuse Awareness workshops for seniors and caregivers that expand awareness of elder abuse, including financial abuse;
 - Seniors Community Connection program, focused on connecting seniors to resources and services;
 - Seniors Wellness Program, focused on enhancing social inclusion through social and recreational activities and health and safety workshops; and,
 - A Communications Campaign, that includes webpage development, social media engagement, educational videos, and marketing and promotions.
- In 2018, City staff and the Grand River Council on Aging solicited feedback from senior residents and service providers to better understand how to reduce barriers to voting. While the City of Brantford does not participate in the facilitation of candidate outreach, the information collected during this project continued to be important to the City's goals of running an accessible 2022 Municipal Election. The feedback from the project regarding candidate outreach has been shared in an updated Age-Friendly Campaigning Toolkit (Older Voices Matter: Age-Friendly Campaigning in the 2022 Municipal Election).
 - Highlights from this toolkit include the following:
 - Provide information of each candidate with pictures, profiles, and platforms that are *AODA* compliant,
 - Offer a range of meet-and-greet sessions through public meetings, workshops, and visits to local community spaces and seniors housing sites,
 - Campaign information should be shared in community spaces frequented by seniors, and
 - Mobilize volunteers to distribute campaign information, facilitate voter registration, and accompany older adults to voting locations.

- In January 2023, The City launched a new project called Let's Learn Together. This project helped to bring youth and older adults together to learn a new skill and build connections among the generations. Programs happened on a monthly basis until March 2023.
- In June 2023, The City of Brantford received \$20,000 from the Ministry of Seniors and Accessibility under the Seniors Community Grant for a project called Bridging the Gap.
 - Bridging the Gap is a new intergenerational program where older adults will have the opportunity to volunteer as facilitators to teach a wide variety of their skills to local youth.
 - Older adult volunteers will work with City staff to design their own program, which will run as pop-up events until March 2024.
- Brantford Immigration Partnership
 - In recognition of the National Day of Truth and Reconciliation, the City of Brantford supported a commemorative event led by Brantford Native Housing, in partnership with NIWASA, DeDwa Dehs Nye (Aboriginal Health Centre) and the Woodland Cultural Centre on September 30, 2023.
 - The event will raise awareness on Canada's on-going colonial history and highlight programs and services that can support the local urban Indigenous population with cultural connections and culturally appropriate services.
 - The Brantford Immigration Partnership (BIP) has promoted information to specifically support the local settlement of Ukrainian nationals fleeing war in Europe. This includes information related to their status under the Canada-Ukraine Authorization for Emergency Travel (CUAET) visa.
 - The BIP regularly conducts research and leverages opportunities to seek feedback on ways community services and programs can become more accessible and inclusive to newcomers.
 - The Inclusive City Plan was launched in June 2023, through collaboration with local stakeholders across all sectors. The purpose of this plan is to integrate diversity and inclusion values and practices into all community development and engagement work.

- As a result of this plan, the City will be better equipped to respond to the unique needs of all demographics of people served.
- Empowering Youth: The City of Brantford's Youth Strategy
 - Informed by extensive community consultation The City updated its Youth strategy to reflect three key priority areas: 1) Diversity & Inclusion, 2) Community Programs, and 3) Leadership Impact. This has guided the direction of local youth programming and has resulted in a robust plan for future youth programming that prioritizes inclusion of diverse youth, accessibility and the empowerment of youth through leadership capacity building activities.
 - The City continues to support the Brantford Youth Council in its efforts to cultivate and promote opportunities for youth community engagement. The City continues to actively promote opportunities to participate in Brant Youth Council, welcoming all youth to join, and is making efforts to recruit youth from all backgrounds to ensure well-rounded representation. This includes recruiting at events such as Pride in the Park, Newcomer Welcome Day and the September 30th commemorative event on National Truth and Reconciliation Day to ensure diverse youth are invited to participate.
 - The City promoted youth leadership by celebrating Youth Week with a series of activities planned by Brantford Youth Council and supported by the Community Recreation Department. These activities included in-person opportunities designed to enhance the ability of all youth to have access to and participate in these events. Additionally, in an effort to be as inclusive as possible, these activities featured different interest areas such as sports, art and trivia. Youth week also included the first annual Youth Excellence Awards, which honored the unique contributions made by diverse youth in a variety of categories selected to recognize youth from all backgrounds.

- In December 2022, The City received a \$17,000.00 grant from The Jumpstart Foundation. This funded the expansion of the Branlyn Jumpstart Junction, which provided access to high quality daily after-school drop-in programming for youth from priority neighbourhoods. This programming combined opportunities to access physical recreation programming, guest-coaches to support skill development in various sports, homework help and arts-based activities.
- City Staff developed a series of STEAM Pop-up Programs to support youth to develop and practice skills in the areas of science, technology, engineering, art and math. Programming was provided free of charge in central community locations with direct access to public transportation. 80 spots were made available to youth aged 12-18 and programming ran one evening a week from September through November of 2022.
- Community Programs
 - In September and October 2022, The City partnered with a variety of community organizations including Equal Grounds Community Gardens, Grand River Community Health, Onkwehonwe Games, and the Woodland Cultural Centre to bring a series of free social inclusion events to the community. These events were provided in locations accessible by public transit and included access to all of the materials required for participation.
 - The Garden Harvest event provided access to information about food security resources available through the local community gardens, as well as information about local growing seasons and local produce.
 - The Community Kitchen events provided participants access to nutritional information provided by a registered dietician, as well as an opportunity to learn and practice cooking skills.
 - The Fall Festival event provided participants ages 8+ the opportunity to learn and practice lacrosse skills and participate in other fall celebration traditions.

- The Indigenous Cultural Teachings event, led by the Woodland Cultural Centre, provided residents of all ages with fun and interactive ways of learning about and engaging with local Indigenous culture and history to strengthen cultural connections and support the development of harmonious cross-cultural connections.
- Other Initiatives
 - October 2023, the City launched the Sixth Annual Let's Get Moving campaign to promote active lifestyles, increase social participation, and promote community connections. Older adults got the opportunity to participate in 20 programs that focused on physical activity throughout the month of October in support of Seniors Day.
 - In November 2023, as part of the Financial Literacy Month, the City partnered with local, provincial and federal organizations to offer a full-day event for all community members to strengthen their financial literacy, and increase awareness of cyber safety.
 - As part of updating the Together for Youth Strategy, The City continues to explore and pursue opportunities to enhance the City of Brantford's Youth Friendly Community designation. This includes:
 - Exploring ways to enhance community recognition of exceptional youth who are actively engaged in projects that support the growth and development of community cohesion, supporting the development of a more accessible community.
 - Exploring funding opportunities to collaborate with youth to create a Youth Summit, accessible to all youth, featuring workshops that support the development of youth leadership capacity and community engagement.
 - Exploring ways of strengthening and expanding the accessibility of existing programming in accordance with youth input.
 - Future programming may include opportunities to provide access to Wilderness Orientation programming, sports recreation programming, arts skill development programming.

- There are numerous programs planned for fall, winter and spring that feature access to mentorship centered around an Intergenerational exchange of skills and knowledge.
- Additional Program opportunities being explored include supports for tutoring, to create more accessibility for educational attainment for youth with different learning styles and needs.

4.1.3.3 Family & Income Stability

- Staff were involved with the design of an accessible Ontario Works Office at 225 Colborne Street. The office will include accessible service counters and client meeting rooms.
 - Opening of the new office is anticipated in early 2024.
- Implementation of 'Service Hubs' at the Cowan Community Health Hub (Paris) continued and implementation of 'Service Hubs' began at Doug Snooks Eagle Place Community Centre to increase accessibility for community supports.
- Continued implementation of a digital service model, including online application process, phone-based appointments, reloadable payment cards, online benefits portal (MyBenefits), and hybrid service delivery.

4.1.4 Government Relations and Corporate Initiatives

- October proclaimed as National Disability Employment Awareness Month in Brantford.
 - City Hall was lit blue in honour of this campaign from October 19 to 31st.
- Government Relations and Corporate Initiatives took the lead on Treat Accessibly within the City of Brantford.
 - More information on this initiative can be found under [Treat Accessibly](#).
- A Diversity, Equity and Inclusion Committee has been struck.
 - The committee is in its early phases and has begun work on two initiatives:
 - Drafting the Terms of Reference, and
 - Gender Based Analysis training.

4.1.5 Housing and Homelessness Services

- Construction for 177 Colborne St West was completed and the facility became operational in 2023.
 - This is one of the newest affordable housing buildings featuring 26 studio units of which four (4) are barrier-free, built to the Brantford Facility Accessibility Design Standards.
 - This building targets older adults requiring low levels of support to live independently.
- Construction has begun at 174 Trillium Way, Paris Ontario.
 - This will be a 49-unit building consisting of one and two bedroom units for a mixture of income levels and households.
 - This project is in partnership with Brantford Native Housing, Nova Vita, and Sensity and will create much needed additional housing.
 - Construction completion is targeted for Spring 2025.
- The Housing Programs Division successfully implemented a new software program (Integrated Housing Solutions) in 2023. This software program replaces the previous one that was on the Lotus Notes platform and any forward-facing digital interface is *AODA* compliant.
- 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.
- Staff began reviewing all forward-facing website information to ensure *AODA* compliance and are reviewing and replacing as required.
- 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.

- Staff continued to work with community partners to provide accessible, low barrier service, especially to those experiencing housing instability or homelessness.

4.2 Community Development

4.2.1 Building

- Staff of 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.

4.2.2 Bylaw and Security

4.2.2.1 Bylaw Compliance

- There were no known changes to accessibility in 2023.

4.2.2.2 Parking Services

- Parking Lot #3 was repaved. In doing so the following accessibility considerations were considered allowing for compliance with current standards:
 - Number and types of accessible spaces,
 - Signage for accessible parking, and
 - Creating and correcting curb cuts.
- A new automated gate system was installed at the Icomm Drive parkade which no longer requires a staff member to be present.
 - To ensure that accessible parking remained free within the parkade to persons with accessible parking permits, accessible parking spots were located prior to the entry gate.
 - Once a person wishes to exit, they are required to take a ticket at the entry gate, and exit the parkade. The system allows for 15 minutes of free parking, which was deemed sufficient for a person to exit the lot in a timely manner.

4.2.3 Economic Development and Tourism Services

4.2.3.1 Business Resource Centre

- The Business Resource Centre continued to provide clients with consultation options, incorporating video conference, phone and in-person sessions.
- Information continued to be offered in a webinar format allowing for individuals to attend from remote locations.

- Disability related accommodations were arranged for those who requested assistance in accessing information.

4.2.3.2 Real Estate

- There were no known changes to accessibility in 2023.

4.2.3.3 Sanderson Centre

- There were no known changes to accessibility in 2023.

4.2.3.4 Tourism, Culture and Sport

- Staff has sought out and provided learning opportunities for their department to increase accessibility for the information they create.
- Accessibility was considered in the planning and preparation of the 55+ Games.
 - More information on [The 55+ Games](#) can be viewed below under [Other Accessibility Initiatives](#).
- Accessibility was considered for the new signage at Prominence Point as well as the placement of the interpretive sign for the Field Howitzer Cannon.
- Videos on the [Brantford and Area Sports Hall of Recognition YouTube channel](#)⁴ continued to be close captioned.

4.2.4 Planning and Development Services

- Development applications continued to be circulated to the City's Accessibility Coordinator for comment and discussion through attendance at Development Review meetings.
- The Accessibility Coordinator continued to sit on the Staff Working Group for the new Zoning By-law project currently under development, providing input to the proposed regulations relevant to accessibility, such as parking and loading requirements.
- Staff has worked with the Accessibility Coordinator to determine accessible formatting of the new planning documents in compliance with AODA standards.

⁴ The Brantford and Area Sports Hall of Recognition YouTube Channel can be found at <https://www.youtube.com/@BrantfordAreaSportsHall>

- Planning and Development Services continued to operate neighbourhood meetings in a hybrid format with both in-person and virtual options for participation, expanding access to meetings from homes and other workplaces.

4.3 Corporate Services

4.3.1 Clerk Services

- Clerks Services have had discussions with eScribe to ensure the information processed through this system is accessible.
- Election staff presented the [2022 Post Election Accessibility Report](#)⁵ to the Brantford Accessibility Advisory Committee.
- The City initiated a comprehensive review of its Taxicab By-Law.
 - Staff has begun consulting with the Accessibility Coordinator and engaging the Accessibility Advisory Committee on proposed updates.

4.3.2 Finance

4.3.2.1 Accounting

- Accounting began working with the selected contractor to format the City's annual financial statements in an accessible manner.

4.3.2.2 Financial Analysis

- Finance initiated the use of Questica OpenBook which combines presentation of data for the City of Brantford's operating and capital budget into a new website.
 - This new website combines powerful data visualizations with an engaging, article-style presentation.
 - The new website was third-party tested to WCAG 2.1 Level AA compliance which was verified by testers with disabilities.
 - The [City of Brantford Questica Openbook website](#)⁶ is anticipated to be launched to the public before December 2023.
- The Digital Budget Book project was also initiated.
 - This tool feeds off the information from the Questica OpenBook platform.

⁵ The 2023 Post Election Report can be viewed at <https://brantfordvotes.brantford.ca/en/voters/resources/2022-Post-Election-Accessibility-Report.pdf>

⁶ The City of Brantford Questica OpenBook website's address is <https://brantford.openbook.questica.com/>

- This additional tool will transform the City's traditional budget book (a pdf version that has been pieced together from various documents and spreadsheets) into an integrated and interactive experience.
- The Digital Budget Book is fully integrated with the City's Questica Budget system and has AODA Compliance testing built into the product.
- This project started in September 2023 and should be well into the testing phase by December 2023.

4.3.2.3 Purchasing

- Purchasing continued to include the applicable AODA wording in our contracts as well as the wording to flag AODA requirements of accessible documents on the Purchasing Request Form.

4.3.3 Human Resources

- Accommodation requests continued to be considered in the recruitment, interview and selection process.
- Accessibility considerations continued to be considered in the collective bargaining process particularly regarding employee group benefits.
- New City of Brantford Collective Agreements were formatted in an accessible manner.
- New or revised policies, procedures and standards were formatted in an accessible manner.
- The City's People Master Plan was approved in August 2023 by City Council. It includes the following action items related to Accessibility:
 - Action 1.4.1 Implement the actions outlined in the 2020-2025 Accessibility Plan.
 - Action 1.4.2 Develop 2026-2030 Accessibility Plan.
 - Action 1.4.3 Implement the actions outlined in the 2026-2030 Accessibility Plan.
 - Action 2.2.4 Build relationships with disability support agencies to explore potential employment opportunities and supports.
- Staff continued to assist in the development of accommodation plans to allow employees to continue to function effectively within the workplace.

- *AODA* training modules continued to be offered through an interactive online system. Content of these modules meets the requirements outlined in the *IASR*.
- The Corporate Training Specialist continued to work with the Accessibility Coordinator to ensure training remains current and compliant as legislation and City Operations evolve.
- Steps have, and continue to be taken to improve the usability and accessibility of the online training modules.
- A number of Physical Demands Analyses and Cognitive Demands Analyses were completed for a number of positions within the City of Brantford.
 - The information from the PDAs can be used to consider future accommodation needs to support accessibility.
- 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 and policy/procedure development.
- 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.
- As requested, the Accessibility Coordinator assisted in the 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.
- The Accessibility Coordinator served as a resource for the planning and implementation of the 55+ Summer Games.

4.3.4 Information Technology (IT) Services

- Information Technology (IT) Services continued supporting staff and the organization.
- The majority of IT Services projects have been hardware or infrastructure related or supporting the initiatives of other departments such as procuring licenses of Adobe Acrobat Pro DC and latest versions of Word for creating accessible 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, task force 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.

4.3.5 Legal and Real Estate Services

4.3.5.1 Legal Counsel

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

4.3.5.2 Provincial Offences

There were no known changes to accessibility in 2023.

4.4 Public Works

4.4.1 Business Support and Stability

- The Downtown Brantford Streetscape Environmental Assessment to improve the accessibility in the downtown core was completed.
- The following projects were supported by grant funding sought out by the Business Support and Stability Department:
 - An accessible ramp at the Market Centre Parkade to the YMCA was funded by the Enabling Accessibility Fund.
 - New accessible play equipment models at Hillcrest, Recreation, and Central Parks were funded by the Canada Community Revitalization Fund (work completed summer 2023), and
 - Rehabilitation of trails at Wayne Gretzky Parkway and Powerline Road Trails funded by the Investing in Canada Infrastructure Program COVID Fund.

4.4.2 Engineering Services

4.4.2.1 Design and Construction

- A number of sidewalks underwent work to increase accessibility as part of roads projects:
 - Division Street (Tenth Avenue to Fifth Avenue) – Phase 1:
 - Replacement of existing sidewalk and adjustment cross-slopes to meet AODA requirements, and
 - Installation of curb cuts and tactile warning surface indicators.
 - Dundas Street:
 - Replacement of existing sidewalk on Seventh Avenue between Division Street and Lida Street to meet width and cross-slope requirements as per the AODA, and
 - Installation of curb cuts and tactile warning surface indicators.
 - Helen Avenue:
 - Sidewalk extended and part of new sidewalk widened to 1.5 meters,
 - Cross slopes were adjusted to meet AODA requirements, and
 - Tactile warning surface indicators were introduced.

- Seventh Avenue (Whitehead Street to Lida Street) and Whitehead Street (Seventh Avenue to Fifth Avenue):
 - Replacement of existing sidewalk and adjustment cross-slopes to meet *AODA* requirements, and
 - Installation of curb cuts and tactile warning surface indicators.
- St. George Street:
 - Sidewalk replaced to meet width and cross-slope requirements as per the *AODA*.
- 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 will provide unobstructed access from the D'Aubigny Creek Parking lot to the Ballantyne Drive, a distance of 1.4 kilometers.
- Dufferin Park Redevelopment
 - Dufferin Park is undergoing a complete redevelopment. Construction was scheduled to be completed in December 2023/January 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 Ave,
 - 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.
- Playground Redevelopments
 - Central, Hillcrest and Recreation parks were completed in 2023.
 - Upgrades included accessible features such as:
 - 2 meter pathways throughout the park with connections to surrounding sidewalks,
 - Accessible 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.



Figure 1 - Example of the playground equipment installed

- Silverbridge Park Playground Upgrades
 - A new 2 meter wide paved path was constructed in 2022. In October 2023 the second phase of this project saw the construction of the new accessible playground.
 - Silverbridge Park upgrades include accessible features such as:
 - A 2 meter perimeter pathway,
 - Accessible 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.



Figure 2 - Site plan for Silverbridge Park

- Tira Garden at Water Works Park
 - Architectural improvements to the existing pavilion at Waterworks Park including the design of a new garden with an accessible paved path were completed in July of 2023.
 - Partially funded by the Brant Waterways Foundation through the Trail Improvement and River Access program (TIRA), these improvements include:
 - Minor refurbishments to the gazebo (new steel roof, decorative columns, and other minor architectural improvements,
 - A pollinator garden with an accessible asphalt path has been provided along the back edge of the pavilion, and
 - Benches and an area for an accessible picnic table were included.



Figure 3 - TIRA Gardens

- Trail Construction Under the Lorne Bridge
 - Construction on a new trail under the Lorne Bridge began on October 10, 2023.
 - This new trail alignment will replace the existing path that is currently routed under the bridge at the river's edge.
 - This new alignment has been identified in the Trail Safety Audit as needing to be replaced due to the safety issues that the current trail presents.
 - The new trail will eliminate grades in excess of 5 percent, provide a clearer path of movement and eliminate any concerns with respect to the visibility of on-coming traffic.
 - The trail will connect near Scarfe Avenue on the west side to Brant's Crossing at the east end.
- Waterworks Parking Lot
 - Construction on the parking lot in began in October 2023. The specific highlights of this project include:
 - An asphalt paved surface with dedicated accessible parking spaces,
 - Connections to the park paths,
 - On site storm water storage in the form of bioswales,
 - A new accessible 2 meter wide park pathway connection from Grand River Ave into the park,
 - Benches, and
 - Tree plantings.
- Woodman Community Center Park Playground Development
 - A new accessible playground is scheduled for construction at Woodman Park.
 - This playground will include:
 - 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.

- Woodman Community Garden Development
 - The City of Brantford, in conjunction with Equal Grounds is constructing a new community garden.
 - This garden is intended to be a premier facility and will contain Brantford's first raised accessible garden beds.

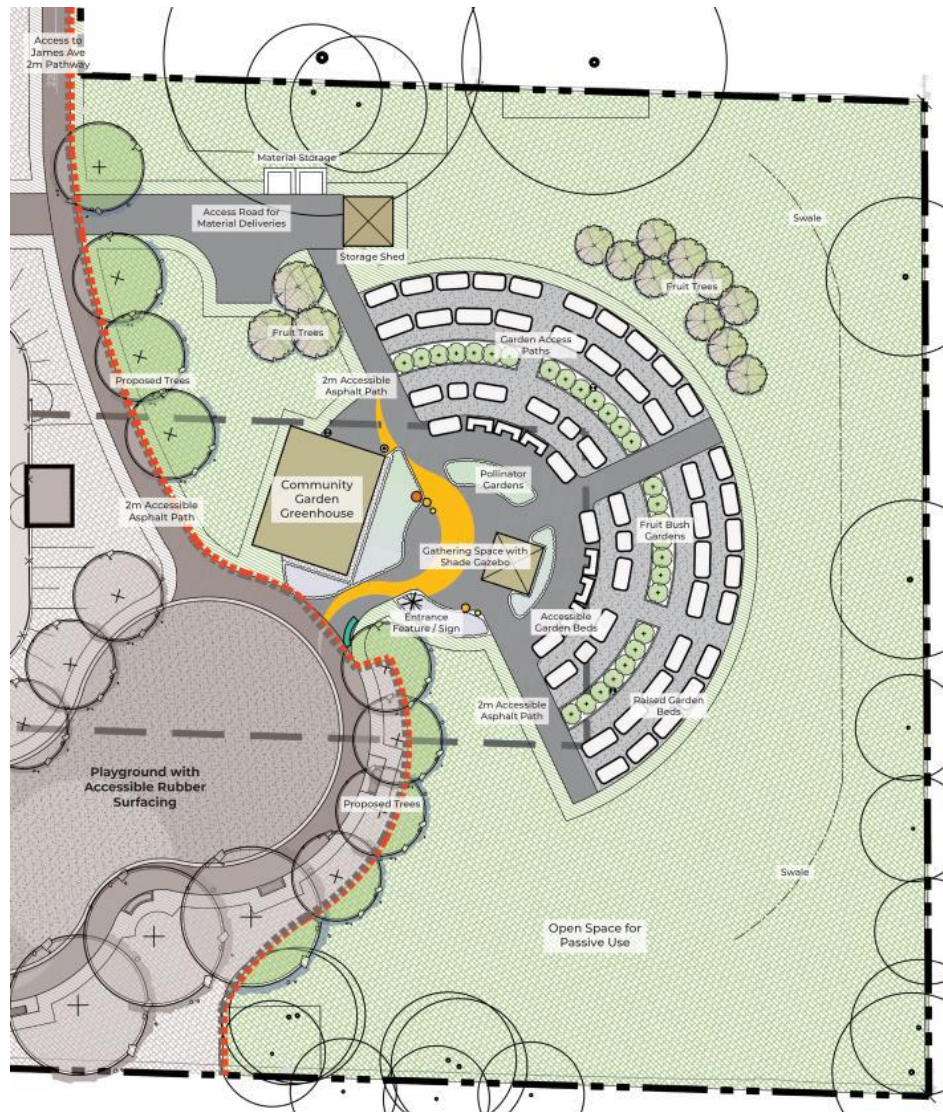


Figure 4 - Design of the Woodman Community Garden

4.4.2.2 Facilities Capital Development

- A number of capital projects were initiated in 2023:
 - Animal Care Facility
 - A new facility will be built to provide 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 stage was set to be completed by end of 2023.
 - Construction to start in spring of 2024 and be completed by spring of 2025.
 - Earl Ave Yards Redevelopment
 - Existing yard and buildings will be demolished and redeveloped in phases to create a new Operational and Fleet Services yard.
 - New buildings will be designed to be fully accessible and comply with FADS.
 - Design was set to begin in late 2023 with construction to start in the fall of 2024 and phased with final completion towards the end of 2026.
 - Market Centre Parkade
 - Elevator upgrades and vestibule upgrades along with door and window enhancements to comply with accessibility and security requirements will be installed.
 - Construction began at the end of 2023 and to be completed by summer of 2024.
 - Police Headquarters Expansion and Redevelopment Project
 - The expansion block to be fully compliant and any renovations of existing space to include accessible upgrades and gender inclusive design.
 - Expected completion is March 2026.

- 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 meet FADS and accessibility requirements.
 - Expected completion is September 2025.
- 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 began in November 2023 with construction to start in the summer of 2024 and be completed by the spring of 2025.
- Woodman Pool Replacement and Community Centre Upgrades
 - Complete replacement of the pool with a new zero entry and accessible ramp into the pool.
 - The Community Centre will have updated accessible washrooms to meet the FADS.
 - Construction began in January 2023.

4.4.2.3 Infrastructure Planning

- Infrastructure Planning continued to conduct Sidewalk Condition Assessments.
 - The assessments are completed every year to document trip steps and other sidewalk deficiencies.
 - Documentation is coordinated with Operations/Maintenance staff to complete work.
- OSIMs (Ontario Structure Inspection Manuals) were completed.
 - This assessment is to review structural and non-structural components of bridges, culverts, lookouts, staircases etc.
 - This assessment identifies any major surface issues within the walkway/sidewalk and at access points.

4.4.3 Environmental Services

- The City rolled out the Green Bin Program on November 1, 2023.
 - The program will divert household organics waste away from Mohawk Street Landfill.
 - It will assist in meeting the City's waste diversion goal of 70% by 2050 and extend the life of our Landfill for future generations.
 - It will also reduce greenhouse gas (GHG) emissions from the Landfill.
 - Staff will continue to work to make the waste diversion programs accessible to all residents.
- Staff were trained on *AODA* standards.
 - The information provided to public through the website and other means are monitored to meet accessibility requirements.
- Buildings were maintained to continue to meet accessibility requirements.
- Barrier free design requirements are taken into consideration in the design of new facilities.
- A Water Meter and Advanced Metering Infrastructure (AMI) Upgrade Project is underway.
 - Installation of network devices and software is ongoing and project completion is anticipated in 2026.
 - This project will enable Water customers to access detailed consumption and billing information for their account through an online customer portal.
 - This enhanced access to information will give customers the tools to identify leaks in their home and avoid unnecessary high bills, among other things.

4.4.4 Fleet and Transit Services

- Eight new accessible low floor buses were purchased for the Brantford Lift Fleet.
 - The low floor buses are equipped with a ramp instead of the traditional lift.
 - These vehicles replaced older ones in the existing fleet.

- Continuation of the installation of cement landing pads at bus stop locations took place.
- Staff continued to assess the need for service improvements through monitoring client feedback.
- The process for equipment failure and service disruption continued to be followed, which ensured all accessibility features that impact boarding and de-boarding can be used electronically or manually, allowing safe transfer to and from buses in case of mechanical malfunction.
- All buses in the Transit fleet are accessible so another City bus would be deployed to assist in case of failure or disruption.
- Transit continued to use the emergency preparedness procedures, similar to other departments that are outlined by the Fire Department.
- Transit continued to follow the Corporate Accessibility Policy when collecting and responding to feedback.

4.4.5 Operational Services

4.4.5.1 Operational Services

- An accessible path was created to connect the parkade with the YMCA.
- The parking lot at the Civic Centre was upgraded.
 - The upgrades improved the crossing from accessible parking to the main entrance.
- Regular maintenance was completed to ensure usable surfaces.

4.4.5.2 Roads Compliance and Contracts

- There were no known changes to accessibility in 2023.

4.4.5.3 Traffic Services

- A number of traffic control measures were implemented:
 - 21 Pedestrian Crossovers (PXO) were installed.
 - 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](#)⁷.
- The new locations of pedestrian crossovers are:
 - Ava Road at the east side of the intersection with Stymie Boulevard,
 - Ava Road at the east side of the intersection with Oakley Road,
 - Ava Road at the east side of the intersection with Gaywood Gardens,
 - Ava Road at the east side of the intersection with Scarfe Gardens,
 - Ava Road 113 metres west of Inwood Drive, in front of Glenhyrst Gardens,
 - Carter Street 235 metres east of Wayne Gretzky Parkway,
 - Clench Avenue at the west side of the intersection with Tuxedo Avenue,
 - Erie Avenue at the Hamilton-Burlington Rail Trail, 215 metres south of Birkett Lane,
 - Forest Road at the north side of the intersection with Collingdon Drive,
 - Forest Road at the south side of the intersection with Hickery Place,
 - Henry Street 258 metres west of Stanley Street (at Cedarland Residents / bus stop),
 - McGuinness Drive at the east side of the intersection with Bradley Lane,

⁷ The address for the Pedestrian Crossover webpage is <https://www.brantford.ca/en/transportation/pedestrian-crossovers.aspx#Pedestrian-crossovers>

- McGuinness Drive at the east side of the intersection with Dowden Avenue,
 - Oakhill Drive at the east side of the intersection with Wildewood Avenue,
 - Oakhill Drive at the east side of the intersection with Elderwood Avenue,
 - Oakhill Drive at the east side of the intersection with Madison Avenue,
 - Terrace Hill Street at the west side of the intersection with Grand Street,
 - Water Street 36 metres east of Hill Street,
 - Water Street 161 metres west of Bain Street,
 - Wharfe Street 47 metres west of Bain Street, and
 - Winding Way 75 metres west of Tanglewood Terrace (west intersection).
- 8 All-way Stops at the following locations;
 - Farringford Drive at Shalfleet Boulevard (east intersection),
 - Fieldgate Drive at Fieldgate Drive / Coral Court,
 - McGuinness Drive at St. Patrick's Drive,
 - Oakhill Drive (east-west) at Oakhill Drive (north-south),
 - Sandra Street at Buckingham Street,
 - Sandra Street at Janet Street,
 - Sydenham Street at Alma Street / Lilac Court, and
 - William Street at Bedford Street.
 - Active Transportation / Roads for pedestrians and cyclists were installed at the following locations:
 - Elgin Street – multi-use path from Wayne Gretzky Parkway to Garden Avenue,
 - Henry Street - multi-use path from Wayne Gretzky Parkway to 100m west of Bosworth Court,

- Henry Street – bicycle lanes west of Stanley Street to Brock Street,
 - Oakhill Drive – a protected bi-directional bike lanes, and
 - Tollgate Rd. at St. George St. – added east crosswalk and concrete pads with tactile warning surface indicators on all four corners.
- Audible Pedestrian Crossing Signals were installed at all of the Pedestrian Cross Overs listed above as well as at Dalhousie and George.
 - Audible Pedestrian Crossing Signal push buttons were added to poles at the following locations to improve access and reach:
 - Fairview Drive and Baxter Street,
 - North Park Street and Fairview Drive,
 - North Park Street and Memorial Drive,
 - Rod and Dalhousie Street,
 - Stanley Street and Dalhousie Street, and
 - West and Edmondson.
 - Concrete Pads have been enhanced at the following 8 locations to assist with access and reach to the pedestrian crossing buttons:
 - Colborne Street and Alfred Street,
 - Colborne Street and Murray Street,
 - Colborne Street and Rawdon Street,
 - Dunsdon Street and Winding Way,
 - King George Road at Brantford Commons,
 - Shellard Lane and Conklin Road,
 - Veteran’s Memorial Parkway and Blackburn Drive, and
 - Veteran’s Memorial Parkway and Colborne Street.

4.4.6 Parks and Facilities Services

4.4.6.1 Arena Operations

- Several accessible door opener buttons were replaced throughout the Wayne Gretzky Sports Centre.
- The accessible pool chair lift was replaced at the Wayne Gretzky Sports Centre pool.
- Painting of accessible parking spaces at Wayne Gretzky Sports Centre was refreshed.
- Automatic door opener replaced at Lion's Park Arena.
- New upgraded scoreboards at Civic & Lion's park were installed which are AODA compliant for colour contrast.
- Purchased a number of rubber ramps to access the rink floor at the Wayne Gretzky Sports Centre for 55+ Games.
- New, accessible entry doors to the Civic Centre Lounge (Auditorium) were installed.
- The accessible washroom in the Civic Centre Lounge was renovated.
- Door knobs at the Civic Centre were replaced by a more accessible lever style.

4.4.6.2 Cemeteries, Horticulture and Forestry

- Cemetery Road work improvements at Mount Hope and Greenwood were completed.
 - These improvements will make the cemeteries much easier for pedestrians, including those with limited mobility and those who may use mobility devices, to navigate.

4.4.6.3 Community Recreation and Events

- The Summer Day Camp/ Children's Programming Child Information Form and Behaviour Action Plan were updated to gather more information to better accommodate the attendees.
- Accessibility was considered in the planning of the Canada Day events.
- The Accessibility Coordinator remained an active member of the Special Events Advisory Team (S.E.A.T) to help ensure events held on City property or requiring City Services consider accessibility.

4.4.6.4 Facilities Operations and Maintenance

- Capital Projects identified in Appendix B - Capital Priority Initiatives continued to be monitored and completed with the supervision of Facilities Operations and Maintenance.
 - These projects are completed with annual funds designated specifically for 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 continued to monitor accessibility funds and in conjunction with the Accessibility Coordinator made decisions on how the funds were to be used.
 - Funding has been reviewed and approved for upcoming projects including the accessible swing at Woodman Park.
- Additional automatic door openers were installed and other general accessibility improvements were made within City Hall throughout 2023.
- The Design for the new Community Services and Social Development offices has been completed and accessibility was at the forefront of the design for both staff and client areas.
- An accessible service counter which is compliant with the Brantford Facility Design Standards (FADS) was installed at Doug Snooks Eagle Place Community Centre.

4.4.6.5 Golf

- There were no known changes to accessibility in 2023.

4.4.6.6 Parks Operations

- Various areas throughout our trail system have been repaved to fix areas that have exceeded their life expectancy, by doing so the trail system was improved.
 - This project is expected to continue over the next four years based on funding.
- Brantford was a recipient for a grant from the Trans Canada Trail Group for the Trans Canada Trail sections in Brantford.

- This grant of \$50,000 is to provide additional benches in our longer stretches of trail and adding tactile warning surface indicators at key areas within the trail system as recommended by the City's Trail Safety Audit.
- The grant was awarded Fall 2023 with a 2024 completion date.
- Benches have been being placed along pathways to improve accessibility and this will continue on an ongoing basis.
- Discussions have been initiated with the Parks Operations' portable washroom vendor to ensure there are accessible units in all locations and that cleaning cycles are improved.

Regular maintenance of playgrounds to improve transitions into the playground's accessible area has continued.

5.0 Other Accessibility Initiatives

5.1 55+ Summer Games

- A dedicated Games Coordinator was hired to oversee all aspects of the planning of the Ontario 55+ Summer Games.
- Planning and organization of the Ontario 55+ Summer Games continued and considered accessibility for the participants and spectators of the event.
 - Upon registration, participants were asked if they had any accessibility considerations or accommodation requirements.
- Volunteers received a training overview of how to interact with people with disabilities.
- The Planning Accessibility Events checklist was used at our venues.
<https://accessibilitycanada.ca/wp-content/uploads/2016/06/Planning-Accessible-Events-May-2016.pdf>
- Accessible Transportation shuttles were available for participants with disabilities during the Games.
- Brantford's Accessibility Coordinator was used as a resource in the planning and execution of the event.

5.2 Sensitive Santa

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

5.3 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.

- 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.

6.0 Appendix A - Integrated Accessibility Standard Compliance Summary

6.1 Completed Requirements

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

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

15. Availability of information on accessibility equipment and features of transit vehicles, routes and services for all transit buses
16. Emergency preparedness and response policies for transit
17. General responsibilities for drivers for transit
18. Conventional transportation providers that do not provide specialized transportation shall make available alternative fare payment options to persons with disabilities who cannot, due to their disability, use a fare payment option
19. Board and deboard at the closest available safe location, as determined by the Transit Operator, that is not an official stop, if the official stop is not accessible
20. Courtesy seating on conventional buses
21. Allow travel with companions and children on specialized transit
22. Taxicab vehicle registration and identification will be placed on bumpers -
Owners and operators of taxicabs must make available vehicle registration and identification information in an accessible format to persons with disabilities
23. Procuring or acquiring goods, services or facilities as it relates to accessibility
24. Provide educational and training resources and materials, etc. in an accessible format or comparable resource
25. Creation of Municipal Accessibility Plans
26. Alternative accessible method of transportation
27. Alternative transportation during service disruption
28. Requirements re: grab bars, etc. on conventional buses
29. Floors and carpeted surface requirements on conventional buses
30. Allocated mobility aid spaces on conventional buses
31. Stop-requests and emergency response controls on conventional buses
32. Lighting feature requirements for conventional buses
33. Route and destination requirements on conventional buses
34. Lifting devices etc. for conventional buses
35. Stair requirements for conventional buses
36. Indicators and alarms for conventional buses
37. Specialized transportation for visitors
38. Coordinated specialized transit between other municipalities with a similar service

39. When specialized and conventional transit are offered by the same source they will have the same operational hours
40. Process for service delays for specialized transit
41. Identify plan for creating accessible bus stops and shelters in its accessibility plan
42. Accessible service kiosks
43. Accessible process for feedback
44. The council of every municipality shall consult with its Accessibility Advisory Committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community
45. The council of every municipality shall identify progress made toward meeting the need for accessible taxicabs in its accessibility plan
46. The council of every municipality shall consult with its Accessibility Advisory Committee, public, and persons with disabilities in development of accessible criteria to be considered for construction/ replacement of bus stops & shelters
47. Notification that accommodation is available upon request during recruitment process
48. Arrange for requested accommodations for interviews etc.
49. Inform employees of policies used to support employees with disabilities
50. Accessible formats and communication supports for employees
51. Return to work process
52. Documented individual accommodation plans for employees with disabilities
53. Consider accessibility needs in: Performance management and Career development and advancement or redeployment
54. Accessibility training (Transit)
55. Waived transit fee for support persons
56. Eligibility application process for specialized transit
57. Emergency or compassionate grounds for specialized transportation
58. Specialized transit booking reservations
59. No trip restrictions for specialized transit
60. Electronic audible and visual on-board announcements
61. Categories of eligibility for specialized transit

- 62. Implementation of Design of Public Spaces
- 63. Electronic pre-boarding and deboarding for buses
- 64. Fare parity between specialized and conventional transit
- 65. Establishment of an accessibility policy and associated standards (procedures and practices)
- 66. Brantford Accessibility Plan
- 67. Transit Accessibility Plans (included in Brantford Accessibility Plan)

6.2 Continued Requirements

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

7.0 Appendix B – Website Compliance Plan

Deliverables/Milestones	Activity	Due Date
New website	Train Staff on creating accessible HTML content	Complete
	Redevelop website with accessibility as a focus	Completed February 19, 2018
Website Assessment	Scan websites for PDFs and determine accessibility	Complete
	Test website for accessibility	Ongoing – next scan in October 2023
Website Audit of non-compliant PDF documents	Remove unnecessary PDFs that are not accessible. Check accessibility of PDFs before allowing to be posted	At development of new site audited beginning in February 2022 Ongoing - next scan in October 2023
Education/Training	Educate staff on the importance of accessible content of attachments to website	Ongoing
Creation and remediation of accessible PDF documents on City’s websites to meet provincial compliance standard	AODA 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 Training for accessible InDesign and other programs are offered to identified staff on an as needed basis	Ongoing Most recent training sessions offered in March and October 2023 - will continue to be offered twice a year and as needed

Deliverables/Milestones	Activity	Due Date
Creation and remediation of accessible PDF documents on City's websites to meet provincial compliance standard	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	RFP completion – October, 2023 RFP period – Oct 17 – Nov 7, 2023 Vendor List Selection – December 2023
	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	October, 2023
	Release of updated Social Media Policy to further ensure all content on all City of Brantford social media platforms is accessible	November, 2023
Remediation of all PDF documents on City's websites to meet provincial compliance standard	Selection of Remediation Vendors of Record (VOR)	Nov/Dec, 2023
	Remediation period	Ongoing
	Website Audit to identify non-compliant PDFs	October, 2023
	Website Audit to identify non-compliant PDFs post remediation period	October 1 – December, 2023
	Remediation completion of any outstanding documents that require additional AODA formatting	March, 2024

Deliverables/Milestones	Activity	Due Date
Meeting provincial website compliance standard	Work in collaboration with Clerks/Records staff to create a more formal process in which to provide accessible formats of archived documents	Ongoing
Meeting provincial website compliance standard	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	Ongoing
	Pre-checklist Audit - Website Assessment and Remediation (if needed). Activities to include accessibility audit of HTML formatting and attachments posted to City websites	Dec 1, 2023
	Annual Completion of Compliance Checklist	December 31, 2023
	Maintenance of City Websites - Provide consistent training and regular training to staff	Ongoing
	Maintenance of City Websites - Complete frequent and thorough checks of HTML content as well as attached items	Ongoing

8.0 Appendix C – Capital Priority Initiatives

8.1 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	100 Wellington Square	Automatic door openers, washrooms
City Hall – Engineering	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
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

Facility Name	Address	Modifications
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	84 Market Street	Entrance and ramp
Jaycee Sports Park	395 Dunsdon Street	Pathways and seating
Landfill Site	20 Morrison Avenue	Public washroom
Library – St. Paul Branch	441 St. Paul Avenue	Washroom
Lions Park Arena	20 Edge Street	Accessible doors and showers in change rooms
Lorne Towers	24 Colborne Street W.	Parking lot
Lynden Hills Park	363 Brantwood Park Road	Seating and playground
Market Square	1 Market Street	Washroom
Mohawk Park	51 Lynwood Drive	Trail and playground
Mohawk Park	51 Lynwood Drive	Pavilion and washroom
Mohawk Park	51 Lynwood Drive	Splash pad
Northridge Golf Course	320 Balmoral Drive	Entrance, lift and washroom
Market Centre Parkade	59 Icomm Drive	Lowered service counter
Market Centre Parkade	59 Icomm Drive	Path between the parkade and the YMCA
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

Facility Name	Address	Modifications
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	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
Wilkes Park	75 Tranquility Street	Pathways and playground
Woodman Community Centre	491 Grey Street	Parking and automatic door openers
Woodman Community Centre	491 Grey Street	Washroom

Table 1 – Completed Accessibility Modification Projects

8.2 Funded Projects (to be completed)

Facility Name	Address	Modification
Doug Snooks Eagle Place Community Centre	333 Erie Ave	Visual fire alarm
Doug Snooks Eagle Place Community Centre	333 Erie Ave	Universal washroom
Farmers' Market	79 Icomm Drive	Bollards to prevent cars from overhanging the sidewalk
Mount Hope Cemetery	169 Charing Cross Street	Mausoleum upgrades
Transit Terminal	64 Darling Street	Visual description screen, consider audio prompting as well.
Wayne Gretzky Sports Centre	254 North Park Street	Adult change table
Woodman Community Centre	491 Grey Street	Parking upgrades
Woodman Community Centre	491 Grey Street	Pool and change rooms
Woodman Community Centre	491 Grey Street	We-Go-Swing wheelchair swing and rubber surfacing

Table 2 - Funded Accessibility Modification Projects for Future Completion

8.3 Capital Forecast

Facility Name	Address	Modification
Bill Little Park	25 Spalding Drive	Pathways and seating
Earl Haig Family Fun Park (on hold)	101 Market Street S.	Pathways, signage, playground
Farmers' Market	79 Icomm Drive	Signage, sidewalks, parking, exterior stairs, service counters, amenities
Mohawk Park	51 Lynwood Drive	Universal washroom
Transit Garage	400 Grand River Avenue	Parking, entrance, signage, amenities
Transit Garage	400 Grand River Avenue	Interior door modifications
Various Housing Sites	Various	Building condition assessments to be reviewed
Various Parks: Brooklyn, Devereux, Iroquois, Prince Charles	Various	Pathway and amenity improvements
Woodman Community Centre	491 Grey Street	Visual fire alarm, signage, internal door upgrades, computer station, signage, amenities

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

Your Feedback is Important to Us!

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

Email: 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