



Multi-Year Accessibility Plan 2022-2026 (Draft)

March 2022

Multi-Year Accessibility Plan

The City of Brampton's Multi-Year Accessibility Plan (MAP) for 2022-2026 is a legislative requirement that describes how the City will continue to reduce, prevent and remove accessibility barriers and enhance the Accessibility program.



Accessibility for Life



Accessibility for Life

Refreshed Statement of Commitment

The City of Brampton is committed to upholding and complying with the legislative requirements outlined in the Accessibility for Ontarians with Disabilities Act (2005) and achieving the goals established in the Multi-Year Municipal Accessibility Plan.

The City of Brampton is dedicated to continuously enhancing its municipal programs, services, information, web content, public spaces and facilities to ensure that individuals of all abilities have equitable access to all aspects of the community.

The City of Brampton and the Accessibility Advisory Committee are committed to working together to reduce, remove and prevent barriers while embodying the four principles of dignity, independence, integration and equitable opportunities for all.

Roles & Responsibilities



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Accessibility Advisory Committee: Provide advice to City Council on the prevention and elimination of barriers faced by persons with disabilities to achieve accessibility with respect to City bylaws, policies, goods, services and programs, employment, facilities, buildings, structures and premises.

Accessibility Team: Promotes, and coordinates accessibility throughout the municipality and assists the Accessibility Advisory Committee with its work.

Council and Senior Leadership: Lead the City to ensure services and infrastructure are accessible to all residents and visitors regardless of their ability; promote accessibility within the community; and provide direction and support of the initiatives identified in the MAP.

Network of Accessibility Champions: Provide departmental support by acting as a liaison between the department and the Accessibility Team; communicating with individual team members so they know what their responsibilities are; and advising of training resources, supports and tools that are available. Key stakeholders include Digital Innovations and Information Technology (IT); Equity Office; Human Resources; Interior Design; Parks; Planning; Strategic Communications and Transit.

The Public: Public engagement including persons with disabilities; agencies that provide services to persons with disabilities; and businesses that provide goods and services to the public will be engaged to provide input to the accessibility program to further identify, prevent and remove barriers for people with disabilities.

The MAP to Building an Accessible City



The 2022 – 2026 MAP is a roadmap that identifies how the City of Brampton will continue to prevent and remove barriers to our programs, services and facilities.

Customer Service	
Accessible facility mapping	Identify in an online format the accessible features for each City facility
Replace the Inclusive Customer Service Manual	Replace the Inclusive Customer Service Manual with a vendor accessibility responsibilities manual
Accessible customer service	Explore ways to improve accessibility at City events
Self service kiosks	Continue to be included in the design and procurement of self-service kiosks
2022 and 2026 municipal elections	Continue to ensure that electors with disabilities have the ability to vote privately and independently

The MAP to Building an Accessible City



Design of Public Spaces	
Traffic by-law updates	Provide inputs to the Traffic By-law update to ensure the dynamic and or International Symbol of Access symbol is properly identified
Site plan review process	Identify a means of standardizing the Site plan review process
Capital project review process	Identify a means of standardizing the Capital Project Review Process
Capital project review	Participate in conceptual design stage. Reviewing drawings at various stages of completion (30%, 60%, 90%), provide recommendations then audit final build, identifying and reporting on any deficiencies
Site plan review	Review site plan applications to identify barriers, and make recommendations for improvement
Identification of deficiencies	Develop a process to audit and report on deficiencies and follow up

The MAP to Building an Accessible City



Employment	
Individualized workplace emergency response process	Ensure managers, supervisors and staff are familiar with the individualized workplace emergency response process
Accessibility awareness for hiring managers	Increase knowledge of accessible hiring practices
HR policy updates	Support policy and administrative directive updates to ensure accessible hiring and employment practices
Outreach and recruitment	Promote the City as an inclusive employer to people with disabilities
Corporate diversity and inclusion plan	Make linkages between accessibility, and the Equity office
Staffing model of the Accessibility Team	Review and update the staffing model for the accessibility team

The MAP to Building an Accessible City



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Information & Communications	
Accessibility champions network meetings	Host quarterly networking and information sharing meetings with departmental liaisons
www.brampton.ca replacement	Monitoring changes to website accessibility from a usability and functionality perspective
Accessibility awards	Review the annual accessibility awards program, and host as appropriate
Service disruption notice	Develop a strategy and communication plan to improve the effectiveness and efficiency of the Service Disruption Notice process
Website compliance	Ensure all City websites and the content on those websites are WCAG 2.0 AA compliant
Accessible web training program	Ensure corporate and web content accessibility guidelines, tools and training are provided
Accessible public spaces training	Ensure accessible public spaces guidelines, tools and training are provided

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Information & Communications - Continued	
Web accessibility style Guide	Develop a quick reference web accessibility style guide for employees
Emergency Maintenance	Develop procedures for preventative and emergency maintenance of the accessible elements in public spaces
Develop annual communication plans	Develop annual internal and external communication plans to raise awareness of Accessibility related items
Accessible formats and communication supports	Provide accessible formats and communication supports to persons with disabilities in a timely manner, in consultation with persons with disabilities
Social media best practices	Create a better understanding of how best to use social media to meet the needs of people with disabilities, thereby improving the effectiveness of communicating to residents
Develop collaboration tools	Enable staff to communicate with each other in accessible formats
Accessibility for Brampton businesses	Share best practices and provide accessibility-related resources and information to the local business community
Public engagement	Explore new ways to engage with the community on a regular basis, and improve channels of communication with the public
Accessible consultations	Reviewing communication documents and plans, providing recommendations, guidance and support

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Transportation	
City of Brampton Parking Plan	Provide inputs to the transportation plan to ensure adequate and compliant accessible parking is identified in the transportation plan
Automated Snow Plows	Present to the AAC accessibility features and recommendations related to robotic snow plows
Electric Scooters	AAC recommendations regarding features, safety concerns
Public engagement promotion and recognition	Promote accessibility-related events and causes

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General	
Tracking, Monitoring and Publishing Statistics	Developing and capturing key performance metrics to be reported to AAC and hold the program accountable and transparent
Treat Accessibly	Continue to encourage participation in the Treat Accessibly program, and invite the founder to the ONAP group to build support beyond Brampton, and throughout Ontario
Technical Standards Updates	Review and revise technical standards to incorporate changes to legislation, and best practices to ensure public spaces are accessible for all
Updating the MAP	Update the MAP for 2022 - 2026
Alternate format disclaimer	Spot-check forms for “Alternate Format” disclaimer
WCAG 2.0 Policy	Develop and publish a policy ensuring the City is WCAG 2.0 compliant
Partner with external agencies	Partner with external agencies to identify opportunities for improvement and document best practices
AAC Membership	Review membership of the Accessibility Advisory Committee to ensure that there are a minimum 7 members who have lived experience with a disability

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Next Steps



1. Invite comments, input and feedback from AAC Members
2. Solicit input from the Network of Accessibility Champions, and the Departments they support
3. Public engagement exercise
4. Gain CLT Support
5. Bring updates back to the AAC
6. Council Approval

The background is a blue-tinted photograph of a city street. On the right, a tall brick clock tower with two clock faces is visible. To the left of the tower is a modern building with a curved facade and large windows. In the foreground on the left, there is a glass bus stop shelter with the word "Wellington" written on its top edge. A person is standing inside the bus stop. The overall scene is a mix of old and new architecture.

Questions?
Comments?
Thoughts?

