



# 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**



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## 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



## Accessibility for Life

**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.

| <b>Customer Service</b>                       |   |
|---|---|
| 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



| <b>Design of Public Spaces</b> |   |
|--------------------------------|---|
| 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



| <b>Employment</b>                                   |  |
|---|--|
| 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



| <b>Information &amp; Communications</b>                          |  |
|--|--|
| Accessibility champions network meetings                         | Host quarterly networking and information sharing meetings with departmental liaisons  |
| <a href="http://www.brampton.ca">www.brampton.ca</a> 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  |

# The MAP to Building an Accessible City



| <b>Information &amp; Communications - Continued</b> |  |
|---|--|
| 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   |

# The MAP to Building an Accessible City



| <b>Transportation</b>                       |  |
|---|--|
| 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  |

# The MAP to Building an Accessible City



| <b>General</b>                                 |  |
|--|--|
| 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                     |

## 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

Questions?  
Comments?  
Thoughts?

