BRAMPTON

City of Brampton
Multi-Year Accessibility Plan
2022-2026



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Municipal Accessibility Plan
2022-2026

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City of Brampton
Multi-Year Accessibility Plan

The City of Brampton's Multi-Year Accessibility Plan (MAP) for 2022-2026 is a legislative requirement that illustrates how the City will continue to recognize, remove, reduce, and prevent accessibility barriers and enhance the Accessibility Program. The New MAP plan builds on the previous multi-year plans, which was introduced in 2013, and updated in 2019.

Statement of Commitment

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 is committed to upholding and complying with the legislative requirements outlined in the *Accessibility for Ontarians with Disabilities Act (AODA) S.O. 2005, c. 11* and achieving the goals established in the Multi-Year Municipal Accessibility Plan.

The Accessibility Team and the Accessibility Advisory Committee (AAC) are committed to working together to reduce, remove, and prevent barriers while embodying AODA's four core principles of: dignity, independence, integration, and equitable opportunities for all.

Introduction

In 2021, the City of Brampton's Accessibility Team reviewed its program, created a new overarching Accessibility Policy, accompanying Standard Operating Procedures (SOP), and renewed its commitment to making Brampton accessible for all. A 2022-2026 MAP has been created, replacing the 2019 – 2025 MAP, with specific and time-bound initiatives to meet the five accessibility standards of Information and Communications, Employment, Transportation, Design of Public Spaces and Customer Service.

The new MAP describes the actions we are taking to engage residents, organizations, and businesses to strengthen our foundation, and promote a culture shift, which will allow individuals of all abilities to participate in everyday activities; including utilizing public transit, accessing online services, attending sporting, cultural and other various events, and having access to public spaces including but not limited to recreation facilities, parks, trails etc.

The MAP fulfills the Term of Council Priority of the City of Brampton as a *Mosaic*, recognizing the City's continued commitment towards accessibility for all residents of Brampton. The Accessibility Team, within the City Clerk's Office, strives to promote accessibility for all as a key priority in its day-to-day business and future planning.

Legislative Background

In December 2001, the Province of Ontario passed the *Ontarians with Disabilities Act* (ODA). This legislation was intended to improve opportunities for persons with disabilities. The Act required all municipalities to assist in the identification, removal, and prevention of accessibility barriers.

In 2005, the province introduced the *Accessibility for Ontarians with Disabilities Act, 2005.* The purpose of the Act is to "develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities in respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025."

In addition, *Ontario Regulation 191/11*: *Integrated Accessibility Standards Regulation* (*IASR*) is a grouping of five standards developed by the *AODA* specific to Customer Service, Information & Communications, Employment, Transportation, and the Design of Public Spaces.

In 2020, all current requirements in the *IASR* came into effect except for Section 14.4 (Accessible websites and web content, Web Content Accessibility Guidelines 2.0 level AA), which came into effect on January 1, 2021.

Under the *IASR*, the City of Brampton is required to "establish, implement, maintain and document a multi-year accessibility plan." The City is required to report on this plan annually, and the plan is to be updated and reviewed at least every five years.

Roles and Responsibilities

Accessibility is a shared responsibility, and everyone has a part to play in making the City accessible to residents, visitors, and co-workers, as described in detail in the Accessibility Policy. Additionally, roles and responsibilities include:

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

Accessibility Team: Oversees the accessibility function in accordance with legislative requirements outlined in the AODA. 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 (DiiT); the Equity Office; Human Resources; Interior Design; Parks; Planning, Building; Economic Development; Strategic Communications, and Brampton Transit.

The Public: Public engagement includes collaborating/partnering with persons with disabilities as well as agencies and businesses that provide services to persons with disabilities. These individuals and groups will be consulted with to provide input on the Accessibility Program, allowing us to further identify, prevent, and remove barriers for people with disabilities.

Identifying Barriers

A barrier is something that prevents a person from accessing services, facilities, and programs in the same way as others. The intent of the MAP is to either remove, reduce, or prevent barriers, to provide access for all. Barriers come in many forms, such as:

Attitudinal Barriers:
Are behaviors, perceptions, and assumptions that discriminate against individuals with disabilities which may result in individuals with disabilities being treated differently than people without disabilities. This may include prejudgments or assumptions that directly or indirectly discriminate. For example, if a person has a speech impairment and you assume they cannot understand you.

Information and Communication Barriers:
Arises when an individual with a disability cannot easily receive, interact with and/or understand information that is available to others. For example, text on a brochure that is too small to read or documents that are not available in alternative formats.

Physical and Architectural Barriers:

These barriers are in the physical environment relating to the features, building elements and/or physical space that prevent, restrict, or impede physical access. For example, a doorway that is too narrow to accommodate entry by a person in a wheelchair

Systemic Barriers:
Involves aspects of policies, practices, and procedures that result in individuals with disabilities being treated differently than others or sometimes being excluded altogether. For example, listing a driver's license as an employment qualification for an office position may prohibit individuals with visual impairments from applying.

Technological Barriers:
Occur when technology or the way it is used does not meet the needs of people with disabilities, specifically when technology cannot or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

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.

Subject	Action Plan	Target Completion Date
Customer Service		
Accessible facility mapping	Identify in an online format the accessible features for each City facility and maintain City public spaces data on AccessNow app. Work with Brampton businesses to add facilities to the AccessNow app.	Q3 2022 Q4 2022
Replace the Inclusive Customer Service Manual	Replace the Inclusive Customer Service Manual with a Vendor Accessibility Responsibilities Manual.	Q1 2023
Accessible customer service	Explore ways to improve accessibility at City facilities.	Q4 2025

Subject	Action Plan	Target Completion Date
Improved wayfinding within City facilities	Ensure signage is appropriately located, legible and clear.	Q4 2025
Self Service Kiosks	Continue to be included in the design and procurement of self-service kiosks.	Q4 2026
2022 and 2026 Municipal elections	Continue to ensure that electors with disabilities can vote privately and independently.	Q4 2026
Design of Public Spaces		
Site plan review process	Identify a means of standardizing the Site Plan review process.	Q2 2023
Capital project review process	Identify a means of standardizing the Capital Project Review Process.	Q2 2023
Traffic by-law updates	Provide inputs to the Traffic By-law update to ensure the dynamic symbol and/or International Symbol of Access is properly identified.	Q4 2023
Identification of Deficiencies	Develop a process to audit and report on deficiencies for Capital Project review and follow up with Project Manager/Design Team.	Q4 2026
	Investigate and draft a strategy to implement wheelchair charging stations in various locations across the city.	Q4 2026
Capital Project: Chris Gibson Recreation Centre	Participate in conceptual design stage. Review drawings at various stages of completion (30%, 60%, 90%), provide recommendations, then audit final build, Identify and report on any deficiencies for internal use/tracking and to the project manager and Design Team overseeing the project.	Ongoing
Capital Project: Victoria Park Arena		
Capital Project: Hurontario Light Rail Transit		
Capital Project: New Transit Facility		
Capital Project: Rose Theatre		
Capital Project: Centre for Innovation		

Subject	Action Plan	Target Completion Date
Capital Project: Downtown Revitalization		
Capital Project: Susan Fennell Youth Hub		
Capital Project: 185 Clark Transit		
Capital Project: Balmoral Recreation Centre		
Capital Project: Century Gardens Pool Changing Room		
Capital Project: Chinguacousy Wellness Centre		
Capital Project: Peel Regional Police Satellite Station in Gore Meadows		
Capital Project: Lorne Scots Museum		
Capital Project: Civic Centre Universal Washroom		
Capital Project: Earnscliffe Recreation Centre		
Capital Project: Fire Station 214		
Capital Project: Tennis Clubhouse		
Capital Project: Fitzpatrick House		
Capital Project: Williams Parkway Fire Campus		
Capital Project: Parkside Heights Park		
Capital Project: Sandalwood Adventure Park		

Subject	Action Plan	Target Completion Date
Site Plan Review	Review site plan applications to identify barriers, and make recommendations for improvement.	Ongoing
Employment		
Corporate diversity and inclusion plan	Make linkages between accessibility and the Equity Office.	Q4 2023
Accessibility awareness for hiring managers	Increase knowledge of accessible hiring practices.	Q3 2024
HR policy updates	Support policy and administrative directive updates to ensure accessible hiring and employment practices.	Q3 2024
Outreach and recruitment	Promote the City as an inclusive employer to people with disabilities in alignment with other HR initiatives.	Q3 2024
Staffing model of the Accessibility Team	Review and update the staffing model for the Accessibility Team.	Q3 2024
Increased staff training	Develop and deliver targeted training programs to various business units across the City.	Q4 2024
Individualized workplace emergency response process	Ensure managers, supervisors, and staff are familiar with the individualized workplace emergency response process.	Ongoing
Information and Communications		
Service disruption notice	Develop a strategy and communications plan to improve the effectiveness and efficiency of the Service Disruption Notice process. Includes construction on bus routes.	Q4 2022
Web accessibility style Guide	Develop a quick reference web accessibility style guide for employees to better understand WCAG (Web Content Accessibility Guidelines) requirements and responsibilities.	Q4 2022
Digital Accessibility Admin Directive	Implement the Digital Accessibility Administrative Directive and create resources/tip sheet based on SiteImprove for staff.	Q1 2023

Subject	Action Plan	Target Completion Date
Public engagement	Explore new ways to engage with the local community on a regular basis, and improve channels of communication with the public.	Q1 2023
Accessibility awards	Review the annual Accessibility Awards Program, and host as appropriate.	Q1 2024
Accessible formats and communication supports	Provide accessible formats and communication supports to persons with disabilities in a timely manner, in consultation with the individual that is requesting the format.	Q1 2024
Develop collaboration tools	Enable staff to communicate with each other in accessible formats.	Q1 2024
Accessibility for Brampton businesses	Share best practices and provide accessibility-related resources and information with the local business community.	Q1 2024
www.brampton.ca replacement	Monitor changes to website accessibility from a usability and functionality perspective.	Q2 2024
Website compliance	Ensure all City websites and the content on those websites are WCAG (Web Content Accessibility Guidelines) 2.0 AA compliant. Ensure information is easy to access, and keyboard accessible.	Q2 2024
Accessible web training program	Ensure corporate and web content accessibility guidelines, tools and training are provided.	Q2 2024
Social media best practices	Create a better understanding of how best to use corporate social media channels to meet the needs of people with disabilities, thereby improving the effectiveness of communicating to residents.	Q2 2024

Subject	Action Plan	Target Completion Date
Accessible public spaces training	Ensure accessible public spaces guidelines, tools and training are provided.	Q3 2024
Develop annual communication plans	Develop annual internal and external communication plans to raise awareness of Accessibility related items.	Q4 2024
Accessible consultations	Review communication documents, reports, advertisements, and plans; provide recommendations, guidance and support based on Accessibility requirements.	Ongoing
Accessibility champions network meetings	Host quarterly networking and information sharing meetings with departmental liaisons.	Ongoing
Transportation		
Automated Snowplows	Present to the Accessibility Advisory Committee (AAC) accessibility features and recommendations related to robotic snowplows.	Q3 2022
City of Brampton Parking Plan	Provide input on the transportation plan to ensure adequate and compliant accessible parking is identified in the plan.	Q2 2023
Electric Scooters	Bring corporate initiatives to the AAC for information sharing, and for obtaining their recommendations and comments regarding features, safety concerns.	Q2 2023
Public engagement promotion and recognition	Promote accessibility-related events and causes.	Q4 2025
General		
Treat Accessibly	Continue to encourage participation in the Treat Accessibly program, and invite the founder to the Ontario Network of Accessibility Professionals (ONAP) group to build support throughout Ontario.	Q3 2022
Updating the Multi-Year Accessible Plan	Update the MAP for 2022 – 2026.	Q3 2022

Subject	Action Plan	Target Completion Date
Tracking, Monitoring and Publishing Statistics	Develop and capture key performance metrics to be reported to AAC to hold the Accessibility Program accountable and ensure transparency.	Q4 2022
AAC Membership	Review membership of the AAC to ensure that there are a minimum number of members who have lived experience with a disability.	Q4 2022
AAC	Review the role of the AAC and identify new ways to increase committee effectiveness and engage members in meaningful discussions and decisions.	Q4 2022
Develop a process for Universal Washroom call buttons	Develop City facility-specific processes, roles, and responsibilities for responding to the activation of emergency call buttons in Universal washrooms.	Q4 2022
Update Accessibility Logo Design	Work with Strategic Communications to create new program branding and logo design that represents various disabilities.	Q4 2022
Improve process for enforcement of accessible parking considerations	Work with By-law Enforcement and Planning as appropriate to develop a “rapid” response program for complaints.	Q1 2023
AAC Committee Orientation	Review meeting schedule and procedures, agendas and minutes, meeting procedures and delegations, rules of debate and decisions, and roles of Committee members, etc.	Q1 2023
Web Content Accessibility Guidelines (WCAG) 2.0 Policy	Develop a policy to ensure the City is WCAG 2.0 compliant.	Q2 2023
Accessible Sports Week	Partner with the Recreation division and participate in Accessible Sports Week; increase public engagement and awareness.	Q2 2023

Subject	Action Plan	Target Completion Date
Partner with external agencies	Partner with external agencies to identify opportunities for improvement and document best practices.	Q3 2023
Develop and implement programs and strategies to encourage businesses to become more accessible	Encourage private businesses to install automatic door openers. Adopt, endorse, and advertise the businesses using the Stopgap program to make entrances accessible.	Q3 2023 Q1 2023
Technical Standards Updates	Review and revise technical standards to incorporate changes to legislation and best practices to ensure public spaces are accessible for all. Includes: - Increased accessible parking at City facilities; - Increased number of Universal washrooms in City facilities; - Lowered push buttons at traffic lights; and, - Handles on washroom stall doors to assist with closing doors.	Q4 2023
Accessible Parking Manual Update	Review and revise the Accessible Parking Manual to ensure it is easy to understand and incorporates current best practices; aligned with Technical Standards Update.	Q4 2023
Alternate format disclaimer	Spot-check forms for “Alternate Format” disclaimer.	Ongoing

Conclusion

The City is committed to making full and meaningful accessibility throughout Brampton a reality. City staff have reviewed the Accessibility Program and completed benchmarking with other Ontario municipalities to confirm the City is in alignment with consistent accessibility practices, and in many instances going beyond the requirements. The review highlighted areas of success for the City and assisted in the determination of the initiatives identified in the

2022-2026 MAP. Staff continue to work diligently to meet and exceed the *AODA* requirements to provide meaningful access for all. With the direction and support of the AAC, City Council and the Senior Leadership Teams, the Accessibility Team will continue to collaborate with partners to continually enhance accessibility within City facilities, programs, and services. The City strives to make Brampton a place for people of all abilities.

References

Statistics Canada. (July 5, 2016). Canadian Survey on Disability, 2017 (89-654-X). Ottawa: Government of Canada. Retrieved from Accessibility Findings from the Canadian Survey on Disability, 2017 (statcan.gc.ca)