

Flower City



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City of Brampton
2013 – 2017
Municipal Accessibility Plan



**ACCESSIBILITY
FOR LIFE**



City of Brampton
2013 – 2017 Municipal Accessibility Plan



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City of Brampton

2013 – 2017 Municipal Accessibility Plan

I Statement of Commitment

The City's mission is to be a vibrant, safe and attractive city of opportunity where efficient services make it possible for families, individuals and the business community to grow, prosper and enjoy a high quality of life.

The City values diversity and inclusiveness and the unique contribution that each resident makes to the local community.

The City recognizes that preventing new barriers, reducing and removing existing barriers and enhancing access to our goods, services and facilities is essential to providing increased opportunities that foster independence, inclusion and dignity for people of all ages and abilities.

Policy Statements

Inclusive Customer Service

The City of Brampton is committed to providing the guiding principles for inclusive customer service, so that all persons, including persons with disabilities and limited English speakers, have equal opportunity to obtain, use or benefit from municipal goods and services. The policy supports the provision of goods and services aligned with the principles of dignity, independence, integration and equality of opportunity.

Transportation

The City of Brampton is committed to continuously providing a better transit experience for our customers. We strive to provide reliable, efficient and accessible service, making Brampton Transit the transportation mode of choice for people of all ages and abilities within the city.

Employment

The City of Brampton is committed to being an equal opportunity employer and is committed to inclusive, barrier-free recruitment and selection processes and work environments.

Information and Communications

The City of Brampton's Information and Communication Services is committed to understanding the communication needs of our clients and continuously pursues innovative ways to meet their needs and work to ensure our services are accessible and everyone served feels valued.

II The Municipal Accessibility Plan

The City of Brampton has taken, and continues to take, a very progressive approach to addressing barriers to accessibility. Not only has this commitment improved the quality of life for residents of Brampton, it has provided a sound base upon which the City will continue to build an inclusive community that meets the needs of people of all ages and abilities.

In continuation of this commitment, and to address standards in the Integrated Accessibility Standard Regulation, the City of Brampton will implement the following initiatives:

General

1. *Workplace Emergency Response Information*
 - Implement the new staff template for workplace emergency response information and communicate the availability of this information through the Ourbrampton portal
2. *Procuring/acquiring goods, services or facilities*
 - With assistance of the Finance Department – develop and implement a policy and Standard Operating Procedure to enhance and expand on accessibility information related to the procurement and acquisition of goods, services and facilities
3. *Self-service Kiosks*
 - To continue to incorporate the City of Brampton Accessibility Technical Standards in the design and procurement of self-service kiosks
4. *Training*
 - To develop and implement a staff training module(s) on the requirements of the IASR and the Human Rights Code and a tracking mechanism for completed training

5. *Other*

- To update the Barrier Free Policy (2004) to reflect the current requirements in the IASR
- To review Alternate Format and Feedback Standard Operating Procedures to ensure compliance with the IASR requirements
- To develop and implement a communication plan and OurBrampton Portal presence for staff regarding accessibility related programs and services
- To further develop and enhance accessibility information (including information about alternate formats, service disruption, availability of information and feedback) on the City's website and other related web pages (e.g. Brampton Transit)
- To develop a strategy and supporting design standards to address accessibility and inclusion for City play spaces
- To continue to pursue the development and implementation of a Snoezelen Room in one of the City's recreation facilities

Information & Communications

1. *Web Content*

- To develop and implement a process to ensure all current web content posted as of January 1, 2012 is WCAG 2.0 Level A compliant

Employment

1. *Employment Life-Cycle*

- Finalize and review the Staffing and Recruitment Process Standard Operating Procedures to ensure compliance with the IASR, to train Human Resources staff on the content and ensure information regarding the availability of accommodations and individual accommodation plans is circulated to employees and new hires – including performance management, career development and advancement and redeployment

Transit & Transportation

1. Bus Shelters and Stops

- To continue to incorporate the City of Brampton Accessibility Technical Standards for bus stops and shelters

2. Fares for Support Persons

- Develop, implement and communicate a policy regarding fares for support persons

III Monitoring and Communication

The Accessibility Advisory Committee and staff provide ongoing monitoring of the Municipal Accessibility Plan initiatives. An annual status report outlining the measures taken and the progress made will be completed by December 31 of each year.

Communication of the 2013 – 2107 MAP will include:

- Presentation of the Plan to Council
- Public announcement
- Press release
- Hard copies available through City Clerk's and Corporate Communications offices
- Alternate format copies (e.g. Braille, Large Print) available upon request
- Interdepartmental communication
- Publication on the Accessibility For Life web pages on the City of Brampton