

Flower City



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City of Brampton
2009
Municipal Accessibility Plan



**ACCESSIBILITY
FOR LIFE**



City of Brampton 2009 Municipal Accessibility Plan

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City of Brampton

2009 Municipal Accessibility Plan

I Introduction

The City of Brampton is committed to the vision of providing “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 for all who, live, work, visit and invest in the City of Brampton” (Six Pillars Strategic Plan). We are committed to ensuring that people of all ages and abilities enjoy the same opportunities as they live, work, play, visit and invest in our City.

The *Accessibility for Ontarians with Disabilities Act* (AODA) 2005 is the guiding document for accessibility in the province and replaces the *Ontarians With Disabilities Act* (ODA) 2001. The intent of the legislation is to make Ontario fully accessible for people with disabilities by the year 2025. The scope of the legislation includes the private sector as well as government and the broader public sector.

The development of mandatory standards to address the full range of disabilities and barriers; the introduction of timelines to ensure that the standards are implemented and the development and implementation of an enforcement tool to ensure compliance with the standards is the primary focus of the AODA. The accessibility standards are being developed in consultation with persons with disabilities and organizations that have obligations under the Act.

The Province has enacted the Customer Service Standards, the first set of standards to be approved. The Customer Service Standards came into force January 1, 2008. and the municipalities must comply with these Standards by January 1, 2010. The private sector has until January 1, 2012 to implement the standards.

Draft Accessibility Technical Standards are being developed for the following areas:

- Transportation
- Information and Communication
- Employment
- Built Environment

It is expected that drafts of these standards will be available for public review and possibly become regulations before the end of 2009.

Until such time as the standards have been reviewed and implemented, the City of Brampton is obligated to follow through with its responsibilities as outlined in the *Ontarians With Disabilities Act*, including the preparation of the annual Accessibility Plan.

II The Municipal Accessibility Plan

The intent of the Municipal Accessibility Plan (MAP) is to describe measures the City has taken during the previous year and identify initiatives for the upcoming year to identify, remove and prevent barriers for people with disabilities. A barrier is something that prevents a person with a disability from fully participating in all aspects of society because of his or her disability.

Disabilities differ in type, with characteristics that vary widely from person to person and from day to day. Disability is a part of the human experience and is something that will touch all of us at some point in our life!

Disabilities may be:

- Visible or hidden
- Severe or mild, or somewhere in between
- Present at birth or develop later in life
- Acquired as a result of an accident or injury
- Resulting from an unknown cause
- Permanent or temporary, with a continuous or intermittent impact on daily life

There are five primary types of disabilities:

- **Mobility:** Limitations to physical functioning affecting an individual's ability to move independently, coordinate, reach, pull or push.
- **Sensory:** Vision and hearing impairments and limitations with smell, taste or touch.
- **Mental:** Mental health disorders and mental illness are characterized by alterations in thinking, mood or behaviour associated with distress and/or impaired functioning in one or more areas of daily living.
- **Learning:** Affects an individual's ability to either interpret what they see and hear and link information to different parts of the brain. Limitations can show up in many ways such as difficulties with spoken and written language, coordination, self-control or attention.
- **Intellectual/Developmental:** Limitations in self-care, receptive and expressive language, learning, mobility, self-direction, and capacity for independent living.

Staff Team

The MAP is developed with input from the *Ontarians With Disabilities Act, 2001* (ODA) Staff Committee and Sub-Committees and the Accessibility Advisory Committee (AAC).

The ODA Staff Committee and Sub-Committees are comprised of staff from all seven City departments and the Brampton Library. The primary role of these Committees is to take the lead in creating and recommending priorities and initiatives to remove and

prevent new barriers and assist in ensuring these recommendations are followed through with.

Brampton Library

Brampton Library staff actively participates with the ODA Staff Committee and Sub-committees and the Accessibility Advisory Committee. The Brampton Library Board supports the City's accessibility efforts and has chosen to endorse and implement, where appropriate, initiatives approved through the City's annual Accessibility Plans.

Accessibility Advisory Committee

The Accessibility Advisory Committee is comprised of up to 14 members, including a member of Council, at least 7 public members who are persons with disabilities and others, with preference given to members who are parents and/or caregivers of disabled persons.

As well as advising City Council regarding the preparation, implementation and effectiveness of the MAP, the AAC provides a forum for persons with disabilities to raise issues and concerns. Ongoing responsibilities include providing advice and guidance to City Council on matters relating to policies, practices, services and programs.

The AAC members for the current term (to November 2010) are:

Bob Pesant (Chair)	Harvinder Bajwa (Vice Chair)
City Councillor Sandra Hames – Wards 7 & 8	
Leonard Coupland	Roger Evans
Carolyn Jamieson	Lisa Lewis
Robin Mann	Roland Vermeesch
Shereen Woodworth	

The key contact for inquiries regarding the Municipal Accessibility Plan is:

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III Accomplishments - 2008 Municipal Accessibility Plan

The 2008 Municipal Accessibility Plan (MAP) was organized into three distinct sections – new focus initiatives, continuing initiatives and maintenance initiatives that have become a part of the normal course of business and are addressed on a regular basis.

2008 Focus Initiatives

Ten initiatives were identified by the AAC and staff as a focus for the 2008 MAP. Emphasis was on the exploration, review and education of specific needs for people with disabilities as they relate to the existing range of City policies and services.

The focus initiatives were:

1. Review and update the Accessibility Technical Standards.
2. Community outreach to improve accessibility in residential, commercial/industrial and school board developments.
3. Complete Recreation/Leisure/Culture Inclusion Policy.
4. Review sidewalk, walkway and trail way design and implementation policies as they relate to people with disabilities.
5. Incorporate sections of the Accessibility Technical Standards with the Works & Transportation Design Standards.
6. Review Winter Control Plan and Snow Removal Assistance Program as they relate to people with disabilities.
7. Develop and implement a corporate Customer Service Policy.
8. Review availability and usability of accessible parking.
9. Investigate and review the possibility of an ongoing Emergency Services database related to people with disabilities.
10. Complete Phase 2 and 3 of the Facility Accessibility Audit.

Of the ten focus initiatives, three initiatives were fully completed. The following is a brief outline of the work for the completed initiatives:

- **Review Winter Control Plan and Snow Removal Assistance Program as they relate to people with disabilities**

Staff from the Works and Transportation Department attended an AAC meeting to review these items and Committee members had an opportunity to provide comments and input.

- **Review the availability and usability of accessible parking**

A quarterly reporting format and process was developed and implemented and Enforcement staff regularly attended AAC meetings to review the outstanding items list. The goal to address at least 50% of the identified outstanding

accessible parking related concerns was met and in fact the targeted goal was exceeded.

- **Complete Phase 2 & 3 of the Facility Accessibility Audit**

The facility accessibility audits were completed in July 2008 and reports prepared. A total of 67 City facilities were audited.

There were five Continuing Initiatives for 2008, three of these initiatives are considered complete as they will be addressed through other initiatives or are beyond the scope of the City of Brampton AAC.

- **Pursue the implementation of uniformity in accessible parking requirements and exemptions with the Province.**

Requirements for accessible parking will be addressed through the Accessible Technical Standards for the Built Environment being developed by the Province.

- **Monitor the ongoing development of the Transportation Accessibility Standards, particularly as it relates to stop announcement and accessibility accommodations.**

Verbal stop announcement is in place with Brampton Transit and will continue until the Smart Bus program is implemented. Review of the ongoing development of the Provincial Accessible Transportation Standards is incorporated in one of the new initiatives for 2009.

- **Monitor development of Region of Peel's Emergency Measures Guide to ensure opportunity for City of Brampton AAC members to review and provide comment.**

The development of the Region of Peel's Emergency Measures Guide has been put on hold and no timeframe for initiation has been identified.

The following is a list of the additional accomplishments for 2008:

Planning, Design & Development

- The Parks Review Team includes discussion related to accessibility of parks and parkland including – seating areas, play components, play equipment surfacing
- Greater sensitivity to need for accessibility when reviewing landscaping designs for industrial and commercial settings – strong focus on accessible pedestrian connections and links
- Parks Compliance Review staff is ensuring accessibility issues have been implemented correctly – e.g. appropriate curb cuts, line painting and signage
- 68 site plans reviewed for school, places of worship, commercial, industrial and other (housing, recreation & sports facilities, cemetery, offices, child care centres)

Space Planning

- Using a Standards document for furniture standards for new and refreshed/redeveloped employee space
 - Standards document identifies and addresses accessibility in areas such as clearances, reaches and placement of desks and other furniture and equipment
 - Document to be completed by the end of 2008 and will be used to complement the existing City of Brampton Accessibility Technical Standards
- Initiated contact with IT to develop specifications for printers and stands to address the location of controls to meet more limited reaches of some people with disabilities

Community Services

Programming:

- Focus on integrating more participants with disabilities in programs. Partnered with Reach for the Rainbow, a program that develops integrated opportunities for children and young adults with developmental and physical disabilities, their families and the communities where they live.

Facilities:

- Application of Accessibility Technical Standards
 - Cassie Campbell
 - Century Gardens
 - Field house at Sesqui Centennial Park
 - 129 Glidden- design & re-development of staff office space
 - Brampton Cemetery Maintenance Facility
 - Knightsbridge Community and Seniors Centre front entrance
 - New gymnasium at Flower City Seniors Centre

Parks:

- Completion of program to identify locations and install accessible parking spaces in City park parking lots

Works and Transportation:

- Application of Accessibility Technical Standards
 - 120 Sandalwood Operations Facility
 - Bus shelters and stops for Acceleride program
- Development of refresher training for Transit operators that includes a significant component specifically addressing accessibility and assisting customers with disabilities

- Verbal stop announcement has been implemented and is expected to become automated with the implementation of the Smart Bus program in 2010
- Accessibility input and review – Flower City Community Campus road work, audible pedestrian signals, traffic circles

Other

- City Hall Signage Package
- Accessibility Upgrades for City Hall passenger elevators
- Completion of Facility Accessibility Audit
- Roll out of City Outdoor Wayfinding signage – Earnscliffe & Brampton Transit Sandalwood Facility
- Approval of the Multiple Format and Accessible Meetings Standard Operating Procedures
- Purchase of a laptop and accessible software (JAWS and Zoom Text) for City Clerk's Office
- Development and publication of an updated Accessible Parking Permits and Parking Provisions Brochure
- Staff Representation on AMCTO's Accessibility Working Group and AMO Resource Team for development of the Provincial Standards Development Committee for the Built Environment

Brampton Library

- The website was revamped and addressed enhanced accessibility measures
- A facility audit was conducted at the Four Corners Branch to identify and address existing barriers and allow for long term budget planning
- Accessible parking spaces at Four Corners Branch were realigned to improve access
- Accessible workstations were installed at the Four Corners and Chinguacousy Branches, including JAWS and ZoomText software for the Four Corners Branch – placement promotes participation in library computer workshops
- Large print keyboards and track ball mice are available for use at all permanent locations
- Approval of TextNet, a telecommunications system for hearing impaired, to be implemented in 2009
- Available media formats expanded to include Descriptive DVDs and Overdrive downloadable books.
- Staff attended accessibility training sessions conducted by CNIB and SOLS (Southern Ontario Library System)

IV 2009 Municipal Accessibility Plan

The development of the 2009 Municipal Accessibility Plan began with the ODA Staff Committee and a review of the initiatives and accomplishments for 2008 and the development of a list of initiatives to be considered for 2009. This information was shared with the AAC at a special MAP planning session held in early November. At this

meeting AAC members had an opportunity to review the staff recommendations and identify additional initiatives to be considered for 2009. From this consultation with staff and the AAC, a list of new and continuing initiatives was put forth for input and endorsement from the Commissioners and City Manager.

The process of identifying very specific goals and priorities, developed and used in 2008, worked very well and a similar process has been used for the 2009 MAP. The 2009 MAP is organized into three distinct sections – new focus initiatives, continuing initiatives and maintenance initiatives that have become a part of the normal course of business and are addressed on a regular basis.

Focus Initiatives for 2009

Ten initiatives have been identified as a focus for the 2009 MAP - nine new initiatives and one initiative related to the provincial Accessible Customer Service Standards that was partially completed in 2008 and has been enhanced and expanded for 2009. For the most part emphasis is in on the exploration, review and education of specific needs for people with disabilities as they relate to the existing range of City policies and services.

The focus initiatives are:

1. Alternative telecommunications system for people with hearing impairments
2. Accessible Parking Space & Parking Permit Training
3. Accessibility awards and recognition program
4. Promotion and awareness of invisible disabilities
5. Staff review of proposed Provincial Accessibility Standards
6. Accessibility Input for Downtown Strategy
7. Use of alternate methods of accessible transportation on City-owned pedestrian links
8. Emergency accessible facilities & services guide
9. Assistive Device Standards
10. Develop and implement a corporate Accessible Customer Service Policy and related staff training

An information matrix outlining details of these ten initiatives is attached as Appendix 1.

Continuing Initiatives from 2008

- Review and update Accessibility Technical Standards
- Community outreach to improve accessibility in residential, commercial/industrial and school board developments
- Review sidewalk, walkway and trail way design and implementation policies as they relate to people with disabilities
- Incorporate sections of the Accessibility Technical Standards with the Works & Transportation Design Standards
- Investigate and review the possibility of an ongoing Emergency Services database related to people with disabilities.

An information matrix outlining details of these five initiatives is attached as Appendix 2.

Maintenance Initiatives

- Support and encourage the implementation of a remediation work plan for accessibility deficiencies identified through the Facility Accessibility Audit.
 - Remedial construction work at Professors Lake to be completed
 - Design & development of remedial work plan for Knightsbridge Community and Seniors Centre
- Continue with regular meetings of the AAC Sub-committees.
 - Design & Development
 - Transit
 - Parking
- Continued AAC input into design and development of new and reconstructed City facilities
 - Strengthen AAC voice to ensure that input is considered
 - Identify parameters/limitations of development as part of initial review
 - Utilize Design and Development Sub-committee to complete a more detailed review of design drawings
 - Identify, where feasible, opportunities for AAC site visits and reviews of facilities prior to the facility opening
 - Create a lessons learned list for each completed facility including site visit comments and ongoing input from public use and distribute list to future project management staff and the Building Design & Construction Department

- Application of Accessibility Technical Standards - Brampton Library
 - Rearrangement of layout at Chinguacousy Branch and staff areas
 - Renovations at Cyril Clark branch
 - Investigate installation of visual alarm systems
 - Plan for directional signage in all branches
- Identify opportunities for AAC input, partnerships, training and networking
 - Participation in Transit Operator Awareness Refresher training sessions throughout 2009
- Regular monitoring of the Outstanding Items

Monitoring and Communication

The ODA Staff Committee and Sub-Committees and the Accessibility Advisory Committee provide ongoing monitoring of the 2009 MAP priorities and initiatives. A Quarterly Report is used to provide regular updates on the status of each initiative.

Communication of the 2009 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 Website

Appendix 1
Focus Initiatives for 2009 - Information Matrix

Initiative	Lead & Co-lead Department(s)/Divisions	Supporting Department(s)/Division	Expectations & Staff Resources
1. Alternative telecommunications system for people with hearing impairments	Corporate Services – Council & Administrative Services Finance Information Technology		Review the abilities/capabilities of Text Net as a possible alternative telecommunications system for people with hearing impairments and explore possibility of implementation of the system.
2. Accessible Parking Space & Parking Permit Education and Awareness Outreach Program	Corporate Services – Enforcement	Corporate Services – Council & Administrative Services	Develop and conduct an education and awareness outreach session related to the correct use of accessible parking spaces and parking permits including such groups as Seniors Council and members of the Flower City Seniors Centre.
3. Accessibility awards and recognition program	Corporate Services – Council & Administrative Services	Accessibility Advisory Committee Economic Development & Communications	Establish parameters and develop an awards and recognition program to recognize accessibility efforts in the community.

Initiative	Lead & Co-lead Department(s)/Divisions	Supporting Department(s)/Division	Expectations & Staff Resources
4. Promotion and awareness of invisible disabilities	Corporate Services – Council & Administrative Services	Accessibility Advisory Committee	Explore opportunities with the AAC to develop an education program to promote the awareness of disabilities that are not visible or easily identified, for example learning and cognitive disabilities and mental health issues.
5. Staff review of proposed Provincial Accessibility Standards	Corporate Services – Council & Administrative Services	Finance Information Technology Human Resources Buildings & Property Management Community Services Works & Transportation Economic Development & Communications	Establish a program with identified staff members to review and provide feedback/comments at the constituency & public review stages for the proposed Provincial Accessibility Technical Standard documents to be released in 2009: <ul style="list-style-type: none"> • Information and Communications • Employment • Built Environment • Transportation
6. Accessibility Input for Downtown Strategy	Planning, Design & Development Economic Development & Communications	Corporate Services – Council & Administrative Services Accessibility Advisory Committee	Establish communication with the Accessibility Advisory Committee and the Downtown and Queen Street Corridor Technical Sub- committee regarding the development of the Downtown Strategy, particularly as it relates to accessible parking and access to and from the street.

Initiative	Lead & Co-lead Department(s)/Divisions	Supporting Department(s)/Division	Expectations & Staff Resources
7. Use of alternate modes of accessible transportation for people with disabilities on City-owned pedestrian links	Corporate Services – Council & Administrative Services	Community Services - Parks Works & Transportation Corporate Services – Enforcement Planning, Design & Development	Investigate the possibility of accommodating the use of alternative modes of accessible transportation (e.g. power and electric bikes) for people with disabilities on City pedestrian links including sidewalks, pathways and trails.
8. Emergency accessible facilities & services guide	Buildings & Property Management – Business Planning (Emergency Measures)	Community Services – Fire & Emergency Services Community Services - Recreation Corporate Services – Council & Administrative Services	Explore the possibility of developing, implementing and circulating a guide listing accessible facilities available to people with disabilities with critical or urgent needs in the event of an emergency.
9. Assistive Device Standards	Brampton Library	Corporate Services – Council & Administrative Services	Implement recommendations from the Brampton Library Assistive Devices report, including accessible workstations and implementation and staff training of Text Net Telecommunications System. Develop programming to include disability awareness for customers including possible use of sign language interpreter in summer reading programs.

Initiative	Lead & Co-lead Department(s)/Divisions	Supporting Department(s)/Division	Expectations & Staff Resources
<p>10. Develop and implement a corporate Accessible Customer Service Policy and related staff training</p>	<p>Corporate Services - Council & Administrative Services</p> <p>Human Resources</p>	<p>Corporate Services – Corporate Effectiveness</p> <p>Economic Development & Communications</p> <p>Brampton Library</p>	<p>Develop and implement the following as required in provincial Customer Service Standards – Ontario Regulation 429/07 Accessibility Standards for Customer Service:</p> <ul style="list-style-type: none"> • Accessible Customer Service Policy, procedures and practices to include <ul style="list-style-type: none"> ○ Service Animals ○ Support Persons ○ Other Assistive Devices • Provision of Notice of Service Disruption • Staff-training program to address customer service for people with disabilities. <p>Brampton Library - to expand and implement Customer Service Action Plan. Conduct information sessions for all staff on Accessible Customer Service Standards.</p>

Appendix 2
Continuing Initiatives for 2009 - Information Matrix

Initiative	Lead & Co-lead Department(s)/Divisions	Supporting Department(s)/Division	Expectations & Staff Resources
1. Review and update Accessibility Technical Standards	Corporate Services – Council & Administrative Services	ODA Staff Committee and Technical Sub-Committee	The Accessibility Technical Standards were approved in November 2005. The intent is to review the application of the Standards, identify issues that might have arisen with implementing the Standards and provide an opportunity to refine the Standards where needed and incorporate the Accessible Built Environment Standards being developed by the Province of Ontario.
2. Community outreach to improve accessibility in residential, commercial/industrial and school board developments.	Planning, Design & Development	Corporate Services - Council & Administrative Services Accessibility Advisory Committee Economic Development & Communications	Development of an accessibility handbook to encourage & promote enhanced accessibility in community development. To be included in the Site Plan Manual for: <ul style="list-style-type: none"> • Residential (including ground level entry) • Industrial & Commercial • School Boards Meeting with Economic Development and Brampton Real Estate Board regarding need, demand and availability of accessible housing.

Initiative	Lead & Co-lead Department(s)/Divisions	Supporting Department(s)/Division	Expectations & Staff Resources
3. Review sidewalk, walkway and trail way design and implementation policies as they relate to people with disabilities.	Works & Transportation Community Services Parks Planning & Development	Corporate Services - Council & Administrative Services Accessibility Advisory Committee	Staff to review current designs focussing on the design and maintenance of curb cuts/depressions and rest areas with benches and policies with the AAC and solicit input. Identify possible areas for enhanced accessibility and for consideration by the AAC.
4. Incorporate sections of the Accessibility Technical Standards with the Works & Transportation Design Standards.	Works & Transportation	Corporate Services - Council & Administrative Services Accessibility Advisory Committee.	Incorporate appropriate sections of Accessibility Technical Standards into Works and Transportation Design Standards.
5. Investigate and review the possibility of an ongoing Emergency Services database related to people with disabilities.	Community Services – Fire & Emergency Services	Corporate Services - Council & Administrative Services Accessibility Advisory Committee	Review and determine the possibility of establishing and maintaining an ongoing database of names and addresses of people who have self - identified the need for special assistance through the Fire and Emergency Services Special Care Form.