

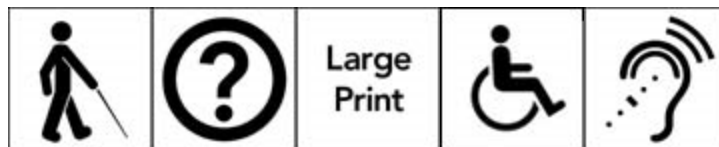


The Corporation of the City of Brockville

2019 Annual Status Report

An update on the 2019 progress towards meeting the goals of the City's
2018 – 2022 Multi-Year Accessibility Plan

Our Goal: Accessibility A Reality



Note: Accessible format and communication supports are available upon request.

The Accessibility Status Report is the annual update on the progress of measures taken to improve accessibility and implement the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards Regulation* (IASR) (Ontario Regulation 191/11).

This status report includes accessibility initiatives that were undertaken in 2019 to implement the strategies outlined in the City of Brockville's Multi-Year Accessibility Plan and reflecting the activities of the Brockville Municipal Accessibility Advisory Committee.

Statement of Commitment

The City of Brockville is a designated public sector organization under the AODA and is committed to meeting the accessibility needs of people with disabilities. The City strives to provide goods, services, programs, and facilities in a manner that respects the dignity and independence of all people. As well, the City is committed to provide persons with disabilities the same opportunities to access its goods, services, programs, and facilities in the same manner as other persons, wherever possible.

Highlights and Accomplishments 2019

General

- New employees participated in the City's Onboarding Program, a part of which focused on accessibility training. This training is done largely through the AccessForward online training program.

Customer Service Standard

- Council and Standing Committee meetings are now live streamed.

Information and Communication Standards

- Continued to promote the Guide to Accessible Word Documents during the Onboarding process to generate more user-friendly documents, and create documents that, when converted to .pdf, would be more appropriate for posting to the City's website.
- Remediation of documents on the City's website continues to ensure webpages and documents are becoming accessible. Remediation includes the City's main website, with a goal to meet compliance requirements for the January 1, 2021 deadline. Staff are developing a digital strategy for the maintenance of the websites that ensures only accessible content is uploaded.

Customer Service Standards

- In 2019, training continued to ensure staff are aware of the Human Rights Code as it relates to disabilities, the IASR General Requirements and the Customer Service Standard. This training is part of the orientation process at the time of hiring.

Employment Standards

- Accommodations continue to be available throughout the recruitment process and employment life cycle.
- Potential candidates for employment are made aware of the availability of accommodation.
- Employees are made aware during the Onboarding process of the availability of individual emergency plans designed to meet the needs of persons with disabilities.

Design of Public Spaces Standards

- In 2019, the crosswalks in the downtown area were reviewed and updated to ensure safety.
- Blockhouse Island located on the City's prime waterfront was retrofitted by adding accessible picnic tables located on concrete pads with paved paths and curb cuts leading from the parking areas.
- The James Ault Building on Blockhouse Island had power doors installed at the entrance to the building's washrooms.
- The accessible parking at Blockhouse Island was reviewed and updated.
- A review of the Winter Maintenance Policy was undertaken.

Goals and Next Steps for Accessibility

- Further improvements are anticipated to the Brock Trail, particularly signage and widths/slopes of the current path.
- Staff will work to continue to improve the quality of documents on the website in order to ensure accessibility.
- Staff and the Accessibility Advisory Committee will review the Accessibility Plan in 2020.

Availability of Report and Plan

The Multi-Year Accessibility Plan and Annual Accessibility Status Reports can be accessed through the City of Brockville's website at www.brockville.com.

Contact Information

Deputy Clerk/Accessibility Coordinator
City of Brockville, 1 King St. West, Brockville, ON K6V 7A5

Telephone 613-342-8772 ext. 4431
Fax 613-498-2793
Email clerk@brockville.com

Feedback

The City of Brockville welcomes public input on how services and programs are delivered to persons with disabilities. Feedback is forwarded to the Clerk's office and is collected by phone, email, website comments, in person, or by mail. Feedback in person is accepted at any of the City's public facilities. Feedback is accepted in accessible formats and with other communications supports as required.

Accessible Formats Available

Accessible format and communication supports are available upon request.