

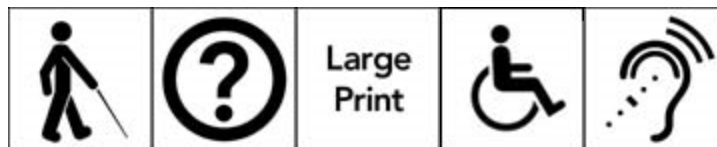


The Corporation of the City of Brockville

2020 Annual Status Report

An update on the 2020 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 2020 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 2020

General

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

Information and Communication Standards

- Continued to promote the Guide to Accessible Word Documents during the Onboarding process in an effort 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 2020, 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 2020, the City adopted a new Active Transportation Plan
- Renovation of the Rotary Field House included, accessible doors throughout the Field House, renovations to the existing change and storage rooms, construction of a new accessible washroom, alterations to the interior canteen counter to meet AODA standards, and the construction of a storage shed.
- Construction of the P & G Pavilion at Rotary Park. The pavilion includes change rooms for the outdoor rink, storage area for an ice resurfacer, washrooms, canteen area and covered picnic area.
- Accessible upgrades and additions to the Brock Trail system.
- Installation of additional Way Finding signage

Transportation Standards

- A Transit Task Force was created to review the current Brockville Transit service (conventional transit and para transit) with the intent of making targeted recommendations aimed at maintaining and optimizing both the quality and cost of service. The members met regularly and received input and formulated new ideas that will led to a sustainable, accessible, and cost-effective transit service. The Transit Task Force's report was received by Council in October 2020.
- Brockville Transit integration of routes onto Google Maps

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.