



The Corporation of the City of Brockville

2018-2022 Accessibility Plan

Our Goal: Accessibility a Reality

Note: This document is available in alternate formats upon request.

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Council Commitment

The City of Brockville is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The Council of the Corporation of the City of Brockville is committed to:

- ensuring the participation of people with disabilities in the identification and review of barriers; and
- maintaining an Accessibility Advisory Committee to identify barriers and obstacles to accessibility; and
- considering recommendations from the Committee with respect to the accessibility of municipal buildings, facilities, operations and services; and
- ensuring compliance with all regulations made under the Accessibility for Ontarians with Disabilities Act, 2005

In order to ensure timelines are met, the City will establish, implement and maintain a multi year accessibility plan. The plan will outline the City's strategy to prevent and remove barriers to people with disabilities.

Municipal Profile

Municipality

The Corporation of the City of Brockville
1 King Street West
P.O. Box 5000
Brockville, Ontario K6V 7A5

Brockville is a loyalist community first settled in 1785. The City's original name was Buell's Bay, named after the founder William Buell. In 1812, in honour of a war hero, Sir Isaac Brock, the settlement changed its name to Brockville. Brockville was Ontario's first incorporated community and has the distinction of possessing an authentic coat of arms. Brockville is one of the very few North American Cities with its own flag.

In the first half of the 19th Century, Brockville grew rapidly mainly due to its location on the St. Lawrence River and the Grand Trunk Railway line. The River and Rail allowed the area to export rather easily for business purposes. Today, Brockville is able to offer many amenities of a large City while keeping a relaxed demeanor.

The City of Brockville is located in the United Counties of Leeds and Grenville. The City of Brockville has a population of approximately 21,346 residents (from the 2016 census information). Brockville, City of the 1000 Islands, is located on the shores of the St. Lawrence River. The City was established on the north bank of the St. Lawrence and initially expanded east and west from the river north to the CNR. The CNR mainline and spur lines pass through the City and provide excellent service for the area. Brockville is located on VIA's main corridor for Montreal, Ottawa and Toronto.

The City's educational facilities are known for their high standards in a variety of subjects. Public and separate schools are spaced throughout the community. There are a number of educational support programs available for upgrading and training as well as a college of applied arts and technology.

Brockville is able to offer excellent health care services due to its location, within a one hour drive of some of the best research clinics and institutions in Canada. The City provides acute care, active and long term facilities as well as a psychiatric treatment hospital. The City of Brockville and the United Counties of Leeds & Grenville operate under the 911 emergency services for fire, police and ambulance.

The City of Brockville provides many services to its residents as well as the surrounding communities. The City maintains approximately 350 acres of parkland, greenbelts, islands and roadside. The City of Brockville manages sixteen islands, a campground, athletic fields, including soccer fields and ball parks, as well as the City's Harbour at Tunnel Bay.

The City offers a number of services for its residents. These services include Animal Control, Economic Development, City Transit, Fire Services and Police Services. In addition to these services, the City is responsible for a number of City facilities. These facilities are located throughout the City and include City Hall Victoria Building, Gord Watts Municipal Centre, Marina and Park Facilities, Memorial Centre, Youth Arena, Brockville Arts Centre, Museum, Library, Fire Stations 1 and 2, Police Station and the Water and Wastewater Treatment Facilities.

Many people who have visited the City are attracted to its beauty, size and location as well as the quality of life the City offers its residents. There are numerous services for those who have special needs as well as programs for the elderly.

Accessibility Advisory Committee

The Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005 requires that all Municipalities with a population over 10,000 establish an accessibility advisory committee. The Brockville Municipal Accessibility Advisory Committee was established in 2002.

The role of the Brockville Municipal Accessibility Advisory Committee is as follows:

1. Identify; remove and prevent barriers to people with disabilities.
2. Review earlier efforts to remove and prevent barriers to people with disabilities.
3. Identify the facilities, policies, programs, practices and services that the Committee will review in the coming years to identify barriers to people with disabilities.
4. Recommend to City Council the measures that should be undertaken in the coming years to identify, remove and prevent barriers to people with disabilities.
5. Recommend to City Council the ways that this accessibility plan should be made available to the public.

The Accessibility Advisory Committee is administered through the Clerk's Department and reports to the Finance, Administration and Operations Committee of Council.

Please [visit the Accessibility page on the City of Brockville's website](#) for more information about the Committee.

The [agendas and minutes of the Committee meetings](#) can be found on the CivicWeb Portal.

Accessibility Planning

The City's Commitment to Accessibility Planning

The Corporation of the City of Brockville is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

The City recognizes the diverse needs of all our residents and customers and will respond by striving to provide services and facilities that are accessible to all.

Improving accessibility is a shared responsibility. The Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act require that the provincial and municipal governments and key public sector organizations review their policies, programs and services through the development of a multi year accessibility plan. This is the City's second multi year plan.

Municipal governments play a crucial role in the planning and development of our communities: in their streets, parks, public transit, libraries, social housing, ambulance services, public buildings and elections. Responsibilities, which include enforcing the barrier free access requirements of the Ontario Building Code and implementing key accessibility considerations under the Ontarians with Disabilities Act and Accessibility for Ontarians with Disabilities Act, are crucial to realizing a vision of local communities that improve accessibility and mobility for their residents.

The legislative requirements provide standards that all organizations in the private and public sector, including the City of Brockville, must follow to ensure that existing barriers for people with disabilities are removed over time and that no new barriers are created.

Objectives of the Accessibility Plan

The objectives of the Accessibility Plan are to:

1. Review previous efforts to identify, remove and prevent barriers to people with disabilities.
2. Describe the process that the City will use to identify, remove and prevent barriers to people with disabilities in the future.
3. List the City facilities, policies, procedures, practices, and services that the City will review in the coming years to identify barriers to people with disabilities.
4. Identify the measures that the City will take in the coming years to identify, remove, and prevent barriers to people with disabilities.

Barriers

A barrier is anything that stops, impedes, prevents or causes difficulty for a person with a disability from fully participating in all aspects of society.

There are many kinds of barriers:

- Architectural barriers may result from the design of the building, shape of rooms, size of doorways, or width of hallways, for example.
- Physical barriers refer to objects added to the environment, such as doors, windows, elevators, furniture, bathroom hardware, etc.
- Information or communication barriers make it difficult for people to receive or send information. For example, a person with a visual disability may not be able to read printed materials, read signs, locate landmarks, or see a hazard. A person with an intellectual disability may not understand information that is not expressed in plain language.
- Attitudinal barriers refer to persons who do not know how to communicate with people with disabilities, or persons who display discriminatory behaviours.
- Technology barriers refer to devices such as computers, telephones, or inadequate or inappropriate assistive technologies.
- Systemic barriers can result from an organization's policies, practices and protocols if they restrict persons with disabilities.

Barrier Identification Methodology

During the past several years the Brockville Municipal Accessibility Advisory Committee has conducted building condition audits on City owned facilities. The audits reviewed the facilities and provided recommendations, cost estimates for enhanced accessibility to these facilities. These recommendations form the basis for our Accessibility Plan as they pertain to physical and architectural barriers.

In addition to physical and architectural barriers, recommendations to remove other barriers identified in the Communication and Information Standard and the Employment standards are also included.

The Committee continues to consult with people with disabilities and other stakeholder groups for advice and recommendations. They strive to identify the barriers, the priority of the removal of the barrier and recommend to Council the projects that Brockville Municipal Accessibility Advisory Committee agrees are of the utmost importance to complete.

Consultation Activities

Input on this plan has been received from municipal staff and the members of the Brockville Municipal Accessibility Advisory Committee.

Review and Monitoring Process

Following the approval of the Accessibility Plan, staff will monitor the progress on the actions required in the plan, and will be reviewed as a reoccurring agenda item for the Brockville Municipal Accessibility Advisory Committee.

The plan will be updated at least once every five years in consultation with the Brockville Municipal Accessibility Advisory Committee and presented to Council for approval.

Communication of the Plan

Copies of this plan will be made available upon request from the Clerk's Office and on the [City's website](#).

The Plan will be made available in alternate formats upon request.

Legislative Background

Ontarians with Disabilities Act, 2001

The Ontarians with Disabilities Act was enacted in 2001. The Act requires municipalities to develop an annual accessibility plan aimed at identifying, removing and preventing barriers to accessibility.

Accessibility for Ontarians with Disabilities Act, 2005

The Accessibility for Ontarians with Disabilities Act was enacted in 2005. The purpose of the Act is to develop, implement and enforce accessibility standards in order to remove barriers for Ontarians with disabilities in relation to goods, services, facilities, accommodations, employment, structures and premises.

Integrated Accessibility Standards Regulation (O.Reg.191/11)

The Integrated Accessibility Standards Regulation establishes accessibility standards and introduces requirements for:

- Accessible Customer Service Standard
- Information and Communication Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces Standard

As a large designated public sector organization having more than 50 employees, the City shall comply with the dates specific to this classification.

Ontario Building Code

The Ontario Building Code outlines accessibility and barrier free design requirements in newly constructed buildings and existing buildings that are to be extensively renovated.

The Ontario Ministry of Municipal Affairs outlines a New Edition of the Building Code proposed in effect date of January 2019 with proposals to include accessibility updates.

Ontario Human Rights Code

The Ontario Human Rights Code is an individual, complaints based legislation that addresses discrimination. The Ontario Human Rights Code requires organizations to accommodate people with disabilities to the point of undue hardship.

Achievements

Development of Brock Trail Audit:

Created and implemented recommendations to various project groups, City staff for planning and development of trail system within the City using the guidelines within the Accessibility for Ontarians with Disabilities Act built environment and recreational trails as our base. One recommendation of eliminating the excessive slope and safety concern from the Perth Street and William Street section of Brock Trail, the Brockville Municipal Accessibility Advisory Committee committed \$30,000 towards this portion of the Brock Trail Committee's project.

Development of Accessible Downtown Route:

Aimed to provide tourists and citizens with appropriate information related to access points and specifically slope within our downtown core, the Brockville Municipal Accessibility Advisory Committee assessed slope and completed a routing system that would allow individuals with mobility issues the opportunity to travel the downtown core in the most effective, barrier free way. Findings from this audit and Brock Trail audit to be implemented into GIS Mapping to ensure accessibility requirements are implemented within all areas.

Consultation Activities:

Railway Tunnel: Worked with Railway Tunnel Committee to ensure project implemented proper Accessibility for Ontarians with Disabilities Act regulations and development.

Site Plans: Provided feedback, suggestions to proposals for development within community to address any potential barriers that may exist within a project design, and advocate for future users of the facilities.

Accessible Playground Installation at Rotary Park:

As part of an over \$2.5 million project to revitalize Rotary Park, in conjunction with the volunteer committee, the Brockville Municipal Accessibility Advisory Committee allocated funding for accessible playground equipment, and surfaces for the facility. Beyond the playground equipment the park was re-graded to ensure mobility concerns were eliminated and a splash pad was installed with no barriers to ensure usage of this facility was barrier free.

Brockville Municipal Accessibility Advisory Committee Accessibility Awards:

The purpose of these awards is to recognize individuals, businesses and organizations that go above and beyond in making their place of business, events, or community accessible to all individuals.

Accessibility for Ontarians with Disabilities Act Related Accessible Projects:

In the period of the last Accessibility Plan, the Brockville Municipal Accessibility Advisory Committee assisted in the installation of accessible doors, modifications to existing bathrooms, motion sensor installations, and other modifications within the City infrastructure to the following facilities:

- Brockville Public Library
- Upgrades to Hardy Park Gazebo: ramp installation
- Brockville Gymnastic Club: tenant of City owned facility
- City Hall: upgrading of audio visual equipment
- City Hall: accessible service counter in clerk's office
- Operations: Support in development of curb cut plans, and installation of tactile sidewalks

Priorities and Commitment 2018-2022

Customer Service Standard

- Needs: Continue to fill the needs of residents and customers under the Accessible Customer Service Standard.
- Feedback: Continue to receive and respond to feedback and ensure processes are accessible for persons with disabilities.
- Service Disruptions: Continue to post service disruptions on site and online.
- Information and Communication Standard

Communication:

- Social Media and Communication with Citizens: Develop a better connection with citizens via the use of surveys and presence with social media. The Brockville Municipal Accessibility Advisory Committee needs to have a better line of communication with citizens so that we can effectively advocate to Council on accessibility related concerns.
- Website: continue to advocate and work with City staff to maintain and upgrade City communication on website to meet WCAG 2.0 Level AA standards.
- Development of Scent Free Product usage and Environment: Continue to advocate for the administering of a scent free policy for City operated workplaces.

Design of Public Spaces Standard and Built Environment

- Railway Tunnel: Continue to ensure any development or retrofitting meets the Accessibility for Ontarians with Disabilities Act standards and allows for the asset to be accessible to citizens and tourists. Work with any future development plans for northern access point.
- Blockhouse Island: City addresses the issues raised from the Brock Trail Audit specific to Blockhouse Island. These issues are:
 - No accessible parking spots
 - Lack of accessible picnic tables including paths and firm pads
 - Absence of barriers to the river
 - Inaccessible patio at canteen
- Geographic Information Systems Accessible Routing and Mapping: As part of recommendations made from our Downtown Core Audit, development and implementation of accessible routing within City publications and various others (ie Brockville Tourism, DBIA) work with the GIS coordinator to develop the appropriate materials and ensure it is implemented within all facets of City use.
- City Projects: Create a formalized plan for sharing of internal projects within the City of Brockville to ensure the Brockville Municipal Accessibility Advisory Committee is able to offer suggestions and feedback for planning and implementation of future projects.

- Accessibility of Brockville Islands: Work with City staff and committees to ensure accessibility of islands is advocated and suggestions are implemented when and where appropriate. Possibly use existing infrastructure at Blockhouse Island (in front of City Parks office) to create an accessible swimming area and space for accessing onto boats.
- Accessibility Upgrades to Rotary Field House: As part of a larger volunteer driven project to add new accessible playground and splash pad to facility. The facility needs upgrades to the existing building to meet Accessibility for Ontarians with Disabilities Act standards.
- Development and Implementation of Park Accessibility Plan: Identify priority parks and install the appropriate surfaces to have accessible picnic areas with accessible tables etc. The first of the projects is to design and implement an accessible picnic area on Blockhouse Island.
- Conventional System Transit Stops Accessibility: Continue to audit and develop plans to remove any barriers within our conventional transit system and identify locations for redevelopment and/or shelters.

Brockville Municipal Accessibility Advisory Committee

Recommendations:

Transportation:

- Accessible Taxi: Development of a plan to address lack of accessible taxis within the private sector fleets within the City.
- Audible Signals: Brockville Municipal Accessibility Advisory Committee created an audible signals priority list that the Brockville Municipal Accessibility Advisory Committee advises be implemented within the timeframe of this accessibility plan.
- Scooter, Wheelchair, Walker Road Safety: Advocate and work with Police Services to create awareness to laws related to mobility assistance devices on the roadways. The Brockville Municipal Accessibility Advisory Committee wants to ensure the safety of all citizens accessing the roadway, with clearly defined rules and regulations to enforce and enlighten the public.

Review and Monitoring

The Multi Year Accessibility Plan will be reviewed and updated at least once every five years. A biannual status report will be completed to document the progress and measures taken to implement the City of Brockville's strategy and meet the requirements of the Integrated Accessibility Standards Regulation.

Feedback

The City of Brockville welcomes the public's input, as feedback helps to identify where changes need to be considered and ways in which we can improve facilities, goods and services. Should a member of the public wish to provide feedback, comments or suggestions on how to improve accessibility in our facilities, goods and services, please [contact the Accessibility Coordinator at clerk@brockville.com](mailto:clerk@brockville.com).

Availability of the Plan

The Multi Year Accessibility Plan will be made available through these methods:

- Website: brockville.com/accessibility
- Hard Copy: City Hall, 1 King Street West, Brockville, ON K6V 7A5

Contact Information

For more information contact:

Deputy City Clerk

Phone: 613-342-8772 ext. 4431

Email: clerk@brockville.com

Mail: City of Brockville, 1 King Street West, Brockville, ON K6V 7A5