



2024–2029 Multi-Year Accessibility Plan

City of Brockville

Creating a Better City for Everyone

If you require this information in an alternate format, please contact accessibility@brockville.com

Our Vision

Council, staff and representatives of the City of Brockville are dedicated to meeting the needs of persons with disabilities so that all people may have equitable access to City programs, goods, services and facilities, in a way that respects their dignity and independence.

This Multi-Year Accessibility Plan, is a documented strategy towards the continued development of a barrier-free City. Our collaborative efforts from all municipal departments have made accessibility a priority and are outlined in this Plan.

Public feedback and comments are encouraged through the Accessible Customer Service Feedback Form on the City's website.

Legislative Framework

The Accessibility for Ontarians with Disabilities Act, 2005 is an Ontario law that mandates organizations must follow standards to become more accessible to people with disabilities. It provides for the development of standards to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 2025.

Improving accessibility is a shared responsibility. The Accessibility for Ontarians with Disabilities Act requires that municipalities, the Province of Ontario and other key public sector organizations review their policies, programs and services through the development of a multi-year accessibility plan.

These requirements operate in addition to the duty to accommodate under the Ontario Human Rights Code and the Ontario Building Code.

Brockville Municipal Accessibility Advisory Committee

The Accessibility for Ontarians with Disabilities Act 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.

As per Brockville Municipal Accessibility Advisory Committee's Terms of Reference, the roles and responsibilities of the Committee are to:

- ... Provide input into the Multi-Year Accessibility Plan which identifies current barriers to be addressed and describes actions to be taken to measure and remove barriers under the City's control;
- ... Report to Council on the effectiveness of the Multi-Year Accessibility Plan;
- ... Monitor federal and provincial government directives and regulations;
- ... Liaise with other Accessibility Committees;
- ... Conduct research on accessibility issues;
- ... Develop and facilitate education awareness programs and events; and
- ... Perform all other functions specified in legislation.

The administration of the Brockville Municipal Accessibility Advisory Committee is assigned to the Clerk's Department and the Committee reports to the Planning and Development Committee of Council.

Please visit the City's website for more information about Accessibility-related efforts including minutes and agendas of the committee meetings and to explore volunteer opportunities.

Past Accessibility-Related Accomplishments

In 2007, the City established its first Multi-Year Accessibility Plan outlining the actions the City would take to identify, remove and prevent barriers. Since then, the city has worked hard to meet and go beyond those requirements.

Some of the accomplishments over the past decade include:

- ... Eliminating physical barriers in City facilities and other public spaces by:
- ... Continuing to implement Accessibility Design Standards in all building project designs including new construction, additions, renovations and capital replacements
- ... Continuing to enhance the accessibility of new and redeveloped parks and playgrounds

- ... Including accessible pedestrian signals when installing new traffic signals or replacing existing traffic signals
- ... Improving accessibility of bus stops and sidewalk connections
- ... Providing accessible parking, pathways and entrances into City facilities

Servicing residents and visitors to the City of Brockville better by:

- ... Providing mandatory accessibility training for City staff and volunteers on how to provide quality service to persons with disabilities
- ... Delivering more accessible digital services
- ... Providing staff training on creating accessible websites, social media and documents to support accessible communications.
- ... Building awareness about accommodating employees with disabilities through manager training

2024-2029 Accessibility Initiatives

The 2024-2029 Multi-Year Accessibility Plan includes both new and continuing initiatives that will support the City's commitment to providing all residents and visitors access to City services, programs and facilities in an integrated manner.

Accessibility is everyone's responsibility and will be incorporated by design into the work of all City Departments. The proposed initiatives listed in this plan are subject to annual budget allocations.

The initiatives fall under six key areas stemming from legislative obligations:

- ... Governance and reporting
- ... Equitable customer service
- ... Digitally inclusive communications
- ... Inclusive employment
- ... Accessible movement
- ... Universally-designed facilities and public spaces

Success will be monitored through annual reporting to the Brockville Municipal Accessibility Advisory Committee, senior management and Council. The city will continue to share annual status reports on the city's website.

Governance and Reporting

Establishing a corporate accessibility governance structure and accountability framework is a key component to overseeing the implementation of the multi-year accessibility plan.

Key outcomes:

- ... Clear roles and accountability at all levels of the organization
- ... Employees are supported to build capacity to deliver on accessibility commitments
- ... An organization which fosters a culture where everyone feels like they belong, that values and includes employees, residents and visitors with disabilities
- ... City employees, residents and visitors are aware of available resources and accommodations when accessing City goods, services and facilities

Initiatives:

- ... Continue to implement a corporate accessibility governance structure and accountability framework to oversee the implementation of the Multi year Accessibility Plan (MYAP)
- ... Develop, maintain and monitor accessibility guidelines and tools to support implementation and legislative compliance
- ... Provide annual status updates on the City's Multi-Year Accessibility Plan to Council and post on the City's website
- ... Promote accessibility awareness within the organization
- ... Renew and enhance mandatory accessibility training
- ... Review and update the City's Accessibility Policy in 2024 to be more inclusive and promote the delivery of accessible customer service
- ... Continue to ensure City purchases include accessibility design, features and criteria

Equitable Customer Service

The Customer Service Standards requires the city to provide equitable services to people with disabilities so they can access goods, services or facilities.

Key outcomes:

- ... People of all abilities receive seamless, dignified and equitable access to services in a timely manner and City staff have access to resources to support accessible customer service

Initiatives:

- ... Explore and implement additional self-serve, automated services to support customer needs such as online purchasing and booking
- ... Develop and implement strategies to support front-line employees in providing accessible customer service
- ... Renew and enhance mandatory accessible customer service training for staff
- ... Continue to explore and implement assistive technologies that provide enhanced accessibility to City programs, services and facilities
- ... Develop and consult the BMAAC on an Election Accessibility Plan including auditing potential voting locations, ensuring forms and signage are accessible and providing accessible customer service training to election officials
- ... Create an Accessibility Report, highlighting the accessibility achievements of the 2026 election and demonstrating the City's commitment to ongoing improvements in the future
- ... Continue to evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City programs

Digitally Inclusive Communications

The Information and Communications Standards require the City to communicate and provide information in ways that are accessible to people with disabilities.

Key outcomes:

- ... Residents, visitors and employees of all abilities are provided with equitable access to City information
- ... City staff have the expertise to develop and provide information in accessible formats
- ... Maintain Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website

Initiatives:

- ... Expand website information governance and publishing standards
- ... Monitor and improve website content for accessibility
- ... Provide training to staff on creating accessible documents
- ... Research and develop a streamlined process for City employees to access American Sign Language (ASL), Communication Access Real-Time Translation (CART) and other accessibility services and supports to provide equitable access to City employees, residents and visitors with disabilities
- ... Conduct biennial reviews of the City's digital strategy and update to reflect current best practices in digital accessibility

Inclusive Employment

The Employment Standards outline accessibility requirements that the city must follow to support the recruitment and accommodation of employees.

Key outcomes:

- ... Candidates and City staff with disabilities have the support to join, work effectively, experience career growth and have opportunities for learning, development and progression
- ... Ensure equitable, clear and consistent employment and accommodation policies and procedures that seek to remove systemic barriers

Initiatives:

- ... Implement a hiring manager recruitment course to help reduce bias in the hiring process
- ... Develop and implement strategies to help with promotion and career development of people with disabilities
- ... Continue the practice of preparing individualized accommodation and emergency response plans for City employees with disabilities
- ... Streamline and integrate employment accommodations
- ... Expand mental health resources and services, including for staff with disabilities
- ... Foster a culture of employee engagement and inclusion through analysis of the Employee Engagement Survey and the development of action plans

Accessible Movement

The Transportation Standard requires the City to prevent and remove barriers to public transportation, making it easier for everyone to travel within Brockville.

Key outcomes:

- ... Improved access to a range of accessible transportation and related services in the City that are affordable, convenient and are safe for people with disabilities. Increased awareness and integration of accessibility in the City's transportation-related strategies, planning and policies

Initiatives:

- ... Operation and management of Para Transit system in house
- ... Continued installation of Tactile Walking Surface Indicators at all corners during road rehabilitation projects
- ... Closing pedestrian gaps as part of pedestrian and vehicle infrastructure improvements such as sidewalk connectivity, Brock Trail upgrades and creating proper pedestrian crossovers
- ... Conversion of existing transit stops and bus shelters to incorporate barrier-free requirements
- ... Continued consideration of the placement of accessible spaces when creating or redesigning parking

Universally Designed Facilities and Public Spaces

The Design of Public Spaces Standards applies to newly constructed or redeveloped outdoor public spaces to ensure facilities and public spaces are accessible and usable by everyone.

The City also complies with the Ontario Building Code's requirements for accessibility in the built environment, and often exceeds these requirements.

Key outcomes:

- ... Improved accessibility of facilities and public spaces by incorporating accessibility into the design of new/redeveloped facilities and public spaces so that residents, visitors and employees of all abilities feel welcome

Initiatives:

- ... Assess and review City-owned facilities and public spaces to identify potential accessibility improvements including entranceways and vestibules, and public washrooms
- ... Explore funding opportunities to support accessible projects for public and private sector such as StopGap and Mobi Mats
- ... Continue to implement accessibility improvements as part of capital and maintenance programs
- ... Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements
- ... Continue and improve response to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation
- ... Continue to enhance the accessibility of new and redeveloped playgrounds

Conclusion

As the City of Brockville continues to identify, prevent and remove accessibility barriers, monitoring and reporting on the progress and results in meeting the plan's commitments are important. Council and the public are able to track the City's progress through annual status updates and compliance reports to the province every two years. These reports are available on the City's website.

Contact Information

Your feedback is welcome. Please let the city know what you think about the 2024-2029 Multi-Year Accessibility Plan:

- [By email: accessibility@brockville.com](mailto:accessibility@brockville.com)
- By phone: 613-342-8772 extension 4431

If you require this information in an alternate format, please [contact the Clerk's department at accessibility@brockville.com](mailto:accessibility@brockville.com)