

**Accessibility – General Matters**

---

**Department:** Legislative Services**Division:** City Clerk's Office**Section:** Accessibility**Approved By:** Peter Fay, City Clerk, July 7, 2021**Purpose:**

The purpose of the Accessibility – General Matters Standard Operating Procedure is to outline the requirements of the General Requirements established in the *Integrated Accessibility Standards Regulation (IASR)* under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

The General Matters SOP sets out the requirements for establishing accessibility policies, plans, procurement and acquisition of goods, services or facilities, contract language, self-serve kiosks, mandatory training and other general accessibility requirements.

**Scope:**

This procedure applies to City Council, employees, volunteers and those providing a good, service, program or facility on the City's behalf.

**Definitions & Acronyms:**

**Communication Supports:** "Communications supports" may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**International Symbol of Accessibility:** The International Symbol of Accessibility is a symbol to mark barrier-free communications and barrier-free access and barrier-free parking.

**Mobility Aid/Equipment:** Means a device used to facilitate the transport of a person with a disability, including cane, walker, wheelchair, and more. Aka Mobility Device.

**Regulated Health Professional:** A member of one of the following colleges: Audiologists and Speech-Language Pathologists; Chiropractors; Nurses; Occupational Therapists; Optometrists

**Accessibility – General Matters**

---

Physicians and Surgeons; Physiotherapists; Psychologists or Registered Psychotherapists and Registered Mental Health Therapists.

*Note: This SOP is to be read in conjunction with the Accessibility Policy, and additional definitions are available within the policy document.*

**Procedure:**

### Compliance with Legislation and Regulation

The City has policies governing how the organization will achieve the requirements of the AODA and IASR to enhance accessibility in the community. The City makes its policies available to the public on [www.Brampton.ca](http://www.Brampton.ca), and in alternate formats upon request. In addition, the City has established Accessibility Technical Standards, which identify design requirements for public spaces.

The City completes and submits a Compliance Report to the Province; the Accessibility Advisory Committee, and/or Council every two years.

### Municipal Accessibility Plans

The City documents, implements and maintains a multi-year Municipal Accessibility Plan which outlines its strategy for identifying, removing and preventing barriers; upholding the AODA legislation; and meeting the requirements under IASR.

- The MAP is posted on the [www.brampton.ca](http://www.brampton.ca) website and upon request, can be provided in alternate format.
- The MAP is reviewed and updated at least once every five years.
- The City has established and will review and update the MAP in consultation the accessibility advisory committee on a regular basis.
- The City will prepare and post to [www.brampton.ca](http://www.brampton.ca) an annual status report on the progress of the MAP and provide the report in an alternate format upon request. The annual report will also be presented to the AAC.

### Constructing, Procuring or Acquiring Goods, Services or Facilities

When procuring or acquiring goods, services, self-service kiosks, or facilities, the City will incorporate accessibility design, criteria and features, unless it is not practicable to do so. If not practicable, the City will provide an explanation upon request.

Purchasing includes language in all City contracts, which requires Contractors to comply with the requirements of O. Reg. 429/07 under the AODA, and the City's Accessibility



## Accessibility – General Matters

---

Policy as well as identifies specific responsibilities of each contractor regarding Customer Service. Additional information can be found in the **Accessibility – Customer Service SOP**, and in the **Inclusive Customer Service - Resource Manual for Vendors**. This manual is provided to all vendors.

### Contractual Language

City contracts include the following language:

*The Contractor shall comply with the requirements of O. Reg. 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and the Owner's Inclusive Customer Service Policy which affirms the principles therein and which outlines the Owner's commitment to inclusive customer service by providing barrier-free access to all goods, services, information and resources.*

*The Contractor shall be responsible for carrying out each service interaction in a manner that positively reinforces customer service excellence by treating each customer with dignity and respect, and by exercising care and attention to individual needs.*

*The Contractor shall comply with the requirements of O. Reg. 429/07 and the Owner Inclusive Customer Service Policy, and shall ensure that training, record keeping, and reporting take place as required, including:*

- *Providing training to all personnel who will be delivering goods or services to the Owner, at a minimum, by providing a copy of the "Inclusive Customer Service resource manual for Vendors" as provided by the Owner on its Website at [www.brampton.ca](http://www.brampton.ca), to all such personnel and requiring them to review the same before commencing any work for the Owner;*
- *Maintaining a record of all training provided;*
- *Furnishing to the Owner upon request, within ten business days, information regarding the method of training provided, the date on which training was provided, and the number of personnel trained; and ,*
- *Providing further training as may be required from time to time should the Owner's Inclusive Customer Service Policy be amended.*

**Accessibility – General Matters**

---

### Public Engagement

Public consultation/ engagement is a process by which the City engages with people who are affected by or interested in an issue are brought into the discussion.

The City engages with the public in several ways, including:

- Accessibility Advisory Committee: a citizen-based committee, members include people with disabilities. Meetings are open to the public and delegations are accepted;
- Accessibility Awards: external stakeholders are notified of the program and encouraged to submit nominations;
- External stakeholder engagement: includes activities such as surveys; public meetings; panel discussions; and community workshops; and,
- City Events/Campaigns: accessibility awareness events, virtual events, Respect the Space campaign to bring awareness to the use accessible parking spaces.

When engaging the public, the City ensures procedures for accessible meetings, and accessible communications are adhered to. Additional information can be found on the [Outreach Activities Service Card](#), and in the **Accessibility – Customer Service Statement of Procedure**.

### Self-Serve Kiosks

The City will incorporate accessibility features and/or consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Self-service kiosks are interactive electronic terminals such as point of sale and parking payment devices. The City will give preference to kiosks that contain accessible features so that individuals with disabilities are able to access and utilize self-serve kiosks.

The City of Brampton Accessibility Technical Standards are provided in the procurement documents.

The City will consider accessibility when designing, purchasing or acquiring self-service kiosks and give preference to kiosks that contain accessible features such as:

- Format designed to be simple and user friendly;
- Color contrast available on the display screens;
- Extra time available for people to complete tasks;
- Audio instructions are provided; and,
- Voice-activated equipment is available.



## Accessibility – General Matters

---

It is the responsibility of the Department Head to ensure compliance with Brampton's Accessibility Standards. The City's Accessibility Team is available for consultation, guidance and support.

### Training

The City is committed to training all new and existing staff, volunteers and others who act on behalf of the City to provide accessible customer service. The training focuses on the *AODA*, as well as other Ontario accessibility standards and aspects of the *Ontario Human Rights Code* that relate to persons with disabilities. This includes training all persons who participate in developing organizational policies; and all persons procuring goods, services or facilities on behalf of the City.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. Training is made available on-line and as a paper-based course.

Details on the City's accessibility training procedures can be found in the ***Accessibility – Customer Service Statement of Procedure***.

### Accessible Meetings - Virtual

With the regular use of virtual meeting platforms as of 2020, it is important to ensure individuals of all abilities can access and participate in these meetings, this includes but is not limited to team meetings, virtual workshops, webinars, guest speaker sessions, virtual City events, City learning days, virtual events for employees and more. Here are some guidelines that can be used to enhance digital accessibility for virtual meetings:

- Select an approved City virtual meeting platform for your event and gain an understanding of what accessibility tools are available, such as text captioning, recording capabilities, telephone access or sign language interpretation;
- Ask participants whether they have any modifications or support requests, needs or if they require assistance to attend and participate in the meeting. It is recommended to consult with individuals directly to gain an understanding of their request and provide options accordingly;
- Notification about the availability of supports/alternate format should be made before the meeting as well as during the meeting itself; right at the beginning;

**Accessibility – General Matters**

---

- If participants need to sign up to attend the meeting, one of the registration questions can ask if they require assistance to participate in the meeting or if they would like to request an alternate format;
- Content that is displayed via screen-sharing is usually not compatible with assistive devices and technologies. Make all materials available beforehand or provide a link to them in the chat within the meeting;
- For meeting presenters with their video on, ensure there is adequate lighting for people who read lips, as this would enable them to follow along; and,
- It is recommended to have a background that does not wash-out the appearance of the presenter or cause them to blend into the background.

## Accessible Meetings - In Person

### Pre-Event Planning

The key to accessibility is advanced planning. Event planners should be prepared to arrange all meetings or events in an accessible manner to ensure that people of all abilities can participate.

When arranging meetings, it is important to consider these two components of access in the pre-event planning stage:

- Physical access to the meeting space; and
- Access to the meeting contents and proceedings.

Prior to the meeting or event, the organizer should:

- Assign a member of the planning team for making the event accessible;
- Ensure that the invitation/registration for the event or notice of meeting includes information about the accessibility of the event, including the location of accessible building entrances, accessible washrooms, and accessible parking, and if possible, ask for specific accommodation needs (e.g. "Please indicate if any accommodations are required for you to successfully participate in the meeting or conference");
- When appropriate, provide information about local services such as accessible transportation, emergency veterinarians, and/or wheelchair repair services;



## Accessibility – General Matters

---

- Prior to confirming the date of your event, determine if other disability-related events are taking place in the area during the same timeframe, which may impact on the availability of services;
- Where feasible, schedule sign language interpreters and/or interveners as soon as possible after confirming the date of the event and the need for this service(s); and,
- If meals are not provided at the event, provide information about accessible restaurants in the vicinity.

### Physical Access to the Meeting Area

When planning a City meeting or event there are several aspects to the physical environment that should be considered to ensure the location is accessible. **Refer to Appendix A: Accessible Meeting Checklist.**

#### *A. Choosing a location*

Items to consider when choosing a location include:

- Accessible Parking;
- Barrier-free Entrances;
- Universal Washrooms;
- Accessible Meeting rooms;
- Power operated Doors;
- White noise (background noise that may interfere with hearing);
- Visual fire alarms (for use by persons who are deaf, deafened or hard of hearing);
- Telephone access;
- Customer service areas;
- Recent renovations/current construction;
- Availability of auditory equipment;
- Sensitivity training of staff; and,
- Relieving area/water bowls for service animals.

#### *B. Exterior Access*

Items to consider when assessing exterior access include:

- Signage;

**Accessibility – General Matters**

---

- Parking;
- Sidewalks/ paths of travel; and,
- Accessible transit.
- Curb cuts/ramps
- Automatic power door operators

*C. Interior Access*

Items to consider when assessing interior access include:

- Entrances and lobbies;
- Elevators;
- Accessible washrooms;
- Hallways and corridors;
- Meeting and conference rooms; and
- Making refreshment and dietary arrangements.
- Automatic power door operators

*Access to Meeting Contents and Materials*

When planning an event it is important to remember to ensure the content of the event is also accessible.

*A. Invitations and promotional materials*

- Invitations and promotional material about the accessible event should contain the international symbols of accessibility and other accessibility icons/symbols, and pictographs;
- Where feasible, invitations should be made available in alternate formats for people or organizations that require or request them; and,
- The invitation and promotional materials should include a note that asks participants to request any accommodations they require have in order to participate in the meeting or conference.

*B. Accessible communications*

In person or virtual presentations should be supported with sign language interpreters and/or interveners, where necessary.



**Accessibility – General Matters**

Additional information, including information on the international symbols of accessibility can be found in the **Accessibility – Information and Communication Standards SOP**.

**Related Documents:**

[2019-2025 Municipal Accessibility Plan](#) (Accessibility for the future)

Accessibility - Customer Service SOP

Accessibility – Information and Communications Standards SOP

Accessibility Policy

[Accessibility Technical Standards](#)

Inclusive Customer Service – Resource Manual for Vendors

Purchasing By-Law

**Accountability:**

Accessibility is a shared responsibility, and everyone has a part to play in making the City accessible to residents, visitors, and co-workers, as described in the following roles and responsibilities.

**People Leaders/ Managers**

- Ensure compliance with both the City's Accessibility policy, and City of Brampton's Accessibility Technical Standards;
- Ensure self-serve kiosks incorporate accessibility features; and
- Ensure all meetings, in person and virtual, are hosted in an accessible manner.

**Employees, Volunteers and Third Parties**

- Maintain compliance with this Policy;
- Be familiar with their rights and responsibilities under this Policy; and
- Create meeting contents and materials in an accessible format.

**Accessibility Team**

- Document and submit Accessibility reports to the Province and to Council on a regular basis;
- Document, implement and maintain the multi-year Municipal Accessibility Plan;
- Routinely conduct public consultation/engagement activities regarding accessibility matters; and,
- Provide guidance and advice on all matters related to accessibility.


**Contacts:**

Name	Role	Department/Area	Contact #
------	------	-----------------	-----------

**Accessibility – General Matters**

Janice Adshead	Deputy Clerk	City Clerk's Office, Accessibility	905-874-2109
Shant Goswami	Accessibility Coordinator	City Clerk's Office, Accessibility	905-874-2184
Sylvia Ingham	Clerk, Access & Inclusion	City Clerk's Office, Accessibility	905-874-2110

**Director(s) Approval – Version Number X**

<b>Director(s) name/Title</b>	<b>Dept</b>	<b>Date Approved</b>	<b>Signature</b>
Peter Fay, City Clerk	Legislative Services	July 7, 2021	

**Accessibility – General Matters**

---

**APPENDIX A: Accessible Meetings Checklist****Accessible Parking**

- ☐ Sufficient number of accessible parking spaces and van accessible parking spaces available close to the main entrance
- ☐ Curb cuts and/or level access provided to enter into the building
- ☐ Adequate snow removal during the winter months

**Sidewalks/Path of Travel**

- ☐ Path of travel from the parking lot to the building barrier free; non-slip, few or no stairs, even level and clear
- ☐ Ramps gradual in slope, have handrails and are wide enough to accommodate mobility equipment
- ☐ Sidewalks separate from the roadway

**Accessible Transit**

- ☐ Location serviced by accessible or parallel transit services
- ☐ Drop off area located in the front of the building

**Entrances and Lobbies**

- ☐ Doorways wide enough for the passage of a person using equipment such as a wheelchair, walker or scooter and guide dog/service animal
- ☐ Doors lightweight and easy to open with large handles at a reasonable height
- ☐ Do they have automatic door openers
- ☐ Entrance well lit and located centrally

**Elevators**

- ☐ Large enough to accommodate the size of equipment such as wheelchairs, walkers and scooters and guide dog
- ☐ Located close to the meeting facility
- Braille buttons, sound and/or light signals to indicate their operation as well as a control panel at an appropriate height for use by all individuals
- ☐ Additional signs clearly marked and at a height suitable for all individuals

**Accessible Washrooms**

- ☐ Located in close proximity to the meeting
- ☐ Doors equipped with an automatic push button door opener or handle that is operable by one hand and not requiring any fine finger control, twisting or tight grasping
- ☐ Large enough to accommodate equipment such as wheelchairs and walkers
- ☐ At least one accessible stall large enough to accommodate equipment such as wheelchairs, walkers and scooters
- ☐ Stalls have grab bars and raised toilet seats
- ☐ Signs clearly marked preferably with raised pictures

**Accessibility – General Matters**

---

- At least one accessible sink with handles that are easy to operate using one hand and accessories/dispensers are within easy reach for all individuals located at an accessible height for all

**Hallways and Corridors**

- Wide and clear enough to accommodate the passage of equipment such as wheelchairs, walkers and scooters and guide dogs
- Floors smooth, even-levelled and non-slip
- Lighting adequate and adjustable for the environment
- Stairs have handrails on both sides

**Meeting Rooms**

- Large enough to accommodate seating and mobilization of all individuals, any assistive equipment they may have and service animals
  - Easy to navigate and preferably located on the first floor
- Refreshments and meals provided in a location that is accessible for all individuals
- Refreshments served in containers or on dishware that is lightweight and easy to use.
  - Speaking areas such as podiums or stages accessible to all individuals both presenting as well as in the audience (physically, visually and audibly)
  - Consider accessibility related to distracting noise, window coverings, taped down cables and wires
  - Well-lit space and seating provided for the sign language interpreter/intervener
  - Use table coverings that do not interfere with assistive devices or service animals

**Making refreshment and dietary arrangements**

- Bendable straws and lightweight cups available within easy reach of individuals using wheelchairs or scooters
- Sugar-free drinks and desserts for those with dietary concerns
- Assign someone to assist those who need help to get their food/drink
- Height of tables suitable and/or adjustable for use by all individuals

**Meeting Contents and Promotional Materials**

- Promotional materials have the appropriate international symbol(s) of accessibility printed in an obvious location
- Materials produced and available in alternative formats that are required (e.g. Braille, large print, CD) based on the needs of the audience
- Materials easy to read with colour contrasts of black on white, minimum of 14 point size in a sans serif font on non-glossy paper

**Ensure Accessible Communications**

- Arranged for a sign/language interpreter and/or intervener if necessary
- Alternate formats (or the process to request materials) available