



# **City of Stratford**

## **Multi-Year**

### **Accessibility Plan**

#### **2018-2022**

This document is available in alternate formats, upon request.

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# A Message from the Mayor



The City of Stratford has been working to remove barriers to accessibility for all our citizens and visitors since 2004, a year ahead of the Accessibility for Ontarians with Disabilities Act (AODA).

At that time, the City recognized the importance of removing barriers with the creation of Barrier-Free Design Guidelines to improve the accessibility of our buildings and public spaces. We also created an Accessibility Advisory Committee which includes citizens with disabilities who work with staff to identify and address barriers around the city.

Our first five-year Accessibility Plan (2013-2017) set out some big goals to achieve in order to meet a number of new standards that the Ontario government released. These standards have helped us to improve ways in which we work with people with disabilities by improving Customer Service, and by ensuring that we share information and communicate in different ways to meet the needs of people with different abilities. We established new policies so that the City's employment practices are more inclusive and flexible from recruitment to retirement. The Transportation Standard set out requirements for ensuring that our conventional buses and our specialized transit are accessible to people with disabilities.

We continue to recognize the value of creating more accessible buildings and public spaces, and are updating the City Barrier-Free Design Guidelines with a new Facility Accessibility Design Manual (FADM), which will apply to all newly constructed and/or renovated facilities owned, leased or operated by the City of Stratford. This further shows Stratford's commitment to eliminating barriers to accessibility, as many sections of the FADM go beyond the requirements of the Ontario Building Code.

This new five-year accessibility plan outlines Stratford's ongoing commitment to meeting and, in some cases, exceeding the requirements set out in the five accessibility standards.

In order to ensure our continued success in removing barriers for people with disabilities, we need to hear from you. Your feedback will help the City of Stratford continue to lead the way in creating an accessible City for everyone!

Mayor Dan Mathieson

# City of Stratford Accessibility Plan 2018-2022

## Executive Summary

This multi-year Accessibility Plan succeeds the 2013-2017 Accessibility Plan and the legislated Annual Status Updates to that Plan. It outlines the ongoing commitment that the City of Stratford has made to create an accessible organization by identifying, removing and preventing barriers for people with disabilities. This plan was established, reviewed and updated in consultation with persons with disabilities and with the Accessibility Advisory Committee (AAC). It incorporates the intentions of the City of Stratford to meet its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The City of Stratford Accessibility Advisory Committee (AAC) has been integral in the creation of annual accessibility plans since 2001, when the Ontarians with Disabilities Act became law. The 2018-2022 Accessibility Plan builds upon previous plans, as well as the insights and experience of the AAC, and feedback from the citizens of Stratford.

This Plan will be posted on the City's website, and shall be made available in an alternate format and with communication supports, upon request.

This Plan reflects the proposed intentions of the City of Stratford over the next five years for meeting the regulations under the AODA and for identifying, removing and preventing barriers for people with disabilities in communities across the County.

## Obligations

### The Ontarians with Disabilities Act, 2001 (ODA)

The [Ontarians with Disabilities Act](#) helps the government improve opportunities for people with disabilities. Under the ODA, all municipalities must:

- prepare an accessibility plan each year and make it available to the public
- include people with disabilities in their planning processes, such as the members of the accessibility advisory committee
- remove barriers over time (the act gives municipalities the flexibility to set their own priorities and timelines)

# **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

The AODA sets out a road map for an accessible Ontario by 2025 with mandatory and enforceable standards including:

- Customer Service Standards
- Information and Communications Standards
- Employment Standards
- Transportation Standards
- Design of Public Spaces Standards

In addition to the requirements for accessibility under the Design of Public Spaces Standards, Ontario's Building Code has an improved Barrier Free Design Section (3.8) to ensure that the indoor spaces of buildings are accessible.

## **Consultation**

There are requirements under the AODA for consultation with either individuals or with persons with disabilities and municipal Accessibility Advisory Committees. The City of Stratford is committed to ensuring that the consultation requirements in the legislation are met.

## **Implementation**

The City of Stratford supports the spirit and goals of the AODA to make the Province of Ontario accessible by 2025. A commitment has been made to identify and eliminate wherever possible, all forms of barriers faced by people with disabilities, including:

- Attitudinal
- Physical
- Architectural
- Policy/Practices
- Technological
- Information and Communications
- Legislative

# Our Progress on the AODA Regulations

The following outlines our commitments over the next five years in meeting the requirements in each of the accessibility standards. There are also a number of General Requirements that apply across all of the accessibility standards.

## General Requirements

### Procurement

People with disabilities will be treated equitably with respect to the procurement, use and benefit of City services, programs, goods and facilities in a manner that respects their dignity, independence, and integration. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities. Furthermore, the City will ensure that accessibility is integrated into all City initiatives, business practices, boards, committees, departments and divisions. Where it is not practicable to incorporate accessibility criteria and features into the procurement of goods, services or facilities, an explanation will be provided, upon request.

### Reporting

Reports will be produced annually on the progress and implementation of the multi-year Accessibility Plan, and this information will be posted on our websites and will be available in alternate formats, upon request. The multi-year Accessibility Plan will be reviewed and updated once every five years. Compliance Reports will be filed bi-annually with the Accessibility Directorate by the City of Stratford, as legislated.

### Training

All employees, volunteers and persons developing policies for the City of Stratford are trained on accessible customer service and how to interact with people with different disabilities, on the Ontario Human Rights Code as it pertains to persons with disabilities, and on the requirements of the accessibility standards in the Integrated Accessibility Standards Regulation (IASR) as it pertains to their duties. Persons who provide goods, services or facilities on behalf of the City must also be trained.

The City of Stratford Accessibility Policy is updated as needed to reflect changes to any of the standards, and training is provided in order to ensure an understanding of any changes.

Records will continue to be maintained for training provided on accessibility, including the dates of the training and the number of individuals who attended.

## **City of Stratford Accessibility Advisory Committee (AAC)**

The City of Stratford AAC is comprised of 9 members, with a majority of the members of the AAC being persons with disabilities as prescribed in the Ontarians with Disabilities Act, 2001. The composition shall be:

- 6 citizens (voting)
- 2 local agency representatives (voting)
- 1 Council representative (voting)

The AAC meets approximately ten times a year on the first Tuesday of each month (excluding July and August) at the City Hall Annex, unless otherwise posted. Committee agendas and minutes are posted on the City of Stratford website. Members of the public are welcome at the meetings. Alternate formats of the agenda packages are available, upon request.

In addition to Accessibility Plans, the City of Stratford is required to consult with the Accessibility Advisory Committee under several of the Accessibility Standards of the IASR, and under the Municipal Accessibility Advisory Committees section of the AODA, including:

### **Transportation Standard**

- On the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.
  - Third party contractors must participate in the consultation and planning process for bus shelters.
- On the proportion of on-demand accessible taxicabs required in the community. In Stratford, this is the responsibility of the Stratford Police Services Board.

### **Design of Public Spaces Standard**

- On specific technical requirements for Recreation Trails;
- On the needs of children and caregivers with various disabilities for Outdoor Play Spaces;
- On the design and placement of rest areas along the Exterior Paths of Travel; and
- On the need, location and design of accessible on-street parking spaces;

## **Municipal Accessibility Advisory Committees (Part VII of the AODA)**

- **Site Plan Reviews** – Councils are required to seek advice from the committee on the accessibility for persons with disabilities to a building, structure or premises, or part of a building structure or premises for all municipally owned or leased facilities. In addition to all municipal properties, the Committee is responsible for reviewing the site plans and drawings described in Section 41 of the Planning Act that the committee selects.

## **Feedback**

The City of Stratford welcomes input from the public in order to help identify ways in which we can improve accessibility in facilities, goods and services. Members of the public are encouraged to share their comments or suggestions by contacting the Accessibility Coordinator at the City of Stratford or complete the Feedback Form on the City of Stratford website.

Accessible formats and communication supports are available, upon request.

**Phone:** 519-271-0250 x 237

**Email:** [accessibility@stratford.ca](mailto:accessibility@stratford.ca)

**Mail:** Accessibility Coordinator, City of Stratford, City Hall, P.O. Box 818, Stratford, ON N5A 5S4

# Integrated Accessibility Standards Regulation Ontario (IASR)

(Ontario Regulation 191/11)

## Accessible Customer Service Standards

### Commitment and Progress

The City of Stratford is committed to providing equal treatment to people with disabilities with respect to the use and benefit of County services, programs, goods and facilities in a manner that respects their dignity, independence, integration and is equitable in relation to the broader public. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities.

The City of Stratford is meeting the requirements of the Customer Service Standards, including the development, implementation and maintenance of Accessible Customer Service Policies which include the following principles:

- The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.
- When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.

The City has policies and procedures in place regarding:

- Use of service animals and support persons
- Ongoing training
- Feedback processes
- Notice of temporary disruptions
- Format of documents

## 2018-2022 Goals

- The Human Resources Department will be working towards streamlining online accessibility training for new employees.
- 2018 - The Clerks Division of the Corporate Services Department will complete their report reviewing Accessibility of the 2018 Municipal and School Board Election.
- 2021 – The Clerks Division of the Corporate Services Department will prepare the 2022 Election Accessibility Report

## Information and Communications Standards

### Commitment and Progress

The City of Stratford is committed to ensuring that information and communications about our goods, services and facilities are available and accessible to people with disabilities. The City will follow the Ontario Human Rights Code and the Information and Communications Standards of the IASR, when developing, implementing and maintaining information and communication strategies and products. This includes website, intranet sites, communication materials, telephone communications and face-to-face interactions.

There is ongoing education for employees in the creation of accessible documents and the importance of striving to create documents that are accessible online and in print.

The City is currently meeting the requirements outlined in the Information and Communications Standards including:

- **Feedback**
  - The City of Stratford has an established process for receiving and responding to feedback, and this includes arranging for the provision of accessible formats and communication supports, upon request.
  - The public is informed about the availability of accessible formats and communication supports with respect to the feedback process on the City website.

- **Accessible formats and communication supports**
  - Upon request, accessible formats and communication supports are available for persons with disabilities, and are provided:
    - in a timely manner that takes into account the person’s accessibility needs due to disability; and
    - at a cost no more than the regular cost charged to other persons.
  - The availability of accessible formats and communications supports is shared with the public through the website and on public City reports.
- **Emergency procedures, plans or public safety information**
  - Accessible formats of emergency procedures, plans and public safety information are available in accessible formats or with communication supports, upon request.
- **Accessible websites and web content**
  - The City of Stratford website conforms with the World Content Accessibility Guidelines (WCAG), at Level AA.
  - The City is working towards ensuring that the content on the website also conforms to Level AA of WCAG 2.0, however in some cases (budget documents, site plans etc.), this is an impossible task. The City will work with persons with disabilities, upon request, to communicate the information on these documents.
- **Public libraries**
  - The Stratford Public Library will provide, procure or acquire by other means, an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.

## **2018-2022 Goals**

- 2018 – Finalize update to City of Stratford Accessibility Policy
- 2018 – New phone system installed with accessibility features for the following:
  - Hearing impaired

- Vision impaired and blind
- Mobility impaired
- Work to ensure that documentation uploaded to the City Website is in an accessible format.
- Continue to update templates for accessibility.
- Continue to consider accessibility needs when planning meetings and events.

## **Employment Standards**

### **Commitment and Progress**

A commitment has been made by the City of Stratford to provide employment practices that ensure the process of finding, hiring and retaining employees who have disabilities is accessible and inclusive.

The City of Stratford is currently meeting all of the requirements of the Employment Standards.

All of the requirements in the Employment Standards continue to be maintained by the City of Stratford, including those pertaining to the following:

- **Recruitment, assessment and selection**
  - Job applicants are notified during the recruitment process that accommodations are available upon request in relation to the materials or processes to be used, and will consult with the applicant to arrange suitable accommodations in a manner that takes into account the accessibility needs of the applicant.
- **Accessible formats and communication supports for employees**
  - The City of Stratford, upon request, will consult with employees to arrange for accessible formats and communication supports for:
    - information that is needed in order to perform their job; and
    - information that is generally available to employees in the workplace.

- **Workplace emergency response information**
  - Individualized workplace emergency response information will be provided to employees with disabilities, if required, and if the City is aware of the need for accommodation due to the employee's disability.
  - If the employee who receives individualized workplace emergency response information requires assistance, the City will, with consent, provide the individualized workplace emergency response plan to the person designated to assist the employee during an emergency.
  - This information will be provided as soon as possible to employees who request accommodations due to a disability.
  - The City will review the individualized emergency workplace response information:
    - When the employee moves to a different location within the organization;
    - When the employee's overall accommodation needs or plans are reviewed; and
    - When the City reviews its general emergency response policies.
- **Documented individual accommodation plans**
  - The City of Stratford has an established process for the development of documented individual accommodation plans for employees with disabilities that meet the requirements under the Employment Standards.
- **Return to work process**
  - The City has an established, documented return to work process for employees who have been absent from work due to a disability, and require disability-related accommodations in order to return to work. This includes the use of documented individualized accommodation plans.
- **Performance management**
  - The City of Stratford takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process.

- **Career development and advancement and redeployment**
  - The accessibility needs and individual accommodation plans are considered when providing career development and advancement, as well as redeployment to employees with disabilities.

### **2018-2022 Goals:**

- The Human Resources Department will continue to review and update the Return to Work and Individual Accommodation Policies, Plans and Processes.
- The Human Resources Department will continue to ensure that all online recruitment is in an accessible format, and provide the option for alternate formats upon request.

## **Transportation Standards**

### **Commitment and Progress**

The City of Stratford is committed to ensuring that people with disabilities have access to accessible public transportation, which includes assessing and removing barriers for customers with disabilities as well as seniors who use Conventional Transit (Stratford Transit City Buses) and Specialized Transit (Stratford Parallel Transit Mobility Bus).

There are also requirements for Municipalities with regards to determining the proportion of on-demand accessible taxi-cabs required in the community. The Stratford Police Services Board is responsible for the licensing of taxi-cabs in Stratford, as well as ensuring that they meet the requirements of this section of the Transportation Standards.

The Transportation Standards are the most comprehensive of all the standards of the IASR. These include general requirements that apply to both Stratford Transit and Stratford Parallel Transit as well as general and technical requirements that are specific to each. The City of Stratford is currently meeting all of the requirements under the Transportation Standards, including:

### **General Requirements – Stratford Transit and Stratford Parallel Transit**

- **Availability of information on accessibility equipment, etc.**
  - Information on the accessibility equipment and features of the City's vehicles, routes and services are provided to the public in an accessible format.

- **Non-functioning accessibility equipment**
  - Should any accessibility equipment on any of the vehicles not be functioning, the City will take reasonable steps to accommodate persons who would otherwise use the equipment, and will repair the equipment as soon as practicable.
- **Accessibility training**
  - Employees and volunteers must complete hands-on training on tie-down operation, loading and unloading of passengers, the use of the lift, and how to position the bus for pick up and drop off. This training is in addition to the required training on the Accessibility Standards of the IASR as it pertains to their duties and on the Ontario Human Rights Code as it pertains to persons with disabilities.
- **Emergency preparedness and response policies**
  - The City has established policies for transit emergency preparedness and response that provide for the safety of persons with disabilities, and these policies are available to the public, and in an accessible format, upon request.
- **Fares and support persons**
  - Support persons who are accompanying a person with a disability on any of the City public transit vehicles are not charged a fare.
- **Accessibility plans**
  - The City of Stratford Community Services Department holds an annual public consultation on transit accessibility, and gathers feedback from the public on the accessibility of the services, as well as the Stratford Transit and Stratford Parallel Transit's accessibility objectives for the current and coming year. The Feedback is recorded and incorporated into Transit objectives where possible, and reviewed at the following year's public meeting.

## **Stratford Transit**

- **General responsibilities and storage of medical aids, etc.**
  - Stratford Transit employees will deploy lifting devices upon the request of a person with a disability, and will ensure that adequate time is provided to persons with disabilities to safely board, be secured and de-board vehicles, and assistance will be provided, upon request for these activities.
  - Employees will assist with the safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities, ensuring that they are within reach of the person with the disability. Fees are not charged for the storage of mobility aids or mobility assistive devices. Persons with disabilities may also travel with medical aids such as a respirator or portable oxygen.
- **Fares**
  - The fee for all persons using Stratford Transit is the same – regardless of ability.
- **Transit stops**
  - Stratford Transit employees will ensure that persons with disabilities are able to board or de-board the bus at the closest available safe location, as determined by the driver, that is not an official stop, if the official stop is not accessible and the safe location is along the same transit route. Consideration will be given to the preferences of the person with a disability.
  - If a transit stop is temporarily inaccessible or a temporary barrier exists, Stratford Transit drivers will promptly report these issues to their supervisor.
- **Priority and Courtesy Seating**
  - There is clearly marked priority seating and courtesy seating located close to the entrance doors of the buses for persons with disabilities with signage indicating that passengers other than persons with disabilities must vacate the priority seating if its use is required by a person with a disability. This information is also on the City of Stratford website and printed in the “Ride Guide”.

- Priority Seating is for the use of passengers with a disability. These seats are located close to the front of the vehicle. Customers are expected to respect and obey the purpose of the designated seating area, which means if you are sitting in one of these designated seats, you **MUST** vacate the seat for a passenger with a disability.
- Courtesy Seating is intended to provide additional seating for people who will benefit from having a seat near the front of the vehicle including: seniors, expectant mothers, adults travelling with infants or small children and any other passenger who may benefit from a seat.
- **Service Disruptions**
  - If a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, Stratford Transit will make available alternate, accessible arrangements to transfer persons with disabilities to their route destination where the alternate arrangements for persons without disabilities are inaccessible, and will ensure that the information on alternate arrangements is communicated in a way that takes into account a person's disability.
- **Pre-boarding and on-board announcements**
  - There are electronic and verbal pre-boarding and on-board announcements on Stratford Transit which describe the route, direction or next major stop.
- **Technical requirements**
  - Requirements re grab bars, etc.
  - Floors and carpeted surfaces
  - Allocated mobility aid spaces
  - Stop requests and emergency response controls
  - Lighting features
  - Signage
  - Lifting devices
  - Steps
  - Indicators and alarms

## **Stratford Parallel Transit**

- **Categories of eligibility and eligibility application process**

- Stratford Parallel Transit has three categories of eligibility to qualify for this service, and has a clearly defined eligibility application process. The three categories are:
  - unconditional eligibility;
  - temporary eligibility; and
  - conditional eligibility.

- **Emergency or compassionate grounds**

- Persons may also apply for the temporary use of Stratford Parallel Transit for emergency or compassionate reasons, and visitors to Stratford may also use these services if they meet the eligibility criteria.

- **Fare parity**

- Stratford Parallel Transit fares are equal to Stratford Transit fares.

- **Origin to Destination Services**

- Origin to Destination services are provided to passengers, taking into account their abilities.

- **Co-ordinated service**

- Parallel Transit works with other Specialized Transit Providers in adjacent communities to offer coordinated services.

- **Hours of Service**

- Stratford Parallel Transit offers the same hours of service as Stratford Transit.

- **Booking**

- Passengers can book Stratford Parallel Transit up to two weeks in advance at a maximum, and up to the same day of travel, when available.

- **Trip restrictions**

- There is no limit on the number of trips a person with a disability is able to request.

- **Service delays**

- If there are any service delays of 30 minutes or more after the scheduled pick-up time, Stratford Parallel Transit notifies affected passengers by phone.

- **Companions and children**

- Companions may travel with persons with disabilities on Stratford Parallel Transit if space is available, and it will not result in the denial of service to other persons with disabilities.
- Dependents of a person with a disability are allowed to travel with their parent or guardian if appropriate child restraint securement systems and equipment are, if required, available.

## **2018-2022 Goals**

- A new Transit Terminal is to be constructed in 2018, which will meet the requirements in the Design of Public Spaces Standard and other applicable legislation to ensure barrier-free access, including LED signage and audio announcements.
- Two new Nova buses with rear facing seats for persons with disabilities are to be delivered in August 2018. The rear facing seats have one belt instead of the four strap harness used in older buses. This promotes independence for customers with different needs.
- An annual public transit meeting will be held each year (2018-2022) to gather feedback from the public and persons with disabilities about the accessibility of the transit system, and to share transit initiatives for the coming year. The feedback will be used in planning transit improvements.
- Multi-year project – to improve the accessibility of existing and new bus stops. This will be done in consultation with the Stratford Accessibility Advisory Committee, as legislated.

# Design of Public Spaces Standard & Built Environment

## Commitment and Progress

The City of Stratford is committed to ensuring that the City Public Spaces are barrier-free so that people of all abilities may enjoy them. New public spaces are designed from the beginning with accessibility in mind, and the City is consistently updating existing public spaces to remove barriers.

The City of Stratford is currently meeting all of the applicable legislated requirements for the Design of Public Spaces Standards, and works closely with the Stratford Accessibility Advisory Committee, and through public feedback to ensure that any barriers that exist are eliminated, where possible.

The Design of Public Spaces Standards, for the most part, applies to outdoor spaces. The City also has a responsibility for ensuring that new developments and renovations to existing buildings meet the accessibility requirements in the Ontario Building Code and other regulations, which apply to the inside of buildings.

The City is working on a new Facility Accessibility Design Manual (FADM) which outlines requirements that either meet or exceed the requirements in the Design of Public Spaces Standards (outdoor spaces) or the Ontario Building Code (inside spaces). It is expected that these Guidelines will be completed in 2018. Once adopted, the city will follow the requirements in the FADM when building new or redeveloping existing municipal buildings, and will encourage private developers in the City to use the guide when developing plans for new builds or renovations to existing buildings.

Public Spaces as defined in the legislation and as it pertains to the City of Stratford include the following:

- **Recreational trails**
  - The City is meeting the consultation and technical requirements when constructing new or redeveloping existing recreational trails that they intend to maintain.
  
- **Outdoor public use eating areas**
  - The City is ensuring that it meets the technical requirements for outdoor public use eating areas when constructing or redeveloping public use eating areas that they intend to maintain.

- **Outdoor play spaces**
  - The City is meeting the consultation and technical requirements when constructing new or redeveloping existing outdoor play spaces that the City intends to maintain.
- **Exterior paths of travel** (including sidewalks, ramps, stairs, curb ramps, depressed curbs, accessible pedestrian signals, and rest areas along the way).
  - The City is meeting the consultation and technical requirements when constructing new or redeveloping external pathways.
- **Accessible Parking**
  - The consultation and technical requirements for accessible parking are being met by the City when establishing new or redeveloping existing accessible parking spaces.
- **Obtaining Services** (Service Counters, Waiting Areas)
  - The City is meeting the technical requirements for Service Areas when constructing new or redeveloping existing Service Areas.
- **Maintenance Requirements** (Procedures for preventative and emergency maintenance of the accessible elements in public spaces)
  - [See Appendix A](#)

## 2018-2022 Goals

A number of projects across various departments in the City of Stratford are planned over the next five years, with a goal of reducing physical barriers and increasing accessibility for persons with disabilities.

- 2018 – Stratford Facility Accessibility Design Manual (FADM) to be completed. This replaces the Stratford Accessibility Guidelines that were adopted in 2004. These guidelines either meet or exceed the requirements of the Design of Public Spaces Standard or the Ontario Building Code and will be used for the development of all new municipal properties and for the retrofit of existing municipal properties. Private developers will be encouraged to use the FADM as well to improve accessibility for persons with disabilities in the City.
- 2018 – Corporate Services – Clerks – to review the accessible parking permit policy.

- 2018 – Corporate Services – Clerks – to complete report reviewing the accessibility of the 2018 Municipal and School Board Election.
- 2018 - Britannia Street Public Housing Development – Phase 1 to begin with 35 total units and 15% of units (6) are to be barrier-free. Barrier-free parking and paths of travel, and community garden with accessible garden boxes.
- 2018 - Community Services – A new ramp is to be built at the Transit office.
- 2019 – Stratford Public Library – The existing Children’s floor public service desk is to be replaced with an accessible model.
- 2019 – Stratford Public Library – addition of a power door operator to the back parking lot door.
- 2019 - 2026 – Infrastructure and Development Services – Program for audible signal improvements. \$40,000 per year budgeted.
- 2021 – Corporate Services – Clerks – to prepare 2022 Election Accessibility Report.
- 2022 – Social Services - \$100,000 to be budgeted for accessibility conversions in apartment buildings.
- Infrastructure and Development Services: Stratford will continue to complete annual and ongoing reviews through public feedback and the Accessibility Advisory Committee. Identified barriers and required actions will be forwarded and responded to by the appropriate departments.
- Infrastructure and Development Services: New curb cuts will be located only where they are safe, including at traffic lights and existing crossings.
- Infrastructure and Development Services: Ongoing sidewalk improvements based on feedback from the Accessibility Advisory Committee and the public.
- Infrastructure and Development Services: The new Facility Accessibility Design Manual (FADM) will be referenced in new developments and significant renovations.
- Facilities - New ramps were designed with input from the Stratford Accessibility Advisory Committee for arena access during events at the Rotary Complex. Some ramps were built in previous years; however the building of more ramps is budget dependent.

- Facilities - Plan to place enunciator strips at the start of stairways in the lobbies, in the stands and in front of the elevators.
- Parks Cemetery - New outdoor play spaces are to be added to new subdivision parks annually. The exact number per year is budget dependent.
- Parks Cemetery - The City will continue to purchase and replace picnic tables with accessible tables using a Ratio of 5:1 (traditional:accessible).
- Parks Cemetery - City staff will continue to rehabilitate and repair existing exterior paths of travel.
- Social Services – more units at 45 Buckingham to be converted to accessible units.
- Fire Department – will work with appropriate city staff and contractors to address the space issue in the fire station washrooms in order to improve accessibility and meet building code requirements.



## **Appendix A:**

# **Preventative and Emergency Maintenance of Accessible Elements in Public Spaces**

Pursuant to the Integrated Accessibility Standards Regulation (section 8.44) under the Accessibility for Ontarians with Disabilities Act, the City of Stratford has procedures in place for preventative and emergency maintenance of accessible elements in public spaces. Accessible public spaces maintained by the City of Stratford include:

- Recreational trails
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel, such as walkways, stairs and ramps, where these elements are not already covered by the Ontario Building Code
- Accessible parking areas
- Obtaining services

### **City of Stratford procedures include the following:**

- Managers of the workforce areas responsible for maintaining accessible elements in City of Stratford public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to original condition when necessary.
- To the extent possible, public notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its

anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place on City of Stratford premises, website, and/or such other method as is reasonable under the circumstances.

- City of Stratford personnel will inspect applicable accessible elements that are available for use by the public on City of Stratford premises on a regular basis. Any elements that are found to have defects or need maintenance will be identified and reported to the City of Stratford Community Services Department or Infrastructure and Development Department, so they can be addressed. Typically, a work order will be generated and sent to the workforce area responsible for maintaining the elements and, upon review, arrangements will be made to dispatch the appropriate crew(s), personnel and/or contractor(s) to correct the defect(s) or perform the necessary maintenance.
- In the event the City of Stratford received third party information that an accessible element needs maintenance or repairs, the information will be sent to the applicable workforce area, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, City of Stratford personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices, as indicated below.
- Notice of a disruption to an accessible element due to unplanned maintenance or repairs will be provided as soon as practically possible and, to the extent possible, will include information about the disruption its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting information notices in a conspicuous place on the City of Stratford premises, City of Stratford website and/or such other method as is reasonable under the circumstances.