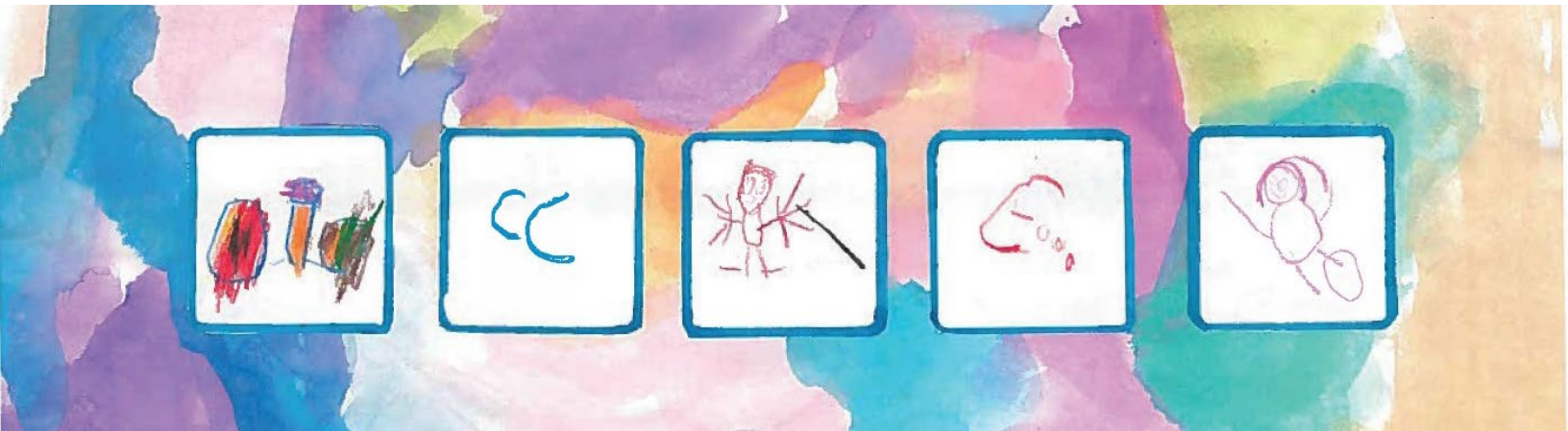




# Accessible Brighton

2021 to 2025



November 2020

Updated November 13, 2023 – addition of Emergency Maintenance requirements

**Accessible formats or communication supports for this document are available upon request.**

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## Accessibility Law in Ontario

Three pieces of complementary legislation have a major impact on accessibility in Ontario: Accessibility for Ontarians with Disabilities Act, Ontario's Human Rights Code and Ontario's Building Code.

### Accessibility for Ontarians with Disabilities Act (AODA)

The Accessibility for Ontarians with Disabilities Act provides a road map for an accessible Ontario by 2025 with mandatory and enforceable compliance standards in five key areas:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Public spaces

Ontario is the first province and one of the first jurisdictions in the world to enact specific legislation establishing a goal and time frame for accessibility. Ontario is also the first jurisdiction to make accessibility reporting mandatory with established standards so people living with disabilities can enjoy increased participation in their communities.

### Ontario's Human Rights Code (HRC)

The HRC sets out the legal duty to accommodate people with disabilities. The Code has legal primacy over all other laws including the AODA. That's important because it shows society recognizes "what should be": that persons with disabilities are inherently entitled to and should enjoy equal rights without discrimination; and that we all have legal obligations to ensure it happens. The AODA and other disability related legislation provide a means for getting us there.

### Ontario's Building Code (OBC)

The OBC sets the minimum accessibility standards for the construction of all new buildings and buildings that undergo significant renovation.

## Purpose of the Plan

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) aims to improve access and opportunities for people with disabilities and enable their involvement in the identification, removal, and prevention of barriers. To help achieve the goal of a fully accessible Ontario, the 2021 to 2025 Accessibility Plan was created in consultation with Accessibility Advisory Committee members and persons with disabilities in the Brighton community.



The plan outlines goals, strategies, and actions that the Municipality of Brighton will take to identify, remove, and prevent barriers for persons with disabilities. The plan also acts as an update and status report on the targets set by the 2018 to 2020 Accessibility Plan.

We recognize that persons with disabilities represent a significant and growing part of Brighton's population. It is estimated that by year 2036, 1 in 5 Ontarians will have a disability and people with disabilities will represent 40 per cent of the total income in Ontario (\$536 billion).

Enhancing the ability of people with disabilities to live independently and contribute to the community will have positive effects on prosperity, inclusivity, and accessibility in Ontario.

## Statement of Commitment

The Municipality of Brighton is committed to improving accessibility in all municipal services to serve our community better. Our goal is to provide goods and services in a way that respects the dignity and independence of people with disabilities. We strive to provide an inclusive environment where all residents can access and benefit from our facilities, goods, services, employment, information, and transportation.



## Vision for an Accessible Brighton



All people in Brighton, regardless of age and ability, have barrier free access to full and equal participation in the community, including opportunities to work, shop, travel, and play.

## What are barriers?

People with disabilities are confronted with barriers in many of the day-to-day activities that most people take for granted. A barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society. The traditional definition of a barrier has been expanded to include obstacles beyond physical boundaries. There are several other types of barriers to consider, such as:

- **Environmental barriers** are features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by a person in a motorized scooter.
- **Communication barriers** are obstacles to processing, transmitting, or interpreting information. For example, print on a brochure that is too small to read.
- **Attitudinal barriers** are behaviours, perceptions, and assumptions that directly or indirectly discriminate. For example, an assumption that all visually impaired persons can read Braille.
- **Technological barriers** occur when technology does not support various assistive devices. For example, a website that does not support screen-reading software.
- **Systemic Barriers** are barriers within an organization's policies, practices, and procedures. For example, listing a driver's licence as an employment qualification for an office position may prohibit persons with visual impairments from applying.

## Goals for an Accessible Brighton

The following goals were developed in partnership with municipal staff and Accessibility Advisory Committee members. The five AODA standards were used to provide strategic and focused planning for the community's accessibility needs.

## Customer Service

### Standard:

The Customer Service Standard mandates that service providers must find ways to break down barriers that prevent customers with disabilities from accessing the services they need.

### Goals:

Provision of accessible customer service that responds to the diverse needs of the Municipality's residents and visitors. Supported through:

- Continued development and improvement of municipal forms, applications and permits (online and in person) to eliminate barriers for persons with disabilities.
- Customer Service Policies and Procedures that support barrier free interactions with municipal customers.
- Municipal leadership to individuals, organizations, and businesses regarding barrier free access to goods, services, and facilities.



## Information and Communications

### Standard:

The Information and Communications Standards lists rules for organizations to create, provide, and receive information and communications that people with disabilities can access. The standard gives all people an equal chance to learn and be active in their communities.

### Goals:

Provision of Municipal information and communications in accessible and alternative formats. Supported through:

- Accessible internet, website and social media content, signage, and application forms.
- Compliance with the Web Content Accessibility Guidelines (WCAG) 2.0
- Preparation and implementation of accommodation processes for municipal elections.

## Employment

### Standard:

The Employment Standard requires employers to make their workplace practices accessible to potential or current workers with disabilities.

### Goals:

Full participation of persons with disabilities in Municipality of Brighton employment. Supported through:

- Provision of individual employee accommodation plans.
- Support for employees with disabilities in emergency situations.

## Transportation

### Standard:

The Transportation Standard requires transportation service providers to make the features and equipment on routes and vehicles accessible to passengers with disabilities. The Standard also requires transportation companies to inform the public about accessible equipment and features on their vehicles, routes, and services. This information must be provided in accessible formats upon request.

### Goals:

That all members of the Brighton community will be informed of available transportation options and have access to accessible transportation within Quinte West and Northumberland County. Supported through:

- Continued participation with Quinte Access Transportation.
- Expanded accessible transportation opportunities to include timely and affordable options.

## Design of Public Spaces

### Standard:

The design of public spaces standard outlines the need for newly constructed or redeveloped public spaces to be accessible for people with disabilities.

Multi-year Accessibility Plans must include procedures for preventative and emergency maintenance of accessibility elements in public spaces and procedures for dealing with temporary disruptions when accessible elements required are not in working order.

### Goals:

Greater accessibility into, within, out of, and around Municipality of Brighton facilities, parks, trails, and public spaces. Supported through:

- A barrier free trail and sidewalk system with routes and connections designed for all levels of mobility.
- Consultation with the AAC to ensure all new public space projects are audited for accessibility needs.

- Accessibility Standards that are integrated into all public spaces, facilities, parks, trails, and sidewalks.

During preventative or emergency maintenance or if there are temporary disruptions to an accessible element all avenues will be investigated to provide an alternate element until the original or a new element is re-established. Excluding emergency maintenance, if an alternative element can not be achieved, prior to work commencing the affected area will be posted onsite if possible and on the municipal website notifying of the scheduled work with anticipated timelines.

## **Notable 2018 to 2020 Accomplishments**

- Accessible way finding signage installed at 35 Alice Street
- Staff training in collaboration with the Accessibility Advisory Committee
- Accessible customer service policy endorsed by Council
- Developed accessibility audit checklist for site plan reviews
- Sidewalk improvements
- Curb painting
- Project Life Saver
- Updated Accessibility Plan
- Beach mats
- Accessible swing
- Accessibility day 2019
- Development of accessibility banner