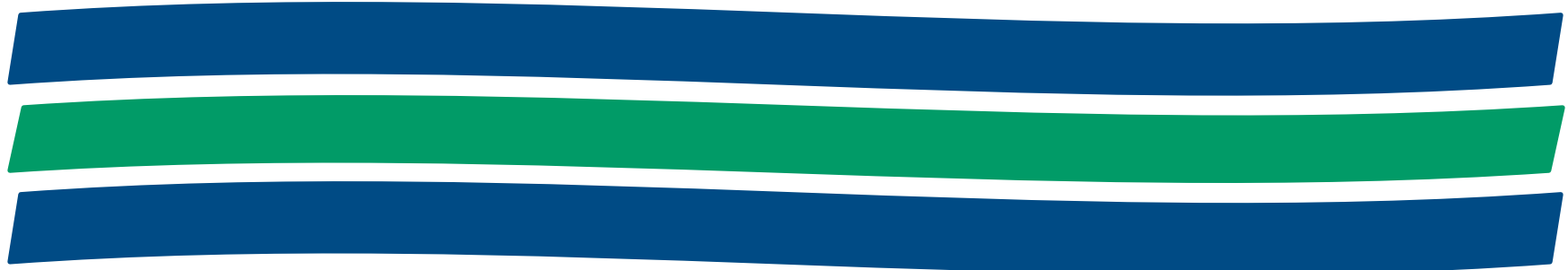




The Corporation of the City of Belleville Annual Accessibility Status Report 2018

Building Belleville for Everyone



This document is available in alternate formats or with communication supports upon request.
Please visit City Hall, call 613-967-3200 ext. 3502, or email accessibility@city.belleville.on.ca

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Welcome to the City of Belleville's Annual Accessibility Update

Since establishing our new 2018 – 2022 Multiyear Accessibility Plan the City has been busy working on many new and exciting projects! Using our Community Vision and Mission Statements as a guide, the City remains committed to identifying and removing barriers and proactively addressing accessibility planning in our community. We continue to strive towards the goal of achieving an inclusive community, where all people have equal opportunity to participate.

Community Vision

"The City of Belleville will be a healthy, progressive, diverse and economically vibrant community that invests in its future in a financially sustainable and environmentally responsible manner."

Community Mission

"We, the Council and staff of the City of Belleville, are committed to excellence and openness in local government by ensuring accessible and responsive representation, providing innovative and efficient services in support of our community's vision."

Your Belleville Accessibility Advisory Committee

Your Belleville Accessibility Advisory Committee (BAAC) was hard at work in 2018! Beginning several new community initiatives and internal projects, the BAAC accomplished innovative milestones towards improving accessibility in our community. Some BAAC highlights from 2018 include:

- **“Check It”, a functional accessibility site evaluation tool**



→ The BAAC created and will continue to use this tool to evaluate municipal sites and facilities in order to identify barriers, promote inclusive features, and help plan for accessibility upgrades.

- **Began work on a new approach to addressing the use of various types of service animals in municipal sites and facilities**

→ The BAAC is developing recommendations to establish a consistent and standardized approach to identify service animals and ensure we uphold the rights and dignity of service animal users. This project will be continued and completed in 2019 by the new term of BAAC members.



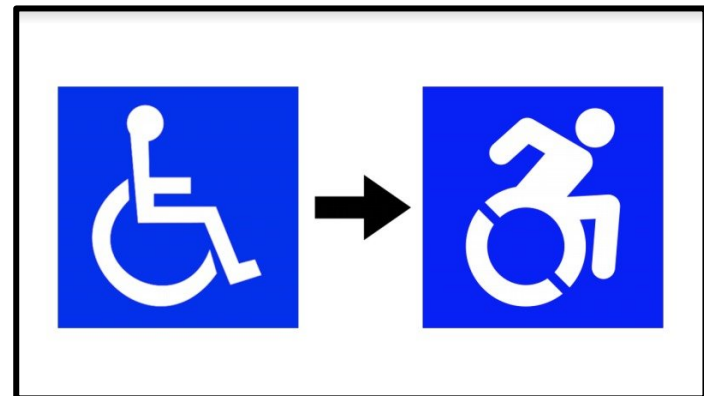
- **Customer Service Tip Sheets**



→ Developed tip sheets that cover the important points about communicating with and providing services to people of various abilities, or who use assistive or mobility devices. Municipal employees and volunteers will use the tip sheets as training material and for ongoing reference. Tip sheets will be ready for 2019 and will be available to the public as well.

- **Voting in support of adopting the dynamic symbol of access**

→ After a presentation by representatives from the Forward Movement, the BAAC voted to support use of the dynamic symbol of access. The BAAC will make a recommendation to Council that the City adopt the dynamic symbol and start using it where appropriate.



Community Engagement

Creating an inclusive community is a responsibility we all share. It is important for the City to take a leadership role in initiating and supporting projects that promote accessibility and inclusion in our community. As part of our efforts to encourage public involvement in this inclusion culture shift, this year the City extended municipal support to several amazing community programs and projects.

→ Representatives from the Field of Ability Committee approached City Council to present their idea of creating a fully accessible, barrier-free recreational facility in Belleville. In support of the project the City committed use of Parkdale Diamond #2, an existing baseball diamond in Parkdale Veterans Park, for redevelopment into the “Field of Ability”. The project remains a strong community-led initiative, but the City has become an active collaborative partner in offering municipal assets and support.



Overhead view drawing of Parkdale Veterans Park, with the future Field of Ability on the right

→ As part of our continuous efforts to be responsive to the needs of the community, City of Belleville Recreation staff teamed up with Sir James Whitney School for the Deaf to offer programming for their students.



Programs this year included the Stay Safe and Babysitters courses. Response and attendance was positive to both courses was positive. Recreation staff are always willing to work with community agencies and organizations, like Sir James Whitney, to offer specialized programming and ensure all community members have equal opportunity to access and participate in City programs.

→ Continuing On in Education (COED) is a community based day program that promotes independence and inclusion for adults living with a disability. Their programming provides activities and educational opportunities that support meaningful communication, relationship building, and skill development, and will encourage personal growth, healthy active living, and independence. The City of Belleville is proud to contribute to the vision and goals of the COED program by collaborating with them to offer COED participants swimming, sports, and health and wellness programs four days per week.



COED is located at 250 Sidney St. in Belleville. For more information call or email: (613) 962 – 8350 or coed@continuingonineducation.ca

→ 2018 marked the debut of the 'Belleville' sign! The sign stands eight feet high, expands 40 feet in length, and includes fourteen different illumination settings for evening use. It is mounted on a trailer for portability and will be transported throughout the city for various community festivals and events. The 'I' in "Belleville" is removable to encourage people to take photos with this signature representation of our community pride. Along the backside of the sign, there is a ramp and platform to allow everyone safe, accessible, and easy access to

the "I" gap for photo opportunities. The sign, ramp, and platform were designed with considerations for accessible features including surface materials, edge protection, hand rails, slope, turning radius, and colour contrast to name a few. Not only does the 'Belleville' sign stand as a memorable signature of our community, but its design represents to all that we believe in fostering an inclusive community with equal opportunity for all to participate and enjoy.



Departmental Achievements in 2018

Achieving a fully accessible and inclusive community is a goal equally shared by all city departments and city staff. As a priority, there is continuous awareness for barrier identification in order to support efficient and effective barrier removal and accessibility planning. According to their main functions and responsibilities, each department works hard to be responsive in meeting the needs of our community. Departmental projects will always aim to increase the accessibility, safety, and inclusivity of municipal goods, services, programs, sites, and facilities.

2018 – 2022 Statement of Commitment to Accessibility and Inclusion

The Council and staff of the City of Belleville continue to be guided by the values and goals indicated in our Vision and Mission statements, and recognize that achievement of either would not be possible without due consideration of accessibility as a priority. As such, the Council and staff of the City of Belleville will continue to work in collaboration with the Accessibility Advisory Committee regarding planning and decision making throughout the five areas addressed through the A.O.D.A under the Integrated Accessibility Standards Regulation (I.A.S.R): Customer Service, Information and Communications, Employment, Transportation, and the Design of Public Spaces.

The Corporation of the City of Belleville remains committed to the cause of an accessible Ontario by 2025, as mandated through the A.O.D.A. Beyond the standards and requirements of the A.O.D.A and I.A.S.R, the City of Belleville strives to achieve innovation and excellence, and be a municipal leader in accessibility. To accomplish this The Corporation of the City of Belleville will be responsive to the needs of the residents that it represents, and will endeavor to establish best practices and be proactive in addressing accessibility planning in our community.

Corporate Services (CS)

Topic	Barriers or Goals Identified	Accessibility Updates
Municipal Election	<ul style="list-style-type: none">× Need to ensure accessible municipal elections process, including general customer service, information distribution, voters list, polling locations, and voting options	<ul style="list-style-type: none">✓ CS staff worked with the Elections Team to ensure a smooth and accessible municipal election✓ New to the 2018 election, residents enjoyed a “vote anywhere within your ward” option, in addition to an extended online voting period.✓ Voting options included accessible and alternate formats, for example: large print, audio, and proxy voting
Call for applicants for committees, boards, and commissions	<ul style="list-style-type: none">× Application form in an inaccessible format× Application form not compatible with assistive technologies× Outdated application process	<ul style="list-style-type: none">✓ Redeveloped application form to meet accessibility criteria for online and print documents✓ Changed application form format from old PDF to an online fillable form, and a corresponding printable version to achieve compatibility with assistive technologies✓ Created a fully online application process, interested persons can complete and submit directly online
Service Disruptions	<ul style="list-style-type: none">× Inconsistent response to planned and unplanned service disruptions	<ul style="list-style-type: none">✓ CS staff reviewed process and procedures for responding to planned and unplanned service disruptions to ensure minimal interruptions to service delivery✓ Updated service disruption notice

Engineering and Development Services (EDS)

Topic	Barriers or Goals Identified	Accessibility Updates
City Centre Revitalization	<ul style="list-style-type: none"> × Completing phase 3B × Redeveloping and updating infrastructure, removing physical barriers and safety concerns 	<ul style="list-style-type: none"> ✓ Completed redevelopment of Front St., from Bridge St. East to Dundas St., including McAnnany St. and Market St. ✓ Sidewalk redevelopment including width expansion, dropped curbs with tactile indicators, clear path of travel, and an audible pedestrian signal at main intersection
Infrastructure	<ul style="list-style-type: none"> × On-going developments and redevelopments to the city's roads, intersections, sidewalks, bridges 	<ul style="list-style-type: none"> ✓ Completion of Haig Rd. / Station St. extension including sidewalk for safe and accessible path of travel for all pedestrians ✓ Maitland Rd. / Mineral Rd. project including sidewalks for safe and accessible path of travel for all pedestrians ✓ Foxboro and Latta bridge rehabilitation projects
Recreational Paths	<ul style="list-style-type: none"> × Improve cycling and multi-use pedestrian pathways and networks throughout the City 	<ul style="list-style-type: none"> ✓ Completed phase one of a multi-use recreational path from on Bridge St. West, from Yeoman St. to Centennial Park

Environmental Services (ES)

Topic	Barriers or Goals Identified	Accessible Design Features
<p>Water Treatment Plant, 2 Sidney St.</p>	<ul style="list-style-type: none"> × Existing ramp slope too steep × Ramp too narrow, with no room for turning radius × Overgrown brush blocking clear access and path of travel × Platform at dangerous height with no edge protection × Stairs uneven and upheaving in some areas 	<ul style="list-style-type: none"> ✓ Excavation and regrading has been completed to prep site for redevelopment ✓ Ongoing construction work to be completed in 2019 will include: <ul style="list-style-type: none"> ○ Flat, firm, and stable surfacing ○ Gentle, gradually sloping sidewalk leading to entrance ○ Adequate width and turning radius ○ Landscaping for colour contrast, edge protection, and clear access throughout ○ Lower platform with edge protection ○ Handrails along ramped access and stairs ○ Steps have appropriate riser height and depth ○ Nosing on steps for colour and tactile contrast ○ Automatic door push button
<p>Public Works Yard, 31 Wallbridge Crescent</p>	<ul style="list-style-type: none"> × Moved to this location with no accessible access to the second floor 	<ul style="list-style-type: none"> ✓ Installation of elevator to increase accessibility and safety - provides accessible access to second floor for employees and public, and easy access for emergency personnel if needed

Transportation and Operations (TO)

Topic	Barriers or Goals Identified	Accessibility Updates
Sidewalk Repairs	<ul style="list-style-type: none"> × Cracks, displacements, or upheaving of concrete sidewalks can create barriers and safety hazards in a path of travel 	<ul style="list-style-type: none"> ✓ TO staff work to address sidewalk repairs on an on-going basis. ✓ Community members are encouraged to submit concerns regarding sidewalk conditions through the City's "Problem Reporting" feedback form on the municipal website
Pedestrian Signals	<ul style="list-style-type: none"> × Old pedestrian signals do not have an auditory component and require the user to push-in a button to trigger the signal request. 	<ul style="list-style-type: none"> ✓ New pedestrian signals with auditory components and sensor buttons are phased in each year to upgrade old signals ✓ New signals are installed at all new intersections. 2018 examples include: Parkdale/Sidney, Wallbridge/Hamilton, and Cannifton/The QSWC
Bus Stops and Shelters	<ul style="list-style-type: none"> × Various bus stops throughout the City are not accessible in terms of design and physical and environmental barriers × Many bus stops do not have a shelter for an accessible, safe place to wait with protection from the elements 	<ul style="list-style-type: none"> ✓ TO staff began cataloging all bus stops to compile a record of location, condition, and existing barriers ✓
Recreational trails	<ul style="list-style-type: none"> × Gravel surface material on some older trails creates barriers and 	<ul style="list-style-type: none"> ✓ Memorial Gardens Trail and West Riverside entrance received asphalt

Topic	Barriers or Goals Identified	Accessibility Updates
	prevents accessible path of travel	paving
Parks	<ul style="list-style-type: none"> × Continuous efforts to upgrade amenities and facilities in municipal parks in order to better meet the needs of the community 	<ul style="list-style-type: none"> ✓ West Riverside Park received a new picnic shelter. Shelter surfacing meets the grading of the concrete pad and there is an accessible path of travel to the shelter
Outdoor play spaces	<ul style="list-style-type: none"> × Continuous upgrades needed to bring playground design, surface materials, and equipment up to current standards for accessible, inclusive play and safety 	<ul style="list-style-type: none"> ✓ Boyd Park received new playground equipment pieces for the “junior” structure.

Human Resources (HR)

Topic	Barriers or Goals Identified	Accessibility Updates
Accessibility and Customer Service Training	<ul style="list-style-type: none"> × Outdated accessibility and customer service training 	<ul style="list-style-type: none"> ✓ HR staff worked with Accessibility Coordinator to make updates to training content, delivery process, and documentation

Recreation, Culture, and Community Services (RCCS)

Topic	Barriers or Goals Identified	Accessibility Updates
Glanmore National Historic Site	<ul style="list-style-type: none"> × Old heritage building presents physical barriers to accessing upper floors and may prevent some people from enjoying all exhibits and information 	<ul style="list-style-type: none"> ✓ Launched an on-line artifact data base to provide another alternative way for people to access exhibit information
Washrooms at Glanmore National Historic Site	<ul style="list-style-type: none"> × Older facility, washrooms do not reflect current accessibility standards and design features 	<ul style="list-style-type: none"> ✓ Installed grab bars in the public washroom
Visitors Guide, Glanmore National Historic Site	<ul style="list-style-type: none"> × Visitors guide only offered in one language 	<ul style="list-style-type: none"> ✓ Visitors guide has been translated into French and Mandarin ✓ Alternate formats and communication supports are available upon request
Archives	<ul style="list-style-type: none"> × Archival information and materials in inaccessible formats 	<ul style="list-style-type: none"> ✓ Digitalized information and materials now shared online
Recreation and Aquatic Program Registration	<ul style="list-style-type: none"> × Seeking to encourage inclusive programs participation by promoting the availability of accommodations 	<ul style="list-style-type: none"> ✓ Program registration allows for self-identification of special needs, and accommodation request forms are automatically provided
Recreational Skating Programs	<ul style="list-style-type: none"> × Concerns regarding the balance between safety and inclusive participation by those who may use a mobility or assistive device 	<ul style="list-style-type: none"> ✓ Program descriptions updated to clarify mobility or assistive device usage, highlight accessibility policies and encourage inclusive participation
Program Registration	<ul style="list-style-type: none"> × No alternative option to program registration or accessing personal information 	<ul style="list-style-type: none"> ✓ Introduction of new online program registration and profile management

Topic	Barriers or Goals Identified	Accessibility Updates
Customer Service	<ul style="list-style-type: none"> × Gaps in ongoing customer service training × Continuous efforts to improve or expand on customer service to better meet the needs our community 	<ul style="list-style-type: none"> ✓ Service disruption procedures were reviewed and updated to ensure service continuity during day and evening hours ✓ All customer service staff received updated training on procedures for planned and unplanned service disruptions ✓ Eight staff members and volunteers are taking the ASL 101 course as part of ongoing efforts to improve communication options between staff and community members
Zwick's Washroom	<ul style="list-style-type: none"> × Older facility does not reflect current accessibility standards or design features × Due to facility limitations washrooms are often closed 	<ul style="list-style-type: none"> ✓ Began construction of phase one for new washroom facility ✓ New facility will include accessible path of travel, large accessible washroom stalls with grab bars, and accessible design features for all amenities such as the sinks, hand dryers, mirrors, garbage cans, and signage
Community Centers	<ul style="list-style-type: none"> × Gilead Hall - Older facility, washrooms do not reflect current accessibility standards and design features × Gerry Masterson – building and entrance way upgrades to be completed 	<ul style="list-style-type: none"> ✓ Completed modifications and updates to men's washroom including space reconfiguration, new toilets and toilet height, and grab bar installation ✓ Completed front entrance construction, including redeveloped stairs with handrails, edge indicators, and tactile plates

Topic	Barriers or Goals Identified	Accessibility Updates
		(entrance already included upgraded ramp and platform)
Quinte Tennis Club washrooms and change rooms	<ul style="list-style-type: none"> × Older facility, washrooms do not reflect current accessibility standards and design features 	<ul style="list-style-type: none"> ✓ Completed designs for washroom upgrades → pending approval
RCSS Programing	<ul style="list-style-type: none"> × Continuous efforts to identify gaps and community needs in regards to programs and courses offered 	<ul style="list-style-type: none"> ✓ Hired a “Developmental Service Worker Summer Camp Leader” to support inclusive participation for all campers ✓ Created a sensory space for summer campers who might benefit from specialized stimulation or a more controlled environment ✓ Several expanded or new programs include: <ul style="list-style-type: none"> ○ First Aid tailored for people living with a developmental disabilities and their support workers ○ Inclusive Red Cross Accessible Swimming Lesson programs ○ Dry-land, water, and social support and therapy groups for people living with Parkinson’s and their support workers
50+ Center	<ul style="list-style-type: none"> × Barriers in path of travel to access the 50+ center, including door with no automatic push button opener × Continuous efforts to identify gaps and community needs in regards to 	<ul style="list-style-type: none"> ✓ Upgraded door to the 50+ center with accessible design features and an automatic push button opener ✓ Created a weekly inclusive program for Deaf Seniors to come together

Topic	Barriers or Goals Identified	Accessibility Updates
	<p>programs and courses offered</p>	<p>and socialize</p> <ul style="list-style-type: none"> ✓ RCCS has been providing ASL interpreters for the monthly seniors luncheon (upon request)
<p>Quinte Sports and Wellness Centre facility</p>	<ul style="list-style-type: none"> × Continuous efforts towards facility upgrades to reflect current accessible design criteria, features, and best practices × Continuous efforts to ensure facility is accessible for all and provides equal opportunity for all community members to access and benefit from facility amenities and programming 	<ul style="list-style-type: none"> ✓ Added 8 new accessible parking spots ✓ Upgraded 6 doors for accessible design and with automatic push button openers ✓ Additional drinking fountain and water refilling station installed according to accessible design criteria and features ✓ Added a ramped, accessible viewing area in the Wally Dever Arena

City of Belleville, The Employer

In addition to the City's community goods, services, programs, and facilities, it is important to remember that we are also an employer with over 500 full and part-time employees. The City is committed to maintaining a barrier-free requirement and hiring process, and recognizes the strength of a diverse workforce. In keeping with our Multiyear Accessibility Plan, the City will make continuous upgrades to our policies, procedures, and work places to foster a safer, more accessible, and inclusive work environment. Some highlights from 2018 include:

- HR staff worked with the Accessibility Coordinator to develop an "Emergency Response Declaration Form" → This form ensures emergency response procedures for one's worksite have been properly reviewed, and allows the individual an opportunity to request accommodations. Documentation is retained by HR and reviewed if there are any changes
- HR staff worked with the Accessibility Coordinator to update the "Individualized Emergency Response Plan Worksheet" → Worksheet questions cover all topics and response requirements that may arise during an emergency situation. When an accommodation has been requested, this worksheet assists the employee in identifying where and how modifications or supports are needed. Process and documentation with HR will ensure the individual's dignity and personal privacy are respected
- Washroom upgrades in the Transit Office at 400 Coleman St.
- Updates to employee accessibility and customer service training



What's up for 2019

- Phase 2 of property redevelopment for the Public Works Yard at 31 Wallbridge Crescent
- Glanmore National Historic Site will continue to update and expand the online artifact data base
- Glanmore National Historic Site will provide additional translations to visitors guide, as well as have alternate formats readily available, instead of just "on request"
- Glanmore National Historic site will be updating their accessibility plan to work in conjunction with the City's Multiyear Accessibility Plan
- Archives will continue the digitalization process of all information and materials
- RCCS to develop departmental accessibility plan to compliment the City's Multiyear Accessibility Plan. The plan will consolidate operating processes and procedures, and set goals to help ensure there is equal and inclusive participation opportunities for all community members to access RCCS many services and programs
- Municipal and QSWC websites to be redeveloped to meet current accessibility standards, be more user friendly, and ensure compatibility with assistive technologies
- Completion of Zwick's washroom replacement
- Community park washroom replacement, location to be determined in conjunction with Belleville Accessibility Advisory Committee (pending final approval)
- Adopt and implement corporate policy and procedures on standards for information and communications produced by or on behalf of the City
- Renew staff training on achieving accessibility standards for online and print information and communications
- EDS to continue infrastructure upgrades including sidewalks, intersections, roads, and cycling, multi-use, and pedestrian paths
- TO to continue phased approach to upgrading amenities and facilities in municipal parks, play spaces, and recreational trails