



The Corporation of the City of Belleville Annual Accessibility Status Report 2019

Building Belleville for Everyone



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Welcome to the City of Belleville's Annual Accessibility Update

Since establishing our 2018 – 2022 Multiyear Accessibility Plan we have been busy working on many new and exciting projects! Using our Community Vision and Mission Statements as a guide, we remain 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.

2018 – 2022 Statement of Commitment to Accessibility and Inclusion

The Corporation of the City of Belleville remains committed to the cause of an accessible Ontario, in alliance with the Accessibility for Ontarians with Disabilities Act (A.O.D.A). Beyond the standards and requirements of the A.O.D.A, we strive to achieve innovation and excellence, and be a municipal leader in accessibility. To accomplish this, we will be responsive to the needs of our residents, and will endeavor to establish best practices and be proactive in addressing accessibility planning in our community.

Belleville Accessibility Advisory Committee

Your Belleville Accessibility Advisory Committee (B.A.A.C) was hard at work in 2019! Beginning several new community initiatives and internal projects, the B.A.A.C accomplished innovative milestones towards improving accessibility in our community. Some highlights from 2019 include:

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



- The Committee 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
- The B.A.A.C has reviewed most municipal facilities and will develop findings reports to support accessibility planning. Moving forward in 2020 the Committee will focus on completing functional site evaluations of municipal parks and playgrounds

- **Mobility Bus service review**

→ The B.A.A.C partnered with Belleville Transit to complete a review of the Mobility Bus service. The goal was to gain a better understanding of the transportation needs and experiences of Mobility Bus users, and identify any service gaps or areas for improvement. The results of this review, which included a public feedback survey, will be used to report on the status of the service and how we can provide accessible and responsive transit services for our community.



Photo 1: a resident using a wheelchair boards the Mobility Bus using the rear lift

Community Engagement

Creating an inclusive community is a responsibility we all share. It is important for the City to take a leadership role in 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 formed partnerships with and extended municipal support to several amazing community programs and initiatives.

→ **The Field of Ability:** 2019 was an exciting year for this innovative project! Construction of The Field of Ability is almost complete, with only the rubberized turf left to be installed as early as weather permits come spring 2020. Stay tuned for details about the Grand Opening celebration, which is scheduled for early June 2020.



Photo 2: construction of the Field of Ability is well under way

→ **Accessible Trick or Treating:** This year the City was proud to support this campaign for the first time in Belleville. The goal was to raise awareness of barriers some children may face that can make participating in this festive tradition challenging or prevent them from participating at all. It involved promoting various ways we can change our attitudes and make simple modifications that will allow children of all abilities to participate inclusively. Check out our social media for next year's details coming October 2020!



Photo 3: Accessible Trick or Treating promotional lawn sign

→ **Kerry's Place Autism Services and Quinte Sports and Wellness Centre (Q.S.W.C) March Break and Summer Camps:**

As part of our ongoing efforts to provide inclusive program options, Q.S.W.C staff partnered with Kerry's Place Autism Services to receive training and support for our 2019 March Break and summer camps.

Kerry's Place staff provided Q.S.W.C camp staff with training on Autism Spectrum Disorder and interacting with children on the Autism spectrum. Training workshops included teaching camp staff about strategies to help promote meaningful participation and to manage environmental and behavioural challenges. Kerry's Place staff also participated in the March Break camps to provide additional supports for some families and children.

These types of community partnerships continue to allow the Q.S.W.C to provide equal opportunities for people of all abilities to meaningfully participate in our recreational programs and activities.



For more information about our inclusive recreational programs and activities:

Website: www.quintesportsandwellnesscentre.ca

Phone: 613 – 966 – 4632

Location: 265 Cannifton Road



For more information about Kerry's Place Autism Services:

Website: www.kerrysplace.org

Phone: 613 – 968 – 5554

Belleville Location: 189 Victoria Avenue

Accessibility Achievements in 2019

Achieving a fully accessible and inclusive community is a goal equally shared by all city departments and staff. As a priority, there is continuous awareness for barrier identification in order to support efficient and effective barrier removal and accessibility planning. Each department works hard to be responsive in meeting the needs of our community and increasing the accessibility, safety, and inclusivity of municipal goods, services, programs, sites, and facilities.

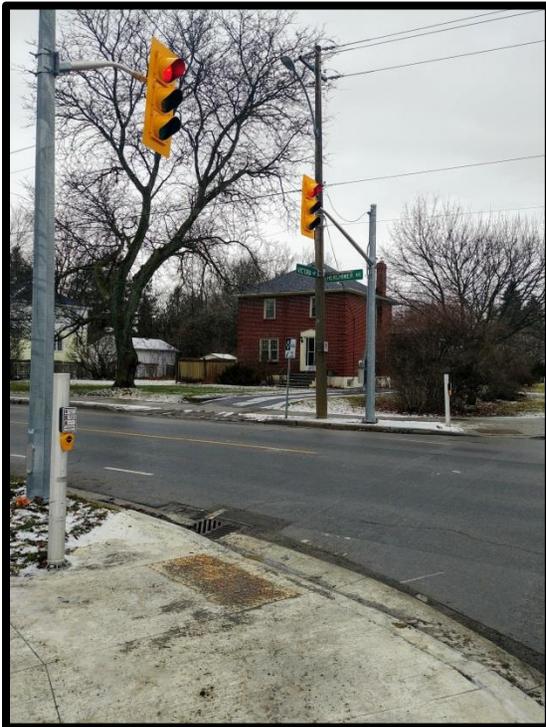


Photo 4: newly installed traffic and pedestrian control signals at Victoria and Herchimer intersection

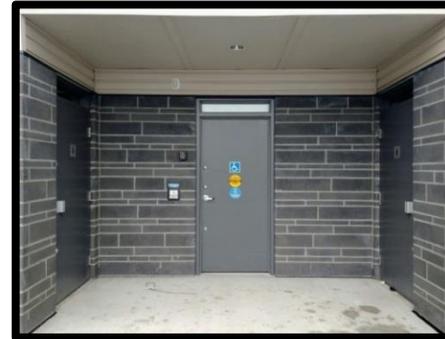


Photo 5: entrance to new washrooms at Zwick's Park



Photo 6: redeveloped front entrance to the water treatment plant at 2 Sidney Street

Information and Communication

Topic	Barriers or Goals Identified	Accessibility Updates
Municipal Website	<ul style="list-style-type: none"> Remove barriers that may be preventing the municipal website from being fully compatible with assistive technology Municipal websites and web content to meet W.C.A.G 2.0 level AA compliance requirements 	<ul style="list-style-type: none"> ✓ Website redevelopment project approved and contract awarded ✓ The successful web developer has begun research, consultation, and staff training sessions ✓ to be completed by mid-2020
Information and Communication Standards	<ul style="list-style-type: none"> Increase training and awareness and clarify expectations for creating or procuring accessible information and communications 	<ul style="list-style-type: none"> ✓ Adopted an Information and Communication Standards Policy to state expectations for consistent and high-quality accessible information and communication ✓ Information and Communications Guide to support staff training and compliance is in development
Requests for alternate formats or communication supports	<ul style="list-style-type: none"> Inconsistent process and request form used by various departments Inconsistent recording and documentation 	<ul style="list-style-type: none"> ✓ Process and expectations for accepting and documenting requests has been addressed through new Information and Communication Standards Policy ✓ A new, standardized request form is in development

Topic	Barriers or Goals Identified	Accessibility Updates
Glanmore Visitor Guides	<ul style="list-style-type: none"> • Have visitor guides readily available in various languages and formats 	<ul style="list-style-type: none"> ✓ Visitor guides are now offered in English, French, Mandarin, Spanish, large print, and audio
Glanmore Online Database	<ul style="list-style-type: none"> • Overall goal to increase online data base to allow visitors to view Glanmore’s collections in this alternate format 	<ul style="list-style-type: none"> ✓ Added 500 items with photos and descriptions to the online database. Especially beneficial for those who may experience challenges in accessing the building, particularly the upper floors

Transportation

Topic	Barriers or Goals Identified	Accessibility Updates
Bus stops and shelters	<ul style="list-style-type: none"> • Most bus stops throughout the City are not accessible in terms of design and the existence of 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"> ✓ 13 high-use bus stops redeveloped for accessibility including concrete pads and proper access from sidewalk ✓ Accessible shelters installed at 10 of the redeveloped bus stops ✓ Approved 3-year plan to redevelop 100 bus stops and install 10 new shelters per year
Bus announcements and stop information	<ul style="list-style-type: none"> • Old system for on-board and pre-boarding audio announcements frequently out-of-service 	<ul style="list-style-type: none"> ✓ New system installed on all conventional transit buses. Pre-boarding and on-board announcements now operating consistently ✓ On-board audio announcements include notification of stop request and next stop in English and French ✓ On-board digital display of current and next-stop ✓ Pre-boarding exterior audio announcement of route number and destination as bus approaches stop

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User friendly transit services	<ul style="list-style-type: none"> Assist transit riders with a user-friendly and accessible way to navigate bus routes, times, and travel plans 	<ul style="list-style-type: none"> ✓ Launched the Transit App. A free mobile application where riders can check their bus information in real time ✓ Transit App. will identify to riders if the desired stop is physically accessible ✓ Transit App. compatible with Google Speech
Specialized transportation – The Mobility Bus	<ul style="list-style-type: none"> Service gaps may be preventing the Mobility Bus from meeting community needs 	<ul style="list-style-type: none"> ✓ Belleville Transit and the B.A.A.C worked together to conduct a public survey to gather user feedback in order to identify needs, barriers, and service gaps ✓ Belleville Transit staff conducting an internal review of the Mobility Bus service ✓ Based on the results of the public survey and internal review, Belleville Transit will make recommendations on how to improve the service

Design of Public Spaces

Topic	Barriers or Goals Identified	Accessibility Updates
Exterior paths of travel - sidewalks	<ul style="list-style-type: none"> Overall goal to improve exterior paths of travel throughout the City for safe and accessible use by all pedestrians 	<ul style="list-style-type: none"> ✓ New sidewalks constructed along both sides of Maitland Dr. (between Hwy 62 and Farnham Rd.) ✓ Replaced existing and installed new sidewalks along Strachan St. (between North Front St. and Geddes St.) ✓ New sidewalks constructed across frontage of 490 Dundas St. W, connecting two existing sidewalks to provide a continuous path of travel from Avondale Rd. to Sienna Dr.
Intersections and pedestrian signals	<ul style="list-style-type: none"> Wayfinding and design barriers inherent to old intersections can prevent or make it difficult for people with disabilities to navigate Old pedestrian signals may not have auditory, and/or tactile, and/or sensory components 	<ul style="list-style-type: none"> ✓ New pedestrian signals with auditory and tactile components and sensor buttons are phased in each year to upgrade old signals ✓ Traffic control and accessible pedestrian signals installed at Victoria / Herchimer ✓ New accessible pedestrian signals are installed at all new or

Topic	Barriers or Goals Identified	Accessibility Updates
		<p>redeveloped intersections</p> <ul style="list-style-type: none"> ✓ Operations team received presentation from Key2Access about new wayfinding technology and mobile application to assist people with disabilities to navigate intersections
Parks & outdoor spaces	<ul style="list-style-type: none"> • Continuous efforts to upgrade amenities and facilities in municipal parks in order to create inclusive public spaces • Continuous upgrades needed to bring playground design, surface materials, and equipment up to current standards for safe, accessible, and inclusive play 	<ul style="list-style-type: none"> ✓ City in the process of adopting a Master Parks Plan that will include making all outdoor play spaces accessible and inclusive ✓ Public outreach surveys to gather feedback from residents about creating accessible play spaces ✓ Stanley Park playground project approved and development set for early 2020 ✓ New washroom facility completed in Zwicks Park. Facility includes a universal washroom, and accessible stalls and amenities in standard washrooms
Parking	<ul style="list-style-type: none"> • Zwick’s parking lot features loose gravel and old pavement. Does not provide a firm, flat, and stable 	<ul style="list-style-type: none"> ✓ Parking lot regarded, paved, and line painting added. Increases accessible access to the park by

Topic	Barriers or Goals Identified	Accessibility Updates
	<p>surface for accessing the park</p> <ul style="list-style-type: none"> • Continuous efforts to redevelop older designated accessible parking spaces to ensure identification and compliance 	<p>various modes of transportation</p> <ul style="list-style-type: none"> ✓ Repainted lines for designated accessible parking spots at the Q.S.W.C
City facilities	<ul style="list-style-type: none"> • Continuous efforts to identify barriers, and increase the physical accessibility and inclusive use of municipal facilities 	<ul style="list-style-type: none"> ✓ Redevelopments to the reception area at 31 Wallbridge Cres., including lowered service counters, clear path of travel, and a power door operator ✓ Redevelopments to the entrance of the water treatment plant at 2 Sidney St., including completion of new ramped sidewalk providing accessible pedestrian access from the parking lot ✓ B.A.A.C completed functional accessibility site reviews of almost all facilities open to the public, in order to support accessibility planning

Customer Service

Topic	Barriers or Goals Identified	Accessibility Updates
Feedback	<ul style="list-style-type: none"> • promote public engagement and use of accessible feedback channels • solicit and respond to community feedback to help direct accessibility planning efforts 	<ul style="list-style-type: none"> ✓ The City continues to encourage members of the public to submit their comments or concerns through one of our feedback channels: online “problem reporting” and “accessibility feedback” forms, speaking with a city staff member, or reaching out through social media ✓ The City will continue to ensure feedback channels are in accessible formats and will respond to feedback, upon request, in a manner that takes into account individual preferences and abilities
Staff training	<ul style="list-style-type: none"> • Support training initiatives to equip staff with knowledge and skills to deliver high quality customer service to all residents and visitors 	<ul style="list-style-type: none"> ✓ Belleville Transit, Belleville Library, and Q.S.W.C staff have received Dementia Friendly Community training from our local Alzheimer Society ✓ Q.S.W.C staff participated in an American Sign Language 101 course

Topic	Barriers or Goals Identified	Accessibility Updates
Inclusive services and programs	<ul style="list-style-type: none"> Overall goal to provide all people with equal opportunity to participate in and benefit from our programs and services 	<ul style="list-style-type: none"> ✓ Q.S.W.C ordered new skating aids for individuals with disabilities to use during public skating times. Staff received training to educate them about the skating aids, what is permitted on the ice, and ensuring safe and inclusive participation for all ✓ Updated public skating handout to promote inclusive participation in public skating, and highlighted the various safety and accessibility features of the program

Employment

Topic	Barriers or Goals Identified	Accessibility Updates
Commitment to accessible employment practices	<ul style="list-style-type: none"> Ongoing efforts to encourage a diverse work force by identifying and removing any barriers to employment 	<ul style="list-style-type: none"> ✓ Continue to promote and support a diverse working by encouraging an “inclusive by design” approach

City of Belleville, The Employer

In addition to the City's municipal 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 recruitment 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 2019 include:

- Continue to advertise on all employment opportunities that, upon request, accommodations and alternate formats are available throughout the recruitment, assessment, and selection processes
- Continue to use the redeveloped Individualized Work Modification Plan and Individualized Emergency Response Plan worksheets
- **31 Wallbridge Crescent:** Parking lot regrading and paving, installation of sidewalks, and installation of power door operator → parking and entrance now fully accessible for staff and visitors



What's up for 2020

- Stanley Park: junior and senior inclusive playground equipment installed spring 2020
- Glanmore National Historic Site will continue to update and expand the online artifact data base
- Environmental Services and Transportation & Operations Services staff to review community garden program for possible accessibility upgrades, such as raised planter beds
- Glanmore National Historic site to review current accessibility status. Review will include discussion on how to increase accessible features and inclusive use of the facility, while preserving the historical value of this heritage site
- Completion of Parks Master Plan, including accessibility and inclusive use upgrades to parks, playgrounds, trails, and outdoor open spaces
- Municipal websites to be redeveloped to meet current accessibility standards, be more user friendly, and ensure compatibility with assistive technologies
- Redevelop washrooms at Parkdale Community Center in Parkdale Veterans Park
- Continue to upgrade bus stops for accessibility, including 10 more shelters installed at redeveloped stops
- EDS to continue infrastructure upgrades including sidewalks, intersections, roads, and cycling, multi-use, and pedestrian paths
- Grand Opening of the Field of Ability, barrier-free baseball diamond / recreational facility in Veteran's Park, set for June 2020
- Continue work on Master Plan and Zoning By-Law consolidation. Both projects will support barrier identification and accessibility planning to meet or exceed provincial requirements
- Upgrades to the Transit Terminal, including accessible washroom redevelopment
- Q.S.W.C signage and wayfinding project. Will include replacing meeting room signage, including Braille, and general wayfinding signage, including outdoor signage
- Q.S.W.C to purchase new specialized wheelchairs for the pool area