



5 squared logo with one square representing hearing, one square representing sign language, one square representing mobility issues, one square representing accessible washrooms, and one square representing service animals.

The City of Brandon
Accessibility Plan

410 9th Street
Brandon, MB
R7A 6A2

December 12, 2016

This publication is available in alternative formats upon request.

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City of Brandon wheat sheaf logo

Message from Mayor Chrest

The City of Brandon is committed to having a city where everyone will experience the best possible quality of life. This means that each and every person who wants it will have full access to all of the services, information and facilities that we provide.

I am honoured to serve as a Champion of the improvements that our Accessibility Working Groups are formulating in this Accessibility Plan. This work demonstrates our commitment to ensure that people who are impacted by barriers will be able to receive the same access to service as every resident of Brandon.

Executive Summary

This City of Brandon Accessibility Plan is a report on the measures the City has taken to identify, prevent and remove barriers related to the ability to provide customer service. The plan outlines the additional measures the City intends to take in that regard by November 2017 and will include processes that ensure that proposed policies, programs, practices, enactments or by-laws do not create new barriers that disable people.

Early in 2016, the City of Brandon designated an Accessibility Coordinator; formed an Accessibility Working Group made up of City employees; formed a Working Group Sub-Committee made up of customers; announced the Mayor and City Manager as Champions of our Accessibility program, and set about to develop the City of Brandon Accessibility Plan.

To understand the baseline state of Accessible customer service provided by the City of Brandon a survey was developed by the Accessibility Working Groups. Three hundred and eighty-three questionnaires were completed. From this data emerged 10 objectives that the City pledges to accomplish by November 2017.

The most significant area to work on is the training of City employees to increase their awareness of accessibility issues and to provide strategies so that the best possible customer service is provided.

Supporting the change to accessible customer service will be processes that review accessibility issues; the documenting of all activities undertaken toward the improvement of accessibility; the encouragement of feedback from customers; ensuring that City owned accessibility devices are functional; ensuring that public events are accessible and that all public information is provided in accessible ways. In addition, to further improve customer service, the City will begin to improve aspects of the built

environment. Signage will be up-dated at City facilities and properties. Where possible, accessible parking spots will be designated and also where possible, accessibility to public washrooms will be improved. City of Brandon employees were asked to describe situations where they or their co-workers have done well in providing accessible customer service. See the City of Brandon Employee Survey Results for an extensive list.

The Accessibility for Manitobans Act

On December 5, 2013, the Province of Manitoba enacted, *The Accessibility for Manitobans Act*. This act deals with measures necessary to ensure all City services are accessible to everyone who might require to use them. It also specifically reinforces the obligation to make reasonable accommodations as dictated by *The Human Rights Code*. This Act and the Human Rights Code work together to ensure accessibility for all Manitobans.

Under *The Accessibility for Manitobans Act*, the Manitoba government will develop mandatory accessibility standard regulations.

Removing barriers to accessibility will give all Manitobans the opportunity to participate fully in everyday life and the access and benefit from a system, service, product or environment.

The Human Rights Code

The Human Rights Code is a law passed by the Manitoba legislature and applies only in Manitoba. It deals only with the right to be free from discrimination. *The Human Rights Code* applies to any individual, organization, business or government body, if they engage in discrimination or harassment in one of the areas covered by *The Code*.

Accessibility Plan

The Accessibility for Manitobans Act requires that The City of Brandon develop an Accessibility Plan by December 2016 and to update it every two years. When completed, the included goal, objectives and action plans will ensure the City of Brandon meets its legislated obligations under *The Accessibility for Manitobans Act*.

Accessibility Standards

The Accessibility for Manitobans Act requires that accessibility standards are developed over the next several years. Each of the standards will be adopted as a provincial regulation and will apply to common public areas. A new standard will be released every two years. The first standard, being the Customer Service Standard, has been adopted and is to be in place in City of Brandon facilities and properties by November 1, 2017. Accessible customer service is provided when all persons who are reasonably expected to seek to obtain, use or benefit from a good or service have the same opportunity to do so.

The standards are as follows:

- Customer Service Standard
- Employment
- Information and Communication
- Transportation
- Built Environment

Accessibility Barriers

The City of Brandon will identify and remove barriers for people across a full range of disabilities including (but not limited to) physical, vision, hearing, mental health, brain injuries, medical, psychiatric, speech and language, developmental and learning disabilities. Some barriers to customer service include:

- **Attitudinal:** These barriers are beliefs that limit opportunities available to people with disabilities such as stereotypes, or incorrect assumptions. It includes treating people with disabilities differently. For example, assuming that the person with a disability will not be able to understand so the service provider speaks to the support person. Another example is thinking that a person with an intellectual or mental health disability cannot make decisions.
- **Physical:** Certain features of buildings or spaces create barriers that cause problems or prevent access for people with disabilities. Examples include door knobs that cannot be turned, narrow aisle ways or stairs as the only access.
- **Communication:** Some barriers make it difficult to receive or understand information available. This may include inadequate or incomprehensible signage, small text on forms and inaccessible web sites.
- **Systemic:** Barriers that create rules, regulations and protocols can restrict public participation or discriminate against those with disabilities. For example, a hiring process that is not open to people with disabilities.

- Technological:** Software and hardware components that have inadequate assistive technologies create barriers. For example, documents on websites that cannot be accessed by people using screen-reading software.

Statement of Commitment

The City of Brandon is committed to ensuring equal access and participation for all people, regardless of their abilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion. We are committed to meeting the needs of people who face accessibility barriers by identifying, removing and preventing these barriers and by meeting the requirements of *The Accessibility for Manitobans Act*.

Goal

To have the City of Brandon develop and comply with its Accessibility Plan.

Measures Taken to Identify, Prevent and Remove Barriers

The City of Brandon has developed an Accessibility Program made up of City employees and residents from the community. The working groups that were established developed and administered four questionnaires designed to identify accessibility issues within the City of Brandon owned and operated properties. Once the information from the questionnaires was reviewed action plans were developed with the intent of preventing and removing barriers.

Accessibility Coordinator

The City of Brandon appointed an Accessibility Coordinator who, with an Accessibility Working Group is responsible to ensure the City complies with *The Accessibility for Manitobans Act*.

Accessibility Working Group

The City of Brandon Working Group is made of a variety of city employees. They will work to provide leadership, awareness and understanding of accessibility issues throughout the organization with a view to having everyone integrate accessibility principles into every activity that the City undertakes. Notes from Accessibility Working Group meetings and other information is posted at www.brandon.ca. The members on the Accessibility Working Group are listed as follows:

Name	Department	Title	Role
Brian Kayes	Risk & Emergency Management	Director of Risk & Emergency Management	Accessibility Coordinator
Sandra Wallace	Human Resources	HR Officer	Co-Chairperson
Andrew Mok	Planning & Building Safety	Community Planner	Resource member
Angie Veilleux	Community Services	Community Development Coordinator	Resource member
Brian Ursel	Planning & Building Safety	Building Inspector	Resource member

Name	Department	Title	Role
Danielle Rae	Risk & Emergency Management	Risk Management Clerk	Resource member
Dean Hammond	Treasury	General Manager of Corporate Services	Resource member
Debbie Nelson	Clerk's Office	Council Services Clerk	Resource member
Jeff Elliott	Sportsplex	Manager of the Sportsplex	Resource member
Kelly Main	Risk & Emergency Management	Risk Management Coordinator	Resource member
Lloyd Mennie	Transit	Transit Operator	Resource member
Mike Messel	Building Maintenance	Chargehand	Resource member
Pam Penner	Operations	Manager of Public Works	Resource member
Amanda Dupuis	Human Resources	Corporate Projects Supervisor	Past Co-Chairperson
Shelby Cook	Information Technology	IT Web Developer	Resource member
Tanya Marshall	Engineering	Manager of Property & Development	Resource member

Name	Department	Title	Role
Tracey Averill	Operations	Operations Finance Supervisor	Resource member
Tyson Fisher	Planning & Building Safety	Planning & Building Administrative	Resource member
Vicki Fifi	Legal Services	Director of Legal Services	Policy
Wayne Balcaen	Police	Deputy Chief of Police	Resource member
Jeff Green	Information Technology	Application Developer	Resource member

Accessibility Working Group Sub-Committee

The City of Brandon Working Group Sub-committee is made up of representatives from the disability community within Brandon. Their role is to identify accessibility issues, and provide awareness and consultation to the Accessibility Working Group. The sub committee is chaired by a community champion, Mayor Rick Chrest. Notes from Accessibility Working Group Sub-Committee meetings and other information is posted at www.brandon.ca. The members on the Accessibility Working Group Sub-Committee are listed as follows:

Name	Organization	Role
Rick Chrest	City of Brandon - Mayor	Champion, Chairperson
Scott Hildebrand	City of Brandon – City Manager	Champion, Co-Chairperson
Chris Brandon		Self
Theresa Gibbons		Self

Name	Organization	Role
Walter Gibbons		Self
Debbie Barrett	Celiac Association	Self
Rhett Borton		Self
Bev Leckie		
Julie Hockley	Alzheimer Society	
Margie Lewis	Career Connections	
Russ Criddle		Self
Tracy Mears	Kiwanis Tenant Committee, President	Self
Lorie Beaney		Deaf
Dave Beaney		Deaf
Penny Criddle		Deaf
Barb Lelay	Society for Manitobans with Disabilities	
Michelle Magnusson	Brandon University	
Brenda Trommelen	CNIB	
Connie Ricker	Mood Disorders Assoc. Outreach Manager	
Eleanor Thompson	Provincial Consultant Deaf and Hard of Hearing	
John Jackson	Addictions Foundation, Team Leader	

Name	Organization	Role
Matt Kaskiw		Asperger's
Elmer Kaskiw		Father of Matt
Laurie Block	Alzheimer Society	
Johanna Leseho	Alzheimer Society	

Terms of Reference for the City of Brandon Accessibility Working Group

Authority:

The City Manager will authorize, encourage and expect the working group will take a leadership role in accessibility issues for the City.

Purpose:

To provide leadership, awareness and understanding of accessibility issues throughout the organization with a view to having everyone integrate accessibility principles into every activity that the City undertakes.

The Accessibility Working Group will:

Develop and update the City's Accessibility Plan

Participate in reviewing accessibility issues in existing and proposed City facilities, properties, policies, programs, practices and services

Participate in developing and conducting accessibility audits

Participate in developing, coordinating and providing training and information sessions

Positively represent the committee, its work and accessibility issues

Membership:

Each City department will appoint at least one employee who

- Has a good working knowledge of the department

- Has an interest in being a part of the group
- May have some life experience with disability
- Is available to do Working Group work

Officers:

Chair - The Accessibility Coordinator will chair the Working Group

Co-Chair - will volunteer from within the group and agree to a two-year term

Secretary - will be provided by Administration and/or may be a group member

Sub-Committee:

An Accessibility Working Group Sub-Committee will be formed made up of our Accessibility Champion and service users

The Accessibility Working Group Sub-Committee will provide consultation to the Accessibility Working Group through the Accessibility Coordinator by Reviewing and providing comment on the plan, properties, policies, programs, practices and services

Identifying accessibility priorities

Identifying current issues and events

Positively representing the committee and its work

Meeting Frequency:

The Accessibility Working Group will meet monthly

The Accessibility Working Group Sub-Committee will determine their meeting frequency

Minutes Distribution:

Secretary will distribute meeting minutes to interested persons and to the City's website

Review:

Terms of Reference will be reviewed and approved by the membership annually

Contact Information

City of Brandon Accessibility Working Group

Accessibility Coordinator:

Brian Kayes

Phone: (204) 729-2239

Email: b.kayes@brandon.ca

Accessibility Working Group Co-Chair:

Sandra Wallace

Phone: (204) 729-2249

Email: s.wallace@brandon.ca

City of Brandon Accessibility Working Group Sub-Committee

Accessibility Champion:

Mayor Chrest

Phone: 204 729-2202

Mayor@brandon.ca

Accessibility Champion:

Scott Hildebrand

204 729-2204

s.hildebrand@brandon.ca

Accessibility Policy



City of Brandon wheat sheaf logo



Serving and Building
Community logo

Subject: Accessibility Policy

Policy: 3012

Covers: City of Brandon and City Employees

Effective: December 1, 2016

**Purpose: The City of Brandon believes in inclusion and commits to:
ensure equal access and participation for all people, regardless of
their abilities;
treat all people in a way that allows them to maintain their dignity and
independence;
meet the needs of people who face accessibility barriers by
identifying, removing and preventing these barriers; and,
meet the requirements of *The Accessibility for Manitobans Act*.**

This Policy will serve to achieve accessibility by identifying, preventing and removing barriers that disable people with respect to: employment; accommodation; the built environment, including facilities, buildings, structures and premises, and public transportation and transportation infrastructure; the delivery and receipt of goods, services and information; and a prescribed activity or undertaking.

*Where there is any conflict or inconsistency between the policies and procedures adopted by the City of Brandon and the terms of a Collective Agreement entered into and adopted by the City of Brandon, and/or the provisions contained within a statute or regulation of the Government of Canada and/or the Province of Manitoba and/or a by-law of the City of Brandon, the Collective Agreement or the Federal or Provincial statute or regulation or by-law of the City of Brandon shall supersede such policies or procedures adopted by the City of Brandon.

DEFINITIONS

Accessibility Champions: Those individuals holding the position of Mayor and City Manager designated to support and drive the Accessibility Plan.

Accessibility Coordinator: The Employee responsible for ensuring the Accessibility Plan and related Standards are developed and maintained.

Accessibility Plan: That document adopted by the City which meets the requirements of the Act.

Accessibility Working Group: A group of Employees working together to assist the Accessibility Coordinator in meeting requirements of the Act with respect to the Accessibility Plan and related Standards.

Act: *The Accessibility for Manitobans Act*, C.C.S.M. c.A1.7, including related Regulations as adopted by the Province of Manitoba, and amended from time to time.

Barrier: Anything that, for a person who has a physical, mental, intellectual or sensory disability, interacts with that disability in a way that may hinder the person's full and effective participation in society on an equal basis.

City: The Municipal Corporation of the City of Brandon.

Employee: An individual employed by the City.

Standard: Accessibility standard as prescribed under the Act and applicable to the City.

Policy

Responsibilities

The City:

must prepare, for 2016 and every second year after that, an Accessibility Plan that addresses the identification, prevention and removal of barriers that disable people in the policies, programs, practices and services of the City; [Act 33(2)]

must ensure the contents of the Accessibility Plan meet the requirements set out in the Act; [Act 33(3)]

must, in preparing the Accessibility Plan, consult with persons disabled by barriers or representatives from organizations of persons disabled by barriers; [Act 33(4)] and must make each of its' Accessibility Plans available to the public. [Act 33(5)]

Accessibility Champions:

will actively promote the City's Accessibility Plan within the community;

will chair the Accessibility Working Group Sub-Committee; and will support the Accessibility Coordinator and Accessibility Working Group as they strive to achieve their responsibilities.

Accessibility Coordinator:

will chair the Accessibility Working Group;

will regularly review and recommend updates to the Accessibility Plan;

and will ensure compliance with the Accessibility Plan and related Standards is actively being pursued by the City.

Accessibility Working Group:

will consist of a minimum of one representative from each department with at least ten (10) employees and one representative collectively from those

departments with less than ten (10) employees. In selecting representatives, consideration should be given to their interest and ability to participate on the Accessibility Working Group as well as the appropriateness of the skill set they can bring to the process.

will develop and regularly update the City's Accessibility Plan;

will actively participate in reviewing accessibility issues in existing and proposed City facilities, properties, policies, programs, practices and services;

will participate in developing and conducting accessibility audits;

will participate in developing, coordinating, and providing training and information sessions; and will positively represent the Committee, its work, and accessibility issues in general.

Employees:

will ensure they are complying with all aspects of this Policy, related Standards, and the Accessibility Plan while performing their employment responsibilities;

will ensure every reasonable effort is made to utilize alternate arrangements as necessary to achieve accessibility for the customer; and

will notify the Accessibility Coordinator or their supervisor of any potential barrier they become aware of during the carrying out of their employment responsibilities.

Accessibility Plan

The Accessibility Plan must include: [Act 33(3)]

a report on the measures the City has taken to identify, prevent and remove barriers that disable people;

the measures the City intends to take in the period covered by the plan to identify, remove and prevent barriers that disable people;

the measures in place to ensure that the City, to determine their effect on the accessibility for persons disabled by barriers, assesses the following:

any proposed policies, programs, practices and services of the City;

any proposed enactments or by-laws that will be administered by the City;

and all other information prescribed for the purpose of the Accessibility Plan.

Copies of the Accessibility Plan must be provided in an accessible format and at no charge to a person within a reasonable time after the person requests it from the City. [Act 36(c)]

Consequences

If it is determined that this Policy has been breached by an Employee, appropriate disciplinary action shall be taken internally and/or externally under relevant legislation.

A person who is guilty of an offence under the Act is liable on summary conviction to a fine as set out in the Act. [Act s.34(3)]

Related Information

The Accessibility for Manitobans Act, C.C.S.M. c. A1.7

Customer Service Standard Regulation

Future Standard Regulations as implemented by the Province

The Human Rights Code of the Province of Manitoba

Revision **New**

Issued By: Original signed by

No.:

Brian Kayes

Brian Kayes

Accessibility Coordinator

Revision **December 1, 2016**

Authorized Original signed by

Date:

By: Scott Hildebrand

Scott Hildebrand

City Manager

*end of policy

Baseline Report

The City of Brandon developed and administered an Accessibility survey. This involved four targeted questionnaires that were made available to employees and the public from June 24 until July 22, 2016. The deadline was eventually extended until September 14, 2016. Surveys were available on Survey Monkey, in print, and call taking over the telephone. The public completed 24 questionnaires; City Departments completed 17; Employees visited and assessed 78 City facilities, and 264 City employees completed questionnaires. A total of 383 questionnaires were completed. Copies of the questionnaires are included in supporting material. Information gathered was used to develop a baseline for the City of Brandon's Accessible Customer Service and to identify areas of improvement. This in turn supported the development of ten objectives with corresponding action plans that make up the City of Brandon's Accessibility Plan.

City-wide Positives

- Accessibility Working Group with a sub-committee made up of customers
- Mayor and City Manager as Champions of Brandon's movement to being accessible
- Service animals are welcomed in all City facilities with the exception of food handling areas and the Enhanced 911 Centre where access is restricted for everyone
- Employee willingness to embrace a philosophy of problem solving when encountering unexpected barriers and making it work

- No fees are charged for accommodating or support persons in City programs with the exception of playing golf or tennis
- The City has an accessible web-site
- Accessibility Plan and related activities are shared on City web-site
- Many events are announced in an accessible manner
- Public events required by an enactment are advertised inviting requests for relevant disability accommodation
- City endorsed Accessibility Policy posted on City web-site

City-wide Areas Requiring Action

- Provide an employee training program related to accessibility issues that is required for all personnel
- Increase the use of adaptive technologies throughout the City
- Institute a procedure to rapidly report and repair accessibility devices that are not functioning
- Institute a procedure to rapidly notify the community of any temporary barriers to facilities or programs
- Ensure that all public events are announced in an accessible manner
- Ensure that all public events are hosted in accessible meeting places
- Ensure advance notice is provided if a support person is to pay an admission fee
- Institute a procedure of welcoming persons with disabilities by announcing the City's provision of special accommodations and by specifically including those with disabilities at all events
- Complete a review of signage in and around City properties with a view to improving accessibility

Accessibility Plan

Objectives and Actions to Meet the Goal

The completion of the following ten objectives will improve the level of customer service that City of Brandon employees deliver to all customers. These objectives work to remove identified barriers and to prevent new barriers from being established.

Goal

To have the City of Brandon develop and comply with its Accessibility Plan.

The objectives follow and are spaced separately to facilitate ease of printing individual objectives.

1. Employee Training Objective

The completion of this objective is dependent on several other objectives being completed so that aspects can be included in the employee training program. The following objective should be completed by early October to allow time for a report to be prepared and submitted to the Province by November 2017.

Working Group Members leading this objective

Sandra Wallace, Dean Hammond

Employee Training Objective:

To have all City of Brandon employees trained to a level of awareness about accessibility issues so that they can provide good customer service in all cases.

The City of Brandon Employee Accessibility Training program will be required for all personnel (by March 30, 2017).

There will be two levels of training:

- Accessibility Awareness
- Training for Direct Personal Interaction with Accessibility Issues.

The level of training will depend on the position's likelihood of interacting directly with person's impacted by barriers

While an on-going program, training of 90 – 100% of employees will be completed (by October 15, 2017).

Accessibility Awareness Training includes:

- Review of the City of Brandon Accessibility Plan
- Awareness of accessibility issues
- Review of Manitoba Human Rights Code

- Removing barriers
- Not establishing new barriers
- Welcoming service animals
- Welcoming support persons
- List of resources/contacts

Training for Direct Personal Interaction with Accessibility Issues includes:

- Reinforcing the philosophy of problem solving when encountering unexpected barriers and making it work
- Preparing material to be posted to the City web-site
- Working with non-English speakers
- Rights of Provincial inspectors as outlined in legislation
- Entry to all areas
- Assistance provided to the inspector
- Information made available
- Allow the inspector to make copies of records
- Provide written answers when requested
- Employee action required upon receiving a written order
- List of resources/contacts
- Receiving and responding to feedback
- Holding accessible public events/programs

The coordinators of The City of Brandon Employee Accessibility Training program will provide a report to the Accessibility Coordinator on a quarterly basis (March, June, Sept, December):

- Training schedule
- Names of employees trained
- What program they received

2. Reviewing Accessibility Issues Objective

The following objective would ideally be completed early in 2017 so that aspects of it may be included in the employee training program that is scheduled to begin in March 2017.

Working Group Members leading this objective

Tanya Marshall

Reviewing Accessibility Issues Objective:

To have an ongoing and sustainable program that will review accessibility issues in existing and proposed City facilities, properties, programs, practices and services.

Institute procedures that will: (by March 15, 2017)

- Identify existing barriers
- Record the type of barrier
- Location of barrier
- What has been done to remove the barrier
- Where possible, remove existing barriers
- Where not possible, have a procedure to provide the service
- Prevent new barriers from being established
- Develop the means to accommodate accessibility aids
- Increase the use of adaptive technologies throughout the City
- Recognize the need for support persons
- Recognize the need for service animals

Provide a report to the Accessibility Coordinator on a quarterly basis (March, June, Sept, December):

- What has been done to remove barriers
- Instances where preventing new barriers has occurred
- Instances where there has been an increased use of adaptive technologies

3. Accessible Information Objective

The following objective would ideally be completed early in 2017 so that aspects of it may be included in the employee training program that is scheduled to begin in March 2017.

Working Group Members leading this objective

Jeff Green

Accessible Information Objective:

To have all material on the City of Brandon web-site in a format that is accessible.

- Complete a review of material on the City web-site with a view to improving accessibility
- Assess the current state of accessible material on the City's web-site (by September 15, 2017)
- Identify historical documents that are not saved appropriately
- Where possible and practical, update material to an accessible format
- Where not possible and practical, add an accessible statement that informs the user that this document is available in alternate format upon request
- Institute a process to ensure all new material added to the web-site is accessible (March 15, 2017)
- Institute a process to ensure that, when requested, non-accessible material will be provided in an alternate format that is accessible to the person requesting it (March 15, 2017)

- Provide a report to the Accessibility Coordinator on a quarterly basis (March, June, Sept, December):
- Improvements to the accessibility of the web-site

4. Documentation Objective

The following objective would ideally be completed early in 2017 so that aspects of it may be included in the employee training program that is scheduled to begin in March 2017.

Working Group Members leading this objective

Kelly Main

Documentation Objective:

To have all City of Brandon Accessibility Plan activities documented on the City web-site

- Institute a procedure to document: (by February 15, 2017)
- Actions related to the Accessibility Plan and Objectives
- Record of barriers and action taken to remove barriers
- Minutes of Accessibility Working Groups
- A summary of employee accessibility training
- Accessibility training schedule
- Accessibility Policy
- Accessibility procedures

5. Accessibility Feedback Objective

The following objective would ideally be completed early in 2017 so that aspects of it may be included in the employee training program that is scheduled to begin in March 2017.

Working Group Members leading this objective

Debbie Nelson

Accessibility Feedback Objective:

Institute procedures to receive and respond to feedback (by March 15, 2017)

- Encourage feedback from the public
- Advertise the City of Brandon feedback process
- Advertise that information is available in other formats, on request
- Outline how to respond to complaints

Institute a procedure to provide documentation when requested (by March 15, 2017)

Institute a procedure to be able to provide information in alternate formats on request (March 15, 2017)

Institute a procedure to provide a report to the Accessibility Coordinator on a quarterly basis (March, June, Sept, December):

- Number of Accessibility related queries

6. Accessibility Devices Objective

The following objective would ideally be completed early in 2017 so that aspects of it may be included in the employee training program that is scheduled to begin in March 2017.

Working Group Members leading this objective

Tracey Averill

Accessibility Devices Objective:

To have all City owned accessibility devices functional

Procedures will be developed to: (by March 15, 2017)

- Rapidly report and repair accessibility devices that are not functioning
- Rapidly notify the community of any temporary barriers to facilities or programs
- Ensure alternate accommodations are available when accessibility devices are not functioning.

Provide a report to the Accessibility Coordinator on a quarterly basis (March, June, Sept, December):

- Accessibility devices that were not functioning
- City's response

7. Public Events Objective

The following objective would ideally be completed early in 2017 so that aspects of it may be included in the employee training program that is scheduled to begin in March 2017.

Working Group Members leading this objective

Jeff Elliott, Jennifer Houlihan (volunteered to assist)

Public Events Objective:

To have all City of Brandon events held in accessible spaces

Institute a process to ensure: (by March 15, 2017)

- All public events are announced in an accessible manner
- The welcoming of persons with disabilities by announcing the City's provision of special accommodations and by specifically including those with disabilities at all events
- Advance notice is provided if a support person is to pay an admission fee
- All public events are hosted in accessible meeting places
- Develop a guide or checklist that people can use to assess the meeting space
- Pre-identify meeting spaces that
- Are accessible
- Can easily be made accessible

Provision of a report to the Accessibility Coordinator on a quarterly basis (March, June, Sept, December):

- Brief summary of each City sponsored public event describing what accessibility measures were in place and where improvements could be made.

8. Signage Objective

The following objective should be completed by early October to allow time for a report to be prepared and submitted to the Province by November 2017.

Working Group Members leading this objective

Brian Ursel, Andrew Mok, Tyson Fisher, Mike Messel

Signage Objective:

To have accessible signage at all City of Brandon owned properties where the public is expected to attend

- Complete a review of signage in and around City properties with a view to improving accessibility
- Develop a list of all City buildings and park facilities where signage should be located (by December 30, 2016)
- Using CSA Standard B651-12, *Accessible Design for the built environment*, assess the current state of signage at City buildings and park facilities (by March 2017)

Develop a strategic plan to upgrade signage

- Prioritize the order in which City owned properties should have up-dated signage (by April 2017)
- Develop a schedule of up-dating signage (by April 2017)
- Provide a summary of completed signage installations (by October 15, 2017)

9. Parking Objective

The following objective should be completed by early October to allow time for a report to be prepared and submitted to the Province by November 2017.

Working Group Members leading this objective

Brian Ursel, Andrew Mok, Tyson Fisher, Mike Messel

Parking Objective:

To have accessible parking at all City of Brandon owned properties where the public is expected to attend

- Complete a review of parking at City properties with a view to improving accessibility
- Develop a list of all City buildings and park facilities where public parking is available (by December 30, 2016)
- Using CSA Standard B651-12, *Accessible Design for the built environment*, assess the current state of designated parking spots at (by March 2017)

Develop a strategic plan to upgrade public parking to include designated parking spots

- Determine what alterations are feasible in 2017 (by April 2017)
- Where required note longer time frame for specific locations
- Develop a schedule of alterations (by April 2017)
- Provide a summary of completed alterations (by October 15, 2017)

10. Accessible Washrooms Objective

The following objective should be completed by early October to allow time for a report to be prepared and submitted to the Province by November 2017.

Working Group Members leading this objective

Brian Ursel, Andrew Mok, Tyson Fisher, Mike Messel

Accessible Washrooms Objective:

To have all City of Brandon public washrooms accessible

- Complete a review of City owned public washrooms with a view to making accessibility improvements wherever possible
- Develop a list of all public washrooms owned by the City (by December 30, 2016)
- Using CSA Standard B651-12, *Accessible Design for the built environment*, assess the current state of public washrooms in City buildings and park facilities (by March 2017)

Develop a strategic plan to upgrade public washrooms

- Short term – work will be completed by December 2017
- Determine what alterations are feasible in 2017 (by April 2017)
- Develop a schedule of alterations (by April 2017)
- Provide a summary of completed alterations (by October 15, 2017)

Develop a strategic plan to upgrade public washrooms

- Long term – work will be completed after December 2017
- Write a policy statement that will ensure that any future building alterations, improvements or renovations consider the provision of at least one universal washroom according to CSA Standard B651-12, *Accessible Design for the built environment* (by March 2017)

Results from the Survey Questionnaires

Brandon Fire and Emergency Services Significant Services

Life Safety

Fire suppression

Fire Investigation

Specialized Rescue Teams

Tech (High Angle) & Water Rescue

Confined Space

CBRNE & USAR

Property Fire Inspections

Emergency Medical Services (ambulance)

Permits

Burning

Fire Pit

Fireworks

Public Education

Learn Not to Burn

Junior Fire Setter Program

Firestop Program

Babysitting Course

School Fire Drills

Fire Extinguisher Training

Fire Chief for a Day

Tours

Administrative Services

Accounts Receivable

Ambulance Bills

RM Contracts

MPI

Accounts Payable

Main outdoor sign at Fire Hall #1 is large and has address but has low contrast

Text on tower sign at Fire Hall #1 is too small

Interior signs in Fire Hall #1 are white text on glass, are at eye level, appropriate size

Parking at Fire Hall #1

At Fire Hall #1 there is a pick-up/drop-off area is designated and barrier free path

At Fire Hall #1 there is one designated accessible parking spot – signed, free of barriers

Client Profile

All ages from child to senior and wide range of abilities

EMS are often in crisis and tend to be more prone to mobility, vision, hearing and cognitive issues.

Throughout all of the public education, and other services the client base is all ages and ranges of abilities.

LNTB – Teachers & children ages 5-8

School Presentations – Teachers & children ages 5-13 – encounter a fair number of special needs and disabilities.

Fire Extinguisher Training – 25-55

Seniors Presentations – 65 and over.

Babysitting program – 12 & 13 year olds. Minimal disabilities, potential for some.

Property Fire Inspections, permits – Mostly in the 25-55 range

Tours – All ages & abilities.

Support – Age 25 and up, all abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as radio and telephone

Accessibility Achievements - Fire Hall #1

New building – very accessible

Entrance to building is controlled so no one can enter unless supervised

Receptionist counter has accessible portion for wheel chair access

Public washrooms are accessible

Accessible public meeting space

Have an elevator with braille text although only rarely will public have access to upper floors

Automatic door openers on the front and back entrances to the main foyer

Currently no accessibility devices at this location are out of service

Service animals allowed

When people register for Babysitting program they are asked about special needs and offer to accommodate

Make use of Spanish speaking employee to help interpret in Safe Baby training program

No fees are charged for accommodating or support persons

Hold public events in accessible places

At the request of a client some parts of the Learn Not To Burn program is in braille

Emergency Medical Services have equipment to assist those with physical disabilities

Developed and use an interpreted phrase list to help communicate in emergencies

Emergency Medical Services survey can be completed on-line on accessible web-site

Web-site has all printed PDF's

Events are announced on accessible web-site

Department has a philosophy of solving problems and making it work

Accessibility Barriers - Fire Hall #1

No way to electronically fill out permit applications.

Permit applications, and other documents on our website are not available in large text format. Add on website somewhere that they are available upon request, and make sure we have the capability to produce them.

Parking is unclear

Main signage is large, good condition, contains address but has low contrast

No directional signage upon entering but employees available to assist

Counter height at entrance by Alarm Room is not accessible and no process in place

Meet in nearby meeting room or refer to Reception area that is nearby

Water fountain in hallway presents an obstruction

Language barriers have been reported

Department has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

No employee training provided related to customer service for people with disabilities

Securing arms to stretcher; someone who signs; how to communicate that the action they are taking is necessary; how to use Cantalk; Brandon Fire & Emergency Services may have some aspects of accessibility training to share

Brandon Municipal Airport Significant Services

Maintain the Brandon Municipal Airport

Scheduled flight service

Corporate flight service

Medivac

Pilot training

Military training

Administrative Services

Airplane monument at entrance indicates airport

Main outdoor sign is large and visible from road

Numerous directional signs on site

Interior signs are adequate

Pick-up/drop-off area is designated with signage and barrier free path

Three designated accessible parking spot – painted on concrete and signed, free of barriers

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Service animals allowed

Employees hold door open during peak hours if out of service

Public washrooms are accessible

Accessibility Barriers

No resting place after long walk

Recommend placing a bench in foyer

No employee training provided related to customer service for people with disabilities

Department has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

Brandon Municipal Cemetery

Significant Services

Liaise with funeral homes and private persons for plot purchase and/or burial

Liaise with monument companies and private persons for installation of headstones

Maintain a database of burial records

Booking agent for Brandon School Division facilities

Administrative Services

Small iron sign on fence, hard to see from street

Gravesites are visible from roadway

No directions to office

No pick-up/drop-off area designated

No designated accessible parking spot

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Service animals allowed

Accessible counter heights

Accessible public meeting space

Accessibility Barriers

Door is not automatic

Door is heavy

Tight entrance area

Path is not level and there is a gap between path and doorway

Public washrooms are not accessible – narrow door, sinks are too high

No employee training provided related to customer service for people with disabilities

Department has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

Brandon Police Service Program Services

Tours of Police Service

Managing citizen complaints

Public meetings

Arrest and detain persons

Animal Control and By-Law services

All policing services

Identification Services – fingerprints and photographs

Administrative Services

Public has unescorted access to Front Reception Area

Sign at each service portal are blue text on white says, “You expect us to treat you with respect, professionalism and integrity; we expect the same in return”.

Signage at top of building, directional signs on street and in parking lot

Sign at outside door to building with red text on white says “No animals allowed in building with the exception of service animals”

At the Criminal Records Check Office the sign is red and blue lettering on white and posts office hours

Instructional sign is red and blue lettering on white and posts instructions on Criminal Records checks

Front entrance sign on doors is white text on glass door and says “These doors are secure. Please wait for attendant to assist you”

Pick-up/drop-off area is designated and barrier free path

Two designated accessible parking spots – painted on concrete and signed

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as radio and telephone

Accessibility Achievements

At request of client service animals now allowed in the building

New building – very accessible

Reception area at police is easily accessible and has bench outside main doors and chairs inside

Counter height not accessible but process in place to accommodate

Public washrooms are accessible

Braille on washroom signs

Accessible meeting space available

Hold public events in accessible places

Use out of order signs on equipment that is not working and no notification process beyond this

When Criminal Records Check are unavailable for a day, a notice is posted on the web-site, it is tweeted out and a sign is placed at the front entrance

Currently no accessibility devices at this location are out of service

Department uses: large print text, electronic format on web-site, closed circuit television, oral interpreter

Department has a philosophy where employees are encouraged to navigate the issue in the best way possible and ask for assistance from a supervisor or management as required.

Issues encountered are to be reported to the supervisor for follow-up

No fees are charged for accommodating or support persons

Notice of events is posted on web-site

PDF's are in format that can be read on the web-site

Provide translations of any surveys the department is running

Provide translators on tours when required

Utilize Practice of Courtesy Policy, Clerical Front Desk Attendant training/policy

Employee training is provided related to customer service for people with disabilities

Three people who use mobility devices recently toured the building and reported that the building was an excellent example of accessibility due to wide doorways and halls, low light switches and good floor for mobility device

Accessibility Barriers

Scooter got stuck in ladies' washroom

Outside automatic door opener does not always work

Use out of order signs on equipment that is not working and no notification process beyond this

Automatic door opener on north side of building is currently not working

No water fountain for public use

Department has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

People must attend Criminal Records checks in person

Wet floor signs block hallway during times of cleaning

City Hall – Brandon Urban Aboriginal Coordinator, Clerk's Office, Economic Development, Financial Services, Human Resources, Legal Services, Records

City Hall **Administrative Services**

Pick-up/drop-off area is designated with signage (but on street with curb in the way)

Two designated accessible parking spot – painted on concrete and signed

Signage is above and beside doors at entrances

Indoor signs are too high and too small

Need more directional signage inside

No signage to indicate elevator in building

Map located at north doors hard to follow

Department names on doors are not easily readable

Many departments have no signs

Accessibility Achievements

Removed unsafe ramp from pit in foyer

Updated ramp at front entrance

Added bench at back door

Use signage if elevators are out of service and no notification process beyond this

Use signage if washrooms are out of service

No notification process beyond this

Some accessible meeting areas

Accessibility Barriers

Need to open both doors on offices to allow wheelchair access

Customer got stuck between doors on south side of building due to a malfunction in the automatic door opener

No automatic opener on one set of south doors

Public washrooms are accessible but no automatic door and paper towels holder and soap dispenser are too high

Use signage if elevators are out of service and no notification process beyond this

Cement is raised at bottom of north stairs making tripping hazard and difficulty pushing wheelchair over it

No wheelchair access from southeast door

No braille

**City Clerk's Office, Aboriginal Community Coordinator,
Communications
Significant Services**

Manage the Telephone Enquiry Line

Access to public records

Freedom of Information and Protection of Privacy requests

Personal Health Information Act requests

Commissioner for Oaths & Certified True Copies

City Council Boards & Committee – appointment and administrative support

Requests for copies of by-laws

Board of Revision Assessment Appeals

Provide general information by phone and in person

Updates and maintains social media accounts

Aboriginal relations

Media relations

Coordinates events and meetings

Administrative Services

Courier pick-ups and drop offs, including Canada Post

Administrative support to City Council

Sign is white text on black located near ceiling and says, "City Clerk's Office"

Sign on door to office is black text on brown door and says,
“Administration”

Sign says, “Executive” instead of, “City Clerk’s Office”

Sign at Records Office is black text on glass at appropriate height and wording

Client Profile

All ages from 18 years and up and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Service animals are allowed

Counter heights are not all accessible but process to accommodate

Clerk’s Office is planning on re-organizing their area to make it accessible

Department has a philosophy of solving problems and making it work

Clerk’s Office have process in place to assist people

Open both doors for easier access

Provide space at a desk in one of the office for wheelchair access

Print copies of information for customers who do not have computer access

Currently no accessibility devices at this location are out of service

No fees are charged for accommodating or support persons

Hold public events in accessible places

Events are announced on accessible web-site

Accessibility Barriers

Doors are heavy and hard to open – Clerk’s Office usually leave one open

Recommended that office doors be open at all times during business hours

Counter heights are not all accessible but process in place for other events

Applications for City Council Committee cannot be submitted on-line and have to be hand written or typed

Applications for grants are not accessible on-line due to requirements for financial documents to be submitted with the application and have to be hand written or typed

Applications for assessment appeals are not available on-line (see above)

No employee training provided related to customer service for people with disabilities

Department has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

Economic Development Significant Services

Business Development

Employee Recruitment

Statistics

Housing Information

Relocation Information

Accommodation Tax Grants

Community Information

Business Tours

Relocation Tours

Marketing

Administrative Services

Sign on front window is black with clear lettering 17X9 inches

States office name and hours

First Aid sign at kitchen closet doorway is green with white lettering 7X5 inches

Directional egress sign with diagram of exits from room and building is black on white 8.5X11 inches

Client Profile

All ages from 18 years and up and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Service animals are allowed in department

Department charges no fees related to accommodating disabilities

Public events are held in accessible meeting places

Website is available in nine languages

Relocation book is available in two languages

Room for mobility aids in office

Accessibility Barriers

Difficulty assisting customers due to language barriers

No employee training provided related to customer service for people with disabilities

Department has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

Finance

Significant Services

Financial and accounting services

Procurement services

Property tax administration

Utilities administration

By-law administration

Front line customer inquiry

Administrative Services

First point of contact for City Hall inquiries

Transact parking tickets, utility bills, tax bills, ambulance bills, and other accounts receivable

Property tax inquiries and processing

Utilities inquiries and processing

Accounts receivable inquiries and processing

By-law inquiries and processing

Procurement and accounts payable inquiries and processing

Accounting inquiries and processing

“Information” sign is very large, white text on black, hanging from ceiling, with an arrow pointing towards the service counter.

“Customer Service” and “Finance” signs are large black text on white, hanging from ceiling, underneath the customer service sign

Client Profile

All ages, generally from 16 years and up, and with a wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Staff are trained on the use of CanTalk translation services

Service counter has a separate wheelchair accessible cut out

Service animals are allowed

Accessibility Barriers

No provisions for the hearing impaired

No provisions for persons who may be unable to stand for prolonged periods

Doors are kept closed as public generally does not enter the actual department. If required, the doors are heavy. Also both doors may possibly need to be opened for a wheelchair to pass through.

No employee training provided relating to customer service for people with disabilities.

Applications for programs such as the 'Tax Installment Program' and the 'Utility Payment Program' can not be submitted electronically. The applications are on line but must be printed off and completed by hand and delivered to the department.

Human Resources Significant Services

Support for hiring

Advertising of employment opportunities

Take applications for employment

Public Education

Presentations/Training on resumes, applying for jobs, interviewing

Career Symposium

Safety Talks

Career Connections (Brandon Correctional Centre)

Administrative Services

Payroll

Health and Safety

Benefits administration

Training and Development – employment skills coaching

Employee Relations

Labour Relations

Compensation

Return to work

Sign is white text on black located near ceiling and says, “Human Resources”

Sign on door to office is black text on white

Client Profile

All ages from 16 years and up and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Service animals are allowed

Accommodation for wheelchair height

Entrance has been enlarged to accommodate wheelchairs

Look for solutions on needed basis

Going to CNIB for testing

Adjusted processes when found issues such as a 3 hour testing period was too long

Permit use of interpreters and support people

A desk is available to provide face-to-face service for someone in a wheelchair

There is an alternate route into the office that is less constrictive

Process to designate an accessible meeting room as required

A magnifying glass is available

Dyslexia font available for forms

Employee will read text aloud as required

Department has a philosophy of consultative solving problems and making it work

Currently no accessibility devices at this location are out of service

No fees are charged for accommodating or support persons

Events are announced on accessible web-site

Plan to develop communication tools/practices for effectively interacting with persons living with speech or hearing disabilities or who do not speak English

Employment application form contains employment equity space for completion

Ensure job requirements are bona fide

Work extensively with employees on return to work initiatives and determining functioning

Have accessed specific disability related professional training on an as needed basis to address the needs of an employee

Accessibility Barriers

Hearing impaired, no processes in place

Autism, working with group helping them find work, interview process, too intimidated for panel interview,

Visually impaired, testing, had to use CNIB equipment

Apply for 911 in wheelchair, couldn't get through the doors, had trouble opening.

Testing, physically challenged, didn't matter to position, testing took 3 hours, lower half of body, lower half of body, went numb.

Fill out applications, paperwork, counter height, have table where they could pull up to desk, no wheelchair.

No assistive technology for computer testing

Totally on-line system for those visually impaired, economically

Selection process for competitions

On-line job application process

Employees assist those who apply in person

No employee training provided related to customer service for people with disabilities

Communication related training including signing; information on assistive technologies; empathy/understanding of the abilities actually affected by the disabilities

Human Resources department has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

Legal Services

Significant Services

Legal advice and support to City departments

Administrative Services

No contact with the public

Client Profile

City of Brandon departments and personnel

Information Technology Program Services

Websites

On-line publications

Livestreaming Council meetings via YouTube

Administrative Services

Signage has good contrast with white non-sans script text on black background

Signage is 8 feet from floor

No braille

Client Profile

All ages from child to senior

Customers interact with electronic, hearing and reading

Never interact in person

Accessibility Achievements

Service animals are allowed

Past 8 years continued mandate to meet Web Accessibility Standards

Closed captioning on on-line videos

Plan to meet in adjacent meeting room when required

Plan to add descriptive audio to videos and web photos

No fees are charged for accommodating or support persons

Positive feedback on website accessibility, “we are ahead of the curve”

Department has formal program to reach out to persons with disabilities by announcing they provide special accommodation for access to the information on the web-site

Accessibility Barriers

Inaccessible PDF’s on website

No employee training provided related to customer service for people with disabilities

Mayor and City Manager’s Office Significant Services

General information on City services

Internal and external contact information

Scheduling and receiving guests for meetings/appointments

Handling customer concerns

Coordinating events

Administrative Services

Signage on door is black text on brown door with letters 1 inch x 2 inches saying, “MAYOR, CITY MANAGER”

Signage in interior hallway is white text on black with 2 inch x 1.25 inches wide letters saying, “THE MAYOR AND CITY MANAGER”

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Service animals are allowed

Doors are heavy and hard to open – one door is left open during office hours and both are opened to accommodate better access when required

Move chairs in reception area if required

No fees are charged for accommodating or support persons

All accessibility devices are working

Layout of office is accessible

Meetings held in accessible meeting space

Mayor and City Manager's office have a procedure of welcoming persons with disabilities by announcing the City's provision of special accommodations and by specifically including those with disabilities at all events

Events are announced in an accessible manner on the City's web-site

Public events required by an enactment are advertised inviting requests for relevant disability accommodation

City Manager endorsed Accessibility Policy

Department provides training to employees related to serving those who experience barriers to accessibility

Would like training in serving those with mental health issues and the situations this creates

Accessibility Barriers

Some time ago the elevator at City Hall was out of service for an extended period of time and people were unable to access the second floor

Some people have reported difficulty opening some documents on the City web-site

No employee training provided related to customer service for people with disabilities

Department has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

Need to improve signage to include more symbols and less words and to increase the use of braille

E911

Significant Services

911 call taking

Police dispatching and call taking

Fire dispatching and call taking

Babysitting course

Career Symposium

Burn CD's for evidence

Make presentations as part of the Police Studies Program at Assiniboine Community College

Administrative Services

This is a secure area so the public are not allowed entry

Service animals are not allowed

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as radio and telephone

Accessibility Achievements

Policy to utilize and do utilize Cantalk frequently for interpretive services

Policy to utilize and do utilize text to 911

Must register and is restricted to deaf and speech impaired. The person calls 911 and the call taker texts them back

Utilize TTY through the in-house keyboard

Currently no accessibility devices at this location are out of service

Department has a philosophy of solving problems and making it work

No fees are charged for accommodating or support persons

Employee training is provided related to customer service for people with disabilities

Accessibility Barriers

No barriers noted that are not currently accommodated

AR McDiarmid Civic Complex – Community Development, Engineering, Planning & Building Safety, Risk and Emergency Management

AR McDiarmid Civic Complex Administrative Services

Three designated accessible parking spots – Painted on concrete and signed

Pick-up/drop-off area is designated with signage and barrier free path

Signs are black on grey glass at five foot level for meeting rooms and offices

Signs at top of building on two sides

No directional signs in hallways

No braille

Accessibility Achievements

Newly renovated building that is accessible

Public washrooms are accessible

Currently no accessibility devices at this location are out of service

Accessibility Barriers

Sign on elevator door if out of service but no notification process beyond this

West side of building, accessible parking spot is beside loading zone. If loading zone is occupied, you would have to go around the back of the vehicle to access the ramp as the area is curbed

Directional signs at south entrance and west entrance are not clear

Confusion on which door to use to enter building

Water fountain in hallway presents an obstruction

Accessible meeting space but no automatic door openers to meeting rooms

Community Development Significant Services

Youth Centre

Youth Activity Centres (summer)

Music programming in the parks

Volunteer management

Arts Office (through Manitoba Arts Council)

Community Centre support

Seniors programming

Administrative Services

Reception at entrance to Community Development area

Washroom signs 8" x 6", good contrast with white on navy, appropriate symbol

Fire extinguisher sign 4" x 14", good contrast with red on white

Youth Centre/Cultural Centre directional sign 10" x 30", grey on white

Numerous other signs and postings could be reduced to one information area

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Removed communication barrier with deaf person by using a white board

Service animals are allowed

No fees are charged for accommodating or support persons

Department has a philosophy of solving problems and making it work

Respectful workplace ideology in Youth Centre

Always ensure they have an accessible porta-pottie for events

Have lower counter height at front reception counter to better greet people

Accessible meeting space

Accessibility Barriers

Entrance to Youth Centre/Cultural Centre has bump that can impede wheelchair access

Web-site content is not all accessible at this time

Calendar are hard to read

Printed material is low contrast

Water fountain in Community Development not working

Forms require handwriting

Not all events are announced in an accessible manner on the City's website

No employee training provided related to customer service for people with disabilities

Youth activity Centre has participants impacted by barriers

Department has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

Development Services

Engineering

Significant Services

Property Administration, purchase/sale, lane closures, legal agreements (encroachment, easement, cross access, leases, etc.)

Permits & Licences (industrial discharge license, driveway permit, cross access permit, crossing permit, lot grading permit)

Development (plan review and approval, capacity assessments on infrastructure)

Traffic (signage and signalization, project administration, contract administration)

City maps

Drinking water, lead water testing, wastewater services, overland drainage

General enquiries, council enquiries

Administrative Services

Reception at front entrance of AR McDiarmid Civic Complex

Sign is stainless steel text on white on front counter says, "Engineering Services"

Client Profile

All ages from 18 years and up and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Service animals are allowed

To assist client department utilizes electronic format and person reading text aloud

No fees are charged for accommodating or support persons

Department has a philosophy of solving problems and making it work

Counter heights are accessible

Could lower height at front reception counter to better greet people

Accessible meeting space but no automatic door openers to meeting rooms

Currently no accessibility devices at this location are out of service

Accessibility Barriers

Engineering department has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

No employee training provided related to customer service for people with disabilities

Some Engineering forms are not available electronically such as lot grading sheets

Planning & Building Safety Program Services

Building permits and enquiries

Land use applications and enquiries

Planning Commission public hearings

Public outreach

Administrative Services

Reception at front entrance of AR McDiarmid Civic Complex

Sign is stainless steel text on white on front counter says, "Planning & Building Safety"

Client Profile

All ages from 18 years and up and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Service animals are allowed

Developing an on-line submittal process for building permit applications

On-line documents are accessible on the web-site with Browse Aloud

Counter heights are accessible

Could lower height at front reception counter to better greet people

Employees can use discretion

Fill out forms or applications for/with people as may be required

Record complaints by phone or email

Change meeting location to remove a barrier

Employees had an impact in the accessible design of the AR McDiarmid Civic Complex

Department has a philosophy of solving problems and making it work

Utilize emotional Intelligence Training

No fees are charged for accommodating or support persons

Documents are saved on City web-site to be accessible

Residents can subscribe to receive notices of meetings by email that may then be viewed in an accessible format on-line

Accessibility Barriers

Lobby where some business is conducted would benefit from a more private kiosk with a computer

Planning & Building Safety department has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

No employee training provided related to customer service for people with disabilities

Attitudinal barriers; sensitivity training

Risk & Emergency Management Significant Services

Damage liability claim reporting

Damage liability claim management

Communicating to the public related to community risk management issues

Emergency public information

Large scale disaster planning

Administrative Services

Manage the City's insurance portfolio

Develop and manage the City's Emergency Management Program

Internal planning and exercise

External partnership development

Client Profile

All ages from 18 years and up and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Service animals are allowed

Will assist client by picking up claim information when requested

Meeting with client to discuss their claim so they understand what they must do to proceed

Accept both electronic and hard copy claims

Department has a philosophy of solving problems and making it work

No fees are charged for accommodating or support persons

When client makes an appointment they are informed if there are temporary barriers in place

Accessibility Barriers

People without access to e-mail

Language barriers

Require interpreters, Cantalk

Communicating with people with mental health issues

Current claims process operates without standard forms

Standardized form

No employee training provided related to customer service for people with disabilities

How to use Cantalk; serving people with mental health issues

Risk & Emergency Management Department has some emergency planning related to reaching out to persons with disabilities but has no formal program beyond that for announcing they provide special accommodation or specifically including those with disabilities

Civic Services Building – Building Maintenance, Garage, Meter Shop, Operations, Sewer & Water, Stores, Streets & Roads, Transit

Civic Services Complex
Administrative Services

No pick-up/drop-off area designated

No designated accessible parking spot

Building sign has good contrast

Public entrance sign is clear and large

Hours of operation sign is small (1" text)

Accessibility Achievements

Public washrooms are accessible

Accessibility Barriers

Cannot get on sidewalk without being on roadway

Rubber mat is thick and presents an obstruction at front entrance

Missing bricks in pathway outside are a hazard

Garbage container and bench and large ashtray obstruct front pathway

No automatic door openers to gain admission to Administrative area of building

Rain water from eaves drains onto sidewalk

Building Maintenance Significant Services

Maintenance of City buildings

Install street signs

Move furniture

Set up chairs for events

Repair private property under damage claims process

Administrative Services

Limited contact with the public

Client Profile

All ages from adult to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention

Accessibility Achievements

Service animals are allowed

Department has a philosophy of solving problems and making it work

No fees are charged for accommodating or support persons

Budget for automatic door openers

Have a system to place out of order signs on equipment that is not working but no notification process beyond this

Place temporary directional signage to assist people when alternate access is required

Accessibility Barriers

No employee training provided related to customer service for people with disabilities

Building Maintenance has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

Language barriers

Require interpreters, Cantalk

Garage **Significant Services**

Maintenance of City Fleet

Administrative Services

No contact with the public

Client Profile

City of Brandon departments and personnel

Meter Shop

Program Services

Water shut-off at any City address

Install new service meters

Replace non-functioning meters

Replace water meter batteries

Manage complaints about bills such as high volume readings

Manage frozen water services

Connect temporary water service between neighbours

Administrative Services

Provide public notices of repair activity

Client Profile

All ages from 16 years and up and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication

Accessibility Achievements

Department has a philosophy of solving problems and making it work

Developed translated paragraphs to show residents so they could read the reason for the worker at their address

Have tried demonstrating an activity as a means to explain it

Accessibility Barriers

Language barriers

Require interpreters and use of Cantalk

No employee training provided related to customer service for people with disabilities

Interacting with people with head injuries at MPI sponsored home

Meter Shop has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

Operational Services

Significant Services

Administrative support to Operations, Transit and Fleet

First point of contact for public and sales persons

Provide bus schedule information

Administrative Services

Directing calls from the public

All areas of administrative support

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication

Accessibility Achievements

Service animals are allowed

Counters heights are not accessible but process in place to accommodate

Department has a philosophy of solving problems and making it work

Utilize emotional Intelligence Training

No fees are charged for accommodating or support persons

Accessibility Barriers

Information sign is too high being located at the ceiling

“staff only” sign is too low inside building being located on the floor

Language barriers

Require interpreters and use of Cantalk

Operations has no formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

No employee training provided related to customer service for people with disabilities

Sewer & Water Significant Services

Repair and maintenance of existing sewer & water collection and delivery infrastructure located above and below ground

Hydrant flushing and repair

Administrative Services

Traffic safety signage

Client Profile

All ages from adult to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Aware of the need to better communicate with customers

Accessibility Barriers

Language barriers

Require interpreters such as Cantalk

No employee training provided related to customer service for people with disabilities

Streets & Roads Program Services

Snow removal

Street and road repair – potholes, grading, crack filling

Administrative Services

Traffic safety signage

Client Profile

All ages from adult to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Aware of the need to better communicate with customers

Accessibility Barriers

Language barriers

Require interpreters and use of Cantalk

No employee training provided related to customer service for people with disabilities

Transit Info Mall

Administrative Services

Pick-up/drop-off area is designated and barrier free path

One designated accessible parking spot free of barriers (not identified)

Sign is large, good location (but needs updating)

Accessibility Achievements

Service animals are allowed

Ramp installed

Automatic door opener installed

Railing installed

Accessibility Barriers

Counter height not accessible and no process in place

No public washroom

No employee training provided related to customer service for people with disabilities

Transit Significant Services

Operate public transportation system

Operate Handi-Transit

Provide emergency support for Brandon Police Service

Provide emergency support for Brandon Fire & Emergency Services

Administrative Services

First point of contact is personnel at front reception area

Signs on buses are blue on white front and back of buses

Bus numbers are on back and two side but not on front of busses

Route sign is located on the front and curb side of buses

Bus stops all have own numerical identifier

Bus schedule is available in print, pdf on website, Google Transit

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

All 17 buses are 35 or 40 feet and are low buses

All 5 Peri-Transit buses are 24 feet with lifts

Thorough information package in print and on web-site

Once persons register for Handi-Transit they receive information package

Extensive employee training provided related to customer service for people with disabilities. Has manual, video and practical 3 day program

Have an active Advisory Committee for Accessibility made up of City employees and customers

Service animals are allowed

Department has a philosophy of solving problems and making it work

No fees are charged for accommodating or support persons

Transit through Handi-Transit reaches out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

Accessibility Barriers

Some documents are not accessible due to format they are saved in

Some bus stops are difficult to get to

Some bus stops have a grass surface making ingress and egress difficult

Parks Complex – Parks, In-City Maintenance, Administration

Parks Complex Administrative Services

Pick-up/drop-off area is designated and barrier free path

No designated accessible parking

Small sign on door

No directional signage

No braille

Do place a sign on door if building is closed

Accessibility Achievements

Service animals allowed

Not accessible counter heights but process in place to accommodate

Accessibility Barriers

Door not wide enough

No automatic doors

Public washrooms are not accessible

Doorways and hallways are narrow and no automatic doors

No employee training provided related to customer service for people with disabilities

Parks

Significant Services

Tree pruning

Dutch elm control

Green house

Grass cutting

Administrative Services

Traffic safety signage

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication

Accessibility Achievements

Aware of the need to better communicate with customers

Accessibility Barriers

Language barriers

Require interpreters and use of Cantalk

No employee training provided related to customer service for people with disabilities

In City Maintenance

Significant Services

Maintenance of the ground and water play structures

Maintenance of cemetery

Mosquito abatement

Administrative Services

Traffic safety signage

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication

Accessibility Achievements

Aware of the need to better communicate with customers

Accessibility Barriers

Language barriers

Require interpreters and use of Cantalk

No employee training provided related to customer service for people with disabilities

Pools and Spray Parks

Client Profile

All ages from child to senior and wide range of abilities

Interact through reading, writing, speaking, hearing that requires concentration, attention and can involve use of electronic communication such as telephone

3rd & Aberdeen Park

Accessibility Achievements

Service animals allowed

Paved entrance to park to make facility more accessible

Pick-up/Drop-off area designated

Path free of barriers

Path from accessible parking spots to park is free of barriers

Outdoor signage is good condition and good color

Paved pathway

Accessibility Barriers

No seating area provided

Westridge Paddling Pool and Spray Park

Accessibility Achievements

Path leading to pool and spray park

Public washrooms provided and are accessible

Paved pathway available

Accessibility Barriers

No accessible parking

No designated pick-up/drop-off area

No designated accessible parking spots

Signage is leaning against building and not mounted

Too many rules and points on sign and not enough contrast

Washrooms do not have accessibility signage

Seating area is not accessible

20 feet needed to be added to pathway to connect to spray park to be made accessible

Kinsmen Centennial Pool

Accessibility Achievements

Sidewalk ramp

Designated pick-up/drop-off area but path is not barrier free

Good signage

Counter heights are not accessible but process in place if needed

Accessible public meeting space

Seating area is accessible

Paved pathway available

Accessibility Barriers

Path from designated pick-up/drop-off area is not barrier free

Must step up to get into building – needs ramp

No designated accessible parking spots

Gravel needs to be cleaned up on sidewalk cut out

Concrete around pool apron is trip hazard

Not wheelchair accessible

No braille

Counter heights are not accessible but process in place if needed

Public washroom is not accessible

No access to building that is barrier free

Paved pathway available

Accessibility Barriers

No designated pick-up/drop-off area

No designated accessible parking spots

Picnic tables are not accessible

Paved pathway is not available

Argyle Pool and Park

Accessibility Achievements

Service animals allowed

Accessibility Barriers

No designated pick-up/drop-off area

No designated accessible parking spots

Picnic tables are not accessible

Paved pathway is not available

Rideau Spray Park

Accessibility Achievements

One sign near playground

Public washrooms provided and are accessible

Seating area is accessible

Paved pathway available

Accessibility Barriers

No designated pick-up/drop-off area

No designated accessible parking spots

No signage with name of park

Sign reads "This play structure has been designed for children 5 to 12 years old and requires users to have sufficient strength and coordination.

Adult supervision is strongly recommended"

Path needs edging

Steep hill is unmarked

Main path should join pad

Accessible table faces away from pool and has no path

Washrooms are unmarked

Needs rumble strip along edge of pool to avoid accidents

Playground has gravel

Riverheights Pool and Playground

Accessibility Achievements

Service animals are allowed

Public washrooms provided and are accessible

Paved pathway available

Accessibility Barriers

No designated pick-up/drop-off area

No designated accessible parking spots

Seating area is not accessible

Parks and Playgrounds

Westbran Ball Diamonds

Accessibility Achievements

Ball diamonds were numbered or named

Accessible seating area provided

Accessibility Barriers

Outside sign is very small and hard to find; signs indicating different diamonds

No pathway to any bleachers or picnic tables

No paved pathway in park

Kristopher Campbell Memorial Skate Park

Accessibility Achievements

Curb cuts to make facility more accessible

Good outdoor signage

Accessible seating area provided

Accessibility Barriers

None

Parkdale Drive Playground

Accessibility Achievements

Service animals allowed

Accessible seating area provided

Paved pathway available

Accessibility Barriers

None

Coronation Park

Accessibility Achievements

Service animals

Paved pathway available

Accessibility Barriers

Non-accessible seating area provided

Fire hydrant located right at the entrance to the park, therefore there is a no parking sign which is at the drop off area - conflicting

Churchill Park

Accessibility Achievements

Service animals allowed

Accessibility Barriers

Non-accessible seating area provided

No paved pathway available

Dinsdale Park

Accessibility Achievements

Service animals allowed

Accessibility Barriers

Non-accessible seating area provided

No paved pathway available

Patricia Heights Park

Accessibility Achievements

Accessible seating area provided

Accessibility Barriers

No paved pathway available

Unlevelled ground makes it hard to operate wheelchair

Crocus Playground

Accessibility Achievements

Service animals are allowed

Accessibility Barriers

No designated pick-up/drop-off area

No designated accessible parking spots

Seating area is not accessible

Paved pathway is not available

Waskana Drive Playground

Accessibility Achievements

Service animals allowed

Paved pathway available

Accessibility Barriers

Non-accessible seating area provided

Hanbury Hill

Accessibility Achievements

Pick-up/Drop-off area designated

Accessibility Barriers

No garbage or recycling bins

Non-accessible seating area provided

No paved pathway available

Westaway Bay Playground

Accessibility Achievements

Service animals allowed

Pick-up/Drop-off area designated

Path free of barriers

Accessibility Barriers

Non-accessible seating area provided

No paved pathway available

No lights in playground other than street lights

Skating Oval

Accessibility Achievements

Accessible seating area provided in shack

Accessibility Barriers

Outdoor sign cannot be seen from parking lot and is old and worn out with inaccurate information

No paved pathway available

Portable washroom but not accessible

Queen Elizabeth Park

Accessibility Achievements

Accessible seating area provided

Accessibility Barriers

No paved pathway available

Washrooms available but not accessible

Mud filled puddles throughout park

Tree debris throughout

Princess Park

Accessibility Achievements

Accessible path to fountain but not through park

Public washrooms are available and accessible

Accessible seating area provided

Paved pathway available

Accessibility Barriers

Muddy conditions around picnic tables

Accessible path to fountain but not through park

No accessible way to get to performance stage

No pad underneath bench and not marked as accessible

Stanley Park

Accessibility Achievements

Paved pathway available

Accessibility Barriers

Too much writing and words on outdoor sign and location is not ideal

Washroom doors are too narrow

Public washrooms are available but not accessible

Non-accessible seating provided

Play structure surrounded by sand

34th Street Fitness Stations

Accessibility Achievements

Service animals allowed

Paved walking path to make facility more accessible

Exercise stations free of barriers

Accessible seating area provided

Paved pathway available

Accessibility Barriers

None

Wilnor Playground

Accessibility Achievements

Service animals allowed

Park is accessible by paved walking paths

Accessibility Barriers

Not accessible by vehicle

Non-accessible seating area provided

No paved pathway available

No paved path inside park

Optimist Soccer Park

Accessibility Achievements

Large wooden outdoor sign

No paved pathway available

Accessibility Barriers

Signs prohibiting pets

Large wooden outdoor sign

No parking lot

Port-a-pottie for washrooms not accessible

No seating area provided

No paved pathway available

Van Horne East Baseball Diamonds

Accessibility Achievements

Service animals allowed

Accessibility Barriers

Non-accessible seating area provided

No paved pathway available

No lighting

Lions East End Playground

Accessibility Achievements

Service animals allowed

Pick-up/Drop-off area designated

Accessibility Barriers

Ruts at entrance to park

Path from accessible parking to park is not accessible due to a rough road

Outdoor sign is wooden and aged

Non-accessible seating area provided

No paved pathway available

Frederick Street Playground

Accessibility Achievements

Service animals allowed

Pick-up/Drop-off area designated

Path free of barriers

Path from accessible parking to park is accessible

Accessible seating area provided

Accessibility Barriers

Park is sand based and not accessible

No paved pathway available

Park is messed with litter

Garwood Playground

Accessibility Achievements

Service animals allowed

Accessible seating area provided

Accessibility Barriers

No paved pathway available

No lighting

Fox Place Community Park & Playground

Accessibility Achievements

Service animals allowed

Accessibility Barriers

Outdoor sign is wooden

No seating provided

No paved pathway available

No lighting

Empress Bay Playground

Accessibility Achievements

Service animals allowed

Outdoor sign is blocked by shrubbery

Accessibility Barriers

Outdoor sign is blocked by shrubbery

No paved pathway available

Westview Playground

Accessibility Achievements

Service animals allowed

Pick-up/Drop-off area designated

Accessibility Barriers

No path from accessible parking to park

Two outdoor signs are worn

No seating provided

No paved pathway available

No lights

Lions Memorial Community Park

Accessibility Achievements

Service animals allowed

Pick-up/Drop-off area designated

Path free of barriers

Path from accessible parking to park is accessible

Large painted outdoor sign

Accessibility Barriers

No seating available

No paved pathway available

No lighting

Pathway is deeply grooved

Kirckaldy Heights Playground

Accessibility Achievements

Service animals allowed

Pick-up/Drop-off area designated

Three designated accessible parking spots

Path from accessible parking to park is accessible

Accessible seating area provided

Paved pathway available

Accessibility Barriers

None

Meadows Playground

Accessibility Achievements

Parking at school (need to use the lane to get to the school)

Several access points onto green space

Accessibility Barriers

No seating provided

No paved pathway available

Parking is at the school but need to use the lane to get to the school

Some uneven pavement

Very old play structures

Jacobson Park

Accessibility Achievements

Paved pathway available

Accessibility Barriers

Non-accessible seating area provided

No paved pathway to play structure

Parkdale Park

Accessibility Achievements

Service animals allowed

Paved walking path to make facility more accessible

Accessible seating area provided

Paved pathway available

No path to play structures

Accessibility Barriers

Paved walking path to make facility more accessible

Small outdoor sign – wording sounds unwelcoming to those with disabilities

Sign reads “This play structure has been designed for children 5 to 12 years old and requires users to have sufficient strength and coordination.

Adult supervision is strongly recommended”

Benches are too far off path

Play structures are on pea gravel

No path to play structures

Sugar Bowl

Accessibility Achievements

Accessible seating area provided

Accessibility Barriers

Accessible seating area provided

No paved pathway available

General

Not aware of any accessibility devices not available or not working

Garbage and recycling bins are seasonally placed

All playgrounds have playground equipment or structures

Dog Parks

Pooch Park

Accessibility Achievements

Service animals allowed

Garbage cans available

Accessibility Barriers

Gate is stiff and narrow and path has broken down asphalt

No designated pick-up/drop-off areas

No designated accessible parking

Signage is small and not visible from street

Picnic tables are not accessible

East End Paw Park

Accessibility Achievements

Service animals allowed

Solar lighting

Signage is new and good (signs on gate have been vandalized)

Garbage cans available

Armless benches available

Accessibility Barriers

No designated pick-up/drop-off areas

No designated accessible parking

(Signage is new and good) signs on gate have been vandalized

No sign stating what park is for

Low lying areas that hold water

Gazebo is surrounded by pea gravel

3" height difference to get into gazebo

Doggy Diamond

Accessibility Achievements

Service animals allowed

Signage contrast and height is good but too much information

Garbage cans available

Armless benches and picnic table available

Accessibility Barriers

Gates are too small

Gravel surface

Locking mechanism on gate is difficult to open

No designated pick-up/drop-off areas

No designated accessible parking

Signage contrast and height is good but too much information

No path for those with sight impairment to sit on bench

Walking surface is pea gravel or grass

Portable washroom nearby but not accessible

Large and unmarked gate with no path

No recycling bins

Pools and Spray Parks

Parks and Playgrounds

General

No systems in place to inform when temporary barriers are present

None of Pick-up/Drop-off areas are designated

No drinking fountains available

No employee training provided related to customer service for people with disabilities

SANITATION – Administration Building/Materials Recycling Facility, Landfill

Sanitation Site

Administrative Services

Parking at Sanitation Administration Building

No pick-up/drop-off area designated

No designated accessible parking spot

Signage at Sanitation Office Building/MRF

Large size sign

Good location but needs updating - old City logo

Accessibility Achievements

Access to Landfill is supervised by employee at entrance

Accessibility Barriers

Chairs on sidewalk at path to Administration Building

Sanitation

Significant Services

Managing solid waste – sorting and separation

Diversion program – tires, e-waste, hazardous materials

Residential collection

Compost

Material Recycling Facility

Wood grinding

City wide depots

Bulky item pick-up

Set out/ set back cart service

Administrative Services

Signage in Sanitation Office building

No indoor signage

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication

Accessibility Achievements

Service animals allowed

Accessible counter heights and process in the event of other issues

Public washrooms are accessible

Accessible public meeting space

Not accessible counter heights but process in place to accommodate

Set out/set back service at collection pick up locations

Assistance unloading at request of customer

Many events are announced in an accessible manner

Accessibility Barriers

Viewing area for MRF is only accessible with stairs

Window at MRF are too high to observe activity

No automatic doors

Must sign up on-line for inclusion in composting program

No employee training provided related to customer service for people with disabilities

Sportsplex

Skating rink

Swimming pool

Racquetball courts

Camps

Babysitting course

Outdoor running oval track

Variety of lessons provided based on what sports the facility supports

Administrative Services

Parking at the Sportplex

Three designated accessible parking spots – painted on concrete and signed, path is free of barriers

Non-designated pick-up/drop-off area, path is free of barriers

South parking lot is not accessible

Signage at the Sportsplex

All signage is good

No braille

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Service animals are allowed

Front counter is too high but have process to accommodate

Automatic front doors

New lift in pool

New smaller tube ladders in pool

New ramp in shallow end

Railing in seating areas

Accessible meeting space available

Accessibility Barriers

Stairs to parking lot and at rear entrance

Language barriers

Automatic front doors not working

Ramps are too steep

Washrooms are not accessible

No wheelchair seating in arena or pool area

No elevator

Public washrooms are not accessible

No employee training provided related to customer service for people with disabilities

Wastewater – Water Reclamation Facility Significant Service

Protect public health by managing waste water

Provide waste water treatment for all residential, commercial, institutional and industrial operations

Maintain Environment Act Licence

Tours of the facility

Administrative Services

Parking is available at the Water Reclamation office building

Signage at the entrance to the property is large

Directional signage on building is large

Gated facility so access to process areas is supervised

Client Profile

All ages from child to senior and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication such as telephone

Accessibility Achievements

Service animals are allowed but may be restricted to certain areas

Public washrooms are accessible No fees are charged for accommodating or support persons

Department has a philosophy of solving problems and making it work

Accessibility Barriers

No pick-up/drop-off area designated

No designated accessible parking spot

No wheelchair access to sidewalk in front of building

Doors are not automatic

No employee training provided related to customer service for people with disabilities

Water Treatment Significant Services

Front line operations of water treatment

Protect public health by providing a safe drinking water

Provide water service for all residential, commercial and industrial and other agencies and institutions

Tours of the facility

Controlling water pressure for fire protection

Administrative Services

Parking at the Water Treatment Building

No pick-up/drop-off area designated

No designated accessible parking spot

Signage at the Water Treatment Building

Signage is 12" letters with lighting to the right of lettering – clear and in good shape

Client Profile

All ages and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication

Accessibility Achievements

Service animals allowed but may be restricted to certain areas

Accessibility Barriers

No wheelchair access to sidewalk in front of building

Doors are not automatic

No public washrooms

No employee training provided related to customer service for people with disabilities

Wheat City Golf Course **Significant Services**

Recreation

Golf course

Tennis court

Walking trails

Ski and snowshoe trails

Toboggan hill

Administrative Services

Signage

Adequate for safety

Adequate for service related information

Client Profile

All ages and wide range of abilities

Interaction may require reading, writing, speaking, hearing and concentration/attention and use of electronic communication

Accessibility Achievements

Service animals are allowed

Employees will assist by reading text aloud as required

Department has a philosophy of solving problems and making it work

No fees are charged for accommodating a disability

Public events are held in accessible meeting place however it is not ideal and there are issues to manage – ramp, washroom

Events are announced on accessible web-site

Department has formal program to reach out to persons with disabilities by announcing they provide special accommodation or specifically including those with disabilities

Use signage if some service is not available

no notification process beyond this

Accessibility Barriers

No automatic door openers

Door ways are narrow

Washrooms are not accessible

Inadequate ramp

Fees may be charged a support person if they are also golfing or playing tennis

No employee training provided related to customer service for people with disabilities

Public Survey Results

The survey instrument was available to the public through the City's web-site, paper copy and via telephone interview. The following information was provided:

Police

While looking on the City web-site for the Bylaw phone number it was found that there was not enough breakdown of services listed and the number was not located.

Recommendation: update website.

While attempting to enter the main door at the Brandon Police Station it was found that the automatic door does not remain open long enough to permit a person using an assistive device to enter.

Recommendation: extend length of time door is held open.

Public Works

Due to visual impairment persons reported that they are unable to see the "walk" signal at Rosser Avenue and 7th Street and 26th Street and Richmond Avenue. This was mentioned as an issue at several other non-identified locations. They request audible signals. Another person mentioned that the "walk" signal on 26th and Richmond is not long enough.

Recommendation: review intersections for visual and audible "walk" signals and determine schedule of enhancement.

Recommendation: review crossing for length of time provided to cross and adjust as required.

Several people expressed concerns about the condition of sidewalks.

Sidewalks around the Hospital and Victoria Landing are reported as uneven

Recommendation: inspect and repair as required

General sidewalk complaints – ruts and holes make them impassable

Square pegs (survey pins) in sidewalks present a tripping hazard

Recommendation: notify survey crew that these are to be driven flush with sidewalk; general notice to employees to report any such occurrences to survey crew

No sidewalk on 26th and Victoria on west side

Trip hazard in front of Town Centre on sidewalk

Recommendation: inspect, identify owner and repair as required

It was reported that in some instances, the approach to a street crossing from the sidewalk is very steep. One specific example is Princess Avenue and 8th Street. The steepness means less control and if the road is not even a wheeled device has been known to catch and tip over. A means to negotiate this hazard is to approach with big wheel first but this means entering the street backwards. At times this does not prevent the smaller front wheel from being stuck.

Two general complaints about curbs and lack of curb cuts. Also the unevenness of access between the road and the curb cut. One such case was access to residential driveway

Recommendation: ensure inspection of such conditions is included in City road condition reports and that action to repair is taken

Storm sewers not draining properly have caused water on the approach to the road from the sidewalk making travel hazardous

Recommendation: continue to encourage residents in the areas to remove leaves and debris from catch basins and to not discharge grass clipping on to the street

A lot of uneven surfaces and rough curbs on 26th Street between Richmond Avenue and Brandon Avenue.

Recommendation: inspect and repair as required

Snow removal between 1st and 9th Street and Rosser is an issue with the width of the sidewalk and snow left at the corners making access to the crossing difficult

Recommendation: consider accessibility when clearing snow

Another snow removal issue is the bank of snow that is left along the edge of the road on Rosser Avenue. With a bank in the way, once parked, the person must make their way down the street to get onto the sidewalk.

Recommendation: consider accessibility when clearing snow

Transit

Handi-Transit users reported that they would like to be able to book Handi-Transit on the weekends as making last minute changes was difficult. It was requested that more buses be available.

Recommendation: refer this to the Handi-Transit liaison committee

Some driver related complaints were reported

Recommendation: refer this to Transit manager for follow up

The size of the numbers on the buses are too small to easily read and make it difficult to locate the right bus

Recommendation: increase the size of the numbering on buses

Longer bus hours were requested

Recommendation: refer this to Transit manager

Other

Person cannot hear or talk, had difficulty communicating with emergency services

Recommendation: refer this concern to Fire & Emergency Services, Brandon Police Service and E911 for follow up (no contact name provided)

All City buildings and property needs to be accessible to everyone

Deaf person had difficulty applying for jobs at Brandon businesses other than City of Brandon

Recommendation: refer this issue to Human Resources

Would like interpreters in Brandon offered by City for all people, not just City services

Recommendation: refer this to the Accessibility Working Group for review

Emergency siren, cannot see or hear

Recommendation: the person subscribe to Twitter as the Brandon Police Service Tweets alert information

Resting spot needed in City Hall foyer

Recommendation: a bench has been placed near the Louise Avenue entrance.

City of Brandon Employee Survey Results

Employees were asked to describe any situations where they or their co-workers have done well in providing accessible customer service. The results follow:

I assisted a blind person by setting up a meeting with Information Technology so they could discuss accessibility challenges on the City website. I took them to the meeting and stayed with them until it was done

I delivered a document to a senior resident's home as they were unable to get to City Hall and needed the information quickly

A customer needed to sit down so we dealt with them at one of the benches in the foyer.

Speak in French to get over a language barrier

Hauling garbage bins so they don't have to

Ensuring bike path entrances are smooth

Promptly repair handicapped doors etc.

Lowering hazardous curb stops on sidewalk

Dealing with upset customers

Making a wheelchair ramp

Choose accessible sites when going off-site

Providing alternate change rooms for patrons requiring assistance

Providing an aquatic wheel chair so patrons can access wet areas without damaging their own equipment

Had a customer dictate a description of their issue

Our staff are very patient with persons who find themselves in difficult situations

Often carry luggage for those unable to do so

Helped people in wheelchairs carry bags

Helped load a power scooter

Carrying bags for people with a disability

Helped with loading and unloading of wheelchairs and bags

Assisting customers with vision and mobility issues

Assisting with language barriers by trying to understand and get them to where they want to go

My co-workers, and myself, routinely treat and transport patients with physical disabilities. We have become proficient at loading and accommodating such patients

We often use equipment to facilitate patients with disabilities. Our Ambulances are stocked with such equipment

Working with residents at personal desks or on other side of desk to accommodate height restriction

Pick up cans on windy days

Kneeling the bus at a stop where there isn't a curb and doing this before or without the customer asking for it

Always do our best to be accommodating and respectful

I believe this department has hired interpreters in the past when dealing with complaints

I recently helped a blind person sign documents

I have seen co-workers help wheel chair bound people with jackets, packages, etc.

I try to make sure I come around to the front of my desk when serving someone is a wheelchair

I have taken information to the main floor of City Hall when the customer preferred not to come upstairs

Providing ballots in person to people who have mobility issues and could not attend City Hall to submit their ballot

Filling out forms for a customer who had difficulty in writing/printing

Providing pictures/signs in helping to communicate with persons who did not speak English very well

Eco Centre help pour customer's used oil

Help dump household hazardous waste

We have helped people unload heavy items

Keep dumping conditions accessible

I used a French translator

Have helped people get items out of vehicles

Having signs telling people where to go

Answer questions that the public may have

Assisting with unloading of recyclables

The Scale & Office employees provide info to people every day

We keep our main office door open

Our reception desk height is an appropriate height

We keep travel corridors within the office clutter free

Our meeting spaces can accommodate individuals in wheel chairs

Special pick-ups that use smaller garbage trucks for back alleys

Investigating water complaints at their location

Explaining some by-laws to customers (parking etc.)

Signage on the right area

Building of wheelchair ramps

Replacing hand rails

Raising tables or desks

Install alarms with strobe lighting

Barrier free access

Holding doors open where no openers were present

Take service to customers' homes

Quick & friendly service

Clearing snow and ice from roads & sidewalks

Clearing snow and ice from wheelchair access

Employee shoveled the driveway of a disabled person

Keeping roads clear of snow

Making sure road markings are clear

Trying to keep on top of potholes

Telling the customer where to contact the boss

Always listen to them and try to make things better

When speaking with people on the street, we are respectful in the way we speak and what we say but this is an area where some could benefit from training

I believe the personnel in my office would go out of their way to accommodate any disability

Constantly dealing with the public in a courteous manner and directing questions to where they can be answered

Information provided in site visit

Maintaining and repairing job sites

Righted a tipped scooter

Notifying the public

Maintenance on dug up sidewalks

Notifying the public of water being shut off

Use google translate to try and explain what we are saying to a customer

Public Relations for everyone

Helped elderly disabled man with dog

Provided accessibility to people who needed the assistance due to temporary barriers at work site

Leaving the noisy building to talk to sales reps, one of whom has a hearing impairment

Guide people around construction sites

Walking around the counter to deal with someone if cannot see above counter

I went to the customer in wheel chair instead of making him come to me

Carrying people down stairs in buildings when the elevator was out

Human Resources staff often assist individuals in utilizing the in-office computer to apply for positions

Staff routinely take customers into a meeting room to conduct business rather than standing at the tall counter

We go the extra mile to make sure customers get to work on time by transferring or calling dispatch for help with rides

Tours and going out to schools

We answer complaint calls all the time in prompt fashion

I come into work before 8:30 and someone had let a member of the public into City Hall who was here to pay her taxes. She was an elderly woman who spoke broken English. The employee that first met her told her she

shouldn't be in the building, told her to leave and provided no further assistance. I heard this from my office and went out and met the lady. She was carrying a large amount of money to pay her taxes. I sat with her and talked to her for the 15 minutes until Treasury opened. She told me her life story of how her family was murdered in Ukraine and she was brought to Canada as a child.

Because I go for lunch at a different time than most I often find people waiting outside different offices or looking for direction. I always stop to talk to them, give them direction or take a few minutes and talk to them while they wait.

Opening the front door for people in wheelchairs when the door doesn't work properly

Helping with wheelchair access through doors

I got called down to Treasury as there was a member of the public there with a By-Law question, By-law was there as well. The individual had a question that By-law couldn't answer but they were looking for direction. The situation was there was a low income housing complex going in and behind it was a tele-communication tower. The person looking to move into the complex had a safety concern about the tower and wanted the City to deal with it. I explained to the person there was no By-law to prevent the building from being build there, therefore by-law had no jurisdiction to affect change, I suggested he talk to Planning and Building Safety, he said he had been down to talk to them but they couldn't help. I explained that the placement of tele-communication towers is federally regulated and that all zone requirements have been met. So if there is no laws being broken then

the City has no jurisdiction to intervene. He wasn't happy but he at least understood why the City was unable to solve his problem.

Audio equipment for Clerical Front Desk Attendant

Our Clerical Front Desk Attendants do everything they can to assist the public when dealing with those who have language barriers and mental health issues. They aren't commended enough for the work they do!

Going to complainants houses to get a statement because they are more comfortable with that

While doing animal control calls we have climbed ladders or crawled into tight spaces to rid their property of critters

Moving heavy objects while doing our job which in turn saved them the troubles of doing so. i.e. planters, lumber, tires and other items in yard

I always try to make everyone feel welcome, appreciated and informed when they ride on my bus

A co-worker and I from Planning and Building Safety visited an elderly property owner's home for a meeting as opposed to having her come into the office. She was recovering from surgery which made coming into the office difficult

Brandon website accessibility function

Translation services

Our staff have attended to the person's home, provided printed forms to them, provided information to them on line

The new police building is accommodates accessibility with wide hallways, lever style door handles, lowered light switches, etc.

Lift assists in personal care homes

Transit busses have ramps

The Police building seems to be good

When there have been issues with the door not opening we have gone down and opened it for them

A co-worker helped a person in the women's bathroom get out by holding the door for her scooter

Helping customers to complete forms they otherwise would not be able to

Handi-Transit Operators work well with our clients with a disability

Web based applications and fee information

Response time policies

Holding a door open to assist

The building was already modified to meet these expectations prior to my start date

Arranging meetings on the main floor of City Hall to make it easier for a physically handicapped person to do testing for a position

Approaching those with disabilities rather than making them approach us

Making the effort to identify a disability and attempt to assist if required

We provided a wheelchair ramp at our front entrance

Larger rooms for better access

Training for staff to have a better understanding accessibility concerns

When testing candidates, if on different floors, we ensure everyone is aware that they can take the elevator if they need to

It's all about accommodation, thinking outside the box in reference to how a service is provided

Information Technology has been focused on this issue for some time now. Aside from creating our sites with accessibility standards in mind since 2010, we bought a set of online tools called BrowseAloud in 2014 to add to our delivery of service. Over the last year or two, we have also been working with the departments that post content to the websites to teach them the proper accessible way of creating PDF files so that screen readers can read them. This is one of the largest hurdles for our entire organization to overcome in the accessible delivery of information to our citizens.

Our customer service is fairly limited to internal staff, but we do get the odd call from the public, if they ask a question that I don't know the answer to I will take their number, find out the information and return the call

Our dispatchers move as quickly as they can through a call for service in order to take additional incoming calls while still providing the highest level of service possible

While trying to speak to someone in Spanish, I called a friend and did a 3-way conversation as my friend translated as to what they were requiring

Opening front doors so residents can come into building

I have not had any interaction other than wheel chair disability, where we assisted in pushing chair through snow to allow access into building

We are a member of a community accessibility committee

We are looking at making it easier to ride the bus for people who are visually impaired with a reminder card system

Being in a recently renovated building, there is little issues in providing barrier free access

Providing letters and documents in different languages for sensitive community issues

Customer service daily for Handi-Transit patrons

Low floor buses for regular transit system

Asset Management for all intersections in the City and wheelchair ramp inventory

Worked with CNIB for standards with new construction and various materials

Our office provides a meeting location at the front

Arranging to pick up documents or meet people at their home in order to assist with filing a damage claim

Accepting claim information that is emailed rather than mailed or dropped off in person

We had one fellow who used to come to the back door to get his card loaded, he is now in Fairview and someone else now gets his card loaded for him

I was handing out letters to the public for construction notices, and the lettering is too small. I took it upon myself to read the letter to the women and answer any questions

Helping people with walkers or wheel chairs across Victoria Avenue to Superstore when the rehab construction was ongoing in the summer of 2014

There's a counter at the front of my building that facilitates serving people in wheelchairs

One of the *Music in The Park's* audience members was unable to read the performers list off of the handbill and website, so I was able to read it to her over the phone

Using a translator app on my personal cellphone to explain a traffic ticket to someone who does not speak English

Last year I dealt with a customer that was hearing impaired and she carried a "boogie board" that was essentially was a white board that we could write our conversation back and forth to each other. The customer brought this with her, and I thought it worked great for her and I to get the details of her incident

We deal with customers with mental health issues regularly, I have found it best to remain calm and listen to them and make them feel that they have been heard to de-escalate them

When dealing with youth, the counter height can be a barrier, staff will go around the counter to talk to them

Accommodating or adapting programming to be inclusive to all youth who attend

Creating ad material that is larger print and high contrast

I am not sure yet in this new role

I am not aware of any currently

Employees assist customers whenever help is required negotiating a ramp or getting in or out of vehicles

Employees use white board to aid communication with deaf person