



2022 Accessibility Status Update

2018-2022 Multi-Year Accessibility Plan



The City of Stratford's Annual Status Update: 2022

Accessibility Status Report

This Accessibility Status Report serves as an update on the progress toward meeting the initiatives listed in the City of Stratford's 2018-2022 Multi-Year Accessibility Plan and the implementation of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integration Accessibility Standards Regulations– Ontario Regulation 191/11.

The City of Stratford's Accessibility Commitment

The City of Stratford will make efforts to ensure that its policies and practices are consistent with the following principles:

- People with disabilities must have equal opportunity to obtain, use or benefit from the City's goods and services, which will be provided in a manner that respects their dignity and independence and is integrated with non-disabled people unless an alternative accommodation measure is necessary.
- The City will prevent and remove barriers that impede access by people with disabilities.
- The City will communicate with a person with a disability in a manner that takes into account his or her needs and abilities.
- People with disabilities may make use of an assistive device, service animal, and/or a support person to access information, goods, and services.
- The City will continue to meet the requirements for consultation with persons with disabilities and the Accessibility Advisory Committee as established under various sections of the Integrated Accessibility Standards Regulation.

Compliance Overview for 2022

The following information outlines the City of Stratford's progress in 2022 in meeting the accessibility standards in five key areas as per the Integrated Accessibility Standards Regulation (IASR)

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

General Requirements

General requirements apply to all five standards of IASR.



- The City has been working with an Inclusion, Diversity, Equity, and Anti-Racism (IDEA) consultant to assist in the development of the City's Strategic Planning for Diversity, Equity, and Inclusion.
- An Accessibility, Diversity, and Inclusion Coordinator was hired permanently to act as the designated resource for corporate accessibility matters.
- The City of Stratford's Accessibility Policy is available to the public on the city website.
- Continued to implement the City's 2018-2022 Multi-Year Accessibility Plan which has been posted on the City's website and is available in an accessible format, upon request.
- The Corporate Accessibility Policy is updated to reflect changes to any of the standards, and training is provided to ensure an understanding of any changes.
- Managers are required to include accessibility requirements in Release for Proposals (RFP) to comply with AODA on project specific basis.
- All new employees (full-time, part-time, seasonal) receive mandatory accessible training through e-learning modules.
- Accessible Customer Service Training Brochure was developed in 2019. This brochure is provided to volunteers and it is available on the city website.
- Continued to carry out The City of Stratford's purchasing policy, which requires suppliers and their teams to comply with AODA when procuring goods, services, and facilities.

Customer Service Standards

- The Accessible Customer Service Training Brochure has been posted on the City's website and an alternate format will be provided upon request.
- Provided alternative facilities or services where possible.

Information and Communication Standards

- Continuously work to ensure that documentation uploaded to the City website is in an accessible format.
- The Clerk's office published the 2022 Municipal Election Accessibility Plan which outlined the measures the City implemented to ensure all voters and candidates had an equal opportunity to participate in the 2022 Municipal Election.
- The City has statements on its website communicating to people that communication supports and accessible formats are available upon request.
- 2022's annual public meeting regarding the accessibility of the transportation system was held on November 15, 2022.



- The Stratford Public Library renovated its website to improve WCAG 2.1 level AA compliance.
- Training videos regarding accessible documents were uploaded to the intranet to assist employees in creating accessible documents.

Employment Standards

- The City of Stratford is committed to reasonably accommodating the needs of people with disabilities throughout the employment cycle.
- The City's website employment page and job postings inform applicants that accommodations are available upon request during all recruitment stages.
- Continue to implement and document a return-to-work process to support employees who have been absent due to non-occupational or occupational illness/injury (Sick Leave, and WSIB Return to Work Procedure).
- The Human Resources department implemented a new recruitment system to assist in the proficiency of recruitment demands and provide a greater scope of accessibility for job applicants.
- Continue to work with employees who may need individualized workplace emergency response assistance.
- Worked with employees in developing and documenting an individual accommodation plan that considered their needs.

Transportation Standard

- All transit and parallel transit operators complete training required by the Transportation Standards of IASR
- New hired parallel transit staff is required to complete hands-on training on tie-down operation, loading and unloading of customers, use of the lift, and how to position the bus for pick up and drop off.
- The transit division held its annual meeting to discuss the accessibility of the City's transit system to the public.

The Stratford Police Services Board is responsible for licensing taxis in the City of Stratford.

Design of Public Spaces Standard

Accessible Playgrounds, Parks, and Trails

- A fully accessible play structure, with a municipal sidewalk was installed replacing the former play structure at Maple Avenue Park.



- The west end paths at Shakespeare Garden were widened to 5 feet to support the needs of people of all abilities.
- Installed two ramps and railings at Memorial Gardens, removing the steps that were located at the side of the gardens.
- A wheelchair ramp was purchased for the modular stage at the Rotary Complex.
- Three accessible parking spaces were installed at the Allman Arena.
- Power door operators were installed in Upper Queens Park and Packham Sports Complex washrooms.

Stratford Public Library

- Stratford Public Library is undergoing renovations for its washroom facilities located on the children's floor. Three gender-neutral washrooms and one barrier-free accessible washroom will be installed.
- Stratford Public Library remodeled its information desk located on the children's floor making it accessible to staff and the public.
- Stratford Public Library also worked with Garden Stratford to relandscape the front garden with wide paths and expand it to the back lot making it accessible.

Huron Street and Argyle Street/McKenzie Street Reconstruction

- The Huron Street project included the installation of audible technology at the traffic signals crossings at Huron Street and Mornington Street. As well as John Street and Huron Street.
- Bicycle detection technology was installed at the intersection of Huron Street and Mornington Street.
- Between both projects 61 tactile warning plates were installed at pedestrian crossings.

Sidewalks - Tactile Warning Plates and Ramp Repairs

- Improvements at level crossings occurred at the following locations:
 - a. Douro Street at Waterloo Street – 2 tactile warning plates were installed with the ramp repair.
 - b. John Street South at West Gore Street – 2 tactile warning plates were installed with the ramp repair.
 - c. Dixon Road and Graff Avenue – 2 tactile warning plates were installed with the ramp repair opposite 89 Dixon Road
 - d. William Street and Hamilton Street – 2 tactile warning plates were installed with the ramp repair.
 - e. Woods Street and John Street South – 2 tactile warning plates were installed with the ramp repair.



- f. 30 York Street at the T.Orr Dam – ramp improvements near the parking lot.

Goals and Tasks for 2023

- Assess the 2018-2022 Multi-Year Accessibility Plan and find gaps that have not been completed.
- Provide accessibility training to Council members for the 2022-2026 term.
- Develop and obtain Councils approval of the 2023-2027 Multi-Year Accessibility Plan
- Assess and update existing accessibility policies, as deemed fitting.
- Audit the City of Stratford’s website and develop a new compliance checklist that aligns with WCAG 2.0 regulations.
- Audit and update current accessibility policies as deemed fitting.
- Continue to consult with the Accessibility Advisory Committee, persons with disabilities, and the public to improve the accessibility for the City.
- Complete missing link sidewalks for the following:
 - a. Martin Street (east side) from Delamere Street to William Street
 - b. Walnut Street (south side) from Dufferin Street to Railway Avenue
 - c. Cambria Street (south side) from John Street South to St. Vincent Street
 - d. John Street South (east side) from Centre Street to Cambria Street
- The City will continue to complete annual and ongoing reviews through public feedback and the Accessibility Advisory Committee. The appropriate departments will forward and respond to identified barriers and required actions.

Contact Information

For more information about accessibility initiatives within the City or to obtain a copy of this presentation in an alternative format, contact the Accessibility, Diversity, and Inclusion Coordinator.

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Feedback

The City of Stratford welcomes input from the public to help identify ways to improve access to facilities, goods, and services. Members of the public are encouraged to share their comments or suggestions by contacting the Accessibility, Diversity, and Inclusion



Coordinator at the City of Stratford or complete the "Contact Us" section on the City of Stratford website.