



# City of Cambridge Multi-Year Accessibility Plan, 2018-2021

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## **Intent**

This 2018 to 2021 accessibility plan outlines the policies/policy review and actions that City of Cambridge will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

## **Introduction**

The City of Cambridge takes active steps to offer programs, public spaces, services and facilities that are accessible. The municipality continues to support the provincial goal of an accessible Ontario by 2025.

The City of Cambridge is committed to being responsive to the needs of all people who work, live and play within our city. To do this, we recognize the diverse needs of our residents and visitors and respond by striving to provide services and facilities that are accessible. The municipality promotes accessibility through the development of policies, procedures and practices that address integration, independence, dignity and equal opportunity. Appendix A outlines the City of Cambridge 'Accessibility for Ontarians with Disabilities Policy'.

This Multi-year Accessibility plan was prepared in order to meet the obligations of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This plan describes the actions the City must take to meet provincial targets and demonstrates what staff will be working towards from 2018-2021 to identify, prevent and remove barriers for persons with disabilities.

### General Initiatives

Project Title	Description	Time Frame	Lead
<p>Multi-Year Accessibility Plan</p>	<p>An outline of the City’s strategy to prevent and remove barriers and meet requirements under the Accessibility for Ontarians with Disabilities Act (AODA), and our obligation under the Accessibility Standards.</p> <p>This will include an annual status report on the progress with the initiatives in the plan.</p> <p>Consultation of the multi-year plan has occurred with the Cambridge Accessibility Advisory Committee, relevant staff and Organization Management.</p> <p><u><a href="#">How to create an accessibility policy and multi-year plan resource</a></u></p> <p><u><a href="#">Proposed Timelines for Compliance with Accessibility Standards: Ontario Government</a></u></p>	<p>2017-2021</p>	<p>Accessibility and Diversity Services and applicable divisions/departments</p> <p>Cambridge Accessibility Advisory Committee</p>
<p>Policy Review</p>	<p>The City’s ‘Accessibility for Ontarians with Disabilities Acts’ policy was revised in 2017 to meet the current standard requirements. The policy requires an annual review to ensure relevance. Updates</p>	<p>2018 – 2021</p>	<p>Accessibility and Diversity Services and applicable</p>

Project Title	Description	Time Frame	Lead
	<p>will be made as legislation evolves through standards review. Appendix A outlines the 'City of Cambridge, Accessibility for Ontarians with Disabilities Act, Policy '.</p>		divisions/departments
<p>Procurement process ensures the acquisition of accessible goods, services and facilities.</p>	<p>Review the process of incorporating accessibility criteria and features when procuring and acquiring goods, services or facilities.</p> <p>The procuring policy/practices require annual review.</p> <p>All procurement documents must contain reference to the corporate Accessibility for Ontarians with Disabilities Act, Policy and the inclusion of the aspects of procurement process.</p> <p>Provide relevant training/review of the updated policy and practices.</p>	2018 – 2021	<p>Accessibility and Diversity Services</p> <p>Finance Division</p>
<p>Designing/procuring or acquiring self-serve kiosks</p>	<p>Develop a standard which provides for the incorporate of accessibility features when designing, procuring or acquiring self-service kiosks and consultation with the Cambridge Accessibility Advisory Committee.</p>	2018	<p>Accessibility and Diversity Services and applicable divisions/departments</p>
<p>Training on IASR and the Human Rights Code</p>	<p>Continue to deliver and coordinate mandatory accessibility training applicable to all employees and volunteers.</p>	2018	<p>Accessibility and Diversity Services</p> <p>Human Resources</p>

Project Title	Description	Time Frame	Lead
	Current general training resources being utilized: <u>Access Forward, Training for an Accessible Ontario</u> <u>A Guide to the Integrated Accessibility Standards Regulation</u> <u>Working Together: The Code and the AODA</u>		
Accessibility planning	Establish a Corporate Accessibility Committee and relevant working groups.	2018	Accessibility and Diversity Services
Cambridge Accessibility Advisory Committee	The Cambridge Accessibility Advisory Committee has continued to support AODA accomplishment and provide valuable consultation. Appendix B outlines the 'Cambridge Accessibility Advisory Committee, Terms of Reference'.  <u>Terms of reference for standards development committees</u>	Ongoing	Accessibility and Diversity Services
Grand River Accessibility Advisory Committee	Continue to coordinate accessibility initiatives with the Grand River Accessibility Advisory Committee.  <u>Grand Rivers Accessibility Advisory Committee</u>	Ongoing	Accessibility and Diversity Services
Obtaining Services in Public Space	Ensure compliance and consultation with Cambridge Accessibility Advisory Committee on new service counters, queuing lines and	Ongoing	Accessibility and Diversity Services

Project Title	Description	Time Frame	Lead
	<p>waiting areas for indoor and outdoor environments.</p>		<p>Service Cambridge</p> <p>Parks Recreation and Culture</p> <p>Building Construction Cambridge</p> <p>Accessibility Advisory Committee</p>
<p>Obtaining Services in Public Space</p>	<p>Provide relevant training to appropriate staff related to the 2017 updated Facility Accessible Design Standards Manual.</p> <p><u>Facility Accessible Design Standard resource (2014)</u></p> <p>Update current and create relative corporate engineering standards to meet the Design of Public Spaces Standards.</p> <p>Training and resources will be provided to relevant staff related to Design of Public Spaces Standard and the Global Alliance on Accessible Technologies and Environments (GAATES) resources.</p>	<p>2018</p>	<p>Engineering</p> <p>Parks Recreation and Culture</p> <p>Planning</p> <p>Building Construction</p>

Project Title	Description	Time Frame	Lead
	<p>GAATE's is the leading international organization dedicated to the promotion of accessibility of the built and virtual environments and to promoting the Guiding Principles of the United Nations Convention on the Rights of Persons with Disabilities (CRPD), adopted in December 2006.</p> <p><u><a href="#">GAATEs Design of Public Spaces resource</a></u></p>		

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### Information and Communication

Project Title	Description	Time Frame	Lead Department
Feedback Process	The feedback process will be reviewed in 2018 with further community education/engagement opportunities in 2019. Opportunities for community members to engage will be a part of the defined education and engagement opportunities in 2019.	2018-2021	Accessibility and Diversity Services  Communications
Accessible formats and communication supports	Review relevant standards and practices. Update guidelines for providing accessible public information material. Provide upon request accessible formats and communication supports.  Notify the public about availability of accessible formats and communication support.	2018-2021	Accessibility and Diversity Services  Communications
Emergency procedures, plans or public safety information	Provide emergency procedures, plans and public safety information in an accessible format or with appropriate communication support to the public, upon request, as soon as practicable.	Ongoing	Accessibility and Diversity Services  Parks Recreation and Culture  Community Emergency Planning
Vulnerable Person Registry	A vulnerable person database will be created to support community emergency preparedness efforts.	2020-2021	Accessibility and Diversity Services



Project Title	Description	Time Frame	Lead Department
			Community Emergency Planning
Accessible websites and web content	<p>Ensure new and existing web content meets the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standard.</p> <p><u>Web Content Accessibility Guidelines</u></p>	ongoing	Accessibility and Diversity Services  Administrative Leadership Team  Communications
Accessible Documents training	Training will be provided regarding the creation of accessible documents.	Ongoing	Accessibility and Diversity Services
Accessible Documents resource	Staff resource development as it relates to creating accessible documents.	2018	Accessibility and Diversity Services
Staff Training	<p>Ensure Staff is updated on the Communications Standard revisions resulting from the Communication Standard Review.</p> <p><u>Scope and timelines for information and communications standards review</u></p>	2018	Accessibility and Diversity Services

Project Title	Description	Time Frame	Lead Department
Hearing Impaired Telephone Communication Review	Review current options for hearing impaired telephone communication.	2018	Accessibility and Diversity Services  Information Technology
Text Telephone	Provide relevant staff annual Text Telephone (TTY) staff refresher.	2018-2021	Accessibility and Diversity Services  Information Technology

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**Employment Standard**

Project Title	Description	Time Frame	Lead Department
<p>Employee Accommodations:</p> <p>Recruitment planning, screening and selection process provides accommodation</p> <p>Employee support and accommodations</p> <p>Return to work process and accommodation</p> <p>Performance management, career development and redeployment with</p>	<p>Review policies and processes for recruitment; workplace emergency response; employee accommodation; disability management and return to work; performance management; career development and employee redeployment annually.</p> <p>Revised training for all Human Resource staff, Managers/Supervisors and all employees impacted by the changes to policy review. The Employment Standard review began in 2016.</p> <p><u>Scope and timelines for employment standards review</u></p>	<p>2018 – 2021</p>	<p>Accessibility and Diversity Services</p> <p>Human Resources</p> <p>Community Emergency Planning</p>

Appendix A

Project Title	Description	Time Frame	Lead Department
accessibility accommodation needs  Workplace emergency response information is Provided in accessible format or with other accommodation requests			
Accommodation planning	Educate staff on 2017 accommodation procedures revisions.	2018	Accessibility and Diversity Services  Human Resources  Community Emergency Planning
Workplace emergency response information	Review Facility Standard Operating Guidelines and Fire Procedure as they relate to Workplace Emergency Response Information	2018	Accessibility and Diversity Services

Project Title	Description	Time Frame	Lead Department
<p>is Provided in accessible format or with other accommodation requests</p>	<p>Planning.</p>		<p>Human Resources  Corporate Property  Fire  Parks Recreation and Culture  Community Emergency Planning</p>
<p>Employment Standards Training</p>	<p>Inform all current and new employees of policies used to support employees with disabilities.</p>	<p>2018-2021</p>	<p>Accessibility and Diversity Services  Human Resources</p>
<p>Note Taking Services</p>	<p>Note taking Service training for relevant staff in partnership with Temmer Enterprise limited.</p>	<p>2018-2021</p>	<p>Accessibility and Diversity Services</p>

Project Title	Description	Time Frame	Lead Department
			Administrative Leadership Team
Mental Health as an aspect of Disability	Corporate Mental Health training implementation and continued onboarding training.	2018-2021	Human Resources

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**Design of Public Space (Accessibility Standards for Built Environment)**

Project Title	Description	Time Frame	Lead Department
Continue the Implementation of the City of Cambridge Facility Accessible Design Standard.	Provide relevant training to appropriate staff related to the 2017 updated Facility Accessible Design Standards Manual.  <u>Facility Accessible Design Standard resource(2014)</u>	2018	Accessibility and Diversity Services  Parks Recreation and Culture
Corporate Engineering Design Standards	Update current and create relative corporate engineering standards to meet the Design of Public Spaces Standards.  Training and resources will be provided to relevant staff related to Design of Public Spaces Standard and the Global Alliance on Accessible Technologies and Environments (GAATES) resources. GAATE's is the leading international organization dedicated to the promotion of accessibility of the built and virtual environments and to promoting the Guiding Principles of the United Nations Convention on the Rights of Persons with Disabilities (CRPD), adopted in December 2006.  <u>GAATEs Design of Public Spaces resource</u>	2018-2021	Accessibility and Diversity Services  Engineering  Planning  Transportation  Parks Recreation and Culture
Accessible Signage	Provide a facility signage audit. Continue to resource the provincial accessibility sign aids standard as referenced through Sign,	2018-2019	Accessibility and Diversity Services

Project Title	Description	Time Frame	Lead Department
	<p>Accessibility Information Direction and Safety (SignAids) resource.</p> <p><u>SignAids resource document</u></p>		<p>Parks Recreation and Culture</p> <p>Corporate Construction</p> <p>Corporate Property</p>

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<p>Open Public Space</p>	<p>Accessible considerations per the Integrated Standard will be made in the design, refurbishment and maintenance of all City of Cambridge Open Public Space, with the intent to eliminate barriers where possible, while striving to not create new barriers.</p> <p>This applies to;</p> <p>Recreation trails and beach access routes</p> <ul style="list-style-type: none"> <li>• Outdoor public eating areas</li> <li>• Outdoor play spaces</li> <li>• Exterior paths of travel</li> <li>• Parking (off-street and on-street)</li> </ul>	<p>2018 – 2021</p>	<p>Accessibility and Diversity Services</p> <p>Parks, Recreation and Culture</p> <p>Planning</p> <p>Engineering</p> <p>Transportation</p>
<p>Consultation Requirements as per Design of Public Spaces</p>	<p><b>Recreational Trails</b></p> <p><u>80.8 (1)</u> Obligated organizations shall consult with Public; Persons with disabilities; and Municipal accessibility advisory committees on the following before they construct new or redevelop existing recreational trails:</p> <ol style="list-style-type: none"> <li>1. slope of the trail.</li> <li>2. need for, and location of, ramps on the trail.</li> <li>3. need for, location and design of,             <ol style="list-style-type: none"> <li>i. rest areas,</li> </ol> </li> </ol>		

	<p>ii. passing areas, iii. viewing areas, iv. amenities on the trail, and v. any other pertinent feature.</p> <p><b>Outdoor play spaces, consultation requirements</b></p> <p><u>80.19</u> When constructing new or redeveloping existing outdoor play spaces, obligated organizations, other than small organizations, shall consult with Public; Persons with disabilities; and Municipal accessibility advisory committees on the needs of children and caregivers with various disabilities</p> <p><b>Exterior paths of travel, rest areas</b></p> <p><u>80.29</u> When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, the City shall consult with Public; Persons with disabilities; and Municipal accessibility advisory committees on the design and placement of rest areas along the exterior path of travel</p> <p><b>On-street parking spaces</b></p>		
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	<p><u>80.39 (1)</u> When constructing or redeveloping existing on-street parking spaces, the City shall consult on:</p> <p>Need;</p> <p>Location; and</p> <p>Design of accessible on-street parking spaces</p>		
Public Accessible Washrooms	<p>Review and audit current washroom facilities and provide required updated mapping of public accessible washroom facilities.</p> <p>Review Timeline:</p> <ul style="list-style-type: none"> <li>• 2018 - North East + Hespeler Arena, Johnson Centre, Ted Wake Centre</li> <li>• 2019 - South + Dickson &amp; McIntosh Arenas, Cambridge Centre for the Arts, David Durward Centre</li> <li>• 2020 - Central East + Galt Arena, John Dolson Centre, City Hall</li> <li>• 2021 - Central West + Preston &amp; Homuth Arenas, William E. Pautler Centre and Allan Reuter Centre</li> </ul>	2018- 2021	<p>Accessibility and Diversity Services</p> <p>Parks Recreation and Culture</p> <p>Corporate Property</p> <p>Cambridge Accessibility Advisory Committee</p>
Accessible Trails	<p>Audit current trails as per Design of Public Spaces requirements.</p> <p>Review Timeline:</p>	2018 - 2021	Accessibility and Diversity Services

	<ul style="list-style-type: none"> <li>• 2018 - Central West</li> <li>• 2019 - North East</li> <li>• 2020 - South</li> <li>• 2021 - Central East</li> </ul>		<p>Parks Recreation and Culture</p> <p>Cambridge Accessibility Advisory Committee</p>
Accessible rest areas	<p>Creation of a bench/rest area/ placement standard.</p> <p>Planning and implementation of the standard.</p> <p>Review Timeline:</p> <ul style="list-style-type: none"> <li>• 2018 - Central East + Galt Arena, Galt Core Area</li> <li>• 2019 - Central West + Preston &amp; Homuth Arenas, Preston Core Area</li> <li>• 2020 - North East + Hespeler Arena, Hespeler Core area</li> <li>• 2021 - South + Dickson &amp; McIntosh Arenas</li> </ul>	2018-2021	<p>Accessibility and Diversity Services</p> <p>Parks Recreation and Culture</p> <p>Planning</p> <p>Cambridge Accessibility Advisory Committee</p> <p>Economic Development</p>
Accessible Play Structures	<p>Review current Play structures within the City of Cambridge parks.</p> <p>Provide recommendations on how to incorporate appropriate</p>	2018-2021	<p>Accessibility and Diversity Services</p>

	<p>accessible elements within the existing play structures.</p> <p>Review areas reflective of washroom facility locations:</p> <ul style="list-style-type: none"> <li>• 2018 - South</li> <li>• 2019 - Central East</li> <li>• 2020 - Central West</li> <li>• 2021 - North East</li> </ul>		<p>Parks Recreation and Culture</p> <p>Cambridge Accessibility Advisory Committee</p>
Play structure Standardization	<p>Finalize City of Cambridge Play structure standard and provide applicable staff training.</p> <p>Current additional play structure resources being used in Cambridge include:</p> <p><u>Children’s Playspaces and Equipment that are Accessible to Persons with Disabilities (Annex H)</u></p> <p><u>Me2, The Seven Principles of Inclusive Playground Design</u></p> <p><u>Rick Hansen Foundation, Let’s Play Toolkit</u></p>	2018	<p>Accessibility and Diversity Services</p> <p>Parks Recreation and Culture</p> <p>Cambridge Accessibility Advisory Committee</p>
Parking Standard	<p>Review/update municipal off-street and on-street parking standard to ensure compliance with Design of Public Spaces Standard.</p>	2018	<p>Accessibility and Diversity Services</p> <p>Transportation</p>
Parking area review	<p>Review of current municipal parking areas.</p>	2018-2021	<p>Accessibility and</p>

	<p>Municipal parking area review timeline:</p> <ul style="list-style-type: none"> <li>• 2018 - Central East + Galt Arena, John Dolson Centre</li> <li>• 2019 - Central West + Preston &amp; Homuth Arenas, William E. Pautler Centre and Allan Reuter Centre</li> <li>• 2020 - North East + Hespeler Arena, Johnson Centre, Ted Wake Centre</li> <li>• 2021 - South + Dickson &amp; McIntosh Arenas, Cambridge Centre for the Arts, David Durward Centre</li> </ul>		<p>Diversity Services</p> <p>Transportation</p> <p>Parks Recreation and Culture</p>
<p>Maintenance of Accessible Elements Procedure.</p>	<p>Maintenance of Accessibility Elements</p> <p>As required under the Design of Public Spaces Standard, City of Cambridge has developed procedures for dealing with preventative and emergency maintenance of accessible elements in public spaces and when dealing with temporary disruptions when accessible elements are not in working order for:</p> <ul style="list-style-type: none"> <li>• Recreational Trails and Beach Access Routes</li> <li>• Outdoor Public Use Eating Areas</li> <li>• Outdoor Play Spaces</li> <li>• Exterior Paths of Travel</li> <li>• Accessible Parking</li> </ul> <p>As per the City of Cambridge, Accessible Maintenance Procedure</p>	<p>Ongoing</p>	<p>Accessibility and Diversity Services</p> <p>Parks Recreation and Culture</p> <p>Transportation</p> <p>Building Construction</p> <p>Corporate Property</p>

	<p>the, City of Cambridge:</p> <p>Shall apply best practices in the preventative maintenance of accessible elements with periodic checks such as;</p> <ul style="list-style-type: none"> <li>• Annual inspections, or more frequently as per the Minimum Maintenance Standards.</li> <li>• After storms or events that might affect accessible elements</li> <li>• As part of any reports of vandalism or complaints</li> </ul> <p>Shall apply best practices in the emergency maintenance of accessible elements with active response once notified.</p> <p>Shall continue to provide public notification of temporary disruptions in keeping with compliance requirements under the Integrated Accessibility Standard Regulation (O. Reg. 191/11)</p> <p>Corporate Notice of Service Disruption Process:</p> <p style="padding-left: 40px;">Notice of the disruption will include: the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that are available.</p> <p style="padding-left: 40px;">Notice will be given by posting the information in a conspicuous place as well as by posting the information on the Municipal website.</p> <p>Repair as soon as practicable</p>		<p>Community Emergency Planning</p> <p>Asset Management</p>
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<p>Accessibility Maintenance Standard creation and space audit</p>	<p>Creation of a standard for maintenance of municipal spaces.</p>	<p>2018</p>	<p>Accessibility and Diversity Services  Asset Management</p>
<p>Accessible Equipment training</p>	<p>Provide relevant staff and volunteer’s accessible equipment training (Stryker chairs, lifts and adult change table, etc.)</p>	<p>2018-2021</p>	<p>Accessibility and Diversity Services  Parks Recreation and Culture  Corporate Property</p>
<p>City of Cambridge, Official Plan review</p>	<p>Provide accessibility feedback/comments as they relate to City of Cambridge, Official Plan review.</p>	<p>2020</p>	<p>Accessibility and Diversity Services  Policy Planning</p>



### Customer Service Standards

Project Title	Description	Time Frame	Lead Department
<p>Accessible Customer Service Training</p>	<p>Continue to provide Accessible Customer Service Training for all staff, volunteers and 3rd party agencies, in order to continue to comply with the Accessible Customer Service Regulation, Under the Accessibility for Ontarians with Disabilities Act (AODA).</p> <p>Updated training requirements related to the revised Customer Service Standard began in 2017 and expected to be completed in 2018. Training refreshers related to Customer Service Standard will take place biannually.</p> <p>Training on the Customer Service Standard is required of all staff, volunteers and contractors.</p> <p>The following people must be trained on serving customers with disabilities:</p> <ul style="list-style-type: none"> <li>• all employees and volunteers (paid and unpaid, full-time, part-time and contract positions).</li> <li>• anyone involved in developing your organization’s policies (including managers, senior leaders, directors, board members and owners).</li> </ul>	<p>ongoing</p>	<p>Accessibility and Diversity Services</p>

Project Title	Description	Time Frame	Lead Department
	<ul style="list-style-type: none"> <li>anyone who provides goods, services or facilities to customers on your organization’s behalf (such as external contact centres or facilities management companies).</li> </ul> <p>Training must be completed as soon as possible after an employee or volunteer joins your organization.</p> <p>Training will continue through staff and volunteer onboarding process.</p>		
<p>City of Cambridge, Customer Service Statement</p>	<p>Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities.</p> <p>As outlined in our ‘Accessibility for Ontarians with Disabilities Acts’, Policy. Appendix A outlines the “City of Cambridge, Accessibility for Ontarians with Disabilities Acts, Policy”.</p> <p>The City of Cambridge will continue to;</p> <ul style="list-style-type: none"> <li>Ensure that a person with a disability are permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law</li> <li>Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the</li> </ul>	<p>Ongoing</p>	<p>All Departments</p>

Project Title	Description	Time Frame	Lead Department
	<p>support person while on the premises</p> <p>Require a person with a disability to be accompanied by their support person for a valid health and safety reason</p> <p>Provide advance notice if there is an admission charge for a support person</p> <p>Waive the admission charge when a support person is required to accompany a person with a disability</p> <p>Establish a feedback process for providing goods, services, or facilities to persons with disabilities</p> <p>Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support</p> <p>Provide notice of any temporary disruption to services that may affect persons with disabilities</p> <p>Ensure that employees are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities</p>		
Accessible Elections	Elections manuals, technology and software will be reviewed and amended if necessary in preparation for the 2018 Municipal Election.	2018	Accessibility and Diversity Services

Project Title	Description	Time Frame	Lead Department
			Communications  Clerks
Accessible Special Events	Continue as a staff liaison to the City’s Special Events Advisory Team. Providing event accessibility evaluations and support in event site/participant accommodation.	Ongoing	Accessibility and Diversity Services  Parks Recreation and Culture
Community Programming	Provide relevant programming staff training related to support and accommodation needs of program participants.	Ongoing	Accessibility and Diversity Services  Parks Recreation and Culture

## Meaningful Change – Notable Successes in 2017 Accessibility Planning in Cambridge

### General Initiatives

- Supervisor of Accessibility and Diversity completed, Accessibility Ontario, AODA, train the trainer program
- Multi-Year Accessibility Plan Developments 2018-2021
- Accessible Advisory Committee presentation to Council, June 27th, 2017
- City of Cambridge ‘Accessibility for Ontarians with Disability Policy’ was created in 2017 to meet current regulation requirements

### Information and Communication

- Accessible document creation training was provided in person and offered through several webinar opportunities
- Updated Report Templates and Guides finalized with instruction on AODA formatting, for usage in 2018

### Employment Standard

- Temmer Enterprise worked with Accessibility and Diversity staff in the creation of City of Cambridge specific note taking training for appropriate staff to be implemented in 2018
- Employee accommodation process was updated

### Design of Public Space

- Inclusion Coordinator attended playground Me2, 7 Principles of Inclusive playgrounds design training
- Staff members were trained in the use of the GAATE’s Design of Public Spaces Standards. Supervisor of Accessibility and Diversity Services was engaged in the Canadian Playgrounds Standard, Annex H revision process
- Review of implementation of Design of Public Spaces relevant aspects to internal and external site plan process
- Allen Reuter Centre accessibility upgrades official opening in the fall of 2017

- Preston Arena and Kinsmen Building (Hamilton Street), parking lot accessibility upgrades
- Ten curb cuts and tactile surfaces were created to provide increased trail accessibility
- Installation of accessible play structure at Hespeler Victoria Park
- Accessible Path installation at Duncan Ferguson Homestead and Victoria Park Play structure
- Updated sidewalk intersection, tactile surface standard, as per Design of Public Spaces
- Cambridge Accessibility Advisory Committee and the Cambridge Wood Workers support of the 'Cambridge Stop Gap Initiative'

### **Customer Service Standard**

- In 2017 Accessibility and Diversity Services provided support and accommodation to 147 children with disabilities at our summer day camp program and 102 children at our summer specialized camps
- Inclusion Services expanded its specialized camp program to support children with emotion and behavioral disabilities
- Sensitive Santa program added another event date
- Updated Customer Service Standard training was provided at eighteen off-site training locations in 2017. Training will continue through the use of the Learning Management System in 2018
- The City of Cambridge Facility Accessible Design Manual was revised in 2017