

# **Stronger Together: A Status Update on the City of Cambridge Diversity, Accessibility, and Inclusion Action Plan**

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December, 2019



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# **Stronger Together: City of Cambridge Diversity, Accessibility & Inclusion Action Plan Status Update**

## **Introduction**

In 2018, Cambridge City Council approved the Diversity, Accessibility and Inclusion Action Plan (2018-2022). The plan outlines the City's strategy over five years to identify, prevent, and remove barriers in City programs, services, and facilities for our diverse community, including people with disabilities. This five year plan starting in 2018 was created in consultation with staff from across the City, The Cambridge Accessibility Advisory Committee (AAC), as well as various community stakeholder groups. In this report, you will find progress on actions to meet the requirements of the AODA throughout 2019 along with broader actions focused on diversity and inclusion.

## **Corporate Values: Respect, Service, Integrity, Inclusiveness**

The City of Cambridge is committed to being a place where people are included, valued, and treated with respect. Our corporate values of Respect, Service, Integrity, and Inclusiveness serve as the foundation for the Diversity, Accessibility and Inclusion Action Plan, and a starting point as we identified barriers and built strategies to ensure all are welcome and included in our City.

## **Corporate Strategic Plan**

The Corporate Strategic Plan set the framework to support the City's vision of "A place for people to prosper – alive with opportunity". The mandate for the Diversity, Accessibility and Inclusion Action Plan comes directly from Objective 1.3 in the Strategic Plan: **Deliver accessible, inclusive, and age-friendly programs, services and facilities.**

The Diversity, Accessibility and Inclusion Action Plan has challenged people to look at things from the perspective of diversity and inclusion when making decisions around programs, services, processes and practices, and has set the stage for supporting community members as they create vibrant and connected spaces and communities in celebration of diversity.

## **The Cambridge Accessibility Advisory Committee**

Public participation is an important feature of the work we do at the City of Cambridge. Staff from the City rely on feedback and input from the Cambridge Accessibility Advisory Committee (AAC) to ensure that we are working towards our vision of an inclusive Cambridge. The Cambridge AAC advises Council and staff members on the

accessibility of City services, programs, and facilities. Members of the AAC are appointed by City Council.

In 2019, the City consulted with the Cambridge AAC on the following items:

- Provided feedback on updated Facility Accessibility Design Standards (Outdoor Recreation Facilities section)
- Revised the AAC Terms of Reference
- Accessible Special Events
- Commented on Programming for Youth with Disabilities
- Alert Waterloo Region
- Updated on Grand River Transit
- Interpreter Guidelines
- implementation of the Dynamic Symbol of Access
- Salisbury Avenue Sidewalks
- Clarence Street Sidewalks
- Forbes Park Washroom
- Independent Living Centre
- Accessible Trick-or-Treating
- Playground accessibility
- Supported the Cambridge Hall of Fame nomination and appointment of AAC Chair Sheri-Lyn Roberts

## **An Overview of Progress**

The 2019 Diversity, Accessibility and Inclusion Status Update includes the City of Cambridge's commitment to removing barriers to our programs and services and the progress we have made on actions to meet the AODA. The action plans are spread across three areas:

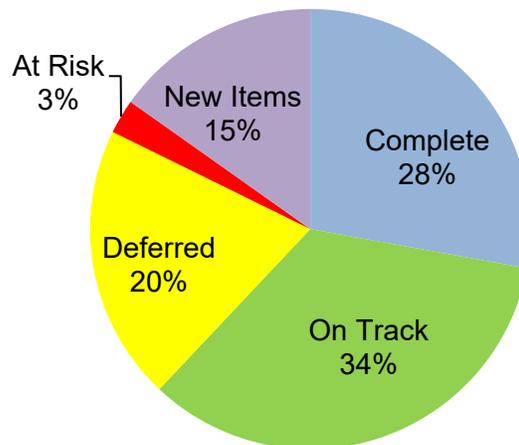
1. Creating and improving inclusive programs, services, facilities, and infrastructure
2. Supporting an inclusive workplace
3. Recognising and celebrating diversity in the workplace and in the community

Each of the three areas contains actions to meet our requirements under the Integrated Accessibility Standards Regulation.

**Appendix A** outlines the status of all planned items. **Appendix B** lists additional items that have been undertaken in alignment with the goals of the Diversity, Accessibility, and Inclusion Action Plan. **Appendix C** provides an overview of the City's compliance with the Design of Public Spaces Standards in the IASR.

Overall, of the 67 initial actions, 22 have been completed, 27 are on track, 16 have been deferred (to be completed at a date later than initially planned), 2 are at risk, and 11 new items have been undertaken.

## Status of Diversity, Accessibility, and Inclusion Action Plan Items



### Reviewing and Monitoring the Diversity, Accessibility and Inclusion Action Plan

The City of Cambridge Diversity, Accessibility and Inclusion Action Plan will be reviewed and updated at least once every five years. An annual status report will be completed to document the progress and measures taken to implement the Action Plan and meet the requirements of the AODA Integrated Accessibility Standards Regulation.

### Feedback

The City of Cambridge welcomes feedback on the Diversity, Accessibility and Inclusion Action Plan, and on the accessibility of our programs, services, and facilities. If you have any ideas or suggestions, please contact us.

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[www.cambridge.ca/diversity](http://www.cambridge.ca/diversity)

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## **Alternate Format Requests**

The Diversity, Accessibility and Inclusion Action Plan is available online [www.cambridge.ca/diversity](http://www.cambridge.ca/diversity) in the following formats:

- Accessible PDF
- Full-Text Word.

Alternate formats, including paper copies of the Diversity, Accessibility and Inclusion Action Plan are available at no charge from:

City of Cambridge  
Accessibility and Diversity Services, 2<sup>nd</sup> floor  
50 Dickson Street  
PO Box 669  
Cambridge Ontario N1R 5W8  
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## Appendix A: Diversity, Accessibility and Inclusion Action Plan: 2019 Status Update

Action	Timeline	Status	Notes	AODA
<b>Goal 1: Creating and improving inclusive programs, services, facilities, and infrastructure</b>				
<b>1.1. Customer Service</b>				
1.1.1. Develop and implement policies and procedures for serving customers across spectrum of diversity, including gender identity.	2019-2020	On track	Policies and procedures are being identified as projects progress.	✓
1.1.2. Develop and implement a process for assessing customer satisfaction with diversity, equity, and inclusion of city programs, services, facilities, and infrastructure.	2019-2022	Deferred	Customer satisfaction survey is planned for 2020, as part of the Strategic Plan process.	
1.1.3. Review, improve, and promote feedback processes to welcome feedback on the diversity, equity, and inclusion of programs, services, and facilities.	2019	Deferred	Action deferred to 2020 to ensure inclusion in A&DS budget.	✓
<b>1.2. Information, communication and language</b>				
1.2.1. Create policies, resources, and training to support inclusive access to information and communication, including the use of interpreters and translations, inclusive and clear language, and inclusive images.	2018-2020	On track	Consultations on interpreters and translations are completed; draft guidelines in development. Inclusive language guideline is completed.	✓
1.2.2. Review and improve existing resources on making information and communication accessible for people with disabilities.	2018-2019	On track	Alternate request form and resource manual has been updated; a coordinated process for requests is being finalized.	✓
1.2.3. Create policies and procedures for ensuring the city website is accessible and adheres to AODA standards.	2018-2019	Complete	Training on accessible documents is ongoing. Accessible website policy completed December, 2019.	✓
<b>1.3. Welcoming Spaces</b>				

Action	Timeline	Status	Notes	AODA
1.3.1. Develop and implement a welcoming spaces assessment tool, to assess existing city facilities for signs of welcome and inclusion across the spectrum of diversity.	2018-2020	On track	Tool is in development. Revision and implementation of tool expected in 2020.	✓
1.3.2. Inventory current accessibility assistance devices, update relevant maintenance processes, and provide training to staff on use of device. Make inventory available to the public on the City's website.	2018-2019	Deferred	Project plan has been created. Inventory has been initiated, but has not been completed. Expected to be completed in 2020.	✓
<b>1.4. Inclusive Infrastructure</b>				
1.4.1. Develop and integrate a Facilities Accessibility Design Standard (FADS), to identify required and best practices in facility accessibility.	2018-2019	Deferred	Draft FADS update has been developed, and consultations with business units and the Accessibility Advisory Committee has begun. Expected to be completed in 2020.	✓
1.4.2. Assess active transportation assets (e.g. multi-use trails), trails, public washrooms, facility signage, playgrounds, and parking for accessibility, and create a capital improvement plan for priority improvements.	2019-2022	On track	Project plan is pending	✓
1.4.3. Establish community consultation protocols on the development, reconstruction, and improvement of city facilities and infrastructure across the spectrum of diversity.	2018-2019	Deferred	Protocol for consultation when accessibility improvements occur in heritage districts. Other consultation protocols are in development.	✓
1.4.4. Host community consultations for the creation of a rainbow crosswalk.	2018	Complete	Consultations have been completed	
1.4.5. Create a map of city assets related to diversity and inclusion, including accessible public washrooms and dedicated quiet spaces. Make map available to the public on the city website.	2019-2020	On track		✓
<b>1.5. Program Delivery</b>				

<b>Action</b>	<b>Timeline</b>	<b>Status</b>	<b>Notes</b>	<b>AODA</b>
1.5.1. Review and update procurement guidelines and procedures for compliance with accessibility requirements.	2019	Deferred	Deferred to 2020	✓
1.5.2. Promote and build awareness of Economic Development programs and services to immigrants and newcomers, people with disabilities, and other diverse groups.	2019	Deferred	Project plan is deferred to 2021	✓
1.5.3. Assess parks, recreation, and culture programs for improvements across the spectrum of diversity, including opportunities for autism-friendly programs, the inclusion of people with various gender identities in recreation and seniors programming, and intergenerational programming.	2018-2020	On track		✓
1.5.4. Assess parks, recreation, and culture programs for affordability. Improve subsidy processes to ensure dignity in disclosure and assessment.	2018-2020	On track		
1.5.5. Support or implement newcomer cooking classes.	2019-2020	On track		
1.5.6. Develop a Neighbourhood guide, to better understand and communicate programs and supports offered by neighbourhood groups.	2019-2020	On track		
1.5.7. Provide visible signs of LGBTQ+ inclusion in marriage services.	2018	Complete		
1.5.8. Assess and integrate accessibility features and protocols into municipal election sites, equipment, and training.	2018, 2022	Complete	Completed for 2018 municipal election. Action will be initiated for 2022 election	✓
1.5.9. Assess existing resources spaces (e.g. brochure stands) for visible signs of inclusion, including promoting LGBTQ+ events and resources.	2019-2020	On track		

Action	Timeline	Status	Notes	AODA
1.5.10. Assess and update policies, procedures, and training in response to any updates to the AODA IASR Standards.	2018-2022	On track	AODA standards have not been updated by Province.	✓
<b>1.6. Learning, assessment, and planning tools</b>				
1.6.1. Create a series of inclusion assessment tools, for staff to assess diversity, equity, and inclusion in their services, programs, facilities, and protocols, across the spectrum of diversity.	2018-2022	On track	Tools are being developed on an ongoing basis.	✓
1.6.2. Create a series of learning tools, to build staff awareness on the needs and considerations for customers, clients, and citizens across the spectrum of diversity (e.g. days of significance, dietary requirements, prayer accommodations, etc.).	2018-2022	On track	Tools, resources, and communications are being developed on an ongoing basis.	✓
1.6.3. Create resources to assist staff in understanding ways that shifting community demographics regarding diversity impact program and service delivery	2019	Complete	Resource posted to intranet in April, 2019	✓
1.6.4. Create resources to assist staff in marketing to and attracting diverse community members to programs and services.	2019	Complete	Learning event held in April, 2019	
1.6.5. Create resources for staff on how and when to provide an Indigenous Territorial Acknowledgement at meetings and other events at their discretion.	2018-2019	Deferred	Deferred to 2020 as communication consultations need to be initiated.	
<b>1.7. Truth and Reconciliation</b>				
1.7.1. Understand and assess the Truth and Reconciliation Commission of Canada Calls to Action as they relate to the work of municipalities.	2018-2019	Deferred	Network of municipal partners has been established, and meet quarterly. Currently reviewing T&R report. Assessment of City's role expected to be completed in 2020	
1.7.2. Create a plan to implement the TRC municipal calls to action.	2019-2020	On track		

Action	Timeline	Status	Notes	AODA
<b>1.8. Organizational Commitment</b>				
1.8.1. Assess organizational readiness and prepare City Council to endorse the commitments of the Canadian Coalition of Municipalities Against Racism and Discrimination	2019	Deferred	Planned to be completed in December, 2019, for consideration in 2020.	
1.8.2. Establish a Diversity Charter, for City Council consideration for endorsement (related to action 3.3.2)	2019	Deferred	Deferred to 2021, to accommodate the establishment of the Community Wellbeing Advisory Committee.	
1.8.3. Assess and plan for the calls to action identified in the Breaking the Silence on Hidden Violence: Addressing Hate Crime & Violence Against the LGBTQ Community in Waterloo Region report, at the systems and community level.	2019-2020	Complete	A&DS staff participate in the Rainbow Community Coalition subcommittee, supporting implementation of community actions locally, including hosting the A Place to Call Safe event in October, 2018. No further actions identified. We will continue to participate in the RCC, identifying ongoing actions.	
<b>1.9. Governance and accountability</b>				
1.9.1. Establish a clear governance and reporting model for the implementation and accountability of the actions in this Diversity and Inclusion Action Plan, including continued annual reporting on accessibility planning and compliance.	2018	Complete	The Implementation Plan for the Diversity, Accessibility, and Inclusion Action Plan was developed and approved, outlining the governance and reporting structure, and activities required to implement the Diversity Action Plan.	✓
1.9.2. Establish an annual Diversity Score Card, to assess the City on the implementation of diversity-related initiatives.	2019-2022	On track	Project plan has been created.	
<b>Goal 2. Supporting an inclusive workplace</b>				
<b>2.1. Policies and procedures</b>				

Action	Timeline	Status	Notes	AODA
2.1.1. Create and implement a Diversity, Equity, and Inclusion policy.	2019	Deferred	Project plan has been created; and research of policy has been undertaken. Staff consultations will take place in early 2020, with draft ready for consideration in Fall, 2020.	
2.1.2. Establish and promote process for employees to raise concerns regarding issues of diversity, equity, and inclusion in the workplace, and an approach for responding to such complaints.	2019-2020	On track	Project planning has been initiated.	
2.1.3. Review and update Accessibility for Ontarians with Disabilities Policy.	2018-2022	Complete	Revised policy ready for consideration December 2019. Annual reviews will take place as per the Policy.	✓
2.1.4. Assess and update policies, procedures, and training in response to any updates to the AODA Employment Standards.	2019	Complete	Province has not released any updates to the AODA Employment Standard.	✓
<b>2.2. Recruitment</b>				
2.2.1. Revise job advertisement notice of accommodation to reflect accommodation across all human rights grounds.	2018	Complete	Updated language regarding accommodations has been implemented in job postings, advertisements, and on the website.	✓
2.2.2. Review and update accommodation policies and procedures in recruitment to be inclusive across all human rights grounds.	2018-2019	Complete	Documentation has been updated as required.	✓
2.2.3. Establish and support community mentorship program for newcomers and immigrants	2019-2022	On track	Process for identifying programs has been established. Community connections are being made on an ongoing basis.	
2.2.4. Participate in Disability Mentoring Day.	2018-2022	On track	The City participated in DMD in 2018, with 4 mentee matches, and in 2019 with 3 mentee matches.	✓

Action	Timeline	Status	Notes	AODA
2.2.5. Advertise new or vacant positions with diverse community organizations and groups.	2019	Complete	Project plan has been created to identify channels for advertisements.	✓
<b>2.3. Training</b>				
2.3.1. Develop and implement a comprehensive training plan related to diversity, equity and inclusion, across all levels of staff, volunteers, and relevant third parties. Identify required and optional training, specific to the duties of the roles, both in-person and online, including legislated (e.g. AODA) and non-legislated training.	2018-2020	At risk	Implementation plan to be developed in 2019. Training content to be created in 2020. Recommend deferring completion of launch to 2021, providing time for establishment of LMS.	✓
2.3.2. Evaluate effectiveness of training programs.	2021-2022	At risk	Evaluation pending release of training plan.	✓
<b>2.4. Work environment</b>				
2.4.1. Plan for an employee satisfaction survey, to identify diversity in employees, and to assess experiences of inclusion.	2020	On track	Not yet initiated	
2.4.2. Establish staff ambassador program, to support and champion diversity, equity, and inclusion in their program area.	2019	Complete	Internal diversity working group established. Currently building their capacity to identify, prevent, and remove barriers.	
2.4.3. Review and improve processes for accommodating employees across the spectrum of diversity, including all Accessibility for Ontarians with Disabilities Act requirements.	2018-2019	Complete	Review of existing policies and procedures, and revisions to AODA accommodations, is complete.	✓
2.4.4. Review Facility Standard Operating Guidelines and Fire Procedure as they relate to Workplace Emergency Response Information Planning.	2018-2019	Complete	A&DS has provided audit of Fire Procedures.	✓
<b>Goal 3. Recognizing and celebrating diversity in the workplace and in the community</b>				
<b>3.1. Workplace diversity</b>				

<b>Action</b>	<b>Timeline</b>	<b>Status</b>	<b>Notes</b>	<b>AODA</b>
3.1.1. Create a map for employees to identify places of origin and/or languages spoken	2019	Deferred	Project has been deferred to 2020.	
3.1.2. Create staff engagement strategy, to identify events for staff to recognize and celebrate their diversity.	2018-2019	Complete	Strategy has been created.	
3.1.3. Create an internal online presence to communicate the value of diversity, promote learning and house resources for staff.	2018-2019	Complete	Accessibility and Diversity Resource Centre on the Intranet launched in February, 2019.	
3.1.4. Establish an ongoing series of organization/community dialogues on current topics related to diversity, equity, and inclusion.	2018-2022	On track	First dialogue held December, 2018; second one held November 2019.	
3.1.5. Develop a plan to facilitate the collaboration between the Accessibility Advisory Committee and the Heritage Advisory Committee, and other citizens advisory committees as relevant to diversity, equity, and inclusion.	2019	Complete	The AAC and MHAC have worked together to identify accessibility options in heritage districts; the AAC and A&DS were consulted to encourage applications to the Hall of Fame from people with diverse backgrounds and experiences.	✓
<b>3.2. Community engagement</b>				
3.2.1. Create a community communication plan to recognise and celebrate diverse cultures, religious/spiritual affiliations, and days of significance (e.g. Pride week).	2018	Complete	Communication plan has been developed and is evolving as more community collaborators are engaged.	
3.2.2. Create a community engagement resource, to identify ways for staff to reach out and engage diverse groups.	2018-2019	Deferred	Resources have been identified on how to support diversity and inclusion in events and meetings. Internal community of practice is planned for 2020.	
3.2.3. Develop a protocol to support community events related to diversity, to identify levels of city participation (e.g. planning, resourcing, participating, etc.)	2018-2019	Deferred	Protocols being developed on an ongoing basis as events are identified.	

Action	Timeline	Status	Notes	AODA
3.2.4. Review the neighbourhood strategy to identify areas where community hubs and outreach opportunities can be improved for diversity, equity, and inclusion.	2020	On track	Action expected to be accomplished in 2020.	
3.2.5. Identify opportunities to support community advocacy related to affordable housing, homelessness, transportation, and other priority topics for diverse community members.	2018-2020	On track		
3.2.6. Host civic ceremonies in City Hall annually.	2018-2022	Complete	Citizenship ceremony held September 2019	
3.2.7. Participate in local government learning sessions for newcomers.	2018-2022	On track	Participation occurring on an ongoing basis	
3.2.8. Host Newcomer Day, in collaboration with the Immigration Partnership.	2018-2022	Complete	Newcomer Day held September 2019	
3.2.9. Participate in the planning of an Interfaith Community Retreat, in collaboration with local faith communities.	2019	Deferred	Deferred to 2020	
3.2.10. Support the Cambridge Accessibility Advisory Committee in special projects, including exploring a Vulnerable Person Registry.	2019-2022	On track	Support for AAC provided on an ongoing basis.	✓
<b>3.3. Partnerships and collaborations</b>				
3.3.1. Seek opportunities to collaborate and participate in community groups aligned with goals of diversity, equity, inclusion and improving services programs and facilities in our city.	2018-2022	On track	Continued discussion with community partners and residents regarding diversity, equity, and inclusion.	
3.3.2. Establish a Waterloo Region Diversity Roundtable.	2018-2022	On track	Partnerships continue to be developed, as broader community networking and data needs identified.	

## Appendix B: New Action Items

#	Action	Status
1.	Facilitate the Accessible Trick-or-Treating initiative.	Complete
2.	Implemented new Dynamic Symbol of Access for accessibility signage where not otherwise legislated.	Complete
3.	Review and update the Early and Safe Return to Work Policy.	Complete
4.	Support the Mental Health Committee for employees.	On Track
5.	Hosted films for the Global Migration Film Festival.	Complete
6.	Participate in the Wellbeing Waterloo Region initiative.	On Track
7.	Establish and support the Community Wellbeing Advisory Committee.	On Track
8.	Support the CTS site selection project.	On Track
9.	Support the development of community initiatives that address complex social issues, including the Cambridge Neighbourhood Table, and Inclusive Communities.	On Track
10.	Explore the development of neighbourhood-based newcomer outreach programs.	On Track
11.	Participate in the development and knowledge mobilization of local research on homelessness.	On Track

## Appendix C: Design of Public Spaces Standards Compliance Summary

<b>DOPS Item</b>	<b>DOPS Specification Documentation</b>	<b>Emergency and Preventative Maintenance Procedures</b>	<b>Procedures for Temporary Service Disruptions</b>
Recreational Trails and Beach Access Routes (S. 80.6-80.15)	Specifications documented in the Facility Accessibility Design Standards, 2014, and integrated these requirements in standard specifications documents for internal and contractor use.	Trails, including stairs and ramps located along trails, are inspected each summer as part of the trail inspection program. Features that require attention or remediation are reported and scheduled for completion as soon as possible.	Planned and unplanned service disruption procedures available through Public Works.
Outdoor Public Use Eating Areas (S. 80.16-80.17)	Specifications documented in the Facility Accessibility Design Standards, 2014, and integrated these requirements in standard specifications documents for internal and contractor use.	Weekly inspections in the summer months with routine maintenance (e.g. cleanliness, vandalism). Rental space tables (in picnic shelters and gazebos) inspected prior to rental/event for any damage and location, and remediates as required. Annual condition inspection undertaken in winter. Emergency maintenance and repair of tables are reported to Parks division and undertaken as soon as possible.	Planned and unplanned service disruption procedures available through Parks Operations.
Outdoor Play Spaces (S. 80.18-80.20)	Specifications documented in the Facility Accessibility Design Standards, 2014. Specifications described	Monthly documented inspections completed April-September; bi-monthly inspections completed October-March. Visual inspections are completed	Planned and unplanned service disruption procedures available through Parks Operations.

<b>DOPS Item</b>	<b>DOPS Specification Documentation</b>	<b>Emergency and Preventative Maintenance Procedures</b>	<b>Procedures for Temporary Service Disruptions</b>
	in Annex H of the CSA are also included in all outdoor play structure RFPs.	whenever staff work in a park. Repairs identified in the monthly inspection it documented and the repair is done as quickly as possible. If during a visual inspection it is determined there is need for a repair it is done as quickly as possible. Timeline for repairs depend on need and availability of any parts.	
Sidewalks or Walkways and Ramps (S. 80.21-80.24)	Specifications documented in the City of Cambridge Engineering Standards and Development Manual 2013, the Facility Accessibility Design Standards, 2014, and integrated these requirements in standard specifications documents for internal and contractor use.	Annual inspection program is conducted by Asset Management through Minimum Maintenance Standards implementation, to identify deficiencies based on three severity levels within the sidewalk, walkway, and multi-use trails (located within road right-of-way). Level 3 defects will automatically create an associated work order ticket which is sent to Public Works for follow-up remediation. Level 3 vegetation related defects are sent to forestry for follow-up remediation. Level 3 vegetation related defects resulting from private side vegetation or sent to By-law to follow up with the property owner for remediation.	In the event of disruptions, the Ontario Traffic Manual Book 7 – Temporary Conditions is followed.
Stairs (S. 80.25)	Specifications	Annual inspection program is	Stairs in walkways are not

<b>DOPS Item</b>	<b>DOPS Specification Documentation</b>	<b>Emergency and Preventative Maintenance Procedures</b>	<b>Procedures for Temporary Service Disruptions</b>
	documented in the Facility Accessibility Design Standards, 2014, and integrated these requirements in standard specifications documents for internal and contractor use.	conducted by Asset Management through Minimum Maintenance Standards implementation. Stairs in walkways are maintained during the summer months for cleanliness and public safety. The stairs in walkways (from road to road) are inspected as part of the yearly walkway inspections at the start of the summer season (April/May). Any defects or damage is rehabbed to maintain public safety. Complaints and calls from the summer are also used to inform staff of the need for attention if the walkway has already passed its inspection but requires additional attention through the summer season.	maintained in the winter time for snow removal and are signed (Do not use) and chained off from public use. These chains are removed in the spring (by staff) and are usually installed after leaf pick up in the fall (November). In the event of other disruptions in service, the Ontario Traffic Manual Book 7 – Temporary Conditions is followed
Curb Ramps and Depressed Curbs (S. 80.26-80.27)	Specifications documented in the Facility Accessibility Design Standards, 2014, and integrated these requirements in standard specifications documents for internal and contractor use.	Curb Ramps and Depressed Curbs are inspected as part of the Annual inspection program is conducted by Asset Management through Minimum Maintenance Standards implementation.	In the event of disruptions, the Ontario Traffic Manual Book 7 – Temporary Conditions is followed.
Accessible Pedestrian Signals (S. 80.28)	City is not responsible for Accessible Pedestrian	City is not responsible for Accessible Pedestrian Signals	City is not responsible for Accessible Pedestrian Signals

<b>DOPS Item</b>	<b>DOPS Specification Documentation</b>	<b>Emergency and Preventative Maintenance Procedures</b>	<b>Procedures for Temporary Service Disruptions</b>
	Signals		
Rest Areas (S. 80.29)	Processes for consultation with the Cambridge Accessibility Advisory Committee are integrated in project plans as required.	Preventative and emergency maintenance procedures as part of Annual inspection program is conducted by Asset Management.	Planned and unplanned service disruption procedures available through Public Works.
Off-Street Accessible Parking (S. 80.32-80.38)	Specifications documented in the Facility Accessibility Design Standards, 2014, and integrated these requirements in standard specifications documents for internal and contractor use.	Accessible parking (off street) in public parking lots is maintained by our Transportation department for maintenance and inspection. Complaint driven response to rehab any defects are done through a contractor. Accessible parking based at facilities is completed by the facility supervisor.	On-site notification is posted one to two weeks in advance of any planned closure.
On-Street Accessible Parking (S. 80.39)	Consulted with the Cambridge Accessibility Advisory Committee. Specifications documented in On-Street Accessible Parking Design Standard (draft), and integrated requirements in documents for internal and contractor use.	Accessible parking (on street) follows the same maintenance schedule for maintenance as per Minimum Maintenance Standards for summer and winter. The parking stalls are swept on a regular basis and potholes (if any are filled and cracks sealed as required by Public Works during the summer.) Any line painting/symbol painting required would be determined by the Transportation department based on age and deterioration.	On-site notification is posted one to two weeks in advance of any planned closure.

<b>DOPS Item</b>	<b>DOPS Specification Documentation</b>	<b>Emergency and Preventative Maintenance Procedures</b>	<b>Procedures for Temporary Service Disruptions</b>
		Inspections of the road way and parking stalls are completed using the Road Patrol application to base the frequency of inspection on road class. Any debris and litter pick up needed is completed by the Ambassador team or other city staff.	
Integrated requirements in standard specifications documents for internal and contractor use	Specifications documented in the Facility Accessibility Design Standards, 2014, and integrated these requirements in standard specifications documents for internal and contractor use.	Routine tidying of counter space and area around counters are completed by Service Cambridge staff as appropriate. Queuing guides and waiting areas are maintained as needed by facility staff.	In the event the accessible service counter is temporarily unavailable, procedures for notifying and serving customers undertaken by service attendant at counter.