

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

December, 2020



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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 the planned actions identified to meet the requirements of the AODA 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 tasked City staff to intentionally consider the perspectives of diversity and inclusion when making decisions regarding programs, services, processes and practices, and has set the stage for supporting community members as they create vibrant and connected spaces 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 2020, the City consulted with the Cambridge AAC on the following items:

- Standard Playground RFP's
- Abilities Awareness Group
- Procedures for Advising on Trails
- AODA Trail requirements
- Hearing Accessibility
- Creating annual AAC Workplan
- COVID-19 Reopening and Facility Modifications
- Reviewing Site Plans (Procedure)
- Reviewed Pinebush Trails (Site Plan)
- Reviewed Medical Centre (Site Plan)

The draft Status Update was provided to the AAC for feedback and advice on March 22, 2021.

An Overview of Progress

The 2020 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 *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). Those action are identified under three goals:

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 goals contains actions to meet our requirements under the *Integrated Accessibility Standards Regulation O.Reg 191/11* (IASR) of the AODA.

Appendix A outlines the status of all planned actions in the Stronger Together: Diversity, Accessibility, and Inclusion Action Plan. **Appendix B** provides an overview of the City's compliance with the Design of Public Spaces Standards in the IASR.

Overall, of the 67 initial actions, 37 have been completed, 22 are in progress, and 8 actions are pending (see Figure 1). Of those items that are either in progress (22) or pending (8), 24 are behind schedule, 5 are ongoing activities, and 1 is on target to meet timelines (see Figure 2).

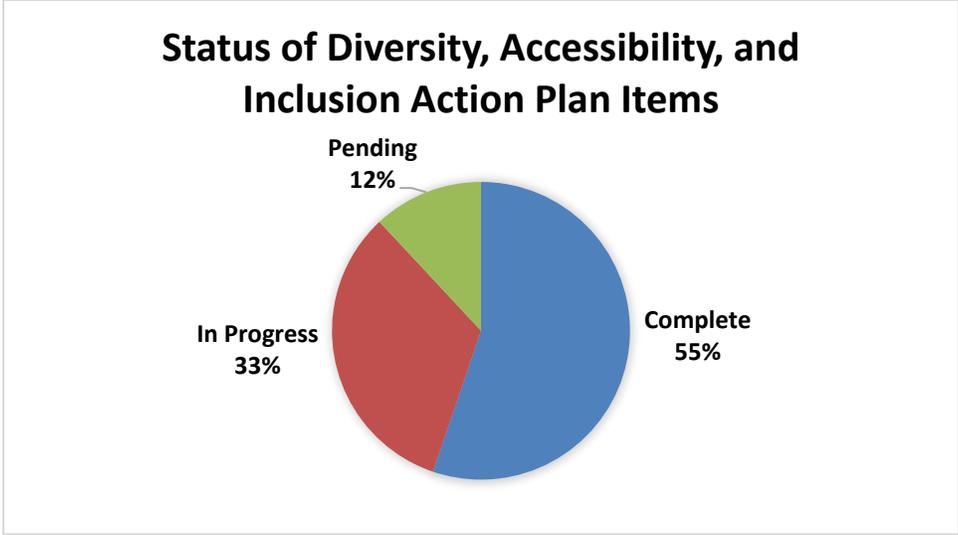


Figure 1: Status of action plan items as of December, 2020.

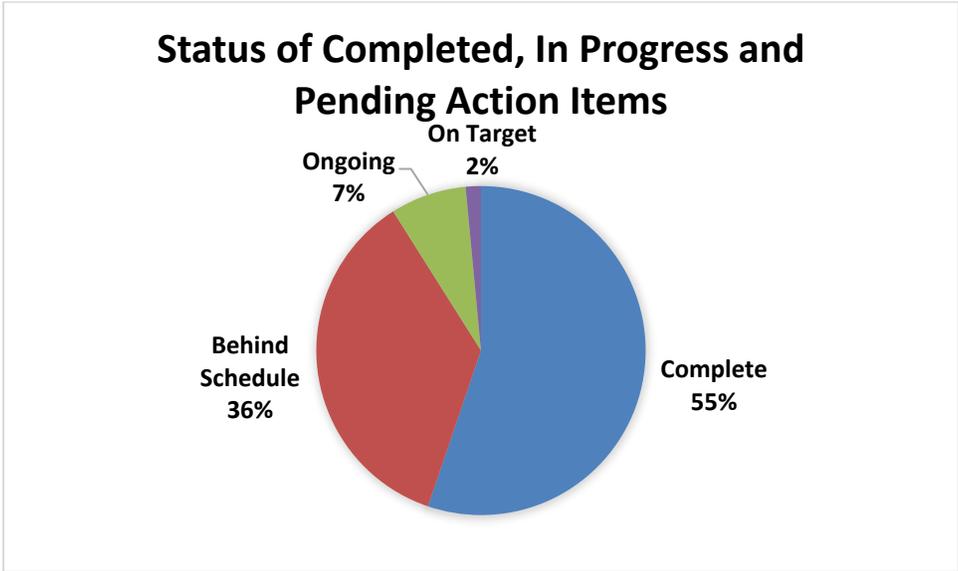


Figure 2: Status of action plan items that are either Completed, In Progress or Deferred, as of December, 2020.

Highlights from 2020

Responding to COVID-19

The COVID-19 pandemic has impacted the physical, mental, emotional, and spiritual lives of everyone, with many community members experiencing stress and anxiety, depression and social isolation. People have experienced complex loss and grief through the pandemic, and, according to the Canadian Mental Health Association, many people have experienced food insecurity, job loss, financial instability, homelessness, and increased use and misuse of substances. These impacts of the pandemic are also

known to disproportionately affect the community's most vulnerable members, necessitating focused effort for the inclusion of equity-seeking groups.

Addressing inclusion and equity during the pandemic, City staff are active members of the Psychosocial and Spiritual Supports Work Group, a sub group of the Region of Waterloo's Community Services Control Group. Reflecting the mandate of the Stronger Together: Diversity, Accessibility, and Inclusion Action Plan, this Work Group has:

- Developed the Friendly Voice program
- Created and maintained a resource consolidating all COVID-19 materials that have been translated to multiple languages
- Developed list of local psychosocial support services available to in multiple languages
- Implemented healing conversation circles available to Cambridge residents
- Created a resource on Grief, Loss, and Dying
- Supported a public communication campaign for older adults and their role in the pandemic.
- and advocated for the translation of Region Public Health information to Portuguese.
- Coordinated check-in and reassurance calls to older adults in our community, addressing concerns of older adult social isolation during the pandemic.

Staff have also provided advice on City recovery and reopening efforts, in particular ensuring accessibility for any modifications, including advising on the accessibility of Plexiglas barriers, face shields and masks, and on providing inclusion support for summer camp participants.

Anti-Racism and Black Lives Matter

In 2020 the Black Lives Matter movement surged as a global protest, raising awareness and seeking the elimination of anti-Black racism. Locally, citizens marched in solidarity of Black Lives Matter in Cambridge in June, 2020. At the same time there have been local community actions to raise awareness of anti-Indigenous racism and issues of Indigenous equity. These global and local events are impacting the lives of equity-seeking communities, and are shaping the ways in which the activities outlined in the Action Plan have been prioritized.

To advance anti-racism efforts, City staff are participating on an inter-municipal Diversity and Inclusion Work Group to make recommendations for policy, planning, and training needs of municipalities in anti-racism efforts. Staff are also participating on an inter-municipal work group for advancing reconciliation actions in response to the Truth and Reconciliation Commissions Report. Coordinating with local area municipalities, this work group is tasked with identifying policy needs and engagement frameworks with the

Indigenous community, along with planning for staff training in Indigenous Cultural Competency.

AODA Order of Compliance

On March 23, 2020 the City was served with an Order of Compliance for reporting two items of non-compliance in the 2019 Accessibility for Ontarians with Disabilities Act (AODA) Compliance Report. As described in Report 19-320(CRS) presented to Council on December 3, 2019, the City was unable to confirm compliance with “all applicable requirements for the information and communications standards” and “all applicable requirements for the design of public spaces standards”.

In response to the Order of Compliance for the Design of Public Spaces Standards, City staff have:

- Reviewed all service counters for AODA compliance under the Design of Public Spaces Standards. Improvements were made to the Service Cambridge accessible service counter including ensuring all services were available from the accessible counter and improving signage, to meet compliance.
- In early 2021 all Service Cambridge staff will be trained in job-specific accessible customer service and applicable Design of Public Spaces to enhance accessibility.
- Reviewed the Engineering Design Standards to ensure all aspects of the Design of Public Spaces Standards are adhered when constructing, redeveloping, and maintaining applicable public spaces, meeting compliance.
- Job-specific Design of Public Spaces training is currently in development, to be launched for all required staff by the end of 2021.

Together, these actions have moved the City into compliance for the Design of Public Spaces Standards.

The non-compliance report for the Information and Communication Standards was due to the City’s corporate website not fully meeting all aspects of the required Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. In response, City staff have:

- Fully assessed the City’s websites against WCAG 2.0 Level AA standard, and identified areas required for remediation.
- Assigned non-compliant elements to appropriate staff for remediation.
- Identified all posted documents that do not meet WCAG 2.0 Level AA requirements.
- Assigned all non-compliant documents to appropriate staff to either remove, remediate, or assess for exemption.
- Created timelines for compliance.

- Developed internal web accessibility procedure for all new content, including posted documents, to ensure continued compliance.
- Made virtual accessible web posting and accessible web document training available for all appropriate staff.

Together, these actions are expected to meet compliance by September, 2021.

Priorities for 2021 and 2022

The Stronger Together: Diversity, Accessibility, and Inclusion Action Plan established actions to be undertaken from 2018-2022. At the end of 2020 the City is more than half way through the plan, with 2 years to complete all outstanding items. To accomplish this, staff will focus on the following key priority actions:

- Continue efforts to ensure AODA compliance and identifying, preventing, and removing barriers for people with disabilities, including enhancement of accessibility review process in capital projects, and the implementation of eScribe and accessible Council and Committee reports.
- Establishing corporate diversity benchmarking (Action 1.9.2) and employee diversity census and satisfaction surveys (Action 2.4.1) to guide goal-setting and evaluation.
- Identify opportunities for policy development (Actions 2.1.1, 2.1.3, 2.1.4), and creating supportive training and resources to action policy directives.
- Continuing to engage with equity-seeking groups, community partners, and other stakeholders to progress action items in the Stronger Together: Diversity, Accessibility and Inclusion Action Plan and activities that promote equity, inclusion, and belonging.

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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Alternate Format Requests

The Diversity, Accessibility and Inclusion Action Plan is available online
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:

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Appendix A: Diversity, Accessibility and Inclusion Action Plan: 2019 Status Update

Action	Status	Planned Complete	Actual Complete	Comments
Goal 1: Creating and improving inclusive programs, services, and facilities				
1.1. Customer Service				
1.1.1. Develop and implement policies and procedures for serving customers across spectrum of diversity, including gender identity.	In progress	2020	Behind schedule	To be completed in 2021, informed by the Indigenous Reconciliation Action Plan and Anti-Racism Work Municipal Work Group
1.1.2. Develop and implement a process for assessing customer satisfaction with diversity, accessibility, equity, and inclusion of city programs, services, facilities, and infrastructure.	Complete	2022	2020	Community survey was completed in 2019/2020, including questions regarding community satisfaction with diversity, inclusion, and belonging.
1.1.3. Review, improve, and promote feedback processes to welcome feedback on the diversity, accessibility, equity, and inclusion of programs, services, and facilities.	Pending	2020	Behind schedule	Deferred until 2022. This project was initially planned to begin in 2019 and completed in 2020. Current staffing limitations have delayed project. Project is currently planned to be initiated in 2021, and completed in 2022.
1.2. Information, communication and language				

Action	Status	Planned Complete	Actual Complete	Comments
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.	In progress	2020	Behind schedule	This action was planned for completion in 2020. Procedures for providing accessible information and communication have been developed and made available to all staff. Training modules will be created and launched in 2021.
1.2.2. Review and improve existing resources on making information and communication accessible for people with disabilities.	Complete	2019	2019	Updated Alternate Format and Community Supports Request Form; updated Alternate Format and Communication Supports Manual; transitioned intake process to Service Cambridge
1.2.3. Create policies and procedures for ensuring the city website is accessible and adheres to AODA standards.	Complete	2019	2020	Created Accessible Web Publishing Procedure, to ensure City websites and documents posted on those sites meet web accessibility criteria. Planned for eScribe implementation for accessible Council and Committee reports. Full implementation of procedures expected in 2021.
1.3. Welcoming Spaces				
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	Pending	2020	Behind schedule	Deferred until 2022. Initially planned to begin in 2018 and completed in 2020. This project depends on the completion of the Facility Accessibility Design Standards update. Once the manual is finalized in 2021, the Welcoming Spaces initiative can be initiated. Currently planned to be completed in 2022.

Action	Status	Planned Complete	Actual Complete	Comments
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.	In progress	2019	Behind schedule	Deferred until 2021. Initial conversations to develop the inventory began in early 2020, with a plan to complete the inventory throughout 2020. This has been deferred to 2021, aligning with the implementation of the Facility Accessibility Design Manual, and accommodating staffing limitations during emergency orders.
1.4. Inclusive Infrastructure				
1.4.1. Develop and integrate a Facilities Accessibility Design Standard (FADS), to identify required and best practices in facility accessibility.	Complete	2019	2019	FADS has been developed. Next steps include integration in Engineering Design Standards manual and creation of assessment tools, and fully integrating accessibility feedback process for all capital projects.
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	Pending	2022	Behind schedule	This action will begin once the FADS has been finalized and assessment checklists have been created to reflect these accessibility specifications. We are on target to assess some assets by 2022.
1.4.3. Establish community consultation protocols on the development, reconstruction, and improvement of city facilities and infrastructure across the spectrum of diversity.	In progress	2019	Behind schedule	This is part of the work of Action 1.7.2 and the Indigenous Reconciliation Action Plan. It is planned to be completed by 2021.
1.4.4. Host community consultations for the creation of a	Complete	2019	2019	Community consultations held in 2018 and 2019. Rainbow crosswalk launched November 2020.

Action	Status	Planned Complete	Actual Complete	Comments
rainbow crosswalk.				
1.4.5. Create a map of city assets related to diversity, accessibility, and inclusion, including accessible public washrooms and dedicated quiet spaces. Make map available to the public on the city website.	In progress	2020	Behind schedule	The planning for this item began in 2020, and was halted because of COVID. It will resume once the emergency orders have lifted, and is planned to be completed in 2021.
1.5. Program Delivery				
1.5.1. Review and update procurement guidelines and procedures for compliance with accessibility requirements.	Complete	2019	2019	Review completed in 2019.
1.5.2. Promote and build awareness of Economic Development programs and services to immigrants and newcomers, people with disabilities, and other diverse groups.	Complete	2019	2019	
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.	In progress	2020	Behind schedule	Deferred until 2021. This project was to be initiated in 2018 and completed in 2020. Initial planning began in 2020, with a planned completion in 2021. Adopt-a-grandparent to begin in 2021.

Action	Status	Planned Complete	Actual Complete	Comments
1.5.4. Assess parks, recreation, and culture programs for affordability. Improve subsidy processes to ensure dignity in disclosure and assessment.	In progress	2020	Behind schedule	Planning for this item began in late 2020 and is expected to be completed in 2021.
1.5.5. Support or implement newcomer cooking classes.	In progress	2020	Behind schedule	This item will be integrated in the Newcomer Outreach Program, and is planned to be completed in 2021.
1.5.6. Develop a Neighbourhood guide, to better understand and communicate programs and supports offered by neighbourhood groups.	Complete	2020	2020	Map created as part of virtual Welcome Cambridge, providing an online guide of neighbourhood programs and services.
1.5.7. Provide visible signs of LGBTQ+ inclusion in marriage services.	Complete	2019	2019	
1.5.8. Assess and integrate accessibility features and protocols into municipal election sites, equipment, and training.	Complete	2022	2018	During the 2020 By-Election, an Accessibility Plan was developed for the 2020 By-Election.
1.5.9. Assess existing resources spaces (e.g. brochure stands) for visible signs of inclusion, including promoting LGBTQ+ events and resources.	Pending	2020	Behind schedule	Deferred until 2021. This project was to be initiated in 2019 and completed in 2020. Staffing limitations, as well as limited physical access during the emergency orders has deferred this action until 2021, depending on when staff return to the workplace.

Action	Status	Planned Complete	Actual Complete	Comments
1.5.10. Assess and update policies, procedures, and training in response to any updates to the AODA IASR Standards, as needed.	In progress	2022	Ongoing	This is an ongoing action as AODA standards are updated. The Corporate Accessibility Policy was revised in December, 2019, and will continue to be reviewed annually.
1.6. Learning, assessment, and planning tools				
1.6.1. Create a library of inclusion assessment tools, for staff to assess diversity, accessibility, equity, and inclusion in their services, programs, facilities, and protocols, across the spectrum of diversity.	Complete	2022	2019	
1.6.2. Create a library 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.).	Complete	2022	2019	
1.6.3. Host a learning event to assist staff in understanding ways that shifting community demographics regarding diversity impact program and service delivery	Complete	2019	2019	

Action	Status	Planned Complete	Actual Complete	Comments
1.6.4. Host a learning event to assist staff in marketing to and attracting diverse community members to programs and services.	Complete	2019	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.	Complete	2019	2020	
1.7. Truth and Reconciliation				
1.7.1. Understand and assess the Truth and Reconciliation Commission of Canada Calls to Action as they relate to the work of municipalities.	In progress	2019	Behind Schedule	This is part of our work with an Indigenous Reconciliation Action Plan and is planned to be completed in 2022.
1.7.2. Create a plan to implement the TRC municipal calls to action.	In progress	2020	Behind schedule	This is part of our work with an Indigenous Reconciliation Action Plan, and is planned to be completed in 2022.
1.8. Organizational Commitment				
1.8.1. Assess organizational readiness and prepare City Council to endorse the commitments of the Canadian Coalition of Municipalities Against Racism and Discrimination	In progress	2020	Behind schedule	The Canadian Coalition of Municipalities Against Racial Discrimination has changed to the Canadian Coalition of Inclusive Municipalities. Environmental scans and needs assessments will be in 2021, and is expected to be completed by the end of 2021.

Action	Status	Planned Complete	Actual Complete	Comments
1.8.2. Establish a Diversity Charter, for City Council consideration for endorsement (related to action 3.3.2).	In progress	2019	Behind schedule	To be completed in 2021, informed by the Indigenous Reconciliation Action Plan and Anti-Racism Work Municipal Work Group.
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.	Complete	2020	2019	Participated in Breaking the Silence workshops in 2018 and 2019
1.9. Governance and accountability				
1.9.1. Establish a clear governance and reporting model for the implementation and accountability of the actions in this Diversity, Accessibility and Inclusion Action Plan, including continued annual reporting on accessibility planning and compliance.	Complete	2019	2019	
1.9.2. Establish an annual Diversity Score Card, to assess the City on the implementation of diversity-related initiatives.	Pending	2022	Behind schedule	The Diversity Score Card is being revised to Diversity Benchmarking. Initial planning for this action was completed in 2019 and deferred through 2020, to be re-initiated in 2021. We are on target to complete this action by 2022.

Action	Status	Planned Complete	Actual Complete	Comments
2. Goal 2: Supporting an inclusive workplace				
2.1. Policies and procedures				
2.1.1. Create and implement a Diversity, Equity, and Inclusion policy.	In progress	2019	Behind schedule	To be completed in 2021, informed by the Indigenous Reconciliation Action Plan and Anti-Racism Work Municipal Work Group and diversity benchmarking.
2.1.2. Establish and promote process for employees to raise concerns regarding issues of diversity, accessibility, equity, and inclusion in the workplace, and an approach for responding to such complaints.	Pending	2020	Behind schedule	Deferred until 2022. This project was to be initiated in 2019 and completed in 2020. Currently the project is deferred until organizational benchmarking and a diversity census are underway, better situating the project under any actionable outcomes of these other projects.
2.1.3. Review and update Accessibility for Ontarians with Disabilities Policy.	Complete	2022	2019	
2.1.4. Assess and update policies, procedures, and training in response to any updates to the AODA Employment Standards.	Complete	2019	2019	AODA Employment Standard has not yet been updated.
2.2. Recruitment				
2.2.1. Revise job advertisement notice of accommodation to reflect accommodation across all human rights grounds.	Complete	2019	2019	

Action	Status	Planned Complete	Actual Complete	Comments
2.2.2. Review and update accommodation policies and procedures in recruitment to be inclusive across all human rights grounds.	Complete	2019	2019	Employee Accommodation procedure was reviewed and revised in 2018, and will be reviewed again in 2021 for ongoing improvements.
2.2.3. Seek opportunities to participate in mentoring or job-shadowing programs for newcomers and immigrants.	Complete	2022	2018	
2.2.4. Participate in Disability Mentoring Day (DMD).	Complete	2022	2018	Participated in DMD in 2018 and 2019. DMD was cancelled in 2020. Anticipated to resume in 2021.
2.2.5. Advertise new or vacant positions with diverse community organizations and groups.	Complete	2019	2019	Sources for advertising to newcomer and immigrant communities have been identified.
2.3. Training				
2.3.1. Develop and implement a comprehensive training plan related to diversity, accessibility, 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.	In progress	2020	Behind schedule	All-staff accessibility training has been developed and will be launched January, 2021. Remaining training plan to be developed in 2021
2.3.2. Evaluate effectiveness of training programs.	Pending	2022	On Target	Training will be evaluated on an ongoing basis.

Action	Status	Planned Complete	Actual Complete	Comments
2.4. Work environment				
2.4.1. Plan for an employee satisfaction survey, to identify diversity in employees, and to assess experiences of inclusion.	In progress	2020	Behind schedule	Best practices research completed, implementation plan to be developed in 2021.
2.4.2. Establish staff ambassador program, to support and champion diversity, accessibility, equity, and inclusion in their program area.	Complete	2019	2019	The Diversity Steering Team has been established.
2.4.3. Review and improve processes for accommodating employees across the spectrum of diversity, including all <i>Accessibility for Ontarians with Disabilities Act</i> requirements.	In progress	2019	Ongoing	Employee Accommodation procedure was reviewed and revised in 2018, and will be reviewed again in 2021 for ongoing improvements.
2.4.4. Review Facility Standard Operating Guidelines and Fire Procedure as they relate to Workplace Emergency Response Information Planning.	Complete	2019	2019	Review was completed in 2019.
3. Goal 3: Recognizing and celebrating diversity in the workplace and in the community				
3.1. Workplace diversity				
3.1.1. Create a map for employees to identify places of origin and/or languages spoken	In progress	2019	Behind schedule	Work on this began in early 2020. To be continued in 2021.

Action	Status	Planned Complete	Actual Complete	Comments
3.1.2. Create staff engagement strategy, to identify events for staff to recognize and celebrate their diversity.	Complete	2019	2019	
3.1.3 Create an internal online presence to communicate the value of diversity, promote learning and house resources for staff.	Complete	2019	2019	Accessibility and Diversity Resource Centre launched in 2019, and updated in 2020.
3.1.4. Establish an ongoing series of organization/community dialogues on current topics related to diversity, accessibility, equity, and inclusion.	Complete	2022	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, including the Cambridge Hall of Fame Committee, as relevant to diversity, accessibility, equity, and inclusion.	Complete	2019	2019	
3.2. Community engagement				
3.2.1. Create a community communication plan to recognize and celebrate diverse cultures, religious/spiritual affiliations, and days of significance (e.g. Pride	In progress	2018	Ongoing	Communication of days of significance began in 2018, and ongoing improvements have been made throughout 2019 and 2020. Community consultations will continue through 2021.

Action	Status	Planned Complete	Actual Complete	Comments
week).				
3.2.2. Create a community engagement resource, to identify ways for staff to reach out and engage diverse groups.	In progress	2022	Ongoing	Resources to support staff engaging equity-seeking groups were developed and made available in 2018, on an ongoing basis. Training and support for use of these resources will be completed in 2021, informed by the Indigenous Reconciliation Action Plan and Anti-Racism Work Municipal Work Group
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.)	Complete	2019	2019	
3.2.4. Review the neighbourhood strategy to identify areas where community hubs and outreach opportunities can be improved for diversity, accessibility, equity, and inclusion.	Complete	2020	2020	In partnership with Kinbridge Neighbourhood Organization, the Newcomer Outreach Program, funded through Immigration, Refugees, and Citizenship Canada, will support newcomer youth and seniors at the neighbourhood level.

Action	Status	Planned Complete	Actual Complete	Comments
3.2.5. Identify opportunities to support community advocacy related to affordable housing, homelessness, opioid and drug use, transportation, and other priority topics for diverse community members.	Complete	2020	2020	in 2020, partnered with Wilfrid Laurier University Centre for Research on Security Practices, awarded a Social Sciences, Humanities Research Council funding to engage in research on homelessness in Cambridge: From NIMBY to Neighbour: Brokering a dialogue about homelessness among police, people experiencing homelessness and the community.
3.2.6. Host civic ceremonies in City Hall annually.	Complete	2022	2019	
3.2.7. Participate in local government learning sessions for newcomers.	Complete	2022	2019	
3.2.8. Host Newcomer Day, in collaboration with the Immigration Partnership.	Complete	2022	2019	The City hosted Newcomer Day in September 2019, and Welcome Cambridge, a virtual information fair, in 2020. Plans will continue to provide an annual newcomer information and celebration.
3.2.9. Participate in the planning of an Interfaith Community Retreat, in collaboration with local faith communities.	Pending	2019	Behind schedule	Deferred until 2021. The community retreat was initially planned for 2019, but deferred to accommodate partner capacities. Currently this initiative is deferred until 2021, and will move to a virtual event.
3.2.10 Support the Cambridge Accessibility Advisory Committee in special projects, including exploring a Vulnerable Person Registry.	In progress	2022	Ongoing	Supporting the AAC in group-identified priorities is an ongoing activity. Guide to the Accessibility Advisory Committee, to assist staff when presenting to the AAC, completed in 2020.
3.3. Partnerships and				

Action	Status	Planned Complete	Actual Complete	Comments
collaborations				
3.3.1. Seek opportunities to collaborate and participate in community groups aligned with goals of diversity, accessibility, equity, inclusion and improving services programs and facilities in our city.	Complete	2022	2018	This ongoing action item has been implemented in 2020 with partnerships with the Immigration Partnership, Rainbow Community Council, Psychosocial and Spiritual Supports Working Group, Black History Month Event Planning.
3.3.2. Establish a Waterloo Region Diversity Roundtable.	In progress	2020	Ongoing	The Psychosocial and Spiritual Supports Working Group as part of the COVID-19 Pandemic response has a mandate and partners similar to that of a Diversity Roundtable. It is anticipated that this group will advise on feasibility and need for a Diversity Roundtable.

Appendix B: Design of Public Spaces Standards Compliance Summary

DOPS Item	DOPS Specification Documentation	Emergency and Preventative Maintenance Procedures	Procedures for Temporary Service Disruptions
Recreational Trails and Beach Access Routes (S. 80.6-80.15)	Specifications documented in Facility Accessibility Design Standards (draft)	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.	
Outdoor Public Use Eating Areas (S. 80.16-80.17)	Specifications documented in Facility Accessibility Design Standards (draft)	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.	
Outdoor Play Spaces (S. 80.18-80.20)	Specifications documented in the Facility Accessibility Design Standards, 2014. Specifications are also included in Annex H of all outdoor play structure RFPs.	Monthly documented inspections completed April-September; bi-monthly inspections completed October-March. Visual inspections are completed whenever staff work in a park. Repairs identified in the monthly inspection it documented and the	Any damaged component or play piece that is unsafe is removed from access per the CSA standards for playgrounds and repaired or replaced. If it involves a high-risk major component; the whole play structure is fenced off from

DOPS Item	DOPS Specification Documentation	Emergency and Preventative Maintenance Procedures	Procedures for Temporary Service Disruptions
		<p>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.</p>	<p>access and signed closed for repairs while it awaits repairs. Closure information is also posted in our facility listings on the city website.</p>
<p>Sidewalks or Walkways and Ramps (S. 80.21-80.24)</p>	<p>Specifications documented in Facility Accessibility Design Standards (draft)</p>	<p>Annual inspection program is conducted by Asset Management to identify deficiencies based on three severity levels within the sidewalk, walkway, and multi-use trails (located within road ROW). Level 3 defects will automatically create an associated work order ticket which is sent to PW 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.</p>	
<p>Stairs (S. 80.25)</p>	<p>Specifications documented in Facility Accessibility Design Standards (draft)</p>	<p>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</p>	<p>However, stairs in walkways are not 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)</p>

DOPS Item	DOPS Specification Documentation	Emergency and Preventative Maintenance Procedures	Procedures for Temporary Service Disruptions
		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	and are usually installed after leaf pick up in the fall (November).
Curb Ramps and Depressed Curbs (S. 80.26-80.27)	Specifications documented in Facility Accessibility Design Standards (draft)	Curb Ramps and Depressed Curbs are inspected as part of the Annual inspection program is conducted by Asset Management as stated above.	
Accessible Pedestrian Signals (S. 80.28)	City is not responsible for Accessible Pedestrian Signals	City is not responsible for Accessible Pedestrian Signals	City is not responsible for Accessible Pedestrian Signals
Rest Areas (S. 80.29)	Specifications documented in Facility Accessibility Design Standards (draft)	Preventative and emergency maintenance procedures as part of Annual inspection program is conducted by Asset Management as stated above.	
Off-Street Accessible Parking (S. 80.32-80.38)	Specifications documented in Facility Accessibility Design Standards (draft)	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	

DOPS Item	DOPS Specification Documentation	Emergency and Preventative Maintenance Procedures	Procedures for Temporary Service Disruptions
		based at facilities is completed by the facility supervisor.	
On-Street Accessible Parking (S. 80.39)	Specifications documented in On-Street Accessible Parking Design Standard (draft).	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. 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.	
Service Counters, Fixed Queuing Guides, and Waiting Areas (S. 80.40 – 80.43)	Specifications documented in Facility Accessibility Design Standards (draft)	Staff inspection at start of shift to ensure accessible access of service counters and waiting areas. Damage and repair needs are immediately reported to supervisor for follow up with appropriate Facilities staff.	