

City of Edmonton

Edmonton

**2022-2023
Progress Report**

**Corporate
Accessibility Plan**

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edmonton.ca/accessibilitypolicy

TABLE OF CONTENTS

LAND ACKNOWLEDGEMENT	3
INTRODUCTION	4
PROGRESS SUMMARY	4
Corporate Actions	5
Community Services	10
City Operations	14
Communications and Engagement	19
Employee Services	27
Financial and Corporate Services	31
Integrated Infrastructure Services	37
Office of the City Manager	42
Urban Planning and Economy	45
NEXT STEPS	48

LAND ACKNOWLEDGEMENT

The City of Edmonton acknowledges the traditional land on which we reside is in Treaty Six Territory. We would like to thank the diverse Indigenous Peoples whose ancestors' footsteps have marked this territory for centuries, such as nêhiyaw (Cree), Dené, Anishinaabe (Saulteaux), Nakota Isga (Nakota Sioux), and Niitsitapi (Blackfoot) peoples. We also acknowledge this as the Métis' homeland and the home of one of the largest communities of Inuit south of the 60th parallel. It is a welcoming place for all peoples who come from around the world to share Edmonton as a home. Together we call upon all of our collective, honoured traditions and spirits to work in building a great city for today and future generations.

~source: [City of Edmonton Indigenous Framework](#)



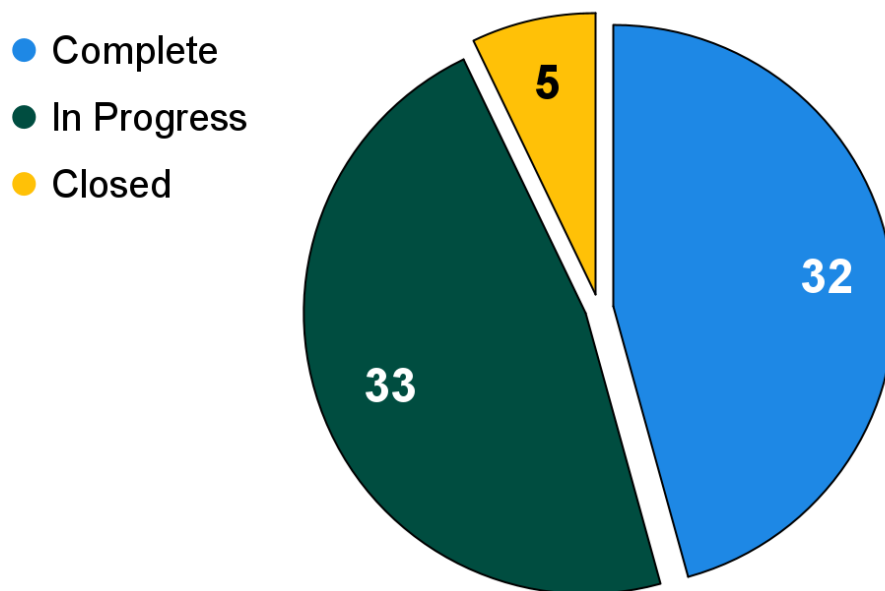
INTRODUCTION

The City of Edmonton published its first three-year **Corporate Accessibility Plan** in 2021. The Plan includes **70 accessibility actions** which were developed by all City departments and the Corporate Accessibility Committee. The actions support the City's commitment to making Edmonton a more accessible City for all. They are planned to be implemented over three years (July 2021 to June 2024).

Progress is tracked and reported for each action. This document shows the work done in the 70 accessibility actions in the **second year of the Plan**, from **July, 2022 to June, 2023**.

PROGRESS SUMMARY

Out of the 70 actions, 32 are complete and 33 are in progress. Five actions were closed. More details are in the following pages.

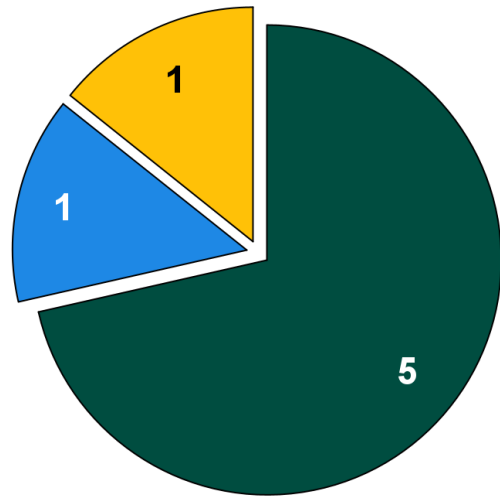


ACTIONS IMPLEMENTATION STATUS UPDATE

Corporate Actions

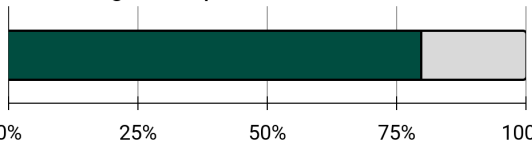
The Corporate Accessibility Committee identified seven actions. One is closed because it was part of Communications and Engagement actions. Five actions are in progress and one is complete.

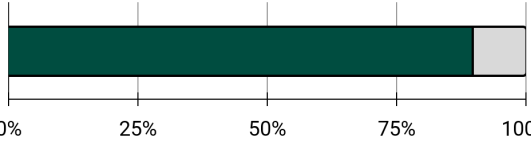
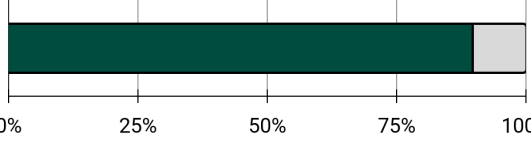
The following table describes what was done on the actions so far.

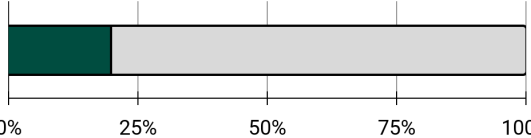


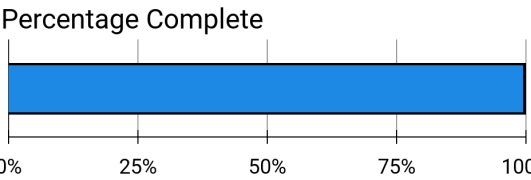
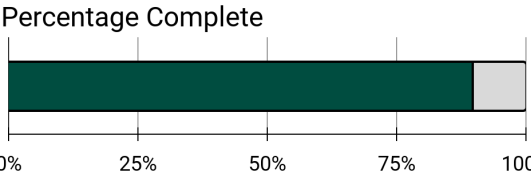
● In progress ● Complete ● Closed

Action	What we did so far
<p>1. Promote awareness on accessibility within the City of Edmonton organization and create a culture of acceptance and inclusion.</p>	<p>Action in progress</p> <p>Continued to build awareness of disabilities and promote the importance of accessibility within the organization. Internal emails and newsletters were sent out during the 2022 International Day of Persons with Disabilities and 2023 National AccessAbility Week. The emails and newsletters included disability awareness and the importance of accessibility.</p> <p>Collaborated with the Safety Codes Office on a session named Accessibility and Inclusivity in Building Codes and Municipal</p>

	<p>Policy during the 2022 International Day of Persons with Disabilities.</p> <p>Hosted an event, PUSH: The Real World of Accessibility, during the 2023 National AccessAbility Week. PUSH series star Bean Gill and Executive Producer Kaitlan Stewart joined City of Edmonton staff for a lively and memorable discussion about the importance of accessibility and their experiences filming the show in Edmonton.</p> <p>Social media was used to promote awareness of important accessibility related days/weeks throughout the year including International Wheelchair Day, World Autism Day, Global Accessibility Awareness Day, International Day for People with Disabilities, and National AccessAbility week.</p> <p>Percentage Complete</p>  <table border="1"> <caption>Percentage Complete Data</caption> <thead> <tr> <th>Percentage</th> <th>Completion Status</th> </tr> </thead> <tbody> <tr> <td>0%</td> <td>Start</td> </tr> <tr> <td>25%</td> <td>Completed</td> </tr> <tr> <td>50%</td> <td>Completed</td> </tr> <tr> <td>75%</td> <td>Completed</td> </tr> <tr> <td>80%</td> <td>Completed</td> </tr> <tr> <td>100%</td> <td>Remaining</td> </tr> </tbody> </table>	Percentage	Completion Status	0%	Start	25%	Completed	50%	Completed	75%	Completed	80%	Completed	100%	Remaining
Percentage	Completion Status														
0%	Start														
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100%	Remaining														
<p>2. Promote awareness of the duty to accommodate under human rights legislation and related guidelines that City staff must</p>	<p>Action in progress</p> <p>A Public Accommodations Framework was created to provide guidance and a standardized process</p>														

<p>consider when assessing accommodation options for members of the public.</p>	<p>for City staff to follow when addressing accommodation requests from members of the public. The Framework was approved by the City Administration Executive Leadership Team to educate and support City staff assessing accommodations requests. This will also ensure that requests received by the City are addressed in line with the City's duty to accommodate and human rights legislation.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>3. Promote corporate disability and accessibility awareness training.</p>	<p>Action in progress</p> <p>Around 900 City staff have completed the City's accessibility awareness training. Promotion of the training is ongoing through staff newsletters, communication from leadership, mentions at team meetings, and promotional emails about training available to staff.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>

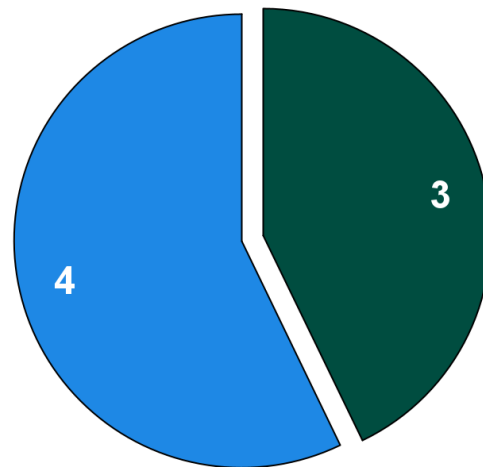
<p>4. Increase representation of people with disabilities in City publicity / communication materials.</p>	<p>Action closed</p> <p>This action is being implemented through work led by the Communications and Engagement Department. The Corporate Accessibility Committee will continue to support the work as needed.</p>						
<p>5. Assess whether annual corporate accessibility funding is sufficient to support required accessibility improvements and develop a business case for increased funding, if required.</p>	<p>Action in progress</p> <p>Gathered information on accessibility improvement projects funded over the past few years. Detailed assessment to be completed in the coming year.</p> <p>Percentage Complete</p>  <table border="1"> <thead> <tr> <th>Percentage Complete</th> </tr> </thead> <tbody> <tr> <td>0%</td> </tr> <tr> <td>25%</td> </tr> <tr> <td>50%</td> </tr> <tr> <td>75%</td> </tr> <tr> <td>100%</td> </tr> </tbody> </table>	Percentage Complete	0%	25%	50%	75%	100%
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<p>6. Develop an evaluation tool to monitor progress and measure the success of the Policy implementation.</p>	<p>Action completed</p> <p>An evaluation tool was developed to measure the effectiveness of Accessibility Policy implementation activities. Created an internal dashboard using data from Statistics Canada Survey on Disabilities and City's Civic Satisfaction Survey. Impact of select accessibility actions will also be measured.</p>						

	 <p>Percentage Complete</p> <p>0% 25% 50% 75% 100%</p>
<p>7. Research how people who are Deaf or hard of hearing experience City of Edmonton recreation programs in order to inform a prototype for a communication services fund (i.e. American Sign Language (ASL) / Communication Access Realtime Translation (CART)).</p>	<p>Action in progress</p> <p>The Accessible Communications Services Pilot Project started in April 2022. The project tests a new process for the City to receive and assess requests from members of the public who are Deaf or hard of hearing to make accessible communication services (e.g. ASL interpreters, CART) available to them when participating in registered City recreation programs. Requests continue to be accepted as the pilot is transitioning into a permanent program within the Community Recreation and Culture Branch. The program has been marketed through social media, promotional and storytelling videos, and news segments.</p>  <p>Percentage Complete</p> <p>0% 25% 50% 75% 100%</p>

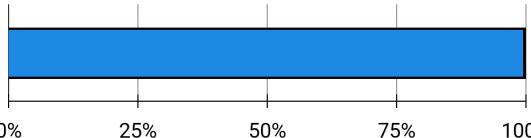
Community Services

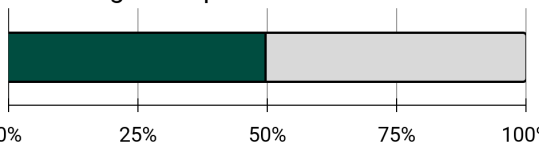
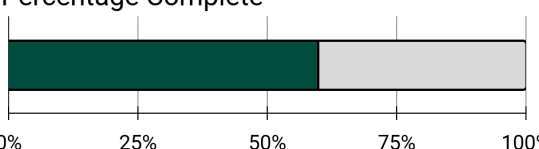
The Community Services department has seven accessibility actions. Four are complete and three are in progress.

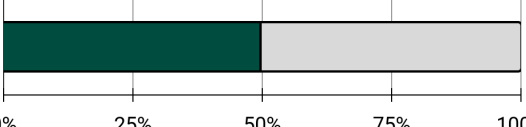
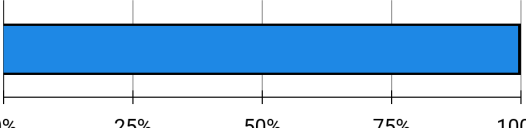
The following table describes what has been done on the actions so far.

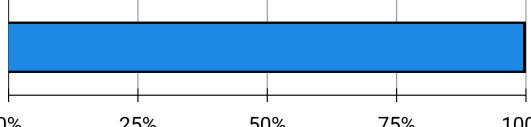
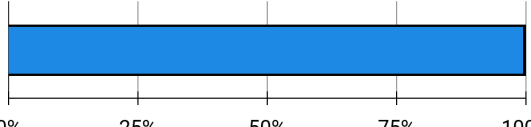


● In progress ● Complete

Action	What we did so far
<p>1. Review existing recreation publications, programs, and supports to assess how accessibility is included (examples include Rec Facility Guides, Leisure Access Program, etc.).</p>	<p>Action completed</p> <p>The Accessibility of Facilities web pages have been updated. The “Recreation Opportunities for People with Disabilities” brochure was also updated and will be available at edmonton.ca/accessibility in Fall 2023.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>2. Engage the Interagency Committee on Inclusive Recreation to consider the possibility of expanding their scope to address general accessibility issues, programs,</p>	<p>Action in progress</p> <p>The Interagency Committee on Inclusive Recreation has met quarterly since the fourth quarter of 2022. The scope of the committee is reviewed at every meeting. Additional</p>

<p>services and potential partnerships. Strengthen the relationship with the City of Edmonton, Accessibility Advisory Committee.</p>	<p>consultation includes conversations with the Inclusive Sport and Recreation Committee and the Alberta Ability Network about their roles. Two Accessibility Advisory Committee (AAC) members have joined the Interagency Committee to help liaise between the two groups.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with dark green up to the 50% mark, and the remaining 50% is light grey.</p>
<p>3. Explore accessible programs that could be provided in partnership with community organizations serving people with disabilities.</p>	<p>Action in progress</p> <p>The Community Recreation and Culture branch is creating an Adapted Partnership Plan. They received expressions of interest from organizations serving people with disabilities and are looking to have programs in place with new partners in winter of 2024.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with dark green up to approximately the 60% mark, and the remaining 40% is light grey.</p>
<p>4. Update the Measuring Up Edmonton Initiative to current standards and best practices and promote awareness.</p>	<p>Action in progress</p> <p>The Measuring Up Resource Guide has been updated. The Measuring Up Toolkit is under review and being tested with community groups. For</p>

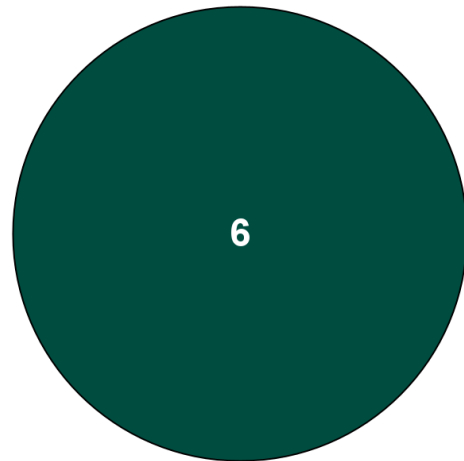
	<p>more details, check out measuringupedmonton.ca</p> <p>Percentage Complete</p> 
<p>5. Explore policy changes that would prioritize accessibility on city streets and sidewalks.</p>	<p>Action completed</p> <p>City Administration will bring forward an unfunded service package for the Fall 2023 Supplemental Operating Budget for consideration, outlining options for the City to set up an Expanded Snow Program. The service package will identify current usage and integration with other City programs, and will be expanded to include a dedicated budget and ways to involve community leagues currently under the Snow to Go program.</p> <p>Percentage Complete</p> 
<p>6. Collaborate with Integrated Infrastructure Services in assessing current state and informing prioritization of accessibility improvements of</p>	<p>Action completed in 2021-2022</p> <p>Community Services supported the Integrated Infrastructure Services Department in creating prioritization criteria for accessibility audits and</p>

<p>City owned and operated facilities, streets, open spaces and other City owned and operated, publicly accessible locations.</p>	<p>refining the City of Edmonton audit tool. Accessibility audits of multiple facilities were completed with support from Community Service Learning (CSL) students from the University of Alberta.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a blue fill, extending from the 0% mark to the 100% mark on a scale with tick marks at 0%, 25%, 50%, 75%, and 100%.</p>
<p>7. Establish a list of accessible City of Edmonton services and programs to be included on a centralized City website.</p>	<p>Action completed in 2021-2022</p> <p>Identified gaps and supported the Communications and Engagement Department to update edmonton.ca/accessibility.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a blue fill, extending from the 0% mark to the 100% mark on a scale with tick marks at 0%, 25%, 50%, 75%, and 100%.</p>

City Operations

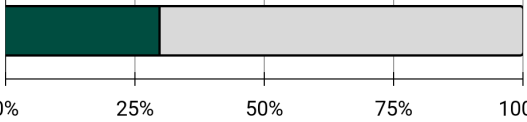
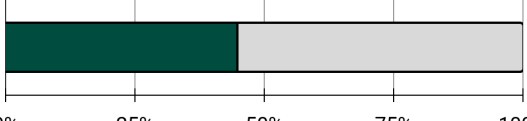
The City Operations department identified six accessibility actions. These are high-level goals with multiple activities to achieve each goal. All the actions are in progress.

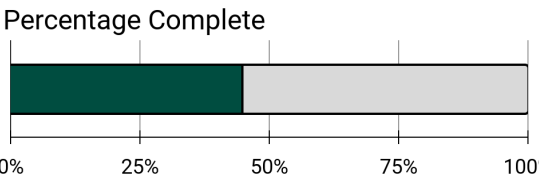
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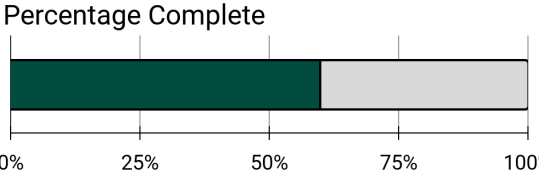
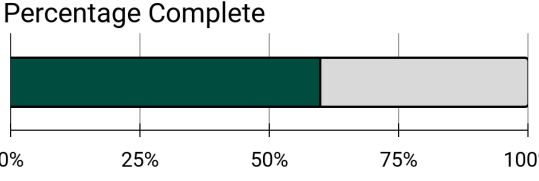


● In progress

Action	What we did so far
<p>1. Improve inclusion and consultation with people with lived experience with disabilities when making changes, developing programs and services, acquiring assets for public use and designing infrastructure.</p>	<p>Action in progress</p> <p>A project team has been established to develop a plan to create transit user panels for transit vehicle accessibility. Transit users with disabilities will be engaged as panel members to provide their feedback and perspectives about transit vehicle features and elements that impact user accessibility. Panel feedback will be used to inform decisions around potential purchasing and retrofitting of transit vehicles. Public engagement has been conducted regarding the accessibility features of the planned Capital Line replacement of LRT vehicles.</p>

	<p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>2. Improve customer service by providing enhanced training to staff around accessibility and best practices when serving people with disabilities.</p>	<p>Action in progress</p> <p>The City's Accessibility Awareness e-learning training was promoted in all areas of City Operations.</p> <p>A full day in-class Disability Awareness Training program has been developed with consultation with the disability community. The program is delivered by persons with lived experience with disabilities. A pilot program has been developed and has been delivered to roughly 60% of Edmonton Transit Service (ETS) Inspectors. This group has been assigned the role of front line accessibility champions for ETS. Additional opportunities to roll this training out to other groups within City Operations are being explored.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>3. Implement continuous improvement to infrastructure</p>	<p>Action in progress</p> <p>An accessibility audit tool for transit</p>

<p>projects to ensure the built environment meets the needs of people with disabilities.</p>	<p>facilities was created. A pilot program was completed to assess the accessibility of key ETS public infrastructure. An evaluation of this program is being conducted to determine next steps for future expansion of accessibility audits in City Operations.</p> <p>Percentage Complete</p>  <table border="1"> <caption>Percentage Complete Data</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Completed (Dark Green)</td> <td>45%</td> </tr> <tr> <td>Remaining (Light Grey)</td> <td>55%</td> </tr> </tbody> </table>	Category	Percentage	Completed (Dark Green)	45%	Remaining (Light Grey)	55%
Category	Percentage						
Completed (Dark Green)	45%						
Remaining (Light Grey)	55%						
<p>4. Explore ways to address challenges faced by people with disabilities posed by living in a Winter City.</p>	<p>Action in progress</p> <p>Funding for snow removal in the 2023-2026 budget cycle is below funding available in the previous budget, however Snow and Ice Control (SNIC) will provide service levels similar to 2022 and will continue to focus on busy pedestrian sidewalks and roads. The Snow to Go Program will continue, but will not be expanded in 2023-24. The City will work with the Accessibility Advisory Committee on communications and with gathering feedback to include in communications for 2023-24.</p>						

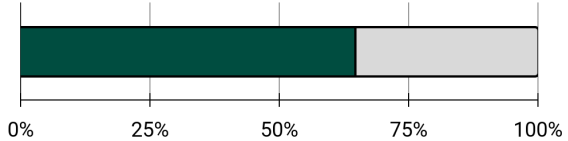
	 <p>Percentage Complete</p> <p>0% 25% 50% 75% 100%</p>
<p>5. Implement continuous improvement to accessibility of public transit services.</p>	<p>Action in progress</p> <p>In-person transit travel training offered through the ETS Mobility Choices program resumed in 2022 and the ETS Seniors on the Go summer program ran in the summer 2022 season.</p> <p>Service model enhancements to the Dedicated Accessible Transit Service (DATS) have resulted in sustained ability to accommodate all pre-booked trip requests.</p> <p>Enhanced customer real time information tools have been developed and are being actively promoted to DATS users to make planning travel more convenient and reliable.</p>  <p>Percentage Complete</p> <p>0% 25% 50% 75% 100%</p>
<p>6. Expand on initiatives to enhance the accessibility of the City's</p>	<p>Action in progress</p> <p>Promotional efforts helped expand</p>

waste collection program.

the use of the assisted waste collection by 265% in 2022. Additional efforts are underway to help cross-promote this program with other community initiatives such as the **Snow-to-Go** program.

Planning has been completed in preparation of the Phase 1 expansion of the **Assisted Waste Collection** Program to include apartments and condominiums.

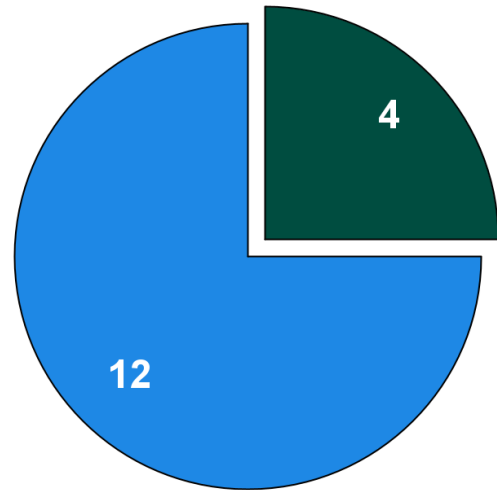
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Communications and Engagement

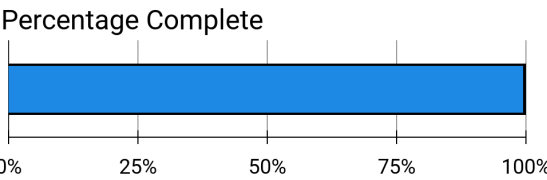
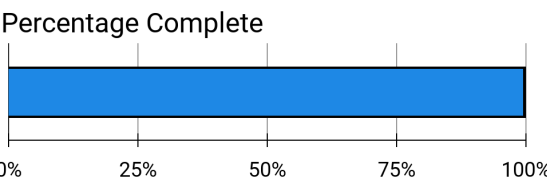
Communications and Engagement has identified sixteen actions. Twelve actions are complete and four are in progress.

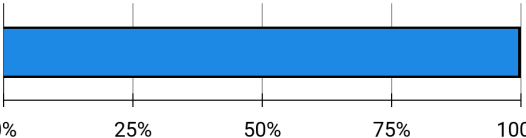
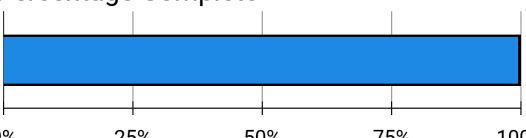
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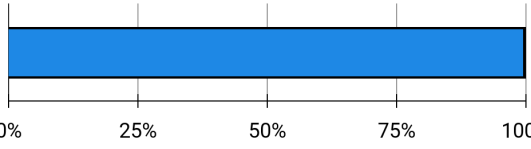
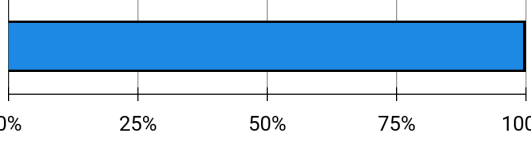
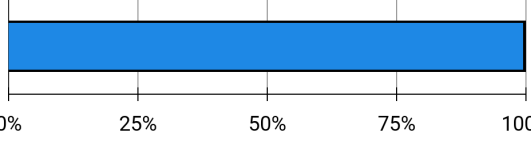


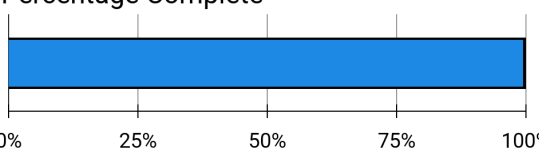
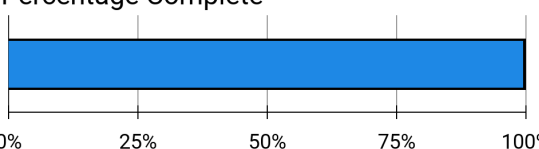
● In progress ● Complete

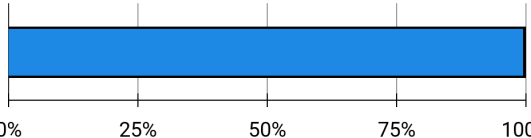
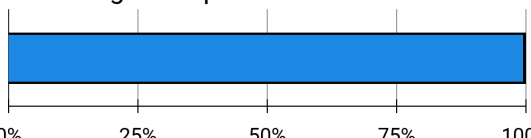
Action	What we did so far
1. Promote and encourage training around accessibility, disabilities and equity.	<p>Action completed in 2021-2022</p> <p>Promoted the City's Diversity and Inclusion, GBA+ (Gender Based Analysis Plus), Accessibility Awareness training and other resources to City staff through internal communications channels including a newsletter for City staff.</p> <p>Percentage Complete</p> <p>0% 25% 50% 75% 100%</p>
2. Provide accessible communication products and services.	<p>Action completed</p> <p>Identified priority communications products and services that require an accessible approach.</p> <p>Defined accessible standards and</p>

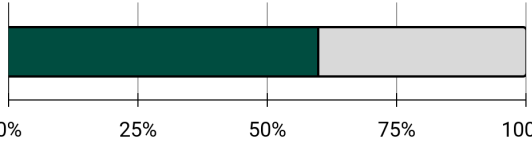
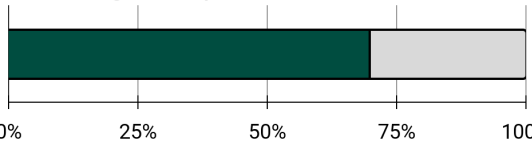
	<p>documented the application of accessibility as it applies to communications products and services in the Corporate Brand Guidelines. Specific actions underway or complete within the department (see C&E actions 6, 7, 8, 9, 10, 11 & 12 below)</p> <p>Percentage Complete</p> 
<p>3. Establish a centralized online location for all accessibility information on the City website (edmonton.ca).</p>	<p>Action completed in 2021-2022</p> <p>Accessibility information and links on the City’s webpages were reviewed. A user-friendly landing page (edmonton.ca/accessibility) was created for City of Edmonton accessibility information and resources. The page uses icons and visuals for a better user experience, and is compatible with text-to-speech and translation tool technology.</p> <p>Percentage Complete</p> 
<p>4. Create a centralized, internal online resource for all City of Edmonton employee</p>	<p>Action completed in 2021-2022</p> <p>The City's internal accessibility web page was redesigned to be more</p>

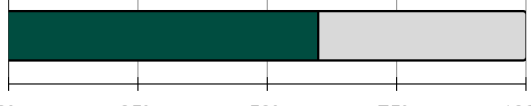
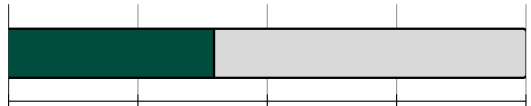
<p>accessibility information (OneCity).</p>	<p>accessible and easier for staff to use. The page now better highlights important accessibility information and resources that City staff need to be aware of and use in their work.</p> <p>Percentage Complete</p> 
<p>5. Promote accessible services, tools and programs available for staff and Edmontonians (internally and externally).</p>	<p>Action completed</p> <p>A communication plan was developed and implemented to promote edmonton.ca/accessibility as a resource for accessible services, tools, and programs for Edmontonians. The City's internal communication plan template was updated to include a section to ensure all employees are aware of accessible services.</p> <p>Percentage Complete</p> 
<p>6. Support development of client communication plans that include accessible and equitable forms of information.</p>	<p>Action completed in 2021-2022</p> <p>Accessibility checks in strategic planning and communication planning tools used by staff were added. This is to ensure that accessibility is considered and</p>

	<p>included in City communications.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>7. Provide sign-language interpreters at significant City of Edmonton news conferences to ensure they are accessible to more people.</p>	<p>Action completed in 2021-2022</p> <p>Sign language interpretation is now used for major City of Edmonton news conferences and livestream events.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>8. Improve information/signage (e.g. posters/pamphlets) to ensure communication material is highly visible, interpretive and uses plain language.</p>	<p>Action completed in 2021-2022</p> <p>Created awareness of existing best practices to ensure visibility, readability, and use of plain language in City communication materials. Staff working on communications are encouraged to make sure that City signage, posters, pamphlets and other communications products are checked for contrast, readability, distance and time-sensitive viewing and plain language.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>

<p>9. Build a process to incorporate accessibility practices in Web operations best practices.</p>	<p>Action completed</p> <p>Training which includes instructions for creating accessible web content and meeting web accessibility standards was made available to staff who create and manage web content.</p> <p>City Web Office will continue to ensure that the City web pages and resources are accessible.</p> <p>Percentage Complete</p> 
<p>10. Build a process to incorporate accessibility practices in Visual identity and Corporate Brand guidelines.</p>	<p>Action completed in 2021-2022</p> <p>The City's Visual Identity Standards were updated to include the same accessibility requirements as the Corporate Brand Guidelines.</p> <p>The City's Corporate Brand Guidelines and toolkits will be updated annually as needed to ensure accessibility best practices.</p> <p>Percentage Complete</p> 
<p>11. Build a process to incorporate accessibility practices in social media.</p>	<p>Action completed in 2021-2022</p> <p>The City of Edmonton's Social Media</p>

	<p>Guidelines were updated to include accessibility requirements like using plain language, alternative text for images, and closed captioning in videos. These standards are being used throughout the City and are included in training for staff.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a blue fill, extending from 0% to 100% on a scale with markers at 0%, 25%, 50%, 75%, and 100%.</p>
<p>12. Build a process to incorporate accessibility practices in filming, photography and videos.</p>	<p>Action completed</p> <p>The City of Edmonton's Visual Identity Guide page 35, was updated to incorporate accessibility requirements like using plain language, closed captioning, and clear audio. These standards are being used throughout the City and are included in staff training.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a blue fill, extending from 0% to 100% on a scale with markers at 0%, 25%, 50%, 75%, and 100%.</p>
<p>13. Increase options within Communications & Engagement to provide feedback on accessibility.</p>	<p>Action in progress</p> <p>A survey to scan existing feedback channels and identify opportunities for enhancement was completed by staff working on Communications</p>

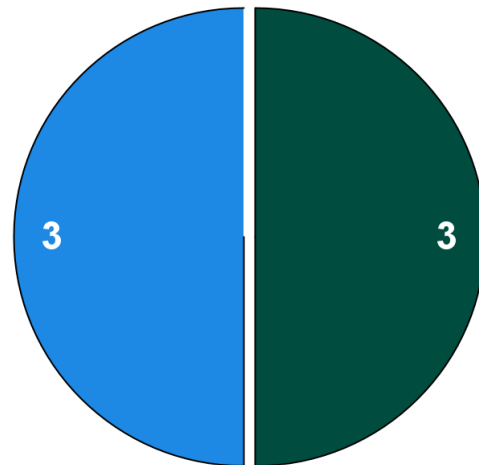
	<p>and Engagement. Results have been analyzed and recommendations for enhancing feedback options are being developed.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>14. Ensure customer service standards, practices and procedures consider the needs of people with disabilities.</p>	<p>Action in progress</p> <p>A list of accessible customer services available by phone, email, app, and in person was created. Work is underway to consider gaps and recommendations.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>15. Create a public engagement checklist of elements/best practices.</p>	<p>Action in progress</p> <p>Jurisdictional scan and research of best practices for accessible public engagement has been completed. A checklist and best practice document is being developed. Additional feedback will be gathered from the Accessibility Advisory Committee before finalizing the checklist.</p>

	<p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>16. Annual or bi-annual engagement with persons with disabilities (both in City and city) and front line staff to capture barriers and opportunities.</p>	<p>Action in progress</p> <p>A review of how to best engage with people with disabilities is underway. Existing engagement channels, both for the public and staff, are being considered. Additional feedback will be gathered from the Accessibility Advisory Committee before finalizing the engagement plan.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>

Employee Services

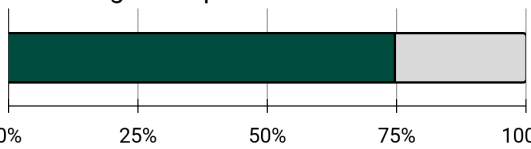
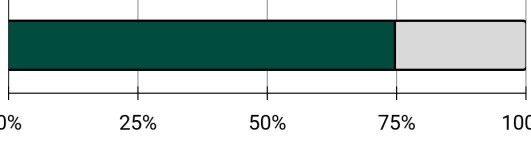
There are six actions, which support City of Edmonton employees. Three actions are complete and implementation of the remaining three are underway.

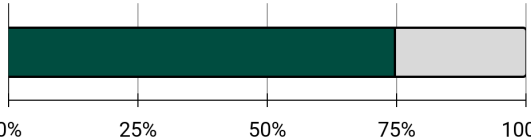
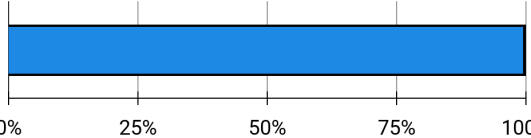
The following table describes what has been done on the actions so far.

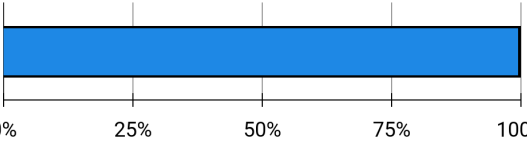
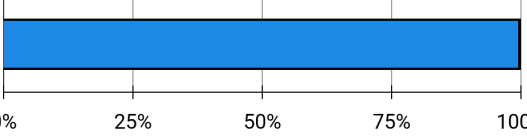


● In progress ● Complete

Action	What we did so far
<p>1. Educate City of Edmonton recruitment team to improve accessibility of the recruitment process.</p>	<p>Action in progress</p> <p>All City job postings now include accessibility accommodation statements.</p> <p>The City's Guide for Inclusive Hiring and Guidelines for Inclusive Postings was promoted to all City hiring managers.</p> <p>Staff working on Talent Acquisition have been informed of general best practices of interview accommodations, and this information is being incorporated into Hiring Manager Certification training.</p>

	<p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with dark green up to the 75% mark, and the remaining 25% is light grey.</p>
<p>2. Ensure corporate training provided by Employee Services for City of Edmonton employees is accessible to the greatest extent possible.</p>	<p>Action in progress</p> <p>Continuing to develop and implement a number of approaches to make corporate training opportunities more accessible to City of Edmonton employees, considering different learning styles, access to technology, operational environments and learning accommodations.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with dark green up to the 75% mark, and the remaining 25% is light grey.</p>
<p>3. Develop corporate guidelines for consistent working from home/flexible work hours opportunities to remove barriers and enable employment for City of Edmonton employees with diverse needs.</p>	<p>Action in progress</p> <p>The Hybrid Work Arrangement program was officially launched in April 2022 for City staff. It was reviewed with City employees eligible for hybrid work and with leaders to better understand the experience with these arrangements. The City's Executive leadership Team confirmed a permanent program for non-unionized and management</p>

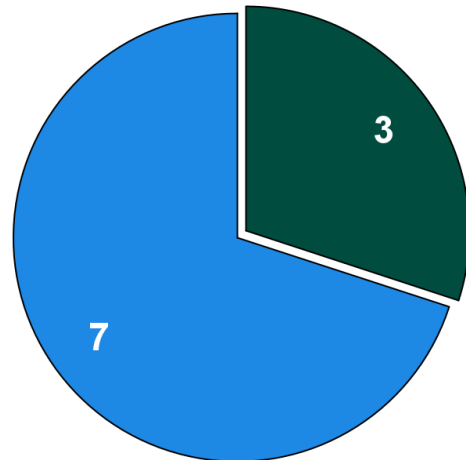
	<p>staff in 2022. Letters of Understanding were signed with unions representing unionized City staff to extend hybrid work arrangements until August 31, 2024.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with dark green up to the 75% mark, and the remaining 25% is grey.</p>
<p>4. Ensure first aid kits, AED cabinets, and fire extinguishers in staff areas within Century Place are located in accessible spaces.</p>	<p>Action completed in 2021-2022</p> <p>Occupational Health and Safety (OHS) staff have ensured that first aid kits and other emergency equipment in City offices at Century Place are placed in accessible locations and heights. It was confirmed that the equipment meets OHS standards.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with blue up to the 100% mark.</p>
<p>5. Improve accessibility to single-stall barrier-free washrooms in Century Place by ensuring they remain unlocked and available for those who require them.</p>	<p>Action completed in 2021-2022</p> <p>Single stall barrier-free washroom doors at Century Place were adjusted to be easier to open and close, and now have access code locks instead of key locks to improve accessibility.</p>

	<p>Percentage Complete</p> 
<p>6. In collaboration with the Integrated Infrastructure Services (IIS) department, Employee Services will review and recommend swipe passes and automatic door openers in areas within Century Place where barriers may exist for those who require improved accessibility.</p>	<p>Action completed in 2021-2022</p> <p>The City's Real Estate Branch will manage accessibility changes needed in the Century Place building.</p> <p>The second floor of Century Place is now fully accessible.</p> <p>Percentage Complete</p> 

Financial and Corporate Services

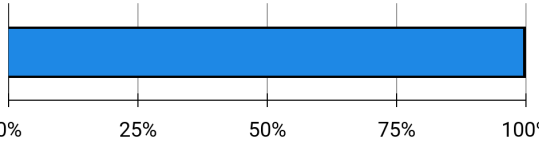
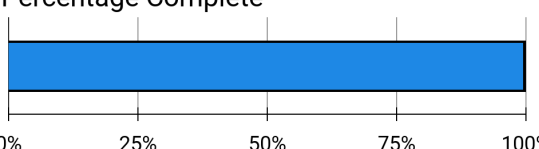
The Financial and Corporate Services department identified ten actions. Seven are complete and implementation of the remaining three are underway.

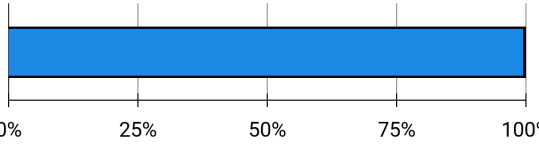
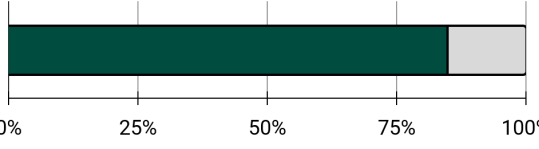
The following table describes what has been done on the actions so far.

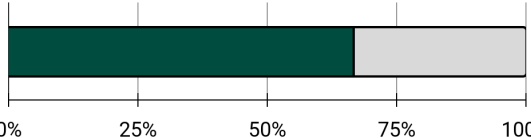
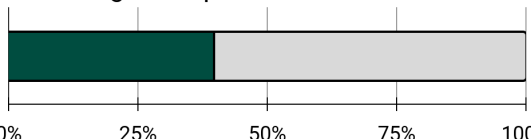


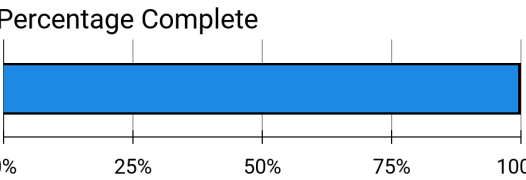
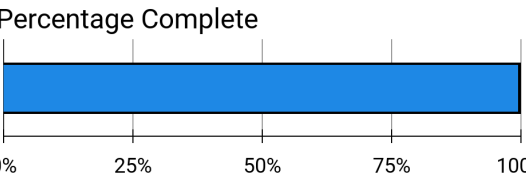
● In progress ● Complete

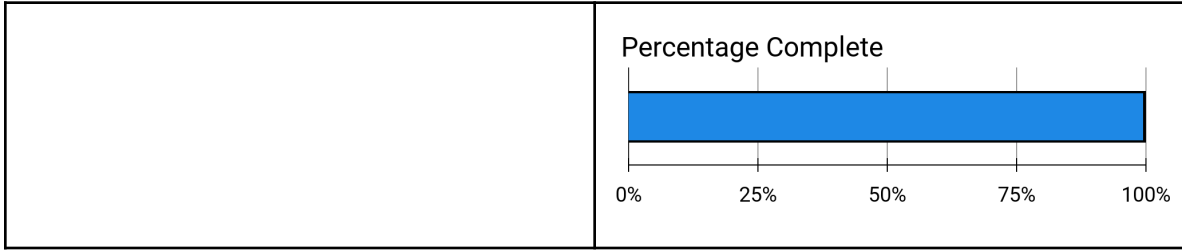
Action	What we did so far
1. Provide annual assessment and tax notices in alternative formats made available upon request, and continue development of secure web services to enhance access to and comprehension of property assessment and tax information.	<p>Action completed</p> <p>Property owners who are blind or have low vision can request to receive their property tax notices in audio format on CD.</p> <p>The City will continue to explore other accessible formats for tax notices.</p> <p>Percentage Complete</p> <p>0% 25% 50% 75% 100%</p>
2. Ensure City employees and Edmontonians have easy access to financial policy, process and information, and seek ongoing opportunities to improve clarity	<p>Action completed</p> <p>The City's budget documents including Operating Budget and Capital Supplemental Budget can now be found more easily on</p>

<p>with plain language.</p>	<p>edmonton.ca under the Budget and Finance link.</p> <p>https://www.edmonton.ca/city_government/budget-and-finances</p> <p>The City collected input from the public on the 2023-2026 Budget online and reached out to community groups including people with disabilities to make sure everyone has a chance to participate.</p> <p>Percentage Complete</p> 
<p>3. Enable technology solutions that support and foster accessibility across the corporation.</p>	<p>Action completed</p> <p>Accessibility software and hardware are available and can be requested by City employees who need these tools.</p> <p>Percentage Complete</p> 
<p>4. Opportunities to improve accessibility will be incorporated into the changes and updates to ongoing maintenance schedules and capital upgrade projects. An accessibility lens will be used</p>	<p>Action completed</p> <p>Met with appropriate personnel to discuss the current accessibility approach. Received a list of upgrades and projects. Reviewing how current approaches can affect projects and if</p>

<p>when communicating service disruptions.</p>	<p>extra measures need to be considered. A standardized briefing memo template was created for use by Property Management in Real Estate. Project was concluded.</p> <p>Percentage Complete</p> 
<p>5. Enhancing building evacuation plans and drills to include processes and instructions for evacuation of employees and visitors of all abilities.</p>	<p>Action in progress</p> <p>Building evacuation plans were centralized and a supplemental accessibility guide was created to include in Emergency Response Plans. The internal web page is being tested. Work is underway to communicate updates to staff.</p> <p>Percentage Complete</p> 
<p>6. Adjustments for greater digital accessibility will be explored by the Data Analytics team through training from a third party specializing in Adaptive Technology.</p>	<p>Action in progress</p> <p>Work is continuing to improve digital accessibility of data. A session was held for staff to learn from an adaptive technology specialist and highlight areas for improvement. A colour blind friendly palette of colours to be used in data charts and</p>

	<p>diagrams was created. An accessibility section is now included in data training for employees.</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>7. Work with external partners to increase accessibility of the Geographic Information System (GIS) platform used by the City.</p>	<p>Action in progress</p> <p>Work is continuing to improve accessibility of the GIS platform using technology that makes it possible to build, manage and distribute a more accessible web mapping application and ensure it is compliant with current Web Content Accessibility Guidelines (WCAG 2.0).</p> <p>Percentage Complete</p>  <p>0% 25% 50% 75% 100%</p>
<p>8. Apply human-centered design principles and methods, including accessibility and inclusion considerations, when reviewing and evaluating services and recommending service design and delivery changes.</p>	<p>Action completed</p> <p>Frameworks and processes are regularly reviewed to ensure a human-centered lens is applied that considers accessibility and inclusion. In addition, service-specific initiatives apply human-centered design practices that lead to progressive, inclusive recommendations.</p>

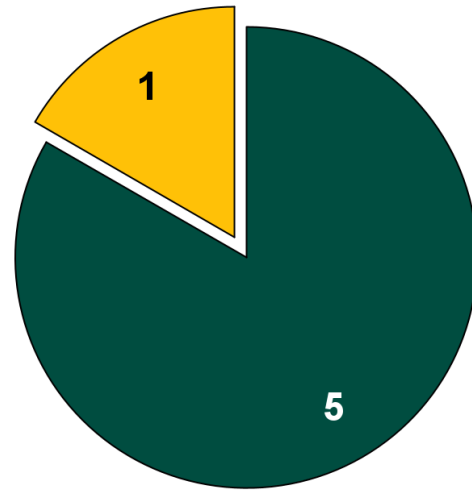
	<p>Percentage Complete</p> 
<p>9. Customer Experience research will include engagement with people with disabilities to ensure accessibility considerations are addressed and planned for.</p>	<p>Action completed</p> <p>Surveys such as the 2023 Service Satisfaction Survey allows respondents with disabilities to self identify. To guide service and accessibility improvements, the City will continue to adapt research activities to include experiences and perspectives of people with disabilities.</p> <p>Percentage Complete</p> 
<p>10. Promote awareness of and position accessibility as a driver in the strategic corporate planning processes applied within the City, and ensure plain language and other accessibility considerations are applied when sharing corporate strategy and reporting materials online.</p>	<p>Action Completed</p> <p>The City's Corporate Business Plan uses inclusive and simplified language, and diagrams and images to make it more accessible to a wider range of readers and learner types. The Corporate Planning web pages have also been updated, including simplified diagrams to improve accessibility.</p>



Integrated Infrastructure Services

The Integrated Infrastructure Services department has identified six accessibility actions to support design and delivery of universally accessible infrastructure. One action is closed and implementation of the remaining five actions are underway.

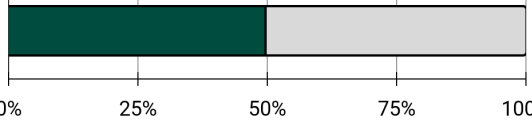
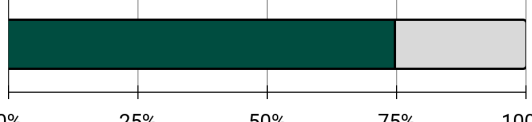
The following table describes what has been done on the actions so far.

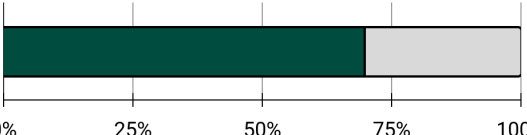


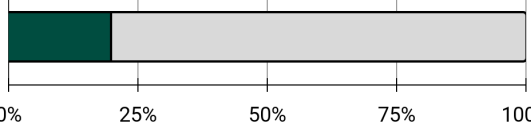
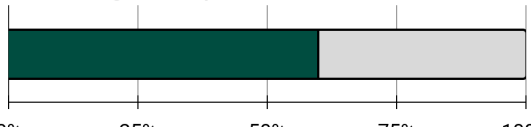
● In progress ● Closed

Action	What we did so far
<p>1. Understand Accessibility: Provide staff with training to help them identify barriers to accessibility and recognize how to prevent/remove them within their work, projects and deliverables. Raise staff awareness on available training, tools and resources by developing and implementing an IIS Accessibility Education Plan.</p>	<p>Action in progress</p> <p>Developed an infrastructure accessibility course, “Designing and Building an Accessible Edmonton”, for all consultants working on City infrastructure projects.</p> <p>Hosted a panel discussion session on accessible design for staff. Guest panelists with disabilities shared their experiences and perspectives on accessibility and accessible design.</p> <p>Created five awareness videos showcasing people with lived experience sharing how accessible infrastructure positively impacts their</p>

	<p>life.</p> <ul style="list-style-type: none">• Building an Accessible Edmonton (3:15)• Accessible Edmonton: Ryan Gerdes (2:37)• Accessible Edmonton: Bryna and Freya (2:07)• Accessible Edmonton: Benveet Gill (2:00)• Universally accessible spaces (1:46) <p>Collaborated with the City's Heritage Planning Team and Safety Codes Office to host a presentation to staff on Historic Buildings and Accessibility.</p> <p>Developed an accessibility course, "Designing and Building Accessible Infrastructure: Facilities" for staff working on facility infrastructure projects.</p> <p>Courses for Open Spaces, Neighbourhoods and Transportation staff will be developed in the coming months.</p>
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	<p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with dark green up to the 50% mark, and the remaining 50% is light grey.</p>
<p>2. Apply an accessibility lens: Develop requirements that ensure an accessibility lens is applied throughout the planning and delivery of infrastructure projects.</p>	<p>Action in progress</p> <p>A questionnaire to collect data on level of accessibility in capital projects was developed and added to the project update reporting tool. The data is checked quarterly.</p> <p>Lessons learned related to accessibility on projects are collected and available to all staff.</p> <p>Reference to accessibility was added to project checkpoint readiness criteria checklists.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with dark green up to the 75% mark, and the remaining 25% is light grey.</p>
<p>3. Understand current state: Develop and implement an Accessibility Assessment Program for infrastructure assets.</p>	<p>Action in progress</p> <p>Refined Facilities Accessibility Audit Checklist Tool and conducted multiple facility audits. Created an audit report template for facilities. Developed and piloted an accessibility audit tool for open spaces infrastructure including</p>

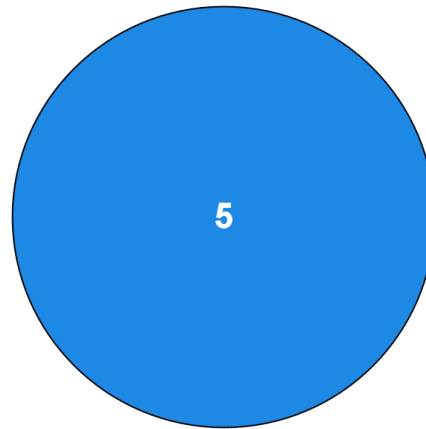
	<p>parcs, playgrounds and trails.</p> <p>Created a database to store all facility audit reports so that project managers can easily find audit reports.</p> <p>Percentage Complete</p>  <table border="1"> <caption>Percentage Complete Data</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Completed (Dark Green)</td> <td>65%</td> </tr> <tr> <td>Remaining (Light Grey)</td> <td>35%</td> </tr> <tr> <td>Total</td> <td>100%</td> </tr> </tbody> </table>	Category	Percentage	Completed (Dark Green)	65%	Remaining (Light Grey)	35%	Total	100%
Category	Percentage								
Completed (Dark Green)	65%								
Remaining (Light Grey)	35%								
Total	100%								
<p>4. Tools, guides and resources:</p> <p>Review and update all tools, guides, and resources to align with City's commitments towards accessibility as per Policy C602, Administrative Directive A1472, and Procedure.</p>	<p>Action in progress</p> <p>The guides and resources used for design and delivery of City's infrastructure projects were reviewed for alignment with the City's Accessibility for People with Disabilities Policy.</p> <p>Access Design Guide will be reviewed and updated following release of the new National Building Code - Alberta Edition. The update will include comparison to CSA accessibility standards.</p> <p>City provided feedback to Accessibility Standards Canada on their draft standards for the built environment and outdoor spaces.</p>								

	<p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with a dark green color up to the 20% mark, and the remaining 80% is light grey.</p>
<p>5. Budget: Allocate budget using appropriate funding mechanisms to improve accessibility of existing infrastructure.</p>	<p>Action closed</p> <p>A budget request was advanced for consideration as part of the 2023-2026 capital budget process to advance an accessibility improvements program for existing infrastructure. The request was not funded.</p> <p>The action will be re-opened in the next three-year Corporate Accessibility Plan to explore appropriate funding mechanisms in the next budget cycle.</p>
<p>6. Maintain barrier-free access: Develop requirements to maintain barrier-free access during construction, where appropriate, by providing safe alternate or temporary barrier-free paths of travel through or around construction sites.</p>	<p>Action in progress</p> <p>Requirements for barrier-free access during construction were added to construction contracts for new City projects. Barrier free access clauses will also be added to Hoarding Permit application requirements.</p> <p>Percentage Complete</p>  <p>A horizontal progress bar with a scale from 0% to 100% in 25% increments. The bar is filled with a dark green color up to the 60% mark, and the remaining 40% is light grey.</p>

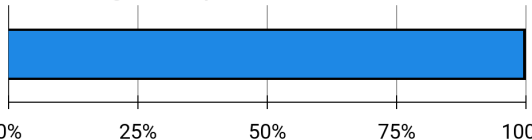
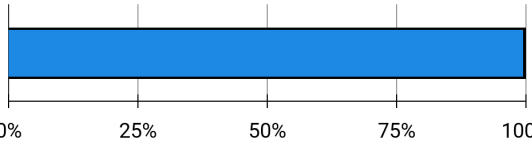
Office of the City Manager

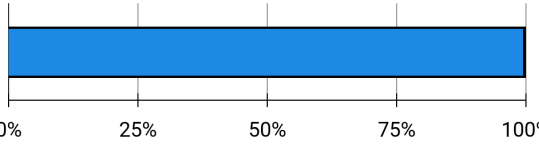
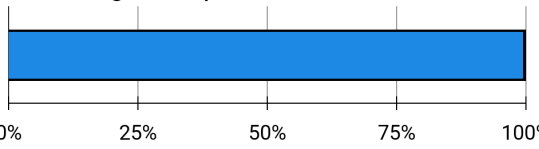
The Office of the City Manager identified five actions. Implementation of all the actions were completed in the first year of the plan, during the municipal elections.

The following table highlights the implementation activities on the actions.



● Complete

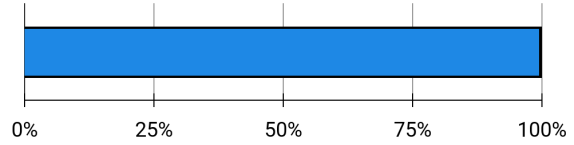
Action	What we did so far
<p>1. Election Office handrail and accessibility of the front door is being addressed to ensure accessibility without secondary assistance.</p>	<p>Action completed in 2021-2022</p> <p>The main entrance door to the Elections Office now has a power door opener and the handrail location was changed for better accessibility to the site.</p> <p>Percentage Complete</p> 
<p>2. Edmonton General Elections information sessions offered virtually.</p>	<p>Action completed in 2021-2022</p> <p>Virtual information sessions for candidates and election workers were close-captioned.</p> <p>Percentage Complete</p> 
<p>3. Ensure plain language for</p>	<p>Action completed in 2021-2022</p>

<p>Edmonton General Elections online materials.</p>	<p>Edmonton Elections online information was updated using simpler language and provided information about accessible election, voting technology and safety.</p> <p>Percentage Complete</p> 
<p>4. Apply Gender Based Analysis Plus (https://cfc-swc.gc.ca/gba-accs/index-en.html) lens to the development of Edmonton General Elections processes and procedures.</p>	<p>Action completed in 2021-2022</p> <p>The City made changes to elections strategy. Advance vote and election day processes ensured voting is accessible to all residents eligible to vote.</p> <p>Provided voting instructions in 13 languages.</p> <p>Percentage Complete</p> 
<p>5. Partner with subject matter experts to support the development and delivery of accessible election participation opportunities - vote, work, run.</p>	<p>Action completed in 2021-2022</p> <p>Edmonton Elections Voter Accessibility Plan was developed with advice from the Accessibility Advisory Committee.</p> <p>The Accessible Election web page</p>

was created and shared with accessibility organizations in Edmonton.

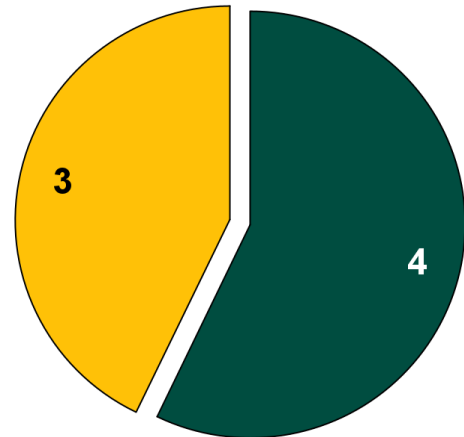
Made accessible options available to voters for the advance vote and on election day.

Percentage Complete



Urban Planning and Economy

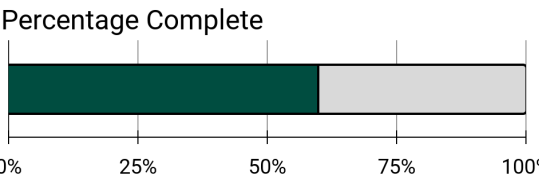
The Urban Planning and Economy Department identified seven actions. Four actions are underway. Three actions were closed, two are part of Communications and Engagement actions and the third one was integrated into another action. See table below for details.

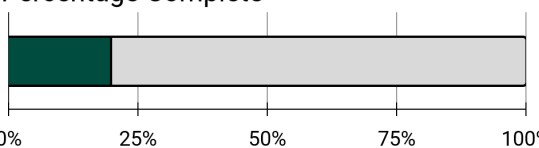
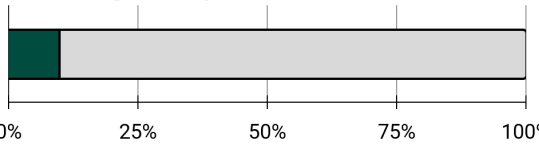


The following table describes what has been done on the actions so far.

● In Progress ● Closed

Action	What we did so far
<p>1. Accessible Reviews/Lists/Tools/Guides - Ensure staff are aware of and referencing the current City of Edmonton Access Design Guide, in addition to other standards and guides, in the design, delivery and maintenance of various projects throughout the city.</p>	<p>Action in progress</p> <p>Worked with the Integrated Infrastructure Services Department to create a new checklist for reviewing open space projects.</p> <p>Existing Universal Design checklists will be updated to include other types of developments and projects.</p> <p>Percentage Complete</p> <p>0% 25% 50% 75% 100%</p>
<p>2. Accessible Built Environment - Encourage the development of buildings and surrounding built environments to contribute to accessibility to accommodate</p>	<p>Action in progress</p> <p>Continued to work with developers and other applicants to raise awareness of accessibility issues through our review of projects.</p>

<p>people of all ages and abilities through increasing the awareness of City of Edmonton Access Design Guide.</p> <p>Updated Action Statement: Encourage the development of buildings and spaces in our city which contribute to a more accessible Edmonton by enhancing exposure to the Access Design Guide and many other available resources by communicating internally and externally to various stakeholders.</p>	<p>Provided presentations to internal teams where required to raise awareness on the Access Design Guide and accessibility issues. Work continues to make sure that City staff across various departments are aware of and are using current accessibility design criteria. Started working on establishing a formal process for accessibility reviews.</p>  <table border="1"> <caption>Percentage Complete</caption> <thead> <tr> <th>Percentage</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>0% to 55%</td> <td>Dark Green</td> </tr> <tr> <td>55% to 100%</td> <td>Grey</td> </tr> </tbody> </table>	Percentage	Color	0% to 55%	Dark Green	55% to 100%	Grey
Percentage	Color						
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55% to 100%	Grey						
<p>3. Accessible Public Engagement - In cooperation with Communication & Engagement, support/promote the creation of a list of accessible venues for in-person engagement activities and public meetings.</p>	<p>Action closed This action will be implemented as part of Communications and Engagement actions 13, 15 and 16.</p>						
<p>4. Accessible Design Review - Establish a Design Review process to ensure accessibility considerations are included in design of developer-led infrastructure projects.</p>	<p>Action closed This action was closed and was combined with Action 2 - Accessible Built Environment.</p>						
<p>5. Accessible Communications -</p>	<p>Action closed</p>						

<p>Promote use of the City's Event Accessibility Checklist for event planning (ensure accommodations upon request - captioning, American Sign Language interpreters, large print, braille etc).</p>	<p>This action will be implemented as part of Communications and Engagement actions 13, 15 and 16.</p>		
<p>6. Accessible Experiences (Now Action #3) - Offer opportunities for staff within the department to experience some of the issues that people with disabilities face on a daily basis (e.g. using wheelchairs) as they navigate the built environment in our city.</p>	<p>Action in progress</p> <p>Work is ongoing to develop and deliver staff tours similar to the Braille Trail in Dawson Park. Tours like these are important to ensure that City staff are aware of accessible design features.</p> <p>Percentage Complete</p>  <table border="1"> <caption>Progress Data for Action #3</caption> <thead> <tr> <th>Percentage Complete</th> </tr> </thead> <tbody> <tr> <td>~20%</td> </tr> </tbody> </table>	Percentage Complete	~20%
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~20%			
<p>7. Accessible Project Charters (now Action #4) Incorporate a Universal Design review in the development of departmental project charters.</p>	<p>Action in Progress</p> <p>Work is ongoing to recommend additions to our standard project charter templates to include accessibility criteria throughout.</p> <p>Percentage Complete</p>  <table border="1"> <caption>Progress Data for Action #4</caption> <thead> <tr> <th>Percentage Complete</th> </tr> </thead> <tbody> <tr> <td>~10%</td> </tr> </tbody> </table>	Percentage Complete	~10%
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NEXT STEPS

The City will continue to monitor progress of each action identified in the Corporate Accessibility Plan. The next Progress Report will be published in Q3, 2024.