City of Edmonton

Edmonton

Final Progress Report

2021-2024
Corporate
Accessibility Plan

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INTRODUCTION

The City of Edmonton published its first three-year **Corporate Accessibility Plan** in 2021. The Plan included **70 accessibility actions** to support the City's commitment to making Edmonton a more accessible city, as stated in the [Accessibility for People with Disabilities Policy](#). The Plan ended in June 2024, and this final progress report includes highlights on implementation activities.

PROGRESS SUMMARY

Out of the 70 actions, 46 are complete, 19 are ongoing and five were closed.

- **Complete** actions were implemented.

- **Ongoing** actions do not have a definite completion or will continue to the next Plan. For example, promoting awareness is considered an ongoing action.

- **Closed** actions were explored, but were not implemented.
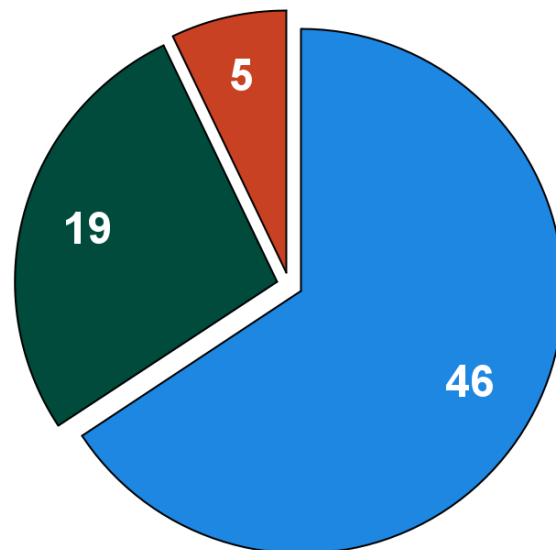
● Complete ● Ongoing ● Closed

ACTIONS IMPLEMENTATION STATUS UPDATE

Corporate Actions

The Corporate Accessibility Committee identified seven actions. Four actions are complete and three are ongoing .

Action 1: Promote awareness of accessibility within the City of Edmonton organization and create a culture of acceptance and inclusion.
<u>Status - Ongoing</u>

- Presentations were made to City staff across all departments to build awareness of disabilities and promote the importance of accessibility.

- A short video of City staff with disabilities speaking to "Why accessibility matters" was created. The video was shared with all staff and is also included in the internal accessibility web page.

- Sessions were organized for City staff to learn from people with disabilities about how accessibility barriers affect their lives, including:

  - 2021 International Day of Persons with Disabilities: Two events were hosted - Talk by Marc Workman from CNIB foundation, **Cheers to never having to be the designated driver**, was attended by around 170 staff; and a Trivia game to learn and share knowledge on accessibility.

  - 2022 National AccessAbility Week: Panel discussion, **Personal Perspectives on Accessible Design**, with panelists Linnie Tse from the Barrier-Free Sub-Council, Christopher Gordon from CNIB foundation, a Deaf mother of two Deaf children and someone with Multiple Sclerosis.

  - 2022 International Day of Persons with Disabilities: Internal and external communication to create awareness and promote internal

staff training on **Accessibility for People with Disabilities** among staff.

- 2023 National AccessAbility Week: Event, **PUSH: The Real World of Accessibility** featuring series star Bean Gill and Executive Producer Kaitlan Stewart.

- 2023 International Day of Persons with Disabilities: Panel discussion on **creating inclusive workplaces** featuring two external panelists from the Accessibility Advisory Committee, Tonia LaRiviere and Patrycia Rzechowka, and two City of Edmonton staff with disabilities.

- 2024 National AccessAbility Week: A staff survey was conducted to collect feedback on the Accessibility Policy and Corporate Accessibility Plan. A total of 317 staff completed the survey.

- Internal emails and newsletters were sent out during each International Day of Persons with Disabilities and National AccessAbility Week highlighting disability awareness and the importance of accessibility.

- 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.

- The City will continue to build awareness of disabilities and promote the importance of accessibility within the organization.

Action 2: Promote awareness of the duty to accommodate under human rights legislation and related guidelines that City staff must consider when assessing accommodation options for members of the public.

Status - Complete

- A Public Accommodations Framework was created to provide guidance and a standardized process 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.

Action 3: Promote corporate disability and accessibility awareness training.

Status - Ongoing

- Around 1,000 City staff have completed the City's accessibility awareness training. The training was promoted in staff newsletters, communication from leadership, mentions at team meetings, and emails.

Action 4: Increase representation of people with disabilities in City publicity / communication materials.

Status - Complete

- This action was implemented through work led by the Communications and Engagement Department.

Action 5: Assess whether annual corporate accessibility funding is sufficient to support required accessibility improvements and develop a business case for increased funding, if required.

Status - Ongoing

- Gathered information on accessibility improvement projects funded over the past few years. Detailed assessment will be completed as part of the next Corporate Accessibility Plan.

Action 6: Develop an evaluation tool to monitor progress and measure the success of the Policy implementation.

Status - Complete

- An evaluation tool was developed to measure the effectiveness of Accessibility Policy implementation activities. Created an internal dashboard using Edmonton specific data purchased from Statistics Canada Survey on Disabilities and the City's Service Satisfaction Survey. Impact of select accessibility actions will also be measured.

Action 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)).

Status - Complete

- [The Accessible Communications Services Pilot Project](#) tested 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 transitioned into a permanent program within the Community Recreation and Culture Branch. The public can make a request for accessible communication services by filling out a Google form on [edmonton.ca](#).

Community Services

The Community Services department had seven accessibility actions, which are complete.

Action 1: Review existing recreation publications, programs and supports to assess how accessibility is included (examples include Rec Facility Guides, Leisure Access Program, etc.).

Status - Complete

- Swim brochures were translated into 16 different languages.

- When writing, communications advisors make sure they identify all user groups and stakeholders and use inclusive language in their writing and speaking notes.

- Edmonton Valley Zoo, Muttart Conservatory and John Janzen Nature Centre are part of KultureCity. These facilities have accessible/sensory signage and bags for patrons.

- The [Accessibility of Facilities](#) web pages have been updated.

- The "Recreation Opportunities for People with Disabilities" brochure has been updated and is available at [edmonton.ca/accessibility](#).

Action 2: Engage the Interagency Committee on Inclusive Recreation to consider the possibility of expanding their scope to address general accessibility issues, programs, services and potential partnerships. Strengthen the relationship with the City of Edmonton, Accessibility Advisory Committee.

Status - Complete

- The scope of the committee was reviewed and with the impacts of the pandemic, members felt like there was still a need to keep the scope focused on inclusive recreation. Additional consultation included

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.

- Six Interagency Committee gatherings have taken place since its reboot in 2022. Host locations have included City of Edmonton Recreation Centres, Rogers Place, as well as community based sites, including the Steadward Centre, and Chrysalis. There have been intersections of community learning and sharing, as well as opportunities to share City-led initiatives including the Urban National Parks, ARC Transit Cards, accessible fitness equipment; the Jumpstart Inclusive Playground and a tour of the renovated ACT Centre.

- The majority of the organizations in the Interagency Committee are in the nonprofit sector and remain vulnerable to available resources and staff changes limiting their capacity to expand scope.

Action 3: Explore accessible programs that could be provided in partnership with community organizations serving people with disabilities.
Status - Complete

- The Community Recreation and Culture branch has partnered with non-profit organizations including Adaptabilities, Centre for Autism, Cerebral Palsy, Alberta Health Services/Wheelchair Sport Alberta and Wellness Network Edmonton to enhance the accessibility of programming at City of Edmonton Recreation Centres. These programs strive to foster the holistic well-being of people with disabilities by offering social support and opportunities for physical activity.

- Collaboration will continue with these organizations and will be explored with additional groups. Outcomes will be reviewed and results will be reported at the end of 2024.

- Programs are offered at:
    - Terwillegar Community Recreation Centre
    - Clareview Community Recreation Centre
    - The Meadows Community Recreation Centre
    - Commonwealth Recreation Centre
    - edmonton.ca/adaptedprograms

Action 4: Update the Measuring Up Edmonton Initiative to current standards and best practices and promote awareness.

Status - Complete

- The Measuring Up Resource Guide has been updated. The Measuring Up Toolkit was reviewed and tested with community groups. It was determined that there was not a high demand to update the toolkit, given other resources that are now publicly available.

Action 5: Explore policy changes that would prioritize accessibility on city streets and sidewalks.

Status - Complete

- The Snow and Ice Control (SNIC) program ensures the mobility network is safe, reliable, connected and accessible for all users. In 2022, several service enhancements were implemented within SNIC, including but not limited to:

- An increase in proactive bylaw enforcement to support parking bans and snow removal from City sidewalks in high pedestrian and low mobility areas.

- An updated Active Pathways Snow Clearing Map. The map displays all sidewalk and multi-use pathways cleared by the City and the service levels.

- Maintained and widened pathways as needed to reduce snow and ice and to improve pedestrian mobility.

- At the start of the 2023-2024 season, new signage was installed on staircases that do not receive winter maintenance. These signs serve to better help users plan their routes and know what to expect when travelling on active pathways in the winter season.

- A Winter Priority Loop was created forming a network of Priority 1 active pathways connecting downtown, Old Strathcona and the University of Alberta. This new feature was in response to suggestions from the community.

- A new Roadways Snow Clearing Map was launched to display the current location of all active plows. In addition to showing residents where plows are active, the map can be updated to show the clearing status of all roadways during an active parking ban.

- A new Phase 2 parking ban for effective clearing of all residential streets.

- Further detail on the service delivery changes and enhancements can be found within the 2023-2024 SNIC Annual Report.

Action 6: Collaborate with Integrated Infrastructure Services in assessing current state and informing prioritization of accessibility improvements of City owned and operated facilities, streets, open spaces and other City owned and operated, publicly accessible locations.
Status - Complete
- Community Services supported the Integrated Infrastructure Services Department in creating prioritization criteria for accessibility audits and 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.

Action 7: Establish a list of accessible City of Edmonton services and programs to be included on a centralized City website.

Status - Complete

- Identified gaps and supported the Communications and Engagement Department to update edmonton.ca/accessibility.

City Operations

The City Operations department identified six accessibility actions. These are high-level goals with multiple activities to achieve each goal. The actions will be ongoing.

Action 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.

Status - Ongoing

- Developed consultation framework to engage stakeholders on accessibility of Edmonton Transit Service infrastructure.

- Conducted accessibility workshops on accessibility of Valley Line West LRVs (light-rail vehicles).

- Conducted accessibility workshops on accessibility of Capital Line replacement LRVs.

- Partnered with CNIB to develop accessibility actions for Edmonton Transit Service (ETS).

- Conducted engagement with CNIB on a variety of accessibility items across the department (i.e. City Operations).

- Provided sidewalk maintenance program consulting to incorporate need and demographic in prioritizing sidewalk repair over demand from 311.

- Developed a Sustainability Scholar Report on bench placement (or gaps) along shared use paths where accessibility could be supported.

Action 2: Improve customer service by providing enhanced training to staff around accessibility and best practices when serving people with disabilities.

Status - Ongoing

- Promoted Accessibility e-learning module through internal communication from department leadership (i.e. Deputy City Manager and Branch Managers)

- Developed pilot program for Disability Awareness Training for frontline staff who have frequent interaction with the public.

- Delivered Disability Awareness Training to all ETS Inspectors.

- Developed an Accessibility Training Needs Assessment for all ETS business areas.

- Availability of CART, interpreter or captioning service and the process to access/book if needed.

- Supported Integrated Infrastructure Services in developing Transportation Accessibility Course. This course is planned to be rolled out to Fleet and Facility Services staff in 2025.

Action 3: Implement continuous improvement to infrastructure projects to ensure the built environment meets the needs of people with disabilities.

Status - Ongoing

- Created a checklist tool for performing accessibility audits on public transit infrastructure. A pilot program was completed and 16 ETS facilities were assessed.

- Through the Sustainability Scholars program at the University of Alberta, graduate students worked with the City of Edmonton on a research project to help guide decisions on where additional park seating should be prioritized, and where current seating should be upgraded to be more

accessible. This led to areas where accessibility grant funding was allocated for upgrades.

- Sidewalks were repaired (rubberized surfacing, crack seal, concrete grinding, cement filling, etc) to reduce trip hazards in areas requiring more flexibility or movement through seasons on the sidewalk panels.

- The Waste Services Asset Management team is completing accessibility audits of all of their facilities.

Action 4: Explore ways to address challenges faced by people with disabilities posed by living in a Winter City.

Status - Ongoing

- Introduced accessibility considerations and best practices for snow removal processes.

- Developed plan for prioritization of accessibility in snow removal (not funded by Council).

- Contributed to the development of a framework for the Assisted Snow Removal Program.

- Centre City enhancements for downtown snow removal brought a higher service level to active pathway snow and ice control.

Action 5: Implement continuous improvement to accessibility of public transit services.

Status - Ongoing

- Re-introduced Mobility Choices In-person Accessible Travel Training and added an additional staff to support.

- Implemented CNIB recommendations on accessible audio announcements in LRT stations and LRVs.

- Paratransit (DATS) Enhancements:

  - Implemented new processes to achieve 100% accommodation for pre-booked trip requests.

  - Implemented new service model with addition of taxi sedans with more flexibility in scheduling.

  - Implemented automated batch trip scheduling as well as automated same day scheduling optimization to improve reliability of trip schedules.

  - Implemented proportional ride times to improve consistency of on-board times.

  - Implemented a mapping upgrade and optimized road speeds to improve reliability of service.

  - Implemented improvements to IVR self-serve options, including the ability to check on ride status via text or phone message.

  - Merged DATS Operator and conventional bus operator position and shift sign up processes, allowing for more flexibility in adding DATS Operators to service throughout the year

Action 6: Expand on initiatives to enhance the accessibility of the City's waste collection program.
Status - Ongoing

- The Assisted Waste Collection Program is ongoing and continues to provide service to persons living in apartments and condos in addition to single family homes.

Communications and Engagement

The Communications and Engagement department had identified sixteen actions. Twelve actions were completed by the second year of the Plan. Due to organizational restructuring, the remaining actions were taken over by other relevant departments for implementation.

Action 1: Promote and encourage training around accessibility, disabilities and equity.

Status - Complete

- 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.

Action 2: Provide accessible communication products and services.

Status - Complete

- Identified priority communications products and services that require an accessible approach.

- Defined accessible standards and 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).

Action 3: Establish a centralized online location for all accessibility information on the City website (edmonton.ca).

Status - Complete

- 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.

Action 4: Create a centralized, internal online resource for all City of Edmonton employee accessibility information (OneCity).

Status - Complete

- The City's internal accessibility web page was redesigned to be more 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.

Action 5: Promote accessible services, tools and programs available for staff and Edmontonians (internally and externally).

Status - Complete

- 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.

Action 6: Support development of client communication plans that include accessible and equitable forms of information.

Status - Complete

- Accessibility checks in strategic planning and communication planning tools used by staff were added. This is to ensure that accessibility is considered and included in City communications.

Action 7: Provide sign-language interpreters at significant City of Edmonton news conferences to ensure they are accessible to more people.

Status - Complete

- Sign language interpretation is now used for major City of Edmonton news conferences and livestream events.

Action 8: Improve information/signage (e.g. posters/pamphlets) to ensure communication material is highly visible, interpretive and uses plain language.

Status - Complete

- 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.

Action 9: Build a process to incorporate accessibility practices in Web operations best practices.

Status - Complete

- 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.

- City Web Office will continue to ensure that the City web pages and resources are accessible.

Action 10: Build a process to incorporate accessibility practices in Visual identity and Corporate Brand guidelines.

Status - Complete

- The City's **Visual Identity Standards** were updated to include the same accessibility requirements as the Corporate Brand Guidelines.

- The City's **Corporate Brand Guidelines** and toolkits will be updated annually as needed to ensure accessibility best practices.

Action 11: Build a process to incorporate accessibility practices in social media.

Status - Complete

- The City of Edmonton's **Social Media 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.

Action 12: Build a process to incorporate accessibility practices in filming, photography and videos.

Status - Complete

- 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.

Action 13: Moved under Office of the City Manager after organizational restructure.

Action 14: Moved under Financial and Corporate Services after organizational restructure.

Action 15: Moved under Office of the City Manager after organizational restructure.

Action 16: Moved under Office of the City Manager after organizational restructure.

Employee and Legal Services

There are six actions, which support City of Edmonton employees. All six actions are considered complete.

Action 1: Educate City of Edmonton recruitment team to improve accessibility of the recruitment process.

Status - Complete

- An ongoing training plan is in place for staff working in Talent Acquisition, which includes best practices for supporting diverse candidates, including those with disabilities.

- All City job postings include accessibility accommodation statements.

- The City's **Guide for Inclusive Hiring** and **Guidelines for Inclusive Postings** was promoted to all City hiring managers.

- Information on best practices for interview accommodations has also been incorporated into **Hiring Manager Certification** training.

Action 2: Ensure corporate training provided by Employee Services for City of Edmonton employees is accessible to the greatest extent possible.

Status - Complete

- Ongoing implementation is occurring of 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.

Action 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.

Status - Complete

- 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 staff in 2022. Letters of Understanding (LOU) were signed with four unions covering ATU 569, CUPE 30, IBEW 1007 and CSU 52 in April 2024.

Action 4: Ensure first aid kits, AED cabinets, and fire extinguishers in staff areas within Century Place are located in accessible spaces.

Status - Complete

- 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.

Action 5: Improve accessibility to single-stall barrier-free washrooms in Century Place by ensuring they remain unlocked and available for those who require them.

Status - Complete

- 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.

Action 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.

Status - Complete

- The City's Real Estate Branch will manage accessibility changes needed in the Century Place building. The second floor of Century Place is now fully accessible.

Financial and Corporate Services

The Financial and Corporate Services department identified ten actions and took on one action from Communications and Engagement. Eight actions are complete and three are ongoing.

Action 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.

Status - Complete

- Property owners who are blind or have low vision can request to receive their property tax notices in audio format on CD.

- The City will continue to explore other accessible formats for tax notices.

Action 2: Ensure City employees and Edmontonians have easy access to financial policy, process and information, and seek ongoing opportunities to improve clarity with plain language.

Status - Complete

- The City's budget documents including Operating Budget and Capital Supplemental Budget can now be found more easily on edmonton.ca under the Budget and Finance link: edmonton.ca/city_government/budget-and-finances.

- 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.

Action 3: Enable technology solutions that support and foster accessibility across the corporation.

Status - Complete

- Accessibility software and hardware are available and can be requested by City employees who need these tools.

Action 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 when communicating service disruptions.

Status - Complete

- 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 extra measures need to be considered. A standardized briefing memo template was created for use by Property Management in Real Estate. The project was concluded.

Action 5: Enhancing building evacuation plans and drills to include processes and instructions for evacuation of employees and visitors of all abilities.

Status - Complete

- Building evacuation plans were centralized and a supplemental accessibility guide was created to include in Emergency Response Plans. The internal web page has been updated and a memo was shared with the corporation.

Action 6: Adjustments for greater digital accessibility will be explored by the Data Analytics team through training from a third party specializing in Adaptive Technology.

Status - Ongoing

- 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 diagrams was created. An accessibility section is now included in data training for employees.

Action 7: Work with external partners to increase accessibility of the Geographic Information System (GIS) platform used by the City.

Status - Ongoing

- 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 2.2). One recent example of the City's new generation of web map viewers was released to the public in August. This first application (maps.edmonton.ca/zoning) is the new zoning map that showcases the new zoning bylaw. This new tool is fully compliant with the WCAG standard. Additional maps for various public use cases will continue to be addressed.

Action 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.

Status - Complete

- 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.

Action 9: Customer Experience research will include engagement with people with disabilities to ensure accessibility considerations are addressed and planned for.

Status - Complete

- Surveys such as the **2023 Service Satisfaction Survey** allow 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.

Action 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.

Status - Complete

- 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.

Action 11: Ensure customer service standards, practices and procedures consider the needs of people with disabilities.

Status - Ongoing

- A list of accessible customer services available by phone, email, app, and in person was created. Work is ongoing to consider gaps and recommendations as part of regular business improvements.

Integrated Infrastructure Services

The Integrated Infrastructure Services department had six accessibility actions to support design and delivery of universally accessible infrastructure. The actions are high-level goals with multiple implementation activities for each. Two actions are complete, two are ongoing and one was closed.

Action 1: Provide staff with training to help them identify barriers to accessibility and recognize how to prevent/remove them within their work, projects and deliverables.

Status - Complete

- An Education Plan was developed that identified staff training and resources on infrastructure accessibility.

- The following courses were developed and delivered to staff working on infrastructure projects. In total, 330 staff completed the courses.
  - **Designing and Building Accessible Facilities** - 3 hour in-person course.

  - **Designing and Building Accessible Open Spaces and Neighbourhoods** - 3 hour in-person course.

  - **Designing and Building Accessible Transportation Infrastructure** - 3 hour in-person course.

- Developed and published an infrastructure accessibility course, **"Designing and Building an Accessible Edmonton,"** for all consultants working on City infrastructure projects. In total, 288 personnel completed the course.
  - One-hour presentations about accessibility best practices in facility projects were offered to all architecture firms working on City projects. Presented to three architecture firms.

- Created five **awareness videos** showcasing people with lived experience

sharing how accessible infrastructure positively impacts their life. These videos were used in staff training and communication materials for further awareness.

- [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)](#)

- Collaborated with the Safety Codes Office to host a session for staff, titled **Infrastructure Accessibility: Codes and Beyond.** The session was attended by 49 staff.

- Collaborated with the City's Heritage Planning Team and Safety Codes Office to host a presentation to staff on **Historic Buildings and Accessibility**. The presentation was attended by 112 staff.

- Supported Safety Codes Office in hosting a session named **Accessibility and Inclusivity in Building Codes and Municipal Policy**.

- **Guided inclusive experience tours** for City staff working on infrastructure projects. Two tours were hosted by a City staff member with their Service Dog and two tours were hosted by a disability advocate.

Action 2: Develop requirements that ensure an accessibility lens is applied throughout the planning and delivery of infrastructure projects.

Status - Ongoing

The following item is being carried over to the next plan.

- Incorporating accessibility reviews as part of the technical review process.

The following items were completed:

- 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.

- Lessons learned related to accessibility on projects are collected and made available to staff.

- Reference to accessibility was added to project checkpoint readiness criteria checklists.

- Accessibility reviews are included as part of facility and open spaces project reviews.

- A requirement to show how design addresses accessibility at public engagement was added to the facility projects consultant manual.

Action 3: Develop and implement an Accessibility Assessment Program for infrastructure assets.

Status - Complete

- Developed an Accessibility Assessment Program Framework to identify the current state of accessibility for all infrastructure assets owned and operated by the City of Edmonton.

- Updated **Facilities Accessibility Audit Checklist Tool** and created an audit report template for facilities. 75 facilities audited. Accessibility audits will be ongoing.

- Developed and piloted an **Accessibility Audit Checklist for Open Spaces** infrastructure including parks, playgrounds and trails.

- Collaborated with Edmonton Transit Service to create an **Accessibility Audit Checklist for Transit Facilities**.

- Created an **Accessibility Audit Checklist for Industrial Buildings** that includes auditing accessibility for people with invisible disabilities.

- Created a **database** to store all facility audit reports so that project

managers can easily find audit reports when working on projects.

Action 4: 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.

Status - Ongoing

The following work is ongoing:

- The City of Edmonton's Access Design Guide will be updated to exceed 2023 Alberta Building Code.

The following items were completed:

- City contract documents (i.e. Request for Proposal documents, Professional Service Agreement and construction contracts) have been reviewed and updated to include Accessibility for People with Disabilities policy requirements.

- Guides and resources that inform design and delivery of the City's infrastructure projects have been reviewed to make sure they align with the City's commitment to an accessible city.

- An online library has been created to store infrastructure accessibility information. The Infrastructure Accessibility Google Site is a one-stop shop for staff who need more information about accessibility best practices.

- The City shared feedback on standards for the built environment and outdoor spaces drafted by Accessibility Standards Canada[1].

Action 5: Allocate budget using appropriate funding mechanisms to improve accessibility of existing infrastructure.

Status - Closed

- A request to fund accessibility improvements was submitted for consideration during the 2023-2026 Capital Budget process, however, it

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[1] Accessibility Standards Canada develops accessibility standards for federally regulated entities and federal organizations.

was not successful. Accessibility improvements continue to be addressed opportunistically as part of renewal projects.

- Including this action in the next Corporate Accessibility Plan will be considered.

Action 6: 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.

Status - Ongoing

The following item is being carried over to the next Plan.

- Developing guidelines for accessibility during construction.

The following items were completed:

- Reviewed infrastructure Standing Arrangement[2] contracts. Some contracts were amended to include barrier-free access requirements while others will be amended when they are renewed.

- Added barrier-free access requirements during construction to new construction contracts.

- Worked with the Safety Codes Office to add barrier-free access requirements to the Hoarding Permit Application Guide.

- Completed two (2) construction site reviews to better understand how barrier-free access is maintained.

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[2] A Standing Arrangement is an arrangement with one or more pre-qualified suppliers that allows for the future purchase of goods or services.

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 2021 municipal elections.

Action 1: Election Office handrail and accessibility of the front door is being addressed to ensure accessibility without secondary assistance.

Status - Complete

- 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.

Action 2: Edmonton General Elections information sessions offered virtually.

Status - Complete

- Virtual, close-captioned information sessions for candidates and election workers replaced in-person sessions. Accompanying 'How-To' guides and resources were made available on edmonton.ca/elections.

Action 3: Ensure plain language for Edmonton General Elections online materials.

Status - Complete

- Edmonton Elections online information was updated using simpler language and provided information about accessible election, voting technology and safety.

Action 4: Apply Gender Based Analysis Plus (https://cfc-swc.gc.ca/gba-acs/index-en.html) lens to the development of Edmonton General Elections processes and procedures.

Status - Complete

- The City made changes to elections strategy. Advance vote and election

day processes ensured voting is accessible to all residents eligible to vote.

- Provided voting instructions in 13 languages.

Action 5: Partner with subject matter experts to support the development and delivery of accessible election participation opportunities - vote, work, run.

Status - Complete

- Developed Edmonton Elections **Voter Accessibility Plan** with advice from the Accessibility Advisory Committee.

- Created an **Accessible Election** web page and shared it with accessibility organizations in Edmonton.

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

Action 6: Increase options within Communications & Engagement to provide feedback on accessibility.

Status - Complete

- A survey scanned existing feedback channels and was completed by staff working in the previous Communications and Engagement department. Results were analyzed and a What We Heard report was developed to be accessible on OneCity (Public Engagement Resources).

Action 7: Create a public engagement checklist of elements/best practices.

Status - Complete

- A jurisdiction scan of best practices for accessible public engagement has been completed to develop a collection of best practices for accessible online and in-person public engagement. In addition, a working checklist is developed as a resource for public engagement advisors to be available within the Public Engagement suite of tools and templates on OneCity.

Action 8: Annual or bi-annual engagement with persons with disabilities (both in City and city) and front-line staff to capture barriers and opportunities.

<u>Status - Ongoing</u>

- Approaches to engaging with people with disabilities were reviewed and shared with the Accessibility Advisory Committee. A survey template has been developed to use annually through Insight Community and other targeted channels to collect feedback from both people who are experiencing disabilities and caretakers on barriers to accessing city services and programs (including public engagement opportunities).

Urban Planning and Economy

The Urban Planning and Economy Department identified seven actions. One action is complete and three are ongoing. The remaining three actions were closed because two are part of Communications and Engagement actions and the third one was integrated into another action.

Action 1: 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.

Status - Ongoing

- Worked with the Integrated Infrastructure Services Department to create a new checklist for reviewing open space projects.

- Completed an update of the existing Accessibility Design checklist for Development Services and currently working with them to integrate this work into their current processes.

Action 2: Accessible Built Environment - Encourage the development of buildings and surrounding built environments to contribute to accessibility to accommodate people of all ages and abilities through increasing the awareness of the City of Edmonton Access Design Guide.

In 2022, this action was updated to: 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.

Status - Ongoing

- Continuing to work with developers and other applicants to raise awareness of accessibility issues through our review of projects.

- Provided presentations to internal teams where required to raise

awareness on the Access Design Guide and accessibility issues and
continuing this work to a number of other interested teams

**Action 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.**

Status - Closed

- This action will be implemented as part of Communications and
  Engagement actions 13, 15 and 16.

**Action 4: Accessible Design Review - Establish a Design Review process to
ensure accessibility considerations are included in design of developer-led
infrastructure projects.**

Status - Closed

- This action was closed and was combined with Action 2 - Accessible Built
  Environment.

**Action 5: Accessible Communications - 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).**

Status - Closed

- This action will be implemented as part of Communications and
  Engagement actions.

Action 6: Accessible Experiences - 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.

Status - Ongoing

- 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.

Action 7: Accessible Project Charters - Incorporate a Universal Design review in the development of departmental project charters.

Status - Complete

- Have provided some recommended additions to the standard project charter templates to include accessibility criteria throughout.

NEXT STEPS

To continue our efforts to make Edmonton more accessible, a new Corporate Accessibility Plan will be created. The City collected feedback from Edmontonians with disabilities on the barriers they face when accessing City-run programs, services and spaces. This feedback will help inform the next actions. The Plan will be published in 2025.

For more information on Accessibility for People with Disabilities, visit edmonton.ca/AccessibilityPolicy.