Municipal Accessibility Policy Scan Summary

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Overview

Poor accessibility within an urban environment is both a health and equity issue, as access to spaces and places can influence social isolation and marginalization. According to the Centre for Universal Design, the primary goal of universal accessibility and design is to make environments usable for as many people as possible, without the need for specialized adaptations or designs. Across Canada, there has been action at national, provincial, and local levels to promote universal accessibility and meaningful inclusion for all people.

On September 24, 2019, the City of Edmonton adopted an Accessibility for People with Disabilities policy[1] with the goal of ensuring that everyone, including people who experience disability, have equitable access and opportunities to participate in civic life. While many other cities across Canada have undertaken initiatives to promote accessibility, including developing their own accessibility policies, programs, and action plans, the scope and targets of these policies and actions could be highly variable from one municipality to the next.

The purpose of this policy scan was to explore the Canadian municipal policy landscape, focusing specifically on policies related to one or more aspects of universal accessibility as defined above. This scan aimed to describe the scope of existing Canadian universal accessibility policies (e.g., who they target, what actions they target, where and how they operate) to provide a better understanding of the scope and potential impacts of existing Canadian universal accessibility policies on the inclusion of all people. As this scan, which was funded by a CIHR planning grant, serves as one component of a larger ongoing accessibility project being led by the Centre for Healthy Communities in collaboration with the City of Edmonton, it is also intended to provide foundational background information to inform this work.

As will be described further in the *Policy Characteristics* section (pg. 3), many of the policies captured by this scan focus on various aspects of accessibility more broadly (e.g., built environment, municipal services, training and awareness, transportation)1-15 or the accessibility of recreation programming and facilities more specifically.[15-22] Other policies focus on accessible construction and renovations,[23-25] access to municipal service,[26] and workplace accessibility.[27] While there are many commonalities between the policies in this review, there is also a high degree of variability in terms of the policies' stated timelines, objectives, defined actions and accessibility targets, evaluation plans and indicators, and accountability considerations and measures. By considering these factors, this scan highlights the strengths and gaps in existing municipal legislation aimed at promoting universal accessibility for all people.

NOTE: Due to the highly variable definition of the term 'policy', as well as the tight scope and timelines of the project, this scan focused exclusively on documents and legislation explicitly identified as "policies". Thus, related documents such as action plans, checklists, program outlines, and design guides were not included.

Policy Scan Methods

The Centre for Healthy Communities developed a search strategy and related protocols to conduct a policy scan of existing Canadian municipal universal accessibility policies. This scan was conducted from September 2020 – April 2021 and included municipal-level "policies" that explicitly or implicitly focus on one or more aspects of universal accessibility and design. For the purposes of this scan, universal accessibility and design was defined as the design and/or provision of environments (spaces, buildings, products, services) to be usable by all people, regardless of age or ability, without adaptation or specialised modifications (link). The seven principles of universal design include:

1. Equitable Use

2. Flexibility in Use

3. Simple and Intuitive Use

4. Perceptible Information

5. Tolerance for Error

6. Low Physical Effort

7. Size and Space for Approach and Use

A Research Assistant conducted the search of larger Canadian municipalities (population >20,000 individuals, and all Canadian capital cities from each province and territory. This search was carried out using a variety of data sources, beginning with official municipal government websites and Google searches restricted to Canadian municipalities, and expanding to databases including Newsstand and the Canadian Research Index. As the majority of searches were conducted using the municipal websites' search function, search terms related to accessibility, policy, disability, and municipality. The Research Assistant conducted a two-stage screening approach to identify relevant policies for inclusion. The first stage involved retaining policies seemingly related to universal accessibility based on the policy names and overview information. The second stage involved a full-text relevance review of all the policies that were retained following the first stage of screening.

The searches and first round of screening yielded 134 policies. Following the second stage of screening, 27 of these policies were identified as focusing on one or more aspects of universal accessibility, and were retained for data extraction. Of note, additional policies captured from Ontario and Quebec might have been relevant for inclusion, but due to time constraints were not included in the final

scan. The following information was extracted from each policy document where provided:

- Identifying information (policy name/id, city/provincial)

- General characteristics (enacted/revision dates, subject, scope, populations targeted)

- Summary of policy (purpose, specific aims/objectives, defined actions, links to provincial legislation, other priority areas mentioned, additional relevant information)

- Evaluation plans and indicators

- Accountability factors (responsible parties, measures for accountability)

- Funding information

The Research Assistant then synthesized the extracted data using a narrative review approach. Although this type of review is not as exhaustive as a systematic review, a narrative review provides a useful, targeted method for describing what is known about a particular field or subject (i.e., municipal accessibility policies), and can highlight the strengths, limitations, and gaps of existing policies. A more detailed outline of the methods used for this policy scan, including the search strategy and analytical approach, is provided in **APPENDIX A (pg 31)**.

Policy Scan Methods

Policy Characteristics

> ## Key Points
>
> - 27 policies are captured in this scan, including policies from almost every Canadian province/territory (no municipal-level policies found for Nunavut, NWT, or PEI).
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> - The enactment of the captured policies span almost three decades (1994 to 2021).
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> - Many policies do not include specific revision information, and those that do include specific dates for future revisions and/or a planned revision schedule.
>
> - A majority of the policies have general purpose statements that involve promoting accessibility for all people more broadly or persons with disabilities more specifically.
>
> - Most of the policies operate on a city-wide scale.
>
> - 17 policies include ties to external legislation at international (e.g., United Nations Convention on the Rights of Persons with Disabilities), national (e.g., Canadian Charter of Rights and Freedoms), and provincial (e.g., Ontarians with Disabilities Act, British Columbia Building Code) levels.

The 27 municipal policies captured in this scan include policies from Alberta (n=2);[1,4] British Columbia (n=2)[5,25] Manitoba (n=2);[3,6] New Brunswick (n=2);[7,23] Newfoundland and Labrador (n=3);[16,17,24] Nova Scotia (n=2);[19,27] Ontario (n=5);[2,10-13] Quebec (n=7);[8,9,14,15,20-22] Saskatchewan (n=1);[18] and the Yukon (n=1).[26] All of these policies are from different municipalities, with the exception of the three policies from Newfoundland and Labrador, which are all from St. John's.[16,17,24] The search did not yield any municipal-level accessibility policies for Nunavut, Northwest Territories, or Prince Edward Island.

The captured policies were organized into five categories based on the overall subject or focus of the policy: universal accessibility more broadly (e.g., included various aspects of accessibility such as the built environment, municipal services, and transportation; n=15);[1-15] the accessibility of recreation programs, events, and facilities (n=7);[16-22] accessible construction and renovations (n=3);[23-25] access to municipal services (n=1);[26] and, workplace accessibility (n=1).[27]

Timelines

Timelines for the enactment of captured policies span almost three decades, with the earliest of these policies enacted in November 1994 (St. John's Leisure Services for Persons with Disability Policy)[16] and the most recent enacted in January 2021 (Moose Jaw's Accessibility Support Policy).[18] The majority of the captured policies (n=17) had been enacted since 2010.[1,2,5-8,11-15,18-20,23,25,27] A few of the policies explicitly mention specific timelines for the development of the policy, including the City of Edmonton (development, including public engagement, from Jan 2018 – Sep 2019),[1] City of Drummondville (accessibility committee given mandate by City council in 2005 to develop and accessibility policy),[9] and City of Calgary (various City departments working on drafting the policy since 1999)[4] policies. Additionally, a number of these policies arose from the amalgamation or reworking of previously existing policies.[1,10,12,14,25] Of note, a variety of terms were used by the different policies to signify the implementation date, including "adopted by", "effective date", "approval date", "launch date", and "date prepared".

Many policies do not include any revision information, with 11 policies providing information on dates of prior and/or future reviews of the policy.[1,4,5,9-13,18,23,25] Of these policies, only seven indicate some sort of review schedule (i.e., reviewed once every number of years; typically three to five years)[1,4,5,11,12] or specified date for future review.[10,18] The City of Windsor's Accessibility Policy[12] also specifies, in addition to being reviewed every five years, that the policy will also be revised as required in the event of related legislative change.

Target Populations & Scope

While almost of all of the policies indicate that they aim to provide accessibility for all, their specific objectives and actions mainly target persons with disabilities. In the context of these specific targets, all but six of the policies include a definition of accessibility-related terms, such as "accessibility", "disability", "accommodation", and "barrier".

In terms of more specific populations, the Cape Breton Workplace Accommodation Policy[27] targets applicants and current employees of the City who require accessibility accommodation; two recreation policies from St. John's[17] and Moose Jaw[18] target persons with disabilities who require an attendant; three recreation policies from Quebec[20-22] target children attending City summer day camps who have accessibility concerns; and, broad accessibility policies from Quebec[14,15] specifically target families and seniors in addition to persons with disabilities.

In terms of scope, the large majority of these policies operate broadly on a city-wide level (n=20),[1-15, 23-27] with the others focused specifically on recreation programs and facilities (n=6),[16-18,20-22] and municipally owned arenas (n=1).[19] For example, the City of Toronto's Corporate Accessibility Policy[2] applies to all

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members of the municipal corporation, including various municipal departments and contracted third parties, whereas the City of St. John's Guidelines for Attendants Accompanying Persons with Disabilities policy applies specifically to recreation and leisure programs, services, and facilities provided by or contracted through the City.[17]

Purpose Statements

Almost all of the captured policies include a clear purpose statement that serves to establish the overall vision or aim for the policy. These statements are largely quite broad, with the most common purpose being to make the given municipality accessible and inclusive for all people and to provide guidance in addressing barriers for persons with disabilities. In fact, 17 of the 27 policies captured include some version of those statements as their primary purpose.[1,3-10,12,14,15,18,19,23,26,27] Some examples include:

- To make Montréal a universally accessible city (Montréal).[8]

- To institutionalize a commitment to creating a city that is truly inclusive of all citizens through endorsing and incorporating the concept of universal design (Winnipeg).[3]

- To consider the principles of full participation, equality of opportunity, opportunity for independent living, and economic in the context of allowing individuals of all abilities to participate in City programs and recreational activities (Moose Jaw).[18]

- To address the responsibility of the City of Whitehorse in ensuring that all residents, regardless of their ability, have access to municipal services (Whitehorse).[26]

Some of the policies in this category specify their purpose as striving to meet requirements outlined in provincial legislation, with some examples including:

- To outline the City of Brandon's recognition and commitment to providing equal access and removing barriers for all people, especially in terms of the requirements outlined in The Accessibility for Manitobans Act.[6]

- To provide workplace accommodation as required under the Regional Municipality of Cape Breton's Employment Equity Policy, Respect in the Workplace Policy, Nova Scotia Human Rights Act, and the Department of Labour.[27]

- To serve as an all-encompassing policy to guide the actions of the Corporation of Kitchener in fulfilling the requirement of the accessibility standards developed under the Accessibility for Ontarians with Disabilities Act, 2005.[10]

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Four of the policies,[2,11,13,16] while still quite broad in purpose, specify promoting accessibility for persons with disabilities as opposed to 'all people', including for example:

- To identify, prevent, and remove barriers for people with disabilities, in terms of accessible City of Toronto's services, facilities, and goods.[2]

- To ensure that persons with a disability are assured access to recreational programs offered by the City of St. John's.[16]

Other policies, mainly those focused on specific aspects of accessibility such as recreation programming or construction, have more narrow purpose statements, such as:

- To provide a guideline for hotels and motels to better accommodate people with disabilities.[25]

- To define under what conditions building permits will be issued in circumstances where the provincial Accessibility Act is not applicable.[24]

In most of the policy documents, the purpose statement sets a clear intention for the rest of the policy, is listed at the beginning of the document, and directly precedes the specific aims and objectives of the policy.

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Links to External Legislation

Many policies (n=17)[1,2,4,6,7,9-15,19,22,23,25,27] explicitly mention higher-level legislation that either provided guidance in drafting and revising the policy, or that outline specific requirements to which the municipal policy much adhere. Examples of national- and international-level legislation referenced in these policies include the Canadian Charter of Rights and Freedoms;[4,7,19] the National Building Code of Canada;[23] and, the United Nations' Convention on the Rights of Persons with Disabilities.[1,4] Examples of the provincial-level legislation referenced include the Accessibility for Ontarians with Disabilities Act (AODA, 2005) and the Ontario Integrated Accessibility Standards (regulation 191/11);[2,10-13] Quebec Act Ensuring the Exercise of Rights in terms of their Educational, Professional and Social Integration;[9,14,15] the Nova Scotia[19,27] and the New Brunswick[7] Human Rights Code; the Accessibility for Manitobans Act;[6] and, the British Columbia Building Code.[25] The City of Boisbriand's accessibility policy for accompaniment for a leisure program[22] provides an example of a link to non-governmental provincial standards, which mentions that the terms within their policy align with the Standards of the Certified Camps of Quebec Association.

Notably, a large proportion of the policies that explicitly mention external legislation are those from Ontario and Quebec, which both possess provincial acts requiring that municipalities have accessibility measures in place (e.g., municipalities with a population >10,000 must have an Accessibility Advisory Committee, according to the Accessibility for Ontarians with Disabilities Act). It is possible that the presence (or absence) of provincial accessibility legislation greatly influences the creation, specific actions and requirements, and accountability measures of the lower-level municipal policies.

Policy Characteristics

Policy Objectives & Defined Actions

Key Points

- Policy objectives indicate what the policy is aiming to achieve, and defined actions describe the ways in which the policy aims to its objectives.

- The distinction between policy objectives and actions is not always clear, but can often be inferred based on the context provided within the given policy.

- There is considerable variability in the scope, specificity, and level of detail provided of the objectives and defined actions of the captured policies.

- Despite this variability, however, there were many objectives and actions shared by multiple policies, especially those with the same focus.

- It is possible that more detailed information on defined actions and implementation approaches are provided in other documents that were not captured by this policy scan.

The following section highlights specific objectives and defined actions of the captured policies, including commonalities between policies as well as aspects unique to one or few policies. It is key to note that while the distinction between "objectives" and "actions" is made clear in some policies, it is less evident in others. For the purposes of this scan, objectives are considered as the 'what' (i.e., what the policy is trying to accomplish), whereas the actions are considered as the 'how' (i.e., the ways in which the policy aims to accomplish its objectives). In cases where the distinction is less clear, the context of the specific policy was used to distinguish between the two. For example, providing accessibility-related education and training to staff might be an 'objective' of one policy with a corresponding 'action' of holding a one day in-depth training session for members of the City's accessibility implementation team.[3] Conversely, providing accessibility-related education and training to staff could be an 'action' of another policy that addresses the 'objective' of identifying and reducing accessibility barriers and gaps in municipal programs and services.[4]

Objectives

Broad Accessibility

Many of the captured policies that focus on broader universal accessibility stated objectives that were commensurately broad and shared among many policies. While the specific wording varied, some common policy objectives include:

- To allow the full inclusion and dignified participation of persons with disabilities in various aspects of municipal life.[1-15]

- To identify, remove, and prevent barriers to accessibility (e.g., physical, communication, technological, systemic, attitudinal).[1-6,9,14]

- To provide goods, services, and facilities in a way that is accessible and dignified for all people, including those living with disabilities.[1,3-15]

- To align with accessibility standards and requirements established by higher-level legislation.[2,6,10-13]

- To provide barrier-free employment and volunteering opportunities.[1,2,5]

- To promote accessibility-related awareness and training among city leaders, staff, volunteers, partners, and residents.[3,5,7,15]

- To foster partnerships, share knowledge and expertise, and/or encourage commitment and actions from other organisations, all in the pursuit of improving accessibility.[1,7-9,14-15]

Example of common objectives that are more specific in scope include:

- Multiple policies[8,11,12,14,15] describe their main intervention foci; e.g., Montréal's universally accessible city policy identifying its four main target areas for intervention as: architecture and urban planning; programmes, services and employment; communications; and awareness and training.

- Various policies list specific communication-related objectives, including ensuring that public meetings, community consultations, and the like are compatible with universal design criteria;[3] improving accessibility of the different communication methods used by the City, and publicise activities related to universal accessibility;[9] promote efficient and humane communication between the population and municipal administration and update communication methods according to trends;[14] and ensuring that all forms of communication coming from the City are accessible to the entire population and account for the specific needs of persons with disabilities.[14,15]

- Three policies from Quebec indicate specific transportation-related objectives, including improving access to travel-related infrastructure and services while accounting for the needs of persons with disabilities;[9,14,15] facilitating

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intra-municipal travel with public transportation;[14,15] and, ensuring accessible collective and individual transportation, including public transit, paratransit, parking lots, pedestrian paths, and signage.[15]

- Policies from Drummondville[9] and Terrebonne[14] outline objectives related to public safety (i.e., fire, emergency measures, law enforcement), which include implementing tool for awareness, prevention, and interventions that account for the needs of persons with disabilities and vulnerable groups.

- Policies from Terrebonne[14] and Granby[15] aim to promote access to a variety of leisure programs and activities, with Granby's Universal Accessibility Policy further specifying that the City aim to enable the social, community, and cultural integration of persons with disabilities in leisure, sports, and culture.

- A few policies indicate objectives related to urban planning and the built environment, including incorporating universal accessibility in urban planning and development of areas such as parks, green spaces, and urban furnishings;[15] creating new universally accessible environments and improve existing environments by removing architectural and environmental obstacles;[9] improving accessibility to municipal properties for all residents, including children, seniors, and those with special needs;[7] and, ensuring that all new construction and major renovations to buildings and exterior environments that are at least partially municipally-funded follow universal design criteria.[3]

Finally, some examples of the objectives that were unique to a given policy within the broad accessibility category include:

- To ensure the consistency and complementarity of all accessibility-related interventions.[8]

- To promote and encourage solidarity among residents and community groups in relation to accessibility and inclusion.[7]

- To help improve the safety of persons with disabilities when they travel on public roads.[9]

- To adopt and publish joint action plans and a progress record of related achievements[8] (creating and implementing and accessibility action plan is included as a 'defined action' in many captured policies, but is framed as an 'objective' in Montréal's policy).

- To be mindful of families, seniors, and persons with disabilities during the planning process of housing and the living environment by encouraging the development of diversified housing to meet the needs of these different groups; planning harmonious neighbourhood environments that are functional and respect the layout and planning of the area; promoting social and generational diversity; and, fostering work-family balance by promoting local employment.[14]

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Accessible Recreation Programs, Events, & Facilities

In terms of scope and overall objectives, the policies that are focused on accessible recreation programs, events, and facilities can be further subdivided into more general recreation and leisure accessibility policies,[16,19] policies concerning attendants of persons with disabilities,[17,18] and policies concerning accompaniment for children attending city-led summer camps.[20-22]

Both of the policies that target more general aspects of recreation and leisure include fairly broad objectives, such as encouraging persons with disabilities to participate in recreation programs and to increase knowledge of and participation in accessible leisure activities,[16] as well as to provide reasonable accessibility accommodations based on the needs of the given individuals.[19] St. John's Leisure Services for Persons with Disability policy[16] also lists specific objectives related to mitigating the potential financial restrictions imposed by user fees, and supporting efforts to improve transportation services for persons with disabilities who wish to access leisure and recreation services. The specific objectives identified in Halifax's Accessibility Policy[19] are more focused on the recreation facilities themselves, and include ensuring that all municipally-owned arenas are physically and technologically accessible (within the scope of available physical space and financial resources), and that facility accessibility procedures and practices comply with provincial and federal legislation where applicable.

Both of the policies focusing on 'accessing services with an attendant' indicate that they aim to provide clear guidelines for individuals who require a support person when participating in recreation and leisure programming.[17,18] While this is the sole, explicit objective of St. John's attendant policy,[17] Moose Jaw's Accessibility Support Policy[18] provides more specific objectives, including allowing individual of all abilities to participate in City programs and recreation activities, and providing complimentary access for support persons when required to avoid negative consequences to accessing City recreation facilities.

The three recreation-oriented policies from Quebec[20-22] deal specifically with programs that allow a support person or guide to accompany children with accommodation needs during city-led summer camps. As such, the main objective of these policies is to allow for the successful integration of children with special needs into regular camp programming and activities, which includes being able to actively participate activities and social interactions with the rest of the summer camp participants.

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Accessible Construction & Renovations

The policies that focus on accessible construction and renovations (n=3) provide little information on specific policy objectives. Moncton's Accessibility Policy for Renovations, Additions and New Construction of City-owned Buildings[23] aims to incorporate the relevant accessibility standards and best practices. As this policy indicates that the construction of new buildings and renovation of existing buildings must be accompanied by an accessibility assessment, it is likely that meeting these standards and best practices is a firm (and perhaps enforceable) requirement. Conversely, Kelowna's Accessibility Measures for Hotels and Motels policy[25] aims to encourage the implementation of appropriate design for persons with disabilities for new and existing construction, suggesting that this policy serves as more of a recommendation.

St. John's Application of the Accessibility Act policy[24] is considerably narrower and more situational in scope compared to the other two policies, with a sole objective of outlining the protocols for the provision of a building permit in instances where the Accessibility Act does not apply. Of note, the policy does not specify to which "Accessibility Act" it is referring, but based on context is likely the Newfoundland and Labrador's Buildings Accessibility Act (O.C.96-865).

Access to Municipal Services

Although Whitehorse's Inclusion Policy[26] is the only policy that focuses on access to municipal services, its objectives are similar to many of common objectives included in the broad accessibility policies. This policy aims to provide the most appropriate forms of accommodation for individuals with disabilities in a way that best meets their needs, promotes their integration and full participation, is practicable and financially possible for the City, and ensures the confidentiality of those involved. More specific objectives include developing written practices and procedures designed to reduced and eliminate discrimination of those living with disabilities; provide disability-related awareness training to staff; and, maintaining confidential record and statistics.

Workplace Accessibility

The objectives listed in Cape Breton's Workplace Accommodation Policy[27] are relatively narrow in scope, as they focus on the provision of workplace accommodations to employees and applicants who require them. These objectives include taking reasonable steps to determine if an employee or job applicant can be accommodated; addressing request for accommodation in a timely and effective manner; and, providing accommodations in a way that respects the dignity, worth, and right to privacy of the individual. Additionally, this policy aims to comply with the legal obligations outlined in the Nova Scotia Human Rights Act and all related legislation.

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Defined Actions

Broad Accessibility

The policies captured in this scan present a broad range of defined actions that vary considerably in terms of their level of specificity and scope. These actions ranged from general commitments, like incorporating universal accessibility into urban policy and design,[2,5,7,9-11,13-15] to more specific actions and interventions such as providing a mobile library service for older persons living in retirement residences.[9] Despite this variability, however, there are many common actions across policies that share the same focus. For example, common actions included in policies that address broad accessibility include:

- Developing, publishing, and maintaining an accessibility action plan.[1,2,6-11,14,15]

- Incorporating universal accessibility and design criteria into the acquisition and provision of goods, facilities, services, policies, etc..[2,5,7,9-11,13-15]

- Identifying and addressing existing or potential accessibility barriers.[5,6,9]

- Developing new and adapting existing educational programs and training for staff, volunteers, partners, and/or city departments to promote increased awareness and competencies surrounding the given accessibility policy, as well as universal accessibility more broadly.[2,4,6,7,10-13,15]

- Promoting accessibility practices, guidelines, and standards to ensure that the built environment is accessible for all.[2,5,7,11,14,15]

- Providing employment opportunities and environments that are accessible for all people, including provision workplace accommodations where possible.[2,9,10,13]

- Making all official city communications available in accessible formats.[2,9,11,13,15]

- Developing and implementing processes for gathering and responding to public feedback on the accessibility policy and/or related actions, programs, and services.[2,10-13]

- Allowing persons with disabilities access to municipal spaces with assistive devices and supports persons and animals as required, and/or providing assistive devices where appropriate.[2,9-13]

- Facilitating requests for accessibility-related accommodation;[2,5,6,9,11,12,15]

- Involving various city departments in the identification, panning, and implementation of accessibility priorities and actions.[1,2,5,9]

- Providing specialized transportation services (e.g., paratransit services) and accessible public transit.[7,9,13]

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In addition to the actions listed above, further examples of unique policy actions include:

• Using a "Universal Design Checklist" to assess the design of buildings, products, and services for alignment with universal design criteria, including construction and renovation work on buildings, exterior spaces, and transportation.[3]

• Capital planning to include equity considerations in long-term investments in order to support accessibility and inclusion.[5]

• Utilizing terminology that adheres to guidelines provided in the City of Ottawa's Accessibility training when referring to persons with disabilities.[11]

• Prohibiting owners and operators of taxicabs licensed by the City of Ottawa to charge additional fare or fees to persons with disabilities, and requiring owners and operators to make registration and identification information available in an accessible format.[11]

Interestingly, the broad accessibility policies captured from Quebec municipalities include extensive lists of defined policy actions that are organised by action area, such as:

• Drummondville's universal accessibility policy[9] highlights many actions that cover a variety of areas, including municipal administration (e.g., appoint an elected representative for universal accessibility); collaboration and consultation (e.g., consult and engage with community for implementation of the Accessibility Policy); leisure (e.g., encourage leisure organisations to consider universal accessibility in their infrastructure and activities); buildings and urban development (e.g., encourage the development of adapted or adaptable housing); transit (e.g., make city bus drivers aware of the specific needs of persons with disabilities); communication and information (e.g., make municipal publications available in accessible formats upon request); and, public safety (e.g., identify and address potentially dangerous situations for persons with disabilities in the context of municipal infrastructure and public events).

• Similarly, Granby's Universal Accessibility Policy[15] provides many actions that encompass the areas of architecture and environmental accessibility (e.g., bringing municipal service building up to barrier-free standards where possible); transportation (e.g., developing safe and functional sidewalks, multiuse paths, and pedestrian crossings); security (e.g., plan and practice evacuations of persons with disabilities from public buildings); leisure, sports, and culture (e.g., supporting community organisations in their offering of services to persons with disabilities); urban planning (e.g., planning the type and location of street furniture based of functional and safe use by all); consultation and awareness (e.g., appointing an elected official responsible for the universal accessibility portfolio); communication and information (e.g.,

specifying the accessibility of various services and activities mentioned in municipal communications); and, human resources (e.g., address workstation layouts and accommodations required by employees with disabilities).

- Terrebonne's policy for families, seniors, and persons with disabilities[14] includes actions targeted solely at persons with disabilities, including installing modified equipment in certain parks and constructing housing specifically for persons with disabilities, as well as actions that also apply to families and seniors, including diversifying means of registering for municipal activities (e.g., phone, online) and improving street signage to facilitate travel.

Of note, Montréal's universally accessible city policy[8] does not specify actions within the policy document itself, but a separate document does exist listing accessibility interventions and actions undertaken in 2019/2020. The existence of a separate action checklist document such as this highlights a limitation of this policy scan; it is possible that many policy-related actions and implementation approaches are detailed in other documents that were not captured in a scan of only policy documents.

Accessible Recreation Programs, Events, & Facilities

Similar to the broad accessibility policies, policies in the accessible recreation programs and events category present a wide range of actions, with some commonalities between policies. Some of the shared defined policy actions include:

- Monitoring existing and new programming and services to ensure that accessibility considerations are being met, and provide reasonable accommodation were possible to ensure accessibility;[15,19]

- Ensuring that staff and volunteer recruitment and training practices encourage the involvement of individuals of all abilities;[16,19-21] and,

- Adapting summer camp programming and daily scheduling to accommodate the needs of children requiring accommodation.[20-22]

Policies from St John's[17] and Moose Jaw[18] that focus specifically on persons with disabilities who require a support person outline the specific procedures for accessing the attendant program (which allows an attendant to accompany a person with disabilities who is accessing recreation facilities, programming, and events, for no additional charge) as well as guidelines for the program itself (e.g., person with disabilities is still required to pay the regular rates and fees). Similarly, the policies that focus on allowing or providing a support person or guide for children participating in city summer camps[20-22] outline the eligibility and terms under which the program is offered (e.g., admission to program is contingent on a case analysis that determines if their needs can be effectively and safely accommodated through the accompaniment program), which are explicitly

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presented as being in service of the best interest of the child. Of note, it appears that Magog[20] and Mirabel's[21] programs involve the provision of a guide, whereas Boisbriand's program[22] requires that the parent/guardian providing an eligible support person or aide (e.g., must be at least 17 years of age, be present at all times when the child is present, and have experience interacting and working with the typical clientele that attend the City's summer programs). While not completely analogous, St John's Leisure Services for Persons with Disability[16] includes actions related to consultation and collaboration that resemble the collaborative piece mentioned in Magog[20] and Mirabel's[21] summer camp accompaniment policies. St. John's policy[16] actions involving bringing together concerned individuals and groups (e.g., persons with disabilities, community organisations) to garner advice and input for address key issues surrounding the creation and provision of accessible leisure services. While more specific to their summer camp programming, Magog[20] and Mirabel's[22] policies also include the explicit action of collaborating with partner organisations to ensure the accessible and appropriate social and physical integration of children with special needs.

In addition to these shared actions, some unique actions outlined in the accessible recreation policies include:

- Implementing transitional programs as a means to improve the knowledge and awareness of, and participation in, accessible leisure activities.[16]

- Partners using City facilities for events or concerts that are not directly supported by the City must enable free access to support persons/attendants under their contract with the City.[16]

- Promoting the summer camp accompaniment support program via the City of Magog's official website, the summer camp's brochures, and through the City's partners.[20]

- Providing pairing of multiple children requiring and attendant or guide with the same attendant/guide, based on the specific needs analyses of the given children.[21]

Policy Objectives & Defined Actions

Accessible Construction & Renovations

The 'actions' outlined in the policies from St. John's[24] and Kelowna[25] are limited descriptions of the details of their respective guidelines and protocols, including the protocols for issuing building permits in situation where the provincial Accessibility Act does not apply[24] and the specific design requirements of the BC Building code and additional accessibility recommendations for hotels and motels.[25] Kelowna's policy specifies various elements that require accessibility considerations, including the parking; main entrance; hotel/motel rooms; hotel/motel room bathrooms; and, general design. It also indicates accessibility recommendation depending on the type of impairment in question, including hearing impairment (e.g., fire alarms with strobe lights, TTY access in the lobby), visual impairment (e.g., tactile strips to indicate stair locations, braille and embossed room number lettering on doors), and physical disabilities (e.g., wide doors with easily operated opening mechanisms, secure flooring that can accommodate mobility devices).

In addition to including these more technical criteria, Moncton's Accessibility Policy for Renovations, Additions and New Construction of City-owned Buildings[23] also lists actions to be implemented at different stages of the construction/renovation process. Prior to making a formal project request, those leading the project (e.g., municipal administration or project managers) must contact the Municipal Facilities Department to undergo a needs assessment and obtain copies of the City's Accessibility Assessment Tool. Project leaders must then use this tool during the design and construction of new buildings or renovations, and must implement recommendation received from the needs assessment. The Assessment Tool include different forms for addressing specific aspects of the project, including parking routes from the parking area to the entrance; the space from the entrance to the indoor facility; the indoor facility itself; and, washrooms.

Access to Municipal Services

Whitehorse's Inclusion Policy[26] indicates the specific steps to be taken by both the person making the accommodation request (e.g., advise the accommodation provider of their disability/ies, provide any information related to the required accommodation, participate in discussion on potential accommodations), as well as the officer providing accommodations (e.g., maintain a record of the accommodation request and resultant actions, consult with outside experts as required, grant reasonable requests in a timely and confidential manner). The policy also provides examples of potential measures to ensure successful accommodation that include (but are not limited to) providing additional training to staff, using alternate instructional methods, or collaborating with a disability association or other outside expertise.

Policy Objectives & Defined Actions

Workplace Accessibility

Cape Breton's Workplace Accommodation Policy[27] shares relatively similar actions with Whitehorse's policy, although in the context of providing accommodation for job applicants and employees of the City. It provides a description of the accommodation process, and outlines the four sequential steps for providing accommodation: 1) determine if job can be modified; 2) determine if other positions within the same classification are available that could accommodate employee; 3) determine if other positions within the employee's bargaining unit are available that could accommodate the employee; and, 4) determine if employee is capable of performing any of the available positions including those outside of the bargaining unit. This policy also provides a non-exhaustive list of potential workplace accommodations related to hiring practices (e.g., altering testing and training procedures); work station access and adjustments (e.g., providing ergonomic supports); work procedure adjustment (e.g., restricting duties and work hours); provision of services, facilities, and/or equipment (e.g., interpreters, quiet workspace); and, reassignment (e.g., reallocation of specific tasks to a different position). Further, this policy describes a return-to-work disability management procedure, which aims to ensure effective disability management while allowing an employee to return to their job in a timely and successful manner.

Policy Objectives & Defined Actions

Evaluation Plans & Indicators

Key Points

- 14 policies mention measures for evaluating their implementation progress and outcomes.

- These measures can be categorized as: formal progress reporting; specific evaluations and measurements; established benchmark standards; feedback from the public; and, lists of previous policy-related achievements.

- Within each of these categories, policies share similar evaluation measures.

Fourteen of the twenty-seven captured policies include information on evaluating the implementation and/or outcomes of policy. This information is typically brief and limited in detail, and can be categorized into the following types of types of evaluations: formal progress reporting;[4,5,11,20] specific evaluations and measurements;[4,7] established benchmark standards;[3,4,6,23] feedback from the public;[10-13] and, lists of previous achievements.[9,14] Two of these policies explicitly mention incorporating measures from multiple categories.[4,11]

The formal progress reporting evaluation measures are primarily aimed at providing reports to the municipality, and include a requirement to conduct a formal review of policy implementation and related achievements at specified intervals (e.g., every one[11] or five[4] years) to ascertain progress, as well as specifically designating staff members to coordinate the annual reporting of progress and challenges of implementing policy initiatives.[5] The City of Magog's summer camp accompaniment policy[20] for children living with disabilities requires both public and organizational reporting, with follow-up on the success of the guide program provided to parents during the summer camp programming, and a review at the end of the camp provided to the City's Recreation and Community Life Division and an evaluation committee.

In terms of specific evaluations and measurements, Calgary's Corporate Accessibility Policy[4] requires that its business units establish and implement performance measures to evaluate their progress on eliminating barriers to physical access, transportation access, and community access for persons with disabilities.

However, the policy does not provide further detail on the specifics of these measures, such as types of potential measures or methods for implementing

them. The City of Dieppe's Universal Accessibility policy[7] includes more specific evaluation plans for different aspects of accessibility, such as requiring accessibility evaluations for all new municipal facilities and existing municipal properties, and assessments of transportation services "regularly" to ensure the satisfaction of users.

Four of the policies[3,4,6,23] identify accessibility standards and criteria that serve as benchmarks for any actions and interventions covered by the policies. For example, Winnipeg's Universal Design Policy[23] contains a Universal Design Checklist used to evaluate the design of municipal buildings, products, and services to gauge how well the proposed designs accommodate a range of functioning and adheres to the principles of Universal Design. Brandon's Accessibility Policy[6] serves as a more general example, as it requires the City to create an Accessibility Plan that must meet the criteria of Ontario's provincial accessibility act and is aimed at identifying, preventing, and removing barriers for persons with disability. Many captured policies also integrate established standards and criteria as part of their accountability processes, which will be discussed in further detail in the following section.

Descriptions of the evaluation measures involving feedback from the public on the implementation of the policy and delivery of related goods, services, and facilities focused on the specific processes for collecting this feedback. Although Brantford's Accessibility policy[13] included little detail, simply requiring that all City departments have processes for allowing customer feedback, the other three policies within this category[10-12] detail many of the same methods for collecting public feedback, including via telephone, in writing, through teletypewriter, via electronic text, or in person. Ottawa's Accessibility Policy[11] further specifies that public feedback will be forwarded to appropriate City personnel, responded to, documented, and tracked.

Finally, two policies from Quebec[9,14] provide a list of all related achievement made by the City prior to the current version of the policy. Of note, many other Quebec cities appear to have similar lists of policy-related achievements to date that are included in separate documents not embedded within the policy document itself (e.g., Montréal).[8] Thus, the lack of more specific evaluation plans and indicators described in captured policies could be due to that information being documented elsewhere.

Evaluation Plans & Indicators

Accountability

Key Points

- 14 policies mention measures for evaluating their implementation progress and outcomes.

- These measures can be categorized as: formal progress reporting; specific evaluations and measurements; established benchmark standards; feedback from the public; and, lists of previous policy-related achievements.

- Within each of these categories, policies share similar evaluation measures.

Responsible Parties

All captured policies identify the parties responsible under the policy either explicitly (e.g., contains a dedicated section outlining the specific responsibilities for different individuals and groups) or implicitly (e.g., clear that policy actions fall under the purview of city administration and employees, without explicitly mentioning their specific responsibilities). However, there is considerable variability in specificity among the policies in terms of describing who is responsible, and for what aspects, under the policy.

Many policies (n=12) simply indicate the responsible parties, including the city itself and its agents and partners,[1,4,5,8-10,13-15,22,23] as well as specific departments such as the Department of Building and Property Management,[24] without providing any additional detail. Similarly, Kelowna's Accessibility Measures of Hotels and Motels policy[25] simply appears to apply to all those involved in the design, construction, and/or renovations of hotels and motels in the City of Kelowna, as well as relevant parties responsible under the BC Building Code. However, this information was not provided explicitly and rather inferred based on context from the rest of the document. St. John's Leisure Services for Persons with Disability policy[16] does provide some broad information beyond naming the responsible parties, indicating that the Department of Recreation is responsible for aspects related to programs and services, human resources, transportation, education, and community collaboration, whereas the Department of Building and Property Management is responsible for aspects related to physical accessibility.

Conversely, the other policies (n=13) provide more detail, often containing a dedicated section outlining the specific responsibilities of each party under the policy. Some specific examples of this breakdown include:

- Many of the policies that deal with broad accessibility specify the responsibilities of different departments and levels of staff,[2,6,7,11,12] such as Windsor's Accessibility Policy,[12] which outlines that employees must ensure that accessible customer service is provided to all City customers, managers must ensure that staff/volunteers and third parties receive information on this policy and relevant accessible customer service training, and the Chief Administrative Office must ensure that the City of Windsor implements and updates the policy and related procedures as appropriate.

- Each department of the City of Winnipeg must assign a designate responsible for the implementation of universal design under the City's Universal Design Policy.[3]

- Halifax's Accessible Policy[19] (dealing with leisure and recreation considerations relevant to municipally owned arenas) identifies the Regional Municipality of Halifax and its partners as responsible for revising and implementing the policy, the Recreation Facility Operators as responsible for providing accessibility-related accommodations, and the Director of Community and Recreation Services as responsible for final-decision making on all matters related to the Accessibility Policy.

- Summer program accompaniment policies from Magog[20] and Mirabel[21] both indicate that the City is responsible for processing the requests for their respective support programs, determine what accommodations are required and feasible in the context of programs, and implement and support the accommodation plan, and that the accompaniment support/guide is responsible for adapting the given child's activities and daily schedules according to their accommodation plan, and ensure the safety and dignified integration of the child into the summer programs.

- Cape Breton's Workplace Accommodation Policy[27] provides the specific responsibilities for the multiple parties involved in accommodation requests made by City employees and job applicants, including the Human Resources Department or hiring manager asking if applicant or employee requires accommodation; managers and supervisors are responsible for informing applicants and employees of the policy; Occupational Health and Safety provides accommodation assistance where requires; and, the relevant unions and representatives facilitate the provision of reasonable accommodations.

Eight of the captured policies, including those focusing on specific leisure services and programming,[17-19, 20-22] access to municipal services,[26] and workplace accessibility,[27] also include the responsibilities of members of the public (e.g., recipients of services or programs, municipal job applicants and employees) under the policy, such as:

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- Four policies[17,19,26,27] require the person with disabilities to provide evidence and/or information of their disability/ies, such as a completed physician form indicating that an attendant for the person with disabilities is required[17] or document(s) indicating specific workplace accommodations required.[27]

- Summer program accompaniment policies from Magog[20] and Mirabel[21] require the applicant (i.e., child's parent or guardian) to complete formal application and evaluation processes to be assessed by the City, and the similar accompaniment policy from Boisbriand requires that the parent/guardian of the child provides their own private guide to accompany the child during the summer program.

- Moose Jaw's Accessibility Support Policy[18] indicates that the support person(s) accompanying the person with disabilities must register for an attendant pass.

- Policies focusing on the provision of specific services (e.g., recreation support programs)[18,20-22] also indicate that all persons accessing these services must adhere to the guidelines of the broader program or service that apply to everyone in order to participate (e.g., general rules for summer camp program).[20-22]

While most policies hold certain parties responsible for different aspects of the policy and assign them related tasks in addition to their other roles, some policies also mention individuals and groups who appear to be solely (or at least primarily) dedicated to accessibility and the objectives and actions outlined in the policies. Some examples include:

- Multiple policies mention committees or similar groups responsible under the policy, including Accessibility Advisory Committees,[2-4,11] an Accessibility Working Group consisting of City of Brandon employees,[6] and a support request evaluation committee.[20]

- Windsor's Accessibility Policy[12] identifies that the Accessibility and Diversity Officer, who prepared the policy, is responsible to field question on the policy or related procedures.

- An Interdepartmental Implementation team made up of representatives from the Access Advisory Committee, various City departments and branches (e.g., Public Works, Winnipeg Transit, Corporate Services and Human Resources), and the Equity and Diversity Coordinator, is responsible for the implementation of Winnipeg's Universal Design Policy.[3]

- Whitehorse's Inclusion Policy[26] (dealing with access to municipal services) indicates that a dedicated Accommodation Officer is responsible to handling accommodation requests (including searching and providing possible accommodations options for persons with disabilities), documenting and maintaining confidentiality of the accommodation request, and granting reasonable accommodation requests in a timely manner.

Accountability

Accountability Measures

Only eight of the captured policies indicate accountability measures related to the implementation of and compliance to the given policy. The description of these measures are often limited, such as a mention of who is responsible for policy ensuring compliance (Accessibility Coordinator for Brandon's policy; Chief Administrative Officer for Dieppe's policy; supervisors and managers for Ottawa's policy)[6,7,11] or brief descriptions that progress reports are required at certain intervals (e.g., City of Toronto must submit compliance reports to the Province of Ontario every two years; Winnipeg's policy requires that universal design review and reporting are conducted by each department and on a project-by-project basis).[2,3]

Three of the policies include direct mention of punitive consequences for failure to comply with policy guidelines, including disciplinary action up to and including dismissal at the individual level,[2,6,11] and administrative penalties including substantial fines and reputational damage at the city level.[2,11] While Magog's policy[20] indicates that a code of conduct and procedures are in place if necessary, it is unclear if these measure include punitive actions as no further details are provided.

Alternative to punitive measures, two policies explicitly indicate that document generated in relation to the policy are to be documented and confidentially filed where appropriate.[12,27] Additionally, Cape Breton's Workplace Accommodation Policy[27] mentions an appeal process for employees and job applicants who feel that their requests for accommodation have not been handled in accordance with the policy guidelines.

The lack of explicit mention of accountability measures within many of these policies, as well as the variability of detail provided in terms of responsible parties under the policies, present a degree of uncertainty as to the relative authoritative power and compliance requirements of these policies. Put more simply, the degree to which these policies serve as firm requirements versus loose, non-enforced guidelines remains unclear. It is possible that additional responsible parties and accountabilities measures exist for these policies, especially those in Ontario and Quebec linked to provincial requirements, but were not captured through a scan of the policy documents themselves.

Accountability

Funding

> ## Key Points
>
> - None of the captured policies provide specific funding information.
>
> - Five policies do mention some financial information, including a brief description of the budgetary planning process and accessibility review requirements based on the cost of construction projects.
>
> - It is possible that funding information is available in documents not captured by this policy scan.

None of the policies captured in this scan provide details on the amount of funding allocated to implementing or evaluating the objectives and actions of the policies. It is possible that this specific type of funding information is provided in related documents, such as accessibility action plans or guidelines, however its omission from the policy documents appears to suggest a large gap in existing accessibility policy.

Five policies do include some financial information in relation to the objectives and requirements outlined in the policies.[3,5,14,20,23] Victoria's Accessibility and Inclusion Policy[5] indicates that resources for implementing the policy, as well as associated budgetary trade-offs, will be identified during the City's annual financial planning process. Terrebonne's policy[14] aimed at families, seniors, and persons with disabilities mentions that a request for money had been made to the Minister of Families and Seniors to support initiatives related to the policy, but further details were not provided. Winnipeg's[3] and Moncton's[23] policies indicate that aspects associated with accessibility must be included in construction project budgets. Winnipeg's policy, in particular, outlines specific universal design review requirements that are based the total cost of a given project (e.g., building projects costing ≥$250,000 require outside consultation to perform a detailed accessibility audit; $100,000-$250,000 require an internal audit with external audit being optional; <$100,000 require universal design considerations but no formal audit). Finally, Magog's summer camp accompaniment policy[20] for children living with disabilities indicates that the City is responsible for filling out a subsidy form for the program outlined in their policy and submitting it to the Regional Association for Leisure and the Promotion of People with Disabilities in Estrie.

As with the limitations arising from a lack of clear accountability measures as discussed in the previous section, it is possible that this dearth of funding information indicates a lack of formal structured support and accountability for the implementation of these policies. However, as mentioned previously, it is also possible that this information simply exists in other types of documents not captured by this policy scan.

Conclusion

The results of this scan indicate that there are various existing municipal accessibility policies across Canada that focus on different aspects of universal accessibility. While the bulk of captured policies focused more broadly on multiple aspects of accessibility, other policies dealt specifically with recreation programs, service and facilities, construction and renovations, municipal services, and workplace accessibility. There is considerable variability in the characteristics, scope, and aims of these policies. They also shared multiple similarity, including similar objectives, defined actions, and evaluation measures.

This scan uncovered various gaps in existing municipal accessibility policies. Although many policies utilize language around promoting accessibility for 'all people', there is a considerable focus on persons with disabilities. Only a few policies highlighted other populations that might also require accessibility considerations, such as families and seniors. Very few policies provided information on specific accountability measures, which suggests that many of these policies could be serving more as suggested guidelines than formal enforceable commitments. Furthermore, the lack of explicit funding information provided in the policy documents raises questions as to the level of structured financial and institutional support behind these policies. However, it must be noted that these perceived limitations could be attributed at least in part to the narrow scope of this scan, which only considered document explicitly identified as policies. Therefore, it did not capture associated documents such as accessibility action plans, implementation checklists, and universal design checklists.

Ultimately, the preliminary scan highlights the diversity, commonalities, and gaps in existing Canadian municipal accessibility policy. Future work could delve deeper by attempting to capture greater information and context by including other types of documents related to the policy. Additionally, efforts to better understand the implementation of these policies, as well as the impacts and outcomes that these policies have on the populations they target, could provide a more comprehensive view of how Canadian municipal policy works to promote accessibility and equity.

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Appendix A: Search Strategy

Scope and Definitions

This scan was conducted in during the 2020/2021 fall (Sep-Dec)/winter(Jan-Mar) academic terms, and included a search of municipal-level policies focused on the concept of universal accessibility and design. The scope of this scan included new and existing policies created and enacted by municipalities across Canada that relate to universal accessibility (e.g., access to space, communication, infrastructure, civic engagement). Specifically, we focused on larger Canadian cities and municipalities with populations greater than 20,000 residents, as well as provincial/territorial capital cities with populations lower than 20,000 residents.

Universal Design Principles

Universal design is defined as the design of environments (spaces, buildings, products, services) to be usable by all people, regardless of age or ability, without adaption or specialized modifications. According to The Centre for Excellence in Universal Design, the seven principles of universal design are:

1. Equitable Use
2. Flexibility in Use
3. Simple and Intuitive Use
4. Perceptible Information
5. Tolerance for Error
6. Low Physical Effort
7. Size and Space for Approach and Use

Scoping Exercise

The scope and protocols for this scan were informed by a preliminary scoping exercise conducted in the summer of 2020. This exercise involved doing general online searches (i.e., via Google) using the terms "Canadian municipal policy" and "universal accessibility", and "[**name of municipality**] accessibility policy", as well as searching municipal government websites.

Variables

The variables outlined in this section were included in data extraction and served as the focal point for analysis and information synthesis.

- Policy name and ID (if applicable)
- City/Province
- Effective date and revision date(s) (including timelines for review, if applicable)
- Policy Subject (e.g., universal accessibility in general, transportation, walking, physical accessibility)
- Population(s) referenced/targeted (e.g., child-friendly, seniors, persons with dis/ability, general population)
- Scope (e.g., city-wide, neighbourhood, transit, focus on downtown)
- Summary of Policy
    - purpose of policy
    - specific aims/objectives of policy
    - actions defined in policy
    - evaluation plan and indicators
    - responsible parties and accountability measures (i.e., what will happen if standards are not met)
- Explicitly mentions universal accessibility/design (y/n; e.g., includes definition of universal design, references at least one of the principles of universal designs)
- Mentions funding (e.g., was there mention of funding/resources allocated to support policy activities/actions/goals?)
- Links to provincial/territorial and/or federal actions, guidelines, or policies (y/n, and name of linked actions/guidelines/policies if yes)
- Other priority areas mentioned
- Additional relevant information

Data Sources

- City/Municipal Government Websites (e.g., https://www.edmonton.ca/, https://www.winnipeg.ca/interhom/)
- Google/Programmable Google Search Engine (this search engine is limited to Canadian municipalities)
- Canadian Urban Institute
- Newsstand (to identify which policies have received new coverage)
- Canadian Research Index
- Federation of Canadian Municipalities (through U of A library government info)
- Municipal Bylaws of Alberta (through U of A library government info)

Search Terms

Key terms used in searches are detailed below. Since the majority of searching was done directly through municipality websites and Google, the main search terms were kept relatively simple. A more comprehensive list of search terms was used for database searches.

Main Search Terms

Search terms: "accessibility policy" or "Canadian municipal policy" or "disability policy" or "universal accessibility" or "[**name of municipality**] accessibility policy"

Database Search Terms

Universal Accessibility/Design

Search terms: accessibility or "universal accessibility" or "universal design" or "accessible design" or accessible or access or child-friendly or "child friendly" or age-friendly or "age friendly" or mobilit* or disabilit* or visual or "visually impaired" or auditory or "hearing impaired" or deaf or "learning impairment" or "cognitive impairment" or "equitable design" or "barrier-free design" or "barrier free design", etc...

AND

Policy

Search terms: policy or policies or "public policy" or "public policies" or guidelin* or plan or plans or action or actions or "action plan" or standar* or act or byla* or "call to action" or progra* or "government progra*", etc...

AND

Municipality

Search terms: municipa* or city or cities or district or "local government" or "municipal government" or "municipal district", etc...

AND

Canadian

Search terms: Canada or Canadian or Alberta or "British Columbia" or Manitoba or "New Brunswick" or "Newfoundland and Labrador" or "Northwest Territories" or "Nova Scotia" or Nunavut or Ontario or "Prince Edward Island" or Quebec or Saskatchewan or Yukon

n.b., ".gc.ca" restricts to federal government sites; can also work for provinces e.g., ".ab.ca"

Inclusion/Exclusion Criteria

The inclusion and exclusion criteria were finalized through discussions with the Universal Accessibility Project team. These criteria allowed the research assistant to gauge the appropriateness of each captured policy for inclusion into the review.

Inclusion

Is a policy that includes explicit or implicit emphasis on or utilization of universal accessibility/design principles; currently active; at the municipal/ city level; Canadian; English or French language

Exclusion

Not a policy; not related to universal accessibility/design; not currently active; policy enacted at provincial/territorial, federal, or international level; not Canadian; information not available in English or French; non-human subjects/targets

Analysis

The main analytical approach for this policy scan was be to conduct a narrative review of the data extracted from the universal accessibility policies and related materials. This type of review, which involves collecting information about a particular subject from various sources, is an appropriate way to summarize and synthesize existing information to highlight 'what we know' as well as gaps in the current body of knowledge. For our specific purposes, the review allowed gain a sense of the municipal accessibility policy landscape in Canada and identify gaps in currently enacted accessibility policy. Our synthesis focused on the targets, actions, timelines, locations/jurisdictions, and evaluation and accountability measures of these policies.

Appendix B:
Summary Table of Captured Policies

Table 1. Summary of the main characteristics of captured policies

Policy Name (ID)	City (Province)	Effective Date	Revision Date / Schedule	Subject	Population Targeted	Scope
Accessibility for People with Disabilities (C602)[1]	Edmonton (AB)	2019-09-24	Minimum, every five years (2024)	Broad Accessibility	Persons with disabilities	City-wide
Corporate Accessibility Policy[2]	Toronto (ON)	2018-07-26	Does not specify	Broad Accessibility	People with disabilities	City-wide
Universal Design Policy[3]	Winnipeg (MB)	2001-12-12	Does not specify	Broad Accessibility	Persons with disabilities	City-wide
Calgary Corporate Accessibility Policy (CSPS003)[4]	Calgary (AB)	2005-12-12	Once every 5 years	Broad Accessibility	People with disabilities	City-wide
Accessibility and Inclusion Policy[5]	Victoria (BC)	2020-10-01	Every 3 years	Broad Accessibility	People with disabilities	City-wide
Accessibility Policy (3012)[6]	Brandon (MB)	2016-12-01	Does not specify	Broad Accessibility	Persons with disabilities	City-wide
Universal Accessibility (Policy S-6) Accessibilité Universelle (Politique S-6)[7]	Dieppe (NB)	2011-11-14	Does not specify	Broad Accessibility	Individuals with special needs	City-wide
Montréal, ville universellement accessible (english: Montréal, the universally accessible city)[8]	Montréal (QC)	June 2011	Does not specify	Broad Accessibility	All persons, regardless of their capabilities or identities	City-wide

Policy Name (ID)	City (Province)	Effective Date	Revision Date / Schedule	Subject	Population Targeted	Scope
Politique d'accessibility universelle (english: universal accessibility policy)9	Drummondville (QC)	2008	June 2017 (last revision date)	Broad Accessibility	Persons with disabilities	City-wide
Accessibility Policy (GOV-COR-217)10	Kitchener (ON)	2009-11-23	June 2016 (last reviewed date) 2017-05-15 (last amended date) June 2021 (next review date)	Broad Accessibility	Persons with disabilities	City-wide
Accessibility Policy11	Ottawa (ON)	2012-04-11	2016-12-14 (revision date) Reviewed at least once every five years	Broad Accessibility	Persons with disabilities	City-wide
Accessibility Policy12	Windsor (ON)	2014-11-17	Reviewed every five years or as required in the event of legislative change	Broad Accessibility	Persons with disabilities	City-wide
Accessibility (CORPORATE-034)13	Brantford (ON)	2010-02-16	June 2010 (consolidation) 2013-11-18 November 2018 (date of next review indicated in document)	Broad Accessibility	Persons with disabilities (although, much of the language in framed in terms of "all people")	City-wide
Vivre… tous ensemble Politique visant les familles, les aines et les personnes handicapees (eglish: Living together: policy aimed at families, seniors, and persons with disabilities)14	Terrebonne (QC)	June 2013 (policy launch date)	Does not specify	Broad Accessibility	Families (broadly defined in the policy), seniors (ages 65+), and persons with disabilities	City-wide

Policy Name (ID)	City (Province)	Effective Date	Revision Date / Schedule	Subject	Population Targeted	Scope
Politique d'accessibilité universelle Ville de Granby (english: City of Granby Universal Accessibility Policy)[15]	Granby (QC)	2014-08-18 (adopted)	Does not specify	Broad Accessibility	Persons with disabilities (main focus), but also mentions families, seniors, and others who may require accessibility consideration	City-wide
Leisure Services for Persons with Disability (Policy: 09-11-01)[16]	St. John's (NL)	1994-11-04	Does not specify	Accessible Recreation Programs/ Events	Persons with disabilities	Recreation and leisure programs, services, and facilities
Guidelines for Attendants Accompanying Persons with Disabilities (Policy: 0.9-11-02)[17]	St. John's (NL)	1999-11-01	Does not specify	Accessible Recreation Programs/ Events	Persons with disabilities requiring an attendant	Recreation and leisure programs, services, and facilities
Accessibility Support Policy (PR-002-2020POY)[18]	Moose Jaw (SK)	2021-01-04	2020-12-01 (last reviewed date prior to approval) 2020-12-07 (approved on) Jan 2022 (next revision)	Accessible Recreation Programs/ Events	Persons with disabilities requiring an attendant	Recreation and leisure programs, services, and facilities
Accessibility Policy (Policy 4.1.2 in "HRM Community Access Plan")[19]	Halifax (NS)	August 2012 (for implementation in all municipally owned arenas)	Does not specify	Accessible Recreation Programs/ Events (specific to City arenas)	Persons with disabilities	Municipally owned arenas
Politique D'Accompagnement au Club été pour les Enfants Vivant une Situation de Handicap (english: Club été accompaniment/ aide policy for children living with disabilities)[20]	Magog (QC)	2017-02-20	Does not specify	Accessible Recreation Programs/ Events	Children with disabilities taking part in the City's Club été summer camp (ages 5-12)	Club été summer program (municipal summer camp)