

ACCESSIBILITY MULTI-YEAR PLAN





Riverside Park in Preston

Land Acknowledgement

We embrace our shared responsibility with the First Nations peoples, to take care of this Earth and its creatures; we can only do so by walking the path as partners stewarding this land as we have been given the duty together to live in balance and harmony with all living things. We acknowledge and respect the Anishinaabe, Chonnonton and Haudenosuanee peoples who came before us and who we live amongst. By honouring this truth of past and present may we come to true reconciliation through listening, reflecting and learning.



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Message from the Mayor and Members of Council

As Mayor of Cambridge, I am proud to introduce the City of Cambridge's Multi-Year Accessibility Plan for 2024-2028. This updated plan is an important step in our continued commitment to building a community that is accessible, inclusive, and welcoming for people of all abilities.

The City is dedicated to ensuring that every resident, visitor, and employee, regardless of ability, can enjoy full access to the services, facilities, and opportunities that make Cambridge such a friendly place to live, work, and grow. We believe that accessibility is not just a legislative goal but a fundamental right. Cambridge's vision for the future is one where barriers, both physical and social, are eliminated, creating an environment where everyone can thrive. This Multi-Year Accessibility Plan outlines our roadmap to achieve this vision. It emphasizes our commitment to meeting and exceeding the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and sets out the concrete steps we will take to make our city more accessible. From improving access to our parks, playgrounds, and public spaces to enhance digital accessibility, we are working closely with community partners and our Accessibility Advisory Committee to ensure that our policies, services, and programs reflect the needs of everyone in Cambridge.

As we continue on this path, it is necessary to acknowledge that achieving full accessibility is a collaborative effort. Together, we can



ensure that Cambridge becomes a barrier-free city, a place where people of all ages, abilities, and backgrounds are embraced and can fully participate in community life.

I look forward to seeing the impact of these initiatives and to working with each of you as we build a more inclusive Cambridge for generations to come.

A handwritten signature in black ink that reads "Jan Liggett".

Mayor Jan Liggett
City of Cambridge



Message from the Cambridge Accessibility Advisory Committee

The Cambridge Accessibility Advisory Committee (CAAC) advises the City of Cambridge Council on how to make it easier for people with disabilities to use our programs, services, and facilities. The committee is made up of passionate, insightful professionals and volunteers who are committed to creating an inclusive community for all. We aim to ensure that every community member has equal access to services, opportunities, and spaces. This plan builds on previous successes, identifies areas for improvement, and introduces new initiatives to remove barriers and enhance accessibility across all sectors. The committee represents local municipalities and people with diverse backgrounds and different abilities, which allows us to offer many perspectives on improving accessibility for Cambridge residents.

This updated City of Cambridge Multi-Year Accessibility Plan builds on the accomplishments of Cambridge's previous accessibility plans and activities to implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). It also outlines the work ahead to help create an accessible Ontario by 2025 and beyond. Contributions from people of all abilities enrich Cambridge.

We look forward to the future and a barrier-free community where everyone belongs. It is our privilege to continue to advise Cambridge Council on identifying and removing barriers, changing attitudes, and raising awareness about all abilities and the importance of accessibility in the City of Cambridge.

The 2024- 2028 Multi-Year Accessibility plan reflects our unwavering dedication to removing barriers and ensuring accessibility is a core priority. We encourage everyone to review the plan, share feedback, and participate in our efforts to create a more inclusive community.

Together, we can build a future where everyone can fully participate and thrive.



Grand River in Galt



Introduction: The Plan

This Multi-Year Accessibility Plan (MYAP) outlines the City of Cambridge's long-term strategies to identify, remove, and prevent barriers in our programs, services, and facilities and highlight actions to make Cambridge more inclusive and accessible for everyone. The Plan updates and builds on the previous Multi-Year Accessibility Plan and aligns with the Strategic Plan.

This Plan is guided by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), supporting the goal of making Ontario accessible by 2025 and maintaining those improvements in the following years. It reflects the input of community members, Council, and staff and is supported by the Cambridge Accessibility Advisory Committee (CAAC). The City of Cambridge is committed to delivering accessible services that meet the diverse needs of our

growing community. This commitment spans five key areas that impact daily life: information and communications, employment, the design of public spaces, transportation, and customer service. In addition to these areas, the AODA outlines general requirements and compliance standards that guide our efforts.

The AODA became law in 2005. Its overarching purpose is to make Ontario accessible by 2025. Under the AODA, the City of Cambridge must establish, review, update, and post a multi-year accessibility plan at least once every five years. The legislation also requires organizations to prepare annual status reports on actions taken to improve accessibility and implement legislated requirements.



Information and
Communications



Employment



Design of
Public Spaces



Transportation



Customer Service



Cambridge's Accessibility Vision

Aligned with our People goal of fostering a community with heart, where everyone belongs and is cared for equitably, the City of Cambridge strives to deliver programs and services that are inclusive, respectful, and accessible to all. Our vision is a barrier-free Cambridge shaped by inclusive design, strong partnerships, and a shared responsibility to embed equity and accessibility into every part of community life.

Barrier-Free Statement of Practice

The City of Cambridge is committed to responding to its citizens' needs. City Council and staff work cooperatively with residents to create a barrier-free environment, recognizing their diverse needs and responding by providing programs, services, and facilities that are inclusive and accessible to all.

An accessible community allows everyone to develop to their full potential, participate freely in society, and live with respect, dignity, and freedom from discrimination. The City of Cambridge continues to plan to make services accessible and welcoming for everyone. The City has developed a Barrier-Free Statement of Practice and associated action statements aligning with our strategic goals.

The City of Cambridge, as a provider of services, is committed to Barrier-Free access and will:

- Take a leadership role in setting an example for the business, institutional, and volunteer sectors regarding access, integration, and equity.
- Establish a process to identify barriers and gaps in existing services and facilities.
- Continuously improve the level of accessibility of existing municipal services and facilities.
- Actively encourage input from all segments of the community in the design, development and operation of new and renovated municipal services and facilities.

To read the statement online [click here](http://www.cambridge.ca/en/learn-about/Cambridge-Barrier-Free-Statement-of-Practice.pdf) or visit:
www.cambridge.ca/en/learn-about/Cambridge-Barrier-Free-Statement-of-Practice.pdf



John Dolson Centre



How the Plan is Developed

The development of the 2024 to 2028 Multi-Year Accessibility Plan involves several key steps: internal consultations, drafting the plan, engaging with the community and the CAAC, City Council approval, public posting and distribution, and implementation.

Summary of Consultations

In accordance with AODA requirements, the City's Multi-Year Accessibility Plan must be developed, reviewed, and updated in consultation with people with disabilities and Accessibility Advisory Committees (AAC). To support this, the city conducted an initial online survey in October 2022 and held internal consultations with staff to begin gathering feedback.

Ongoing Engagement- 2025

DRAFT
FINALIZED CONTENT COMING IN MID JUNE



Plan in Action: Ongoing Actions and Accomplishments

The City of Cambridge launched its first Multi-Year Accessibility Plan (MYAP) in 2018. Since then, we have made steady progress in meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) for public sector organizations. Building on this foundation, we are committed to going beyond compliance by planning thoughtfully, engaging with our community, advisory committees and collaborating across departments. Our goal is to continue advancing accessibility and inclusion in meaningful, practical, and lasting ways. The City of Cambridge will continue to meet and, in some cases, exceed the AODA requirements.

What We've Done

- Since 2022, the Cambridge Accessibility Advisory Committee (CAAC) has actively shaped accessible development and policy. The Committee provided formal recommendations on 39 projects in 2022, reviewed 18 projects in 2023, including five major capital files, and reviewed over 20 projects in 2024.
- The City launched a Comprehensive Accessibility Review of City Hall and created action plans to remove barriers in legacy buildings, including the Bishop Operations Centre and older fire stations.
- Significant accessibility upgrades were made to Council Chambers, such as installing a remote-operated adjustable lectern, a lowered seat at the podium to eliminate physical barriers to chairing, and tactile/reserved accessible seating in the public gallery.
- The City continues to support Inclusive Seasonal Programming like Sensitive Santa and offers accessible resources for residents, including free "Treat Accessibly" lawn signs and plain-language visual aids to support participation for all.
- Since 2022, the City of Cambridge has actively participated in an intermunicipal collaboration with the City of Kitchener and the City of Waterloo to support NAAW (National AccessAbility Week) events, including the 2025 Accessibility Week Tradeshow and Conference.
- The City of Cambridge partnered with neighbouring municipalities to host a successful NAAW Book Club featuring *Demystifying Disability* by Emily Ladau. Through four engaging sessions, including three virtual discussions and an in-person panel with disability advocates on May 24, staff and community members came together to learn, reflect, and connect. The positive feedback highlighted the impact of this initiative and reinforced our commitment to building awareness and advancing disability inclusion.



Ongoing Actions

- Continuing to embed accessibility reviews into the early stages of all capital and site plan projects, with CAAC involvement and staff consultation.
- Review all city-owned buildings regarding accessibility and safety in collaboration with the accessibility coordinator, the fire department, the safety department, and facilities.

Looking Ahead

- Working with all departments to ensure all their work/reports are submitted in the Alternative Format and the Remediation Process is transparent for all external and internal stakeholders.
- Plans are underway to establish a dedicated budget line for corporate accessibility projects.
- A new public notice policy includes QR codes and accessible colour-coded signage.
- The Communications team tracks AODA compliance and provides staff training on Accessible Media.
- Working with external website provider to cleanup and migrate content to a new website in 2025/26 to better meet AODA standards and improve usability for all residents, including those using assistive technologies.

What We're Proud Of

As part of the City of Cambridge's ongoing commitment to fostering a culture of respect and well-being, 2024 marked the launch of our first annual National AccessAbility Week (NAAW). This meaningful initiative has since become a cornerstone of our efforts to increase awareness, celebrate diversity, and advance disability inclusion across the organization.

NAAW at the City is more than just a week, it reflects our values and a growing movement to ensure everyone can participate in the workplace with purpose, dignity, and belonging. Over the past year, the City has hosted a range of impactful activities, including a fundraiser for multiple sclerosis, engaging conversations with stakeholders from across the province, and motivational talks from speakers with lived experiences who have helped shine a light on the importance of accessibility and workplace accommodations.

These initiatives, supported by staff and leadership alike, demonstrate the City of Cambridge's continued commitment to building an inclusive organization that reflects and celebrates our community's diversity.



Plan in Action: Key Areas Going Forward



Information and Communications

What We've Done

- The City is committed to communicating in ways that respect and support the diverse needs of individuals with disabilities. In 2024, we proudly re-launched the Activities Guide in an accessible digital format, its first release since 2020. Designed with inclusive features such as screen-reader compatibility, clear layout, and adjustable text sizes, the new guide ensures that all residents can easily explore and participate in recreation and community programs.
- Collaborated with the Electronic Document Management (EDM) team to ensure newsletters and publications meet AODA standards, including alt text, proper heading structure, and screen reader compatibility.
- Continue to ensure any new, mandatory PDFs on City website meet accessibility requirements before upload and that social media images include accessible elements such as alt text.
- Initiated department-wide AODA training for accessible print, web, and signage materials.
- Piloted a new public notice template using plain language, QR codes, and accessible colour-coded formatting.

Ongoing Actions

- Ensure processes for receiving and responding to feedback are accessible to people with disabilities.
- Provide and arrange for the provision of accessible formats and communication support upon request, in consultation with the requestor and considering the person's accessibility needs. This includes emergency plans and public safety information.
- Continue to update the guidelines on Information and Communications Standards and enhance access to training, resources, and support for staff in their adoption and application of the guidelines. This includes updated corporate brand standards and resources, accessible Word and PowerPoint templates and style sheets, understanding of colour contrast ratios, and increasing adoption of accessible best practices in communications.
- Ongoing improvements to website in collaboration with website provider and City staff from all divisions, including ensuring PDFs used are created accessibility and addressing any online features/apps that may not be compliant with the WCAG 2.0 guidelines and the AODA Level AA standards.



Looking Ahead

- A Plain Language Toolkit will be created to support clear communication across departments.
- The City's accessible format request system will be expanded with a centralized platform.
- Accessibility testing tools will be introduced to identify non-compliance issues before publication.

What We're Proud Of

The City of Cambridge is proud to offer new Accessible Documents training through our Learning Management System (LMS), reflecting our ongoing commitment to accessibility and inclusive service delivery. Developed by experts in accessibility compliance and AODA standards, this training equips staff with the knowledge and skills needed to create documents that are usable by everyone, including people with disabilities.

The course is structured across three levels—beginner, Intermediate, and advanced—to support staff at all stages of learning. Whether it's internal reports or public-facing materials, this training helps ensure that our communications are clear, inclusive, and barrier-free. This supports our goal of embedding accessibility into our everyday work and fostering a culture of inclusion across the organization.



Accessibility training course available through City of Cambridge LMS



Employment

What We've Done

- The City is committed to accessible employment practices and policies to attract and retain employees with disabilities. It is committed to providing accommodation to employees with disabilities in a way that best respects their dignity and allows them to carry out their essential job duties and take part fully and meaningfully.
- AODA-compliant onboarding and inclusive hiring practices have been embedded across departments.
- Cambridge Fire Services introduced inclusive and accessible programming for staff and community (since 2023).
- New City employees receive information and training on employees' rights and responsibilities under the Code, the AODA and policies that foster an inclusive workplace. These include a customer service policy on providing goods and services to people with disabilities and a commitment to promote a scent-sensitive office space.
- The City completed two Staff Diversity and Engagement Surveys in 2022 and 2025 to assess equity, belonging, accessibility, and accommodation practices across the organization.
- Job postings and hiring workflows now clearly state that accommodations are available at every stage of the recruitment process, reinforcing the City's commitment to inclusive and barrier-free hiring.
- The City of Cambridge provides an accessible, quiet room for both staff and visitors. This space enhances accessibility for individuals with disabilities who may need a private area to take medication or rest. Additionally, it accommodates the needs of staff and visitors of various creeds, ensuring everyone has a comfortable environment.



The City of Cambridge has committed to accessible employment practices



Ongoing Actions

- Departmental Tracking of Accessibility Practices is underway, especially in hiring, training, and workplace accommodations.
- Provide employees with individualized workplace emergency response information, upon request.
- Consult with employees to provide and arrange for accessible formats and communication support.
- Ensure the needs of employees with disabilities are considered in performance management, career development, advancement, and redeployment.
- Hybrid and remote work options are promoted for applicants and staff with disabilities.
- HR is working with leadership to develop consistent, Accessible Onboarding and support pathways.
- Maintain a return-to-work process and provide individual documented accommodation plans for employees with disabilities when required.
- Undertaking an equity audit to review Human Resources policies from an inclusion, diversity, equity and accessibility perspective.

Looking Ahead

- A Cambridge Employee Accessibility Resource Guide is in development, with information on ergonomic supports, mental health services, and adaptive technology.
- Peer support and knowledge-sharing models are being piloted across departments.
- Universal Design for Employment principles will be integrated into HR policies and workplace tools.

- Collaborate closely with CCRW (Canadian Council on Rehabilitation and Work), CNIB (Canadian National Institute for the Blind), and other organizations focused on disability inclusion in the workplace to implement training and meaningful activities that enhance education, raise awareness, and prepare organizations to create more inclusive working environments for talented individuals with disabilities.

What We're Proud Of

At the City of Cambridge, we're proud to create a workplace where inclusion and accessibility are more than just goals - they're part of who we are. We're committed to ensuring that every employee, regardless of ability or background, feels supported, heard, and empowered to succeed.

By providing accessible resources, meaningful accommodations, and ongoing support, we work to remove barriers and open doors for everyone. Our culture is built on respect, collaboration, and the belief that everyone deserves the opportunity to contribute, grow, and thrive. We're proud to stand behind a workplace that reflects the diversity of our community and champions accessibility at every level.



Screen readers create a more inclusive working environment



Design of Public Spaces (Built Environment)

What We've Done

- Continue to ensure new or redeveloped public spaces comply with specific accessibility design requirements. The The 2024 Facility Accessibility Design Standards guides all new and renovated municipal infrastructure.
- Major upgrades included the renovation of the Dickson Park Grandstand and the redesign of the Ed Newland Pool beach entry, including renovating the front pedestrian and vehicle entrance to Ed Newland Pool.
- New accessible features were built into the Preston Memorial Auditorium expansion and the Cambridge Recreation Complex, collectively projected to serve over 1.7 million visits annually.
- Passenger lifts at Hespeler Memorial Arena and Galt Arena Gardens were upgraded for compliance and ease of use.
- New sidewalks and multi-use trails were installed with accessibility surfaces, signage, and curb cuts; This includes Dunbar Road and Franklin Boulevard (from 401 to the nearest intersection in conjunction with Ministry of Transportation work).
- Accessibility enhancements were completed across all five Cambridge Public Library branches to enhance inclusive access and improve the user experience. These upgrades include:
 - multiple at-grade entrances with automatic push-button doors,
 - barrier-free interior layouts that support ease of movement around stacks and public spaces,
 - accessible washrooms (including all-gender and single-use options) with automated entries, and elevators providing full access to all public floors at Queen's Square, Old Post Office, Preston, Clemens Mill, and Hespeler Library locations.
- Accessibility and universal design in park spaces through the Parks Master Plan (2025-2055). A number of playground replacements are currently forecasted to support inclusive and accessible play experiences for all ages and abilities. Planned playground replacements are forecasted for:
 - Forbes Park, Willard Park, Hill 60 Park, Jacob's Landing Stone Tower, Byton Lane Park, Morva Rouse Park, Studiman Park, John Erb Park, Soper Park, Grills Park, Heise Park, Witmer Park, Sturdy Park, Riverside Kin Corners Area, Arlington Park, Churchill Park, Lions Can, DeCaro Park, Mattamy Michigan Ave Park (2029), Bechtel Park, Hilcrest Park (2030), Mattamy Mill Pond Park (2030), Riverside Front Area.



Ed Newland Pool beach entry



Ongoing Actions

- Continue phased renovations and accessibility audits of fire stations and public-facing service areas.
- Universal design principles have been embedded in all New Park and Trail Developments.
- Speed limits were reduced in select areas to improve safety and accessibility for pedestrians and cyclists.
- Review and update procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards, such as curbs and ramps, handrails and tactile indicators on stairs.
- Review and update procedures for dealing with temporary disruptions when these accessible elements are not working.
- The CAAC continues to review and offer recommendations on both operational and capital projects.

Looking Ahead

- Prioritize city-wide accessibility upgrades, including tactile wayfinding, automated doors, barrier-free seating, and audible pedestrian signals.
- Continue to evaluate all new capital projects to ensure full compliance with AODA and Section 3.8 of the Ontario Building Code related to Barrier-Free Design.
- Redevelop 19 Cambridge Street into a future Arts and Culture Hub, showcasing how accessibility can be integrated into community-center design and heritage restoration.
- Incorporate Inclusive features into recreational spaces such as the Lions Can-Amara and Soper Park Spray Pad.

What We're Proud Of

With the Council's leadership and the valued guidance of the Cambridge Accessibility Advisory Committee, the City of Cambridge continues to make meaningful progress in creating more accessible and inclusive public spaces.

From the upcoming Cambridge Recreation Complex—designed with accessibility at its core and set to open in 2026, to recent upgrades at Craig's Crossing Pedestrian Bridge, the Cambridge Farmer's Market, the Soccer Complex, and Witmer Park, each project reflects our commitment to removing barriers and supporting community participation for all. Together, these enhancements show how we are intentionally shaping a more inclusive Cambridge—one where every person feels welcome, valued, and empowered to participate in community life.

Did You Know

The City of Cambridge is proud to participate in the AccessNow Map Mission, a collaborative initiative aimed at enhancing accessibility awareness within the community. This mission involves assessing and sharing accessibility information about local spaces, helping residents and visitors identify venues that are accessible to individuals with disabilities. By contributing to this user-generated database, the City supports efforts to create a more inclusive environment, ensuring everyone can access and enjoy public spaces throughout Cambridge.



Transportation (As Relevant to Cambridge)

Note: Public transit services are delivered by the Region of Waterloo, while the City of Cambridge is responsible for ensuring accessibility of sidewalks, trails, and roads.

What We've Done

- Constructed new sidewalks and improved pedestrian crossings to enhance the accessibility of our bus stops, etc., including a significant underpass at Beverly Street.
- Lowered speed limits in several zones to improve safety and accessibility for pedestrians and cyclists.
- Installed new curb ramps with tactile warning indicators at key intersections and crossings.
- Expanded multi-use trail systems with accessible surfacing and path continuity.

Ongoing Work

- Coordinating with Grand River Transit and the Region of Waterloo to ensure accessible connections between municipal infrastructure and regional transit.
- Embedding accessible street-level features into all new construction and redevelopment projects.
- Prioritizing response to public requests related to winter sidewalk clearing, pathway obstructions, and mobility access.

Looking Ahead

- City-wide pedestrian mapping project will identify and label accessible trails, crossings, and transit links.
- Upcoming projects will feature accessible rest areas, seating, shaded stops, and improved night lighting.
- Exploring pilot initiatives for innovative mobility infrastructure, such as textured navigation zones and rest stations.

What We're Proud Of

In 2024, the City of Cambridge secured \$4.4 million in infrastructure funding through the Provincial Building Faster Fund—an important milestone in our efforts to enhance accessibility across the community. This investment supports the development of walkable, inclusive, and well-connected infrastructure that reflects the diverse needs of our residents, including those with disabilities.

The city is actively working to reduce mobility barriers by prioritizing accessible pathways, safer intersections, and more connected public spaces. Our goal is to create a city where everyone, regardless of age or ability, can move through Cambridge safely, independently, and with confidence. This funding helps advance that vision and reinforces our ongoing commitment to building an accessible and inclusive community.



Accessible Trail in Soper Park



Customer Service

What We've Done

- Digitized the Personal Assistance Leisure (PAL) Card application process to enhance accessibility and improve the user experience. This upgrade allows residents to apply for and renew their PAL Cards online.
- CAAC contributed to service standard reviews and provided direct feedback on signage, facilities, and communication support.
- In 2024, Sensitive Santa had improved sensory-friendly features, welcoming 81 families and 163 children. The experience provided a calm, inclusive environment for 80 children with special needs and their siblings to enjoy a magical visit with Santa.
- Staff from various departments supported WithoutWalls (WOW) phone-based programming for residents with limited mobility or access to in-person events.
- Council Chambers were enhanced with accessible lecterns, tactile chair coverings, and seated leadership accommodations.
- Front-line staff received updated AODA training in accessible service delivery and communication.
- Provide notice of temporary service disruptions to programs, services or facilities.

Ongoing Actions

- Enhancing accessibility across hybrid customer service platforms, such as virtual appointments to better support users with disabilities.

- An accessible formats request tool is in development to centralize and standardize public service delivery.
- Enhanced training is planned for Fire Services, Recreation, and Environmental Services to improve interactions with residents with disabilities.
- Train all employees, volunteers, and agents on the AODA, the Integrated Accessibility Standards Regulation, and Ontario's Human Rights Code pertaining to people with disabilities.

Looking Ahead

- Universal Design for Learning (UDL) models will be used in new recreation and civic programming.
- Plain language scripts and training materials will be introduced for consistent, inclusive customer service.
- The City will audit and retrofit meeting spaces and counters to ensure barrier-free access.

What We're Proud Of

In 2024, more than 7,125 individuals participated in swim lessons through the "Accommodations Available" model, which allows individuals to request supports that meet their unique needs.

The City also introduced specialized leadership programs to encourage participation from youth with disabilities, supporting skill development in welcoming and adaptable environments.

These initiatives reflect our ongoing dedication to removing barriers and ensuring that all residents can access services equitably and with dignity.



Next Steps

The City of Cambridge is committed to continuous improvement and will take the following next steps to maintain and strengthen accessibility across all programs, services, and facilities; this will include:

- Continue integrating accessibility reviews into early phases of all municipal projects, supported by the Accessibility Coordinator and the Cambridge Accessibility Advisory Committee (CAAC).
- Establish a dedicated accessibility budget line to fund high-impact improvements aligned with AODA priorities and community feedback.
- Expand the availability of plain-language resources, digital accessibility training, and inclusive design tools for staff across all departments.
- Launch targeted evaluations of key service areas (e.g., fire stations, customer counters, public meeting rooms) to identify and remove accessibility barriers.
- Deepen partnerships with community organizations to improve outreach and engagement with people with disabilities.
- Pilot emerging technologies to enhance accessibility in digital platforms, transportation infrastructure, and public engagement tools.

General Requirements

The City will undertake a review of its practices and procedures to ensure that accessibility requirements are considered in its procurements. In accordance with the AODA Act, the City must include accessibility criteria in their procedures for buying and acquiring goods, services and facilities, where possible.

Information and Communication Standards

Review and update the City's Information and Communications Guidelines and enhance staff access to training, resources, and support in adopting and applying the guidelines. This includes updated corporate brand standards and resources, accessible Word and PowerPoint templates, eScribe reports, and understanding of colour contrast ratios, and increasing adoption of accessible best practices in communications.

Design of Public Spaces Standards

Develop an implementation plan for the 2024 Facility Accessibility Design Standards to identify challenges and determine a path that supports the highest level of accessibility, and support the City's commitment to creating inclusive, accessible environments for all.

Customer Service Standard

Conduct an internal needs assessment to determine opportunities for continuous improvement in serving customers with disabilities.

The City is committed to ongoing improvement and will continue to explore new ways to enhance accessibility for all residents. Through regular reviews, community feedback, and collaboration across departments, we aim to identify and remove barriers in our programs, services, and digital platforms to support an inclusive and welcoming community.



Actions to Monitor, Evaluate and Report on AODA Requirements

To ensure transparency and accountability, the City of Cambridge will:

- Submit accessibility compliance reports to the Government of Ontario every two years, as required under the AODA.
- Publish an annual status report that outlines progress on the Multi-Year Accessibility Plan and identifies any areas for additional action.
- Maintain active collaboration between CAAC, staff, and Council to monitor accessibility initiatives and advise on improvements.
- Review and update this Multi-Year Accessibility Plan at least once every five years, with community consultations and accessibility audits guiding revisions.
- Track accessibility feedback received through public channels and service touchpoints to inform ongoing improvements.
- Ensure alignment with updates to provincial legislation, accessibility standards, and best practices in universal and inclusive design.



Accessibility ramps at the new Soccer Complex



Let us know what you think.

We welcome your feedback. Please let us know your thoughts about the City of Cambridge's 2024 to 2028 Multi-Year Accessibility Plan and general accessibility matters.

To view this plan online,
visit cambridge.ca

To request a copy of the plan in another format
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