



City of  
**Peterborough**

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**To:** Members of the Accessibility Advisory Committee

**From:** Travis Patterson, Program Manager, Accessibility Standards and Integration

**Meeting Date:** May 6, 2026

**Report:** Corporate Accessibility Policy, Report AAC26-009

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## **Subject**

A report requesting endorsement of the new Corporate Accessibility Policy by replacing the existing two policies; Accessible Customer Service 0020 and Integrated Accessibility Standards Policy 0030.

## **Recommendations**

That the Accessibility Advisory Committee (AAC) approve the recommendations outlined in Report AAC26-009, dated May 6, 2026, of the Program Manager, Accessibility Standards and Integration as follows:

- a) That the presentation of the updated Corporate Accessibility Policy be received by the AAC for information; and
- b) That the AAC endorse the new Corporate Accessibility Policy.

## **Executive Summary**

- The new Corporate Accessibility Policy will replace the existing Accessible Customer Service Policy (0020), and Integrated Accessibility Standards Policy (0030).
- The updated policy modernizes and consolidates the City's outdated accessibility policies into a single, comprehensive framework aligned with current best

practices and is being presented to the AAC for endorsement following previous consultation with AAC and a public comment period.

- The new Corporate Accessibility Policy will be recommended to Council in May 2026 for approval and adoption.

## Background

The Accessible Customer Service Policy (0020) has been in place since 2009 and has not been updated since its implementation. Similarly, the Integrated Accessibility Standards Policy (0030) has not received content updates since its approval in 2012.

The new Corporate Accessibility Policy is intended to replace both existing policies by consolidating and modernizing the City's approach to accessibility in alignment with current legislative requirements and best practices. This policy will serve as the overarching framework for all accessibility-related procedures and will provide direction for the consistent integration of accessibility principles across all City of Peterborough programs, services, and operations.

## Strategic Plan

Strategic Pillar: Community & Well-being

Strategic Priority: Aligns with the Community & Well-being Pillar which reads, "Encourage our neighborhoods to be safe, diverse, accessible, and affordable across all ages, incomes, and abilities."

Implementing a new Corporate Accessibility Policy will strengthen and standardize accessible service delivery across all City departments, providing staff with clear, consistent guidance and improving access to City services. The proposed policy aligns with the City's Strategic Plan by advancing equity, inclusion, and customer-focused service delivery across the organization and the community.

## Engagement and Consultation

The new Corporate Accessibility Policy was prepared and reviewed by the Program Manager, Accessibility Standards and Integration, the Manager, Facilities Assets & Energy, the Director, Facilities and Property Management, and the Executive Assistant to the Chief Administrative Officer.

The AAC has reviewed and provided comments. The draft policy was available for public comments through the City's engagement platform [Connect Peterborough](http://www.connectptbo.ca) [www.connectptbo.ca] from February 13<sup>th</sup> to the 27<sup>th</sup>. The policy has returned to the AAC

for, and received, endorsement before being presented to Council for final approval and adoption.

## **Budget and Financial Implications**

There are no budgetary or financial implications associated with the recommendations outlined in this report.

## **Attachments**

Appendix A: Corporate Accessibility Policy

Submitted by,

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