

City of London 2018-2021 Multi-Year Accessibility Plan

Annual Status Update Report 2018

Alternate versions of this report are available upon request.



London
CANADA

Table of Contents

City of London 2018-2021 Multi-Year Accessibility Plan	0
A Message from the Accessibility Advisory Committee Chair	2
Introduction	3
Accessibility Commitment	4
2018 Accessibility Updates and Highlights	5
Customer Service	5
Information and Communications	7
Employment	8
Design of Public Spaces	9
Accessible Community Gardens	12
Accessibility Advisory Committee	15
Accessibility Governance	16
Accessibility Budget	16
Conclusion	16
Appendix A: Multi-Year Accessibility Plan 2018 Updates	17

A Message from the Accessibility Advisory Committee Chair

We began 2018 full of hope as we had just finished a series of community open houses in the fall of 2017 and were eager to share the feedback with the Mayor and City Council and start to work together to break down some of the systemic and attitudinal barriers that were identified. Early in the year, we presented the Open House report to council and asked all members to please read the report in preparation for our return in a few months' time with more detailed proposals for items that were identified as priorities in the areas of transportation, employment and infrastructure.

Unfortunately, when we returned to Council in the late spring, we were not confident that Council was interested in acting upon any of the recommendations that we made. Our year had been mired by many recommendations that were disregarded, ignored and ultimately dismissed and as a result our committee offered our resignations so that Council could elect a new committee that they might trust to give them advice that they could work with.

In the end, Council made a motion to investigate previous motions that had been lost in the system and our committee agreed to stay on and continue working to make progress. We were pleased when there was some quick action taken on several simple pending issues including an accessibility statement being read before all council and committee meetings, accessibility signage in council chambers and a name change to the Mayor's Accessibility award. City staff also engaged with ACCAC on issues related to community gardens, accessible taxis, the outdoor events guide and a proposed site plan checklist.

We ended the year hopeful once again that ACCAC would be able to be effective in working together with the City to make London the diverse and inclusive community that it strives to be.

Jacqueline Madden
Accessibility Advisory Committee Chairperson

Introduction

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires each municipality in Ontario to prepare a multi-year accessibility plan. The plan is a strategy to prevent and remove barriers for persons with disabilities. Also required by the AODA is an annual status report on the progress of steps taken to implement the plan.

This 2018 annual update report provides an overview of steps we have taken to identify and eliminate barriers, meet legislative requirements, outline what was accomplished under the [2018-2021 City of London Accessibility Plan](#) and where we are headed in the future.

Accessibility Commitment

The Corporation of the City of London is committed to providing quality goods, services and facilities that are accessible to all persons we serve and in a manner that respects the dignity and independence of persons with disabilities. The City of London is committed to working with the community to meet the needs of persons with disabilities by preventing and removing barriers to accessibility in customer service, information and communication, employment, the design of public spaces and transportation. The City of London is committed to meeting the requirements of applicable legislation, including the AODA and the *Human Rights Code*.

Currently the City of London has an accessibility specialist, who can be reached at accessibility@london.ca or at 5196612489 ext. 2425.

2018 Accessibility Updates and Highlights

Customer Service

Customer Service Amenities

Throughout 2018, many City of London Service Areas have invested in technology, aids or other amenities to enhance our customer service for persons with disabilities. It is important to review the customer service methods we use to ensure they are meeting the needs of all residents and that we work with all of our staff with disabilities to ensure they are well supported to provide customer service as well. In 2018, the following accessible customer service amenities were purchased:

- Hearing Loop Technology and UBI DUO machines were piloted at accessible service desks throughout the City of London. UbiDuo devices are face-to-face communication devices that help persons that are deaf, or hard of hearing or non-verbal to communicate with others. UbiDuo devices provide simultaneous communication between users with the benefit of providing a real-time conversation experience.
- New Accessibility Customer Service training was implemented as part of our Accessibility strategy. Every new employee at the City of London attends an hour long interactive AODA Customer Service training with improved attention to critical problem solving in each service area.
- This new technology is being phased in with training to each Service area to ensure a seamless accessible service experience in the City of London.

Accessible Municipal Elections



“London Votes” Election Logo

In December of 2017, the Election’s team developed and posted online the Accessible Election Plan which served as a guiding document for the upcoming election in October 2018. The plan was developed and reviewed in consultation with ACCAC members and focused on the following key elements:

- a. Ensuring that electoral services were accessible to all voters and candidates;
- b. Identifying and eliminating barriers for persons with disabilities; and,
- c. Creating a positive and inclusive voting experience.

The 2018 the city of London completed the first ranked ballot election. At all advanced polling locations, accessible equipment was made available. This included Assistive voting technology (AVT) such as Audio Tactile interface (with headphones for privacy), Sip and puff voting and paddles for voting. The staff of the City Clerk’s office ensured that these tools were

available in all advanced poll locations.



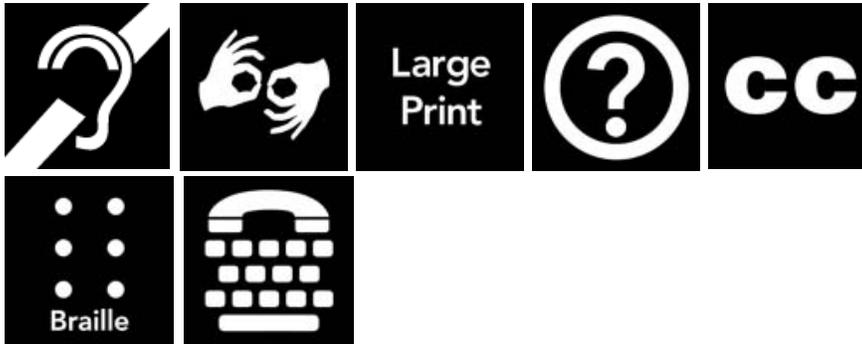
An example from elections Canada of the equipment made available to voters at advanced polls in the 2018 Municipal Election.

Information and Communications

The City is committed to meeting the communication needs of persons with disabilities in accordance with the Integrated Accessibility Standards. This includes notifying the public about the availability of accessible formats and communications supports, as required. These alternative formats include braille and large print documents, audio formats. We provide ASL for community programs where requested and we also Additionally, we will work with These alternative formats and communication supports for information will be provided at no additional cost. The City continues to provide accessible document training to employees to assist them in making web documents more accessible for users.

Where the City also prepares emergency procedures, plans or public safety information, we also make that information available to the public in an accessible format or with appropriate communication supports upon request and provide that information as soon as practicable.

If you would like to make a request, you can find more information on the [Accessibility London page](#) of the City's website or email accessibility@london.ca.



Employment

Dolphin Disabilities Mentoring Day



In 2018, the City participated in the Dolphin Disabilities Mentoring Day (Dolphin DMD) on October 24, 2018. [Dolphin DMD](#) is a one-day job-shadowing event that takes place across Canada where job-ready persons with disabilities are paired with workplace mentors. In London, the Dolphin DMD mentor-mentee matching program is facilitated by the [March of Dimes Canada](#).

This program was developed by Dolphin Digital Technologies Inc. in 2011. Since then, this program has grown to take place in 17 cities across Canada with over 100 businesses taking part, including the City of London.

Last year, the City had a number of employees in various roles volunteer to be mentors in this program and were successful in being matched with 8 mentees. Participating as an organization and mentor had many benefits

for all parties and contributed to making our workplaces more inclusive. Through the Dolphin DMD process, two of our mentees were able to secure employment positions with the City of London's Social Services and Parks and Recreation teams.

Some of the positive impacts of participating in this program are:

- Reduced stigma and attitudinal barriers of working with people with a disabilities;
- The chance to review our own workplaces and processes to be accessible for all;
- Increased mentee access to workplace contacts, diverse municipal environments, skills, and an introduction to our employment process;
- Inform mentees about the various careers at the City, hiring processes and other employment opportunities such as internships; and co-operative education; and,
- Support the principles outlined in the City's guiding plans and documents, such as the Strategic Plan.

In addition, the City had the privilege of supporting the March of Dimes Canada and Dolphin Digital Technologies Inc. by hosting the mentor and mentee 'Meet and Greet' event at a City facility for all London-area mentee and mentor participants.

Design of Public Spaces

Accessible Service Counters

The City has invested in upgrading existing service counters that are not planned for replacement and may require some modifications to be accessible. The City has evaluated all service counters in each facility and prioritized those counters that need upgrades to meet today's accessibility standards and to accommodate City employees and customers.

In 2018, the City updated several existing service counters to become accessible. This can include lowering a portion of the counter and providing the appropriate space under the counter for a mobility device. Additional service counters have been prioritized and scheduled for renovation over the coming years.

Accessible City Buildings

Barrier free design requirements within buildings are regulated through the Ontario Building Code and the City follows its Facility Accessibility Design Standards (FADS) for the design and construction of all new City buildings and renovations of existing buildings.

In 2018, the following are examples of City locations that were improved or renovated to provide a more accessible environment:

- North London Optimist Centre -Skate Rental counter
- Centennial Hall Main Floor and Basement Bars
- Centennial Hall Ticket Counter
- Councillor's office Reception Counter – City Hall 3rd Floor
- New Accessible Human Resources Counter – City Hall 5th Floor



Accessible Parks, Recreation and Play Spaces

Accessible and inclusive outdoor spaces such as parks, recreational areas, and play spaces provide opportunities to interact with the nature, be active and provide all of us with the opportunity to connect with our community.

Accessible Community Gardens

We now have 19 wheelchair accessible community garden spots and plans to increase the number of community gardens with accessible spaces. Our community gardens team worked diligently to find accessible spaces and solutions and continue to grow and adapt spaces in our community.

Environmentally Significant Area Accessibility Updates

Environmentally Significant Areas (ESA's) are areas that contain natural features and perform ecological functions that warrant their retention in a natural state. These are special natural zones and the City is fortunate to manage and protect these areas for a wide variety of trail users in an urban setting.

In 2018, the many accessibility enhancements were made to existing ESA's throughout the City. Examples of the enhancements include new trailhead signage that provides trail accessibility information, enhanced trail surface accessibility and new accessible boardwalks in Byron and

Accessibility Enhancements in Parks, Recreation Facilities and Attractions

Below are some examples of projects and initiatives that were undertaken in 2018 to enhance accessibility in parks, recreational facilities and attractions:

- Bostwick's Playground is accessible, with synthetic turf and interactive inclusive designs for children and parents of different abilities.

Examples of the accessibility upgrades include: change from sand to wood chip playground surfacing, curb cuts to the entrance to playgrounds, new inclusive spinner equipment, additional rest areas for mobility devices along pathway routes, and new inclusive swing-set seats.



Accessible Pedestrian Control Signals

Accessible Pedestrian Control Signals (APCS) assists the visually impaired to locate the crosswalk and instructs them using sound and vibration when the walk signal is on so that they can begin crossing. These signals make way finding around the City safer and more accessible.

Under the City's Accessible Pedestrian Control Signals program, 17 intersections were updated with these signals in 2018. This brings the percentage of intersections with these signals to 41% and brings the total number of APCS installations in London to 163. From 2013-2018, 107 new APCS have been installed and demonstrates the commitment to

moving the yardstick forward to make our pedestrian travel more safe and inclusive.

For more information on the Accessible Pedestrian Control signals, the tones involved and details on how to use them, please visit:

Accessibility Advisory Committee

The Accessibility Advisory Committee consists of many committed volunteers from various backgrounds who come together to provide advice to the City on accessibility projects and initiatives to promote a barrier-free London.

In 2018, the ACCAC provided advice and were involved in a number of projects including:

- Implemented new language and protocol around accessibility at City Council and Committee meetings
- Reviewing the Outdoor Events Guide for piloting in 2019 event season;
- Introduced a Site Plan approval accessibility checklist;
- Reviewed BRT site plans for accessibility
- Reviewed and provided feedback on the update of City policies such as the Integrated Accessibility Standards Policy; and,
- Participated in the review and development of the 2018 Accessible Election Plan for the 2018 municipal election.

The ACCAC, through the dedication of its members, has four sub-committees; the Built Environment Sub-Committee, Policy Sub-Committee, Education and Awareness Sub-Committee, and the Mental Health Working Group. In 2018, an additional working group was formed to plan the accessibility-themed Open House Community Consultation events. The ACCAC members also provide consultation on other advisory groups including the Transportation Advisory Committee, Trails Advisory Group, Municipal Advisory Group, and the Local Advisory Committee.

The ACCAC committee is a dedicated group of volunteers who sacrifice time and effort to make our City a more welcoming and accessible space. Without their contributions we would not have the support to move accessibility projects forward, consult thoughtfully

We thank the committee members for their time, effort and continued support in making the City a more accessible City for everyone.

Accessibility Governance

Oversight of AODA and accessibility matters is handled by Human Resources and Corporate Services with the City's Accessibility Specialist acting as a resource to all Service Areas. The Accessibility specialist works collaboratively with other service areas to improve accessibility across the organization. To reach our accessibility specialist, please contact accessibility@london.ca

Accessibility Budget

The AODA Operating Budget remained at \$378,000 for 2018. This budget is used for operational expenses and accessibility initiatives that support the implementation of the AODA, Integrated Accessibility Standards and enhance the accessibility of City services to all members of the public as well as employees with disabilities.

Conclusion

The 2018-2021 Multi-Year Accessibility Plan identifies barriers and actions needed for the elimination of these barriers in our organization and community. In 2018, the City has taken steps toward making how we provide goods, services, facilities, and public spaces more accessible. We have also improved training in our workplaces not just for customer service but also for the encouragement of

An update on the progress made toward removing these barriers and enhancing access are provided in Appendix A of this report. We are looking forward to developing the next Multi-Year Accessibility Plan which will guide the accessibility work of the City in the coming years to be a leader in providing accessible municipal services for all.

Appendix A: Multi-Year Accessibility Plan 2018 Updates

Area Responsible	Barrier	Strategy	Timeline
Accessibility Specialist, All Service Areas	Organizational Barriers	Develop the Multi-Year Accessibility Plan.	2018
Accessibility Specialist, All Service Areas	Organizational Barriers	Develop the Annual Status Update Reports to the Multi-Year Accessibility Plan.	Annually
Accessibility Specialist	Organizational Barriers	Maintain corporation-wide accessibility policies, practices as required under AODA Review and amend the policies as needed or when the legislation changes.	Ongoing through 2018-2021
Accessibility Specialist, All Service Areas	Organizational Barriers	Integrate inclusion best practices, principles and apply an accessibility lens to all major City of London strategic plans, master plans, community reports etc.	Ongoing through 2018-2021
Accessibility Specialist with input from the ACCAC	Organizational Barriers	Develop a plan to recognize key accessibility awareness date(s), to promote inclusion for persons with disabilities and accessibility in London.	2018
Accessibility Specialist	Organizational Barriers	Develop, improve and promote improved educational resources and learning tools for City	2019-2021

		of London staff about accessibility, and supports available for all.	
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Procurement

Area Responsible	Barrier	Strategy	Timeline
Finance and Corporate Services / Purchasing and Supply	Organizational Barriers	Review Procurement Initiation Approval Form and Informal Quote process to enhance opportunities for accessible procurement.	2018
Finance and Corporate Services / Purchasing and Supply	Organizational Barriers	Conduct Accessible Procurement Training for Buyers.	2019
Finance and Corporate Services / Purchasing and Supply	Physical Barriers	Review of Supply Services service counters in consultation with Facilities.	2019
Finance and Corporate Services / Purchasing and Supply	Organizational Barriers	Amend Site Visit process for potential bidders to include accommodations and accessibility notification(s).	2019

Area Responsible	Barrier	Strategy	Timeline
Finance and Corporate Services / Purchasing and Supply	Information and Communication Barriers	Review Tender and RFQ/RFP document template, Procurement Policy update for language and updates related to accessibility.	2019
Finance and Corporate Services / Purchasing and Supply and Accessibility Specialist	Information and Communication, Attitudinal, Organizational Barriers	Develop tools and resources to assist employees to consider accessibility during the procurement process.	2019

Information and Communications

Area Responsible	Barrier	Strategy	Timeline
City Manager's Office / Communications	Information and Communication Barriers	Website and web content to meet the Web Content Accessibility Guidelines 2.0 Level AA by 2021 as outlined under section 14 of the Integrated Accessibility Standards Regulation.	2021

Area Responsible	Barrier	Strategy	Timeline
City Manager's Office / Communications	Information and Communication Barriers	Develop Web Audio/Video Content Communication Corporate Standard.	2018
City Manager's Office / Communications	Information and Communication Barriers	Review Corporate Identity Guidelines and Community Meeting Guidelines in consultation with stakeholders and the ACCAC.	2019
City Manager's Office / Communications	Information and Communication Barriers	Provide education and training for Communications employees on accessibility best practices in Communications.	2021
Legal and Corporate Services / City Clerks Office	Information and Communication Barriers	Provide closed captioning and media alternative files of archived video of council and committees posted online.	Ongoing through 2018-2021
All Service Areas	Information and Communication Barriers	Create public web content to be accessible including documents, videos, media etc.	Ongoing through 2018-2021

Employment

Area Responsible	Barrier	Action	Timeline
Human Resources and Corporate	Organizational Barriers	Create an HR accessibility guide to be used when selecting locations for HR meetings including those for recruitment, grievance,	2018

Area Responsible	Barrier	Action	Timeline
Services / Human Resources Division		arbitration, job evaluation, benefit etc. Include the opportunity and process for employees to request specific accommodations throughout any of these processes.	
Human Resources and Corporate Services / Talent Development Section	Information and Communication Barriers	Provide in-person support and access to a computer station at City Hall to assist applicants applying for positions with the City of London.	2018
Human Resources and Corporate Services / Talent Development Section	Organizational Barriers	Build partnerships with community employment agencies to share best practices and implement solutions to assist candidates of all abilities to gain employment with the City of London.	Ongoing through 2018-2021
Human Resources and Corporate Services / Talent Development Section	Information and Communication Barriers	Provide enhanced information and about the City's accessibility practices throughout the recruitment and employment process on London.ca	2019
Human Resources and Corporate Services / Talent Development Section	Attitudinal Barriers	Develop and implement 'intercultural competency' training for City employees with a specific module pertaining to persons with disabilities.	Ongoing through 2018-2021
Human Resources and Corporate	Organizational Barriers	Review and update the return-to-work and employee accommodation programs.	2018

Area Responsible	Barrier	Action	Timeline
Services / Return to Work Services			
Human Resources and Corporate Services / Labour Relations Section	Organizational Barriers	Review and improve opportunities in labour relations processes to ensure accessibility for employees with disabilities. Regular review of labour documents, collective agreements, and meeting times/locations/venues will take place to ensure improved accessibility.	Ongoing through 2018-2021
Human Resources and Corporate Services / Rewards and Recognition Section	Organizational Barriers	Work with service providers to implement and improve benefits administration processes and options that are accessible to employees with disabilities.	Ongoing through 2018-2021
Human Resources and Corporate Services / Rewards and Recognition and Talent Management Sections	Organizational Barriers	Review job descriptions criteria to continue to identify and remove barriers to employment for people with disabilities.	Ongoing through 2018-2021
Human Resources and Corporate Services / Talent Development	Organizational Barriers	Include accessibility and accommodation statements throughout learning and development training programs and processes.	Ongoing through 2018-2021

Area Responsible	Barrier	Action	Timeline
Human Resources and Corporate Services / Talent Development	Organizational Barriers	Adopt the Universal Instructional Design principles to maximize the learning experience for internal training programs.	Ongoing through 2018-2021
Human Resources and Corporate Services / Talent Development	Organizational Barriers	Conduct a review of internal training facilities and implement accessibility enhancements.	Ongoing through 2018-2021

Transportation

Area Responsible	Barrier	Action	Timeline
Environmental and Engineering Services / Roads and Transportation / Bus Rapid Transit (BRT)	Physical Barriers	Work with stakeholders to consult with ACCAC via the Transportation Advisory Group (TAG), the public and persons with disabilities on the development of accessible design criteria in the construction of Bus Rapid Transit bus stops and/or shelters.	Ongoing through 2018-2021
Environmental and Engineering Services / Transportation Planning and Design	Physical Barriers	Work with the London Transit Commission and the ACCAC to develop a new City of London design standard for regular service bus stop pads.	2019

Area Responsible	Barrier	Action	Timeline
Development and Compliance Services / Licensing and Municipal Law Enforcement	Organizational Barriers	Review Vehicle for Hire By-Law in consultation with the ACCAC to determine the proportion of on-demand accessible taxi cabs.	Ongoing through 2018-2021
Development and Compliance Services / Licensing and Municipal Law Enforcement	Organizational Barriers	Review Vehicle for Hire By-Law cap on accessible taxi cabs in consultation with the ACCAC and investigate incentives for accessible taxis.	2019

Design of Public Spaces

Area Responsible	Barrier	Action	Timeline
Accessibility Specialist, Planning Services, Facilities, EES, Parking Services, Parks & Recreation, Neighbourhood,	Physical Barriers	Establish a web-based information page that summarizes and provides links to design specifications followed by the City of London in the design of public spaces.	2019

Area Responsible	Barrier	Action	Timeline
Children and Fire Services			
Environmental and Engineering Services / Transportation Planning and Design	Physical Barriers	Enhance existing sidewalk accessibility through the identification and construction of accessible features such as curb cuts, curb drops and missing building links to sidewalks or pathways.	Ongoing through 2018-2021
Environmental and Engineering Services / Roadway Lighting and Traffic Control	Physical Barriers	Convert school crosswalks into accessible pedestrian crossovers, where possible.	Ongoing through 2018-2021
Environmental and Engineering Services / Roadway Lighting and Traffic Control	Physical Barriers	Include accessible on-street parking spaces as part of new roadway construction or the redevelopment of roadways. Consult with the ACCAC on the need and location of on-street parking as part of the roadwork planning process.	Ongoing through 2018-2021
Environmental and Engineering Services / Transportation Planning and Design and	Physical Barriers	Review communication practices of sidewalk disruptions to improve the Permit of Approved Works (PAW) process.	2019

Area Responsible	Barrier	Action	Timeline
Compliance Services			
Environmental and Engineering Services / Transportation Planning and Design with Development and Compliance Services	Physical Barriers	Review the Site Plan process to identify opportunities to build in accessible pedestrian connections (such as sidewalks, accessible pedestrian crossovers) through the construction of new sites.	2019
Environmental and Engineering Services (EES) / Transportation Planning and Design / EES Operations	Physical Barriers	Create a traffic control training guidelines for City of London employees with a specific focus on pedestrian detours and sidewalk disruptions. Review the temporary traffic control training to review pedestrian safety requirements and best practices.	2019
Environmental and Engineering Services / Construction Administration	Physical Barriers, Information and Communication Barriers	Review and enhance the process to use the Renew London platform to notify the public about temporary disruptions to sidewalks and exterior paths of travel associated with construction.	2019
Neighbourhood, Children, and Fire Services /	Physical Barriers	Continue to improve accessibility at community gardens in consultation with ACCAC, gardeners,	Ongoing through 2018-2021

Area Responsible	Barrier	Action	Timeline
Neighbourhood Strategic Initiatives and Funding (NSIF)		and key stakeholders based on the availability of resources.	
Development and Compliance Services / Licensing and Municipal Law Enforcement and Development Services (Site Plan)	Organizational Barriers, Physical Barriers	Develop a new by-law to address obstructions which prevent appropriate access to accessible parking spots and aisle-ways.	2019
Parks and Recreation / Neighbourhood Parks and Horticulture Operations	Physical Barriers	Retrofit and enhance existing pathways and networks in parks to provide recreational and social opportunities for all.	Ongoing through 2018-2021
Parks and Recreation / Neighbourhood Parks and Horticulture Operations	Physical Barriers	Upgrade existing outdoor eating areas to become accessible including accessible picnic tables, pathways etc.	Ongoing through 2018-2021

Area Responsible	Barrier	Action	Timeline
Parks and Recreation / Neighbourhood Parks and Horticulture Operations	Physical Barriers	Continue the renovation of existing outdoor playgrounds with improved accessibility features such as rubber surfacing, curb drops, pathways etc.	Ongoing through 2018-2021
Finance and Corporate Services / Facilities Design and Construction	Physical Barriers	Notify and consult ACCAC for advice about the continued design and construction of new City of London facilities and facilities that are undergoing major renovations.	Ongoing through 2018-2021
Finance and Corporate Services / Facilities Design and Construction	Physical Barriers	Update the City of London's Accessibility Website to better highlight City Design Standards.	2019
Finance and Corporate Services / Facilities Design and Construction	Physical Barriers	Continue the implementation of the Service Counter Retrofit Program where existing counters are prioritized and retrofitted on an ongoing basis to meet the newest level of accessibility standards.	Ongoing through 2018-2021
Finance and Corporate Services / Facilities Design and Construction	Physical Barriers	Create inventory of accessible features at City of London public buildings such as community and recreation centers. Building Managers to post this information publicly.	2019
Finance and Corporate Services	Physical Barriers	Create a prioritized list of accessibility enhancements required at City of London buildings.	2019

Area Responsible	Barrier	Action	Timeline
/ Facilities Design and Construction			
Planning Services / Environmental and Parks Planning	Physical Barriers	Seek additional public input into planned accessibility improvements to existing and new playground upgrades/installations in City Parks.	Ongoing through 2018-2021
Planning Services / Environmental and Parks Planning	Physical Barriers, Organizational Barriers	Identify budget gaps that are limiting service standard improvements associated with playground upgrades/installations in City Parks. Develop a strategy to inform Council and to potentially address these service standard gaps through future business cases.	2019
Planning Services / Environmental and Parks Planning	Physical Barriers	Add "Annex H" inspection (accessibility requirements part of CSA Standards) to our current playground inspection by a third party when playgrounds are being built/upgraded.	2018
Planning Services / Environmental and Parks Planning	Physical Barriers	Consult with ACCAC in the review and updating process of Conservation Master Plans for ESAs and the Guidelines for Management Zones and Trails in ESAs.	Ongoing through 2018-2021
Planning Services / Environmental and Parks Planning	Physical Barriers	As boardwalks and trails are replaced for lifecycle renovations in ESAs, ensure they are updated to meet the latest accessibility design standards. It is anticipated that all boardwalks and trails will be updated by 2023.	Ongoing through 2018-2021

Area Responsible	Barrier	Action	Timeline
Planning Services / Environmental and Parks Planning	Information and Communication Barriers	Implement new accessibility signage in ESAs as new trails are created or existing trails are significantly redeveloped.	Ongoing through 2018-2021
Planning Services / Environmental and Parks Planning	Physical Barriers	Conduct focus groups in consultation with ACCAC and members of the public on inclusive outdoor play equipment design.	2020
Planning Services / Heritage Planning and ACCAC	Physical Barriers	Work with the ACCAC and stakeholders on accessibility solutions in heritage-designated buildings.	Ongoing through 2018-2021
All service areas responsible for maintaining accessible elements in public spaces / Accessibility Specialist	Physical Barriers	Review the Maintenance of Accessible Elements procedure as required under the Design of Public Spaces Standard.	Ongoing through 2018-2021

Customer Service and Program Delivery

Area Responsible	Barrier	Strategy	Timeline
Legal and Corporate Services / City Clerks Office	Organizational Barriers	Develop and implement the 2018 Accessible Election Plan. The plan identifies barriers to voting for people with disabilities and strategies to actively reduce or eliminate those barriers.	2018 - COMPLETE
Legal and Corporate Services / City Clerks Office	Information and Communication Barriers	Purchase UbiDuo machine and training for Customer service Representatives to assist with communicating with people with disabilities.	2018 – COMPLETE
Neighbourhood, Children and Fire Services / NSIF, Recreation Services	Physical Barriers	Support the Age Friendly Network to expand opportunities for the lending of assistive devices to support older adults with disabilities to participate in recreation and informal social gatherings	Ongoing through 2018-2021
Neighbourhood, Children and Fire Services / Recreation Services	Attitudinal Barriers	Develop and roll out enhanced mental health awareness training for casual program staff.	2018 - COMPLETE
Neighbourhood, Children and Fire Services / Recreation Services	Attitudinal Barriers	Certify Recreation Supervisors to become trainers of autism-spectrum specific training to complement existing Non-Violent Crisis Intervention (NVCI) training programs in place. Supervisors will then roll out the NVCI training to all camp staff.	2018-2019

Area Responsible	Barrier	Strategy	Timeline
Neighbourhood, Children and Fire Services / Recreation Services	Organizational Barriers	Form new partnerships with area inclusion service providers and agencies for increased support to casual program staff.	2018
Neighbourhood, Children and Fire Services / Recreation Services	Organizational Barriers	Investigate options to increase camp spaces for children and youth requiring inclusion support.	2018
Dearness Home	Physical Barriers	Enhance quality of life and safety for residents while dining by procuring new accessible dining tables and board room tables.	Ongoing through 2018-2019
Dearness Home	Physical Barriers	Expand and enhance accessible outdoor seating area to improve access and the number of residents who can enjoy the outdoor space	Completed 2018
Dearness Home	Information and Communication Barriers	Improve awareness and availability of services and supports for Dearness Home caregivers. Identify existing resources available to support caregivers and identify gaps.	2019