

2018-2021 City of London Multi-Year Accessibility Plan

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Message from the City Manager

In 2018, the *Accessibility for Ontarians with Disabilities Act* (AODA) celebrates its 13th year in effect creating change across the province, including London. The AODA is an important piece of legislation to assist organizations in becoming fully accessible for everyone they serve and help all Ontarians reach their full potential.

The Corporation of the City of London strives to incorporate the accessibility principles of independence, dignity, integration and equal opportunity into each of our municipal services. We are proud of our achievements in the previous 2013-2017 Multi-Year Accessibility Plan and we recognize that there is still work left to be done in order to move the yardstick forward towards making London an accessible city for all.

This 2018-2021 Multi-Year Accessibility Plan outlines the path that the City of London will take to identify and remove accessibility barriers while taking proactive steps to enhance the accessibility of our municipal services.

In the 2015-2019 City of London Strategic Plan, our mission is “At Your Service – a respected and inspired public service partner, building a better city for all.” This statement is particularly significant when it comes to the topic of accessibility. I look forward to the implementation of this plan which supports our mission to provide inclusive services to all members of our community.

Sincerely,

A handwritten signature in black ink, appearing to read "Martin Hayward". The signature is written in a cursive, flowing style.

Martin Hayward

City Manager
The Corporation of the City of London

Message from the Accessibility Advisory Committee Chairperson

The Accessibility Advisory Committee (ACCAC) continues to work in collaboration with the City of London to remove barriers and facilitate accessibility throughout our city.

The committee consists of dedicated individuals who volunteer their time, expertise and lived experience to make the City of London a leader in accessibility. About one in eight Londoners is currently living with a disability. When you consider their families, friends, co-workers and peers, accessibility truly affects us all.

Throughout the past 4 years we have worked toward improvements in infrastructure, policy and overcoming attitudinal barriers. We have consulted with many departments within the City of London and are proud of the relationships we have developed and the progress we have made. We have seen some important gains in each of these areas, most recently in the implementation of accessible community gardens and plans to make City of London council and committee meetings accessible to all.

We also hosted Community Open House Events to identify the accessibility needs of all Londoners. Transportation, infrastructure and employment were the main areas identified that continue to require the most improvement and we are dedicated to working with the City to make some significant gains in these sectors. With the recent focus on accessibility at the Council level, we look forward to working with the new council to further enhance that focus and we remain optimistic about the potential for significant change in the coming years.

In 2005, Ontario established a goal of a fully accessible province by 2025. Although much work has been done, we are still a long way from achieving the standards that are set out in the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The plan set forth will allow London to move toward meeting and exceeding those standards and remain a leader in accessibility, setting the example for other municipalities across Ontario and around the globe.

Jacqueline Madden
Accessibility Advisory Committee Chairperson

Background Information

Statement of 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. We will continue to work with the community and allocate appropriate resources toward the elimination of accessibility barriers in customer service, information and communication, employment, transportation and the design of public spaces and are committed to meeting the requirements of applicable legislation, including the *Accessibility for Ontarians with Disabilities Act* and the *Ontario Human Rights Code*.

Looking Back: Accessibility Highlights and Achievements

Since the beginning of the City of London's last accessibility plan, many exciting projects and practices have been implemented. In this section, you will read about some examples of these that have had an impact on our organization and community.

Dolphin Disabilities Mentoring Day (Dolphin DMD)

The City of London participates in the Dolphin Disabilities Mentoring Day (Dolphin DMD) on October 25th. [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 locally by the [March of Dimes Canada](#). Participating as an organization and mentor had many benefits for all parties and contributed to making our workplaces more inclusive.

Internship Program

The City of London maintains an internship program for individuals who are indigenous, people with disabilities, new immigrants and recent local post-secondary graduates. Each year, up to 6 paid internship positions are available for a 15 week period that give the intern the opportunity to develop strategies to increase job readiness, marketability, and overcome potential barriers.

Accessibility Aids and Amenities

Over the past several years, different areas have purchased different accessibility aids that help all residents access our municipal services. Some examples of aids that have been purchased include; pool and change room lifts, water wheelchairs, mobility scooters, sledge hockey sleds (inclusive ice sleds for our arenas), UbiDuo communication devices, and FM hearing systems to name a few.

Municipal Elections

Accessibility was a top priority during the 2014 Municipal Election. Accessibility training was given to all elections staff. A training video was created to teach staff about accessible customer service at the polling stations. A second video was filmed and aired on Rogers TV informing the public about accessibility during the election. All polling locations were located in accessible buildings and along a bus route. The Accessibility Advisory Committee reviewed all new polling locations. For the first time ever, accessible voting machines were available at all advanced polls in 2014 and the practice continued in 2018. These machines have features which increase accessibility including a magnifier screen, head phones that read the ballot aloud, and a sip and puff mechanism for marking a ballot.

Accessible Playground Upgrades

The Springbank Park playground was built in 2016 thanks to the generosity of the Jenny Jones Foundation and the visions of “Hometown Hero” Shelah Brook. The new playground was designed and constructed with many accessible play features and amenities to serve all children and caretakers enjoying the park.

Service Counter Retrofit Program

In 2014, an audit of all customer service counters operated by the City was completed and prioritized to be retrofitted in order to become more accessible for all customers. The Accessible Counter Retrofit Program was developed and funded to upgrade frequently used counters we did not previously have intentions of replacing. Since the program’s enactment, 20 existing service counters that originally did not have a planned upgrade, were proactively renovated to become accessible for staff and customers.

Accessible Pedestrian Control Signals (APCS)

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. Since 2013, 107 new APCS have been installed to make way finding around the City of London safer and more accessible.

Community Diversity and Inclusion Strategy

Over 200 Londoners, Accessibility Advisory Committee (ACCAC) members and community stakeholders stepped forward to help build this Community Diversity and Inclusion Strategy (CDIS). This group developed a strong vision, statement of commitment, a glossary of terms, and strategies for a more inclusive community. These strategies are into their implementation phase with a lot of great progress underway at the City of London and in the community.

Accessibility Advisory Committee Community Open House Events

In 2017, the Accessibility Advisory Committee (ACCAC) coordinated and led five Accessibility Community Open House Events across the City of London. The events were a call for members of the public to meet with others in their community to discuss the topic of accessibility and understand what is working and identify opportunities for improvement. The data compiled at these events serve as a compass to direct the work and advisory of the ACCAC and aid in decision making of City of London staff.

Employee Mental Health Awareness Program

The City of London is committed to supporting our employees to live healthy and work healthy. Our Human Resources team developed a Workplace Mental Health Strategy called ‘Stop the Silence’ to help provide a psychologically safe and supportive work environment. This team has also launched a variety of innovative mental health

resources for employees including workshops, tools, training, and the Moving Minds Speaker Series to name a few.



Accessibility Legislation Timeline from 2014 to 2021



2018-2021 Multi-Year Accessibility Plan Development Process

This 2018-2021 Multi-Year Accessibility Plan outlines the City of London's strategy to identify, remove, and prevent barriers within our municipal services, programs, and facilities and meet the legislative requirements set out by the *Accessibility for Ontarians with Disabilities Act, 2005*.

In the fall of 2017, the Accessibility Advisory Committee with support from City Staff, held five Community Open House Events to meet with residents and obtain feedback on accessibility in London. Londoners were asked about what is working and areas for improvement regarding accessibility. Their feedback was evaluated and reviewed into major themes and specific areas of focus. These themes were critical to informing the City staff Working Groups about barriers and potential solutions.

To develop this plan, the City of London's Operations Management Team (OMT) identified key stakeholders in their areas to contribute to the following Staff Working Groups:

- Customer Service,
- Program Delivery,
- Information and Communication,
- Procurement,
- Employment,
- Transportation; and
- Design of Public Spaces.

Each Staff Working Group was tasked with reviewing the legislative requirements, their established master and strategic plans to identify accessibility projects that were already underway, feedback received from customers, and key areas of focus developed by our Accessibility Advisory Committee based on resident feedback gathered from the Community Open House Events.

After the review period, the Staff Working Groups worked with their Service Areas to identify barriers in their services and develop strategies to reduce or eliminate those barriers. The strategies developed by the Staff Working Groups were provided to the Accessibility Advisory Committee for review and feedback. The final strategies have been incorporated into this plan with the goal of making the City of London's services more accessible to everyone.

Monitoring and Evaluation

As required by the Integrated Accessibility Standards Regulation, the City of London will review and update the Multi-Year Accessibility Plan at least once every five years. The Multi-Year Accessibility Plan is a living document and is intended to be flexible and adapt to the changing accessibility environment and the feedback of our residents, employees and customers.

Gathering feedback is an important part of the ongoing evaluation of the Multi-Year Accessibility Plan. As the needs of Londoners change, the plan will be reviewed in consultation with key stakeholders such as the Accessibility Advisory Committee, customers and persons with disabilities.

In addition, an Annual Status Update Report will be developed annually to provide an update on the progress made towards achieving the strategies outlined under this Multi-Year Accessibility Plan and posted on our London.ca website.

2018-2021 Accessibility Strategies

This Multi-Year Accessibility Plan outlines three different types of accessibility strategies:

- Strategies that are required components of the plan, in accordance with the legislation,
- Strategies that are identified to meet future legislative requirements; and
- Continuous improvement strategies.

The following sections of this plan outline the details of each strategy, such as the barrier that has been identified, the specific area that is responsible for implementation, and the anticipated timeline for completion.

The City of London provides over 100 municipal services and programs and accessibility must be a key value in every corner of our organization. These strategies outline how we will strengthen the accessibility of our services in the areas of Customer Service and Program Delivery, Information and Communication, Procurement, Employment, Transportation, and the Design of Public Spaces.

Required Components

There are certain legislative requirements that are required under the Integrated Accessibility Standards Regulation to be included in an organization's Multi-Year Accessibility Plan, where they apply to that organization.

In the section below are the City of London's required sections under the plan in the areas of Transportation and the Design of Public Spaces Standards.

Transportation – Taxicabs

Under the Transportation Standard, a municipality shall identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need in their Multi-Year Accessibility Plan.

Area Responsible	Barrier	Action	Timeline
Development and Compliance Services / Licensing and Municipal Law Enforcement	Organizational & Transportation Barriers	Regularly review Vehicle for Hire By-Law in consultation with the ACCAC to determine the proportion of on-demand accessible taxi cabs.	Ongoing

Transportation – Bus Stops and Shelters

Under the Transportation Standard, a municipality shall outline any steps that will be taken to plan for accessible bus stops and shelters, where applicable.

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 and the Transportation Advisory Group (TAG), the public and persons with disabilities on the development of accessible design criteria in the construction of BRT bus stops and/or shelters.	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

Design of Public Spaces

Under the Design of Public Spaces Standard, a municipality shall ensure that their Multi-Year Accessibility Plan includes the procedure for preventative and emergency maintenance of the accessible elements and the process for dealing with temporary disruptions when those accessible elements are not in working order.

Area Responsible	Barrier	Strategy	Timeline
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

Future Legislative Requirements

Information and Communication

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

Continuous Improvement Strategies

General Accessibility Policies and Initiatives

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	Provide training and outreach to ensure that the City budget is developed with an accessibility lens.	2019
Accessibility Specialist, All Service Areas	Organizational Barriers	Integrate inclusion best practices, principles and apply an accessibility lens to all major City of	Ongoing through 2018-2021

Area Responsible	Barrier	Strategy	Timeline
		London strategic plans, master plans, community reports etc.	
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 of London staff about accessibility, and supports available for all.	2019-2021

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
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
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 Services / Human Resources Division	Organizational Barriers	Create an HR accessibility guide to be used when selecting locations for HR meetings including those for recruitment, grievance, arbitration, job evaluation, benefit etc. Include the opportunity and process for employees to request specific accommodations throughout any of these processes.	2018
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	Organizational Barriers	Conduct a follow up Workforce Employee Census to understand our employees better and build a more inclusive and supportive workplace.	2020

Area Responsible	Barrier	Action	Timeline
Human Resources and Corporate Services / Talent Development Section	Organizational Barriers	Work to build and support an Employee Resource Group specific for persons with disabilities in consultation with workplace parties.	2019
Human Resources and Corporate Services / Talent Development Section	Organizational Barriers	Develop the Equity and Inclusion Lens tool which includes a component addressing the dimension of people with disabilities.	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 Services / Return to Work Services	Organizational Barriers	Review and update the return-to-work and employee accommodation programs.	2018
Human Resources and Corporate Services / Employee Systems	Organizational Barriers	Review existing internal employee systems for accessibility and integrate accessibility requirements into new system procurements.	2020
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

Area Responsible	Barrier	Action	Timeline
Human Resources and Corporate Services / Rewards and Recognition Section	Organizational Barriers	Develop accessible employee resources to understand and participate in the job evaluation process and understand and identify any barriers to diversity and inclusion that may be embedded in job design or descriptions.	2019
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
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
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, Children and Fire Services	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
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

Area Responsible	Barrier	Action	Timeline
Environmental and Engineering Services / Transportation Planning and Design and Compliance Services	Physical Barriers	Review communication practices of sidewalk disruptions to improve the Permit of Approved Works (PAW) process.	2019
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	Physical Barriers	Continue to improve accessibility at community gardens in consultation with ACCAC, gardeners,	Ongoing through 2018-2021

Area Responsible	Barrier	Action	Timeline
Services / 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
Parks and Recreation / Neighbourhood Parks and	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

Area Responsible	Barrier	Action	Timeline
Horticulture Operations			
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 / Facilities Design and Construction	Physical Barriers	Create a prioritized list of accessibility enhancements required at City of London buildings.	2019
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	2019

Area Responsible	Barrier	Action	Timeline
		potentially address these service standard gaps through future business cases.	
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
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 /	Physical Barriers	Review the Maintenance of Accessible Elements procedure as required under the Design of Public Spaces Standard.	Ongoing through 2018-2021

Area Responsible	Barrier	Action	Timeline
Accessibility Specialist			

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
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
Neighbourhood, Children and Fire Services / Neighbourhood Strategic Initiatives and Funding (NSIF)	Information and Communication Barriers	Create a resource tool for resident groups outlining best practices to make neighbourhood groups and events more inclusive.	2019
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	Provide training for all community center staff on disability awareness/sensitivity training, including dementia-awareness training.	2019
Neighbourhood, Children and Fire Services / Homelessness	Physical Barriers, Organizational Barriers	Design the new emergency shelter project for youth experiencing homelessness with the focus on following the Facility Accessibility Design Standards (FADS) and exceeding accessibility standards to support the facility users.	2019

Area Responsible	Barrier	Strategy	Timeline
Neighbourhood, Children and Fire Services / Recreation Services	Attitudinal Barriers	Develop and roll out enhanced mental health awareness training for casual program staff.	2018
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
Neighbourhood, Children and Fire Services / Recreation Services	Attitudinal Barriers	Train all summer program casual staff in 'Camps on TRACKS' to foster social inclusion within camps for all children, including those with disabilities.	2019
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	Physical Barriers, Attitudinal Barriers	Review and enhance lift and transfer training for summer program staff to support children and youth with physical disabilities.	2019
Neighbourhood, Children and Fire Services / Recreation Services	Organizational Barriers	Improve intake process for families who have members with disabilities registering for City of London day camps.	2020

Area Responsible	Barrier	Strategy	Timeline
Neighbourhood, Children and Fire Services / Recreation Services	Physical Barriers	Source and pilot new accessible fitness equipment to be used for programs for people with disabilities.	2019
Neighbourhood, Children and Fire Services / Recreation Services	Organizational Barriers	Investigate options to increase camp spaces for children and youth requiring inclusion support.	2018
Neighbourhood, Children and Fire Services / Recreation Services	Attitudinal Barriers	Certify Supervisors and/or Summer Coordinators in 'safeTALK'. This will improve focus on mental health and suicide awareness.	2020
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

This Multi Year Accessibility Plan was developed in partnership with the City of London's Organizational Management Team (OMT), and key stakeholders who gave their time and expertise to the project. The City of London's OMT includes: Barb Westlake-Power, Paul D'Hollander, Marcel Marcellin, Lynn Loubert, Dave Purdy, Jay Stanford, Tara Thomas, Mark Henderson, Ian Collins, Gary Bridge, Gregg Barrett, and Paul Yeoman

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- Melanie Stone

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- Cristin Keller

Customer Service / Program Delivery:

- John Nolan
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- Melissa Costella
- Mike Szarka
- Lisa Mugford
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- Laurie Quinlan
- Amanda Circelli

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- Michelle Dellamora

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- Catherine Deforest

Dearness Home

- Amanda Circelli
- Ben Gibson
- Cheryl Gilmour

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