

City of London 2018-2021 Multi-Year Accessibility Plan

Annual Status Update Report 2019



London
CANADA

Alternate versions of this report, including Braille, large print are available upon request by emailing accessibility@london.ca

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A Message from the Accessibility Advisory Committee Chair

This past year has brought some unique challenges and interesting times for the Accessibility Advisory Committee. With a new council elected in the fall of 2019 and a review of all advisory committees being conducted over the past year, a new committee was only struck in June of 2019. As a result, there was not ample time to develop our annual work plan, get it passed through council and then work toward accomplishing our goals.

This did not mean that our committee was idle, however. We used the first half of 2019 to continue working on the goals set out the prior year. We were thrilled to see excellent progress made toward several of our key initiatives including: accessible community gardens, initiating the use of the site plan checklist, giving input into the revision of the FADS document and initiating the use of an accessibility statement to start all council and committee meetings. We were also very proud to work with Melanie Stone, our city's accessibility specialist, to promote accessible trick-or-treating by handing out more than 3,000 flyers to families at Storybook Garden's StorySpook Village. The program was incredibly well-received and we look forward to its expansion in the coming years.

Since our new committee was struck in June of 2019, we have been busy getting all our members oriented to the advisory committee process and are in the process of finalizing an aggressive work plan for 2020. Our committee looks forward to working together toward making London accessible for all.

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 2019 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 [2019-2021 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. For information about this report, any concerns related to accessible customer service or more information about becoming involved in our

2019 Accessibility Updates and Highlights

Customer Service

Customer Service Amenities

Throughout 2019, 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 2019, the following accessible customer service amenities were updated:

- Hearing loop technology and portable hearing loop systems for community events and customer service counters
- Improved Accessible Customer service training on our new accessible supports for employees and residents
- Internal Communications training for use of Accessible Tools & Toolkits
- Bespoke training for service areas looking to increase their accessible supports
- Improved Accessible Document training was rolled out to City staff in order to ensure adherence to WCAG 2.0 AA Standards moving into 2021.
- The City of London officially launched the revision of our City website, moving towards an accessible and user-friendly service in 2020.
- Accessible Halloween 2019 – Official launch of our 2019 Accessible Campaign

2019 – Accessible Halloween

This year the City of London's Accessibility Specialist, in partnership with the Accessibility Advisory Committee launched our first ever "Accessible Halloween Campaign." During every night of our StorySpook Village at Storybook Gardens, volunteers and staff handed out signs, shared allergy-

free candy-free treats (and candy!) to visitors and talked to many children and adults about how to make their homes more accessible to children and adults with disabilities on Halloween. Over 3000 posters were given out, and the awareness campaign included local media and posters at all of our community centres. This partnership between the Accessibility Advisory Committee and City staff was both fun and engaging and resulted in increased awareness across the City about the challenges in our community.



Accessibility Ambassador Program & Toolkit Development

In 2019 the Accessibility Specialist developed the Accessibility Ambassador program and created 24 Accessible Toolkits to be distributed to Ambassadors across the organization in 2020. These toolkits included an Ubi-Duo machine, personal hearing support, and signage for each Service Area to better advertise their supports.

The City of London is committed to Accessibility and Inclusion

Assistive Devices

At this desk you will find assistive devices to help improve access.



UBI DUO MACHINE
for typed two way communication
(for those who are Deaf, hard of hearing or require typed communication)

COUNTER T LOOP
for improved communication



Additionally we have personal hearing devices, pen grips, signature guides and felt tip pens for your convenience and use.

Are we missing anything you need?
Just let us know. We are happy to help.



2019 – International Day of Persons with Disabilities Employee Learning Event

In 2019 we launched our annual International Day of Persons with Disabilities Employee Learning breakfast. This annual event celebrates the contribution of persons with disabilities in our community and

workplace and engages employees in new ways of thinking about accessibility and disability.

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. In 2019, we moved away from “available upon request” and took significant steps towards making all our safety plans, public documents and plans accessible to screen reader technology meeting all WCAG 2.0 AA standards before the 2021 deadline.

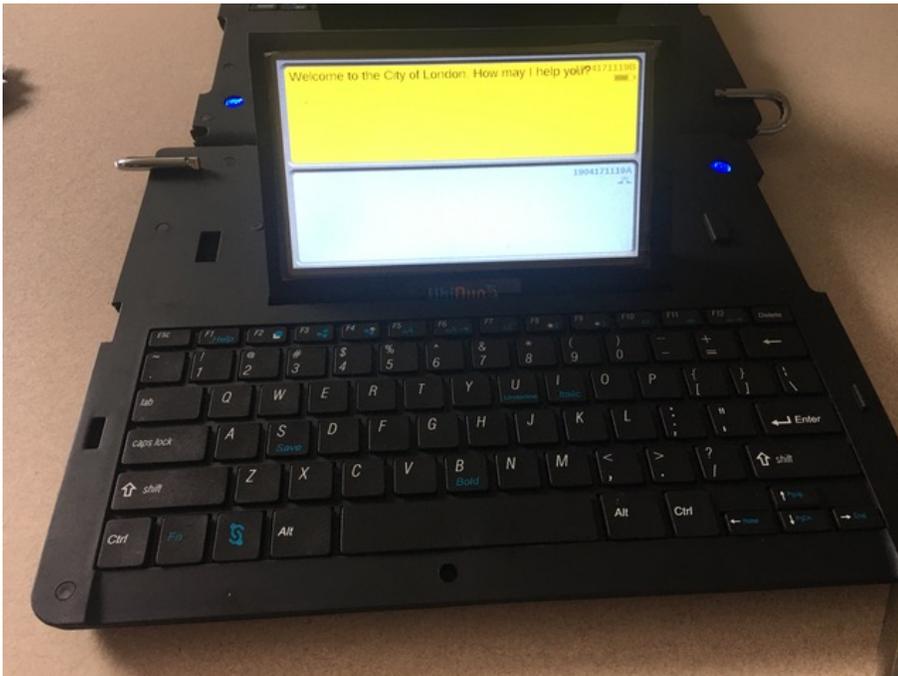
If you would like to make a request, you can find more information on the [Accessibility London page](#) of the City’s website or email accessibility@london.ca.



Employment

Our Human Resources department added a number of new accessible tools to their workspace to make accessible interviewing, engagement possible. Human Resources now has their own Ubi-Duo machine to facilitate typed interviewing for those with speech or hearing related disabilities.

In addition, a new portable hearing loop and personal amplifier is available at our Human Resources desk at all times.



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 2019, 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.

- North London Optimist Centre Skate Rental counter
- Centennial Hall Main Floor and basement Bars
- Centennial Hall Ticket Counter
- City Hall – Third Floor Councillor’s office Reception Counter
- Carling Heights Community Centre – Main Counter

In addition, the City began removing inaccessible non-height adjustable lecterns to accommodate visitors and trainers with disabilities or height differences. Training lectern in AJ Tyler’s Training facility was replaced in 2019.

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 continue to reshape and reconfigure our community garden spots to be larger and more accessible, with 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.

Ann Street is one area that added additional beds in 2019, and they are thriving.



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.

Accessibility Enhancements in Parks, Recreation Facilities and Attractions

Below are some examples of projects and initiatives that were undertaken in 2019 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.

- Carling Heights Community Centre has an upgraded accessible counter which is both safer and more accessible for employees with disabilities and patrons with disabilities
- East Community Centre is well underway with accessible playground design and accessible design features in place

Examples of the continuing accessibility upgrades to parks include: change from sand to wood chip playground surfacing, curb cuts to the entrance to playgrounds, new inclusive spinner equipment, additional rest areas for those with disabilities or who use mobility devices along pathway routes, a new wheelchair accessible ramp for the barn at Storybook gardens and even more inclusive swing-set seats. At Bostwick playground accessible play structures including a wheelchair accessible ship which can be moved through cooperative play.

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. The advice, support and engagement that this group brings to the City is valued and essential.

In 2019, the ACCAC provided advice and were involved in a number of projects including:

- Reviewed upgrades to community garden plans, parks and other areas for more inclusive design
- Finalized the Outdoor Events Guide for piloting in 2019 event season;
- Saw the Site Plan approval accessibility checklist approved and in use
- Reviewing the new Facilities Accessible Design Standards (2020) and gave vital feedback to ensure improved and ongoing accessibility
- Developing Accessible Halloween Guidelines
- Gave vital input into the new Accessibility Ambassador program and the Accessibility Toolkits launching in 2019-2020
- Working to find areas of collaboration with other Accessibility advocate/advisory committees such as the Community Diversity and Inclusion Strategy group

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.

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 2019. 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. While Service Areas are required to include accessibility in their own budgets, this budget helps augment project budgets and pilot new initiatives.

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 2019, 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 improved accessibility of employees with disabilities.

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. The foundation for the building of the next plan which will run from 2022-2026, must begin in 2020. We continue to be committed to engagement, to community and to

fostering improved attitudes about accessibility and inclusion in our communities.

Appendix A: Multi-Year Accessibility Plan 2019 Updates

Area Responsible	Barrier	Strategy	Timeline
Accessibility Specialist, All Service Areas	Organizational Barriers	Develop the Multi-Year Accessibility Plan.	2018 - Complete
Accessibility Specialist, All Service Areas	Organizational Barriers	Develop the Annual Status Update Reports to the Multi-Year Accessibility Plan.	Annually – Complete and ongoing
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.	2019 – International day of persons with disabilities formalized celebration 2020 – Collaborative interactive May

			Accessibility Week with community supports
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.	2018-2021 – Complete and Ongoing

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.	2019-2021 Ongoing
Finance and Corporate Services / Purchasing and Supply	Physical Barriers	Review of Supply Services service counters in consultation with Facilities.	2019 Complete

Area Responsible	Barrier	Strategy	Timeline
Finance and Corporate Services / Purchasing and Supply	Organizational Barriers	Amend Site Visit process for potential bidders to include accommodations and accessibility notification(s).	2018
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 – Complete and Ongoing
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 - Complete

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.	2019 Complete
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 – Completed with Annual Review & Update
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.	2019 – In Progress
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 – Complete. Computer procured and in place.
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 – Complete and ongoing

Area Responsible	Barrier	Action	Timeline
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.	Revised training using an anti oppression lens through 2020-2021
Human Resources and Corporate Services / Return to Work Services	Organizational Barriers	Review and update the return-to-work and employee accommodation programs.	2019 - Ongoing
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 2019-2021
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 2019-2021
Human Resources and Corporate Services / Rewards and Recognition and Talent	Organizational Barriers	Review job descriptions criteria to continue to identify and remove barriers to employment for people with disabilities.	Ongoing through 2019-2021

Area Responsible	Barrier	Action	Timeline
Management Sections			
Human Resources and Corporate Services / Talent Development	Organizational Barriers	Include accessibility and accommodation statements throughout learning and development training programs and processes.	Completed & Reviewed annually for updates or as required
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 2019-2021

Area Responsible	Barrier	Action	Timeline
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 – Complete and ongoing with regular updates
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	Physical Barriers	Include accessible on-street parking spaces as part of new roadway construction or the	Ongoing through 2018-2021

Area Responsible	Barrier	Action	Timeline
Services / Roadway Lighting and Traffic Control		redevelopment of roadways. Consult with the ACCAC on the need and location of on-street parking as part of the roadwork planning process.	
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.	2018
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.	2018
Environmental and Engineering Services (EES) / Transportation Planning and	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	2018

Area Responsible	Barrier	Action	Timeline
Design / EES Operations		review pedestrian safety requirements and best practices.	
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.	2018-2020 Ongoing
Neighbourhood, Children, and Fire Services / Neighbourhood Strategic Initiatives and Funding (NSIF)	Physical Barriers	Continue to improve accessibility at community gardens in consultation with ACCAC, gardeners, and key stakeholders based on the availability of resources.	Complete and ongoing through 2019-2021
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.	2018
Parks and Recreation / Neighbourhood	Physical Barriers	Retrofit and enhance existing pathways and networks in parks to provide recreational and social opportunities for all.	Ongoing through 2018-2021

Area Responsible	Barrier	Action	Timeline
Parks and Horticulture Operations			
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 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 – Well underway, and will be complete in 2020.
Finance and Corporate Services	Physical Barriers	Continue the implementation of the Service Counter Retrofit Program where existing counters are prioritized and retrofitted on an	Ongoing through 2018-2021

Area Responsible	Barrier	Action	Timeline
/ Facilities Design and Construction		ongoing basis to meet the newest level of accessibility standards.	
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.	2018-2021 Ongoing
Finance and Corporate Services / Facilities Design and Construction	Physical Barriers	Create a prioritized list of accessibility enhancements required at City of London buildings.	2018-2021 Ongoing
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 2019-2021
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 – 2021 Ongoing
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.	2019 – Complete with ACCAC input
Planning Services / Environmental and Parks Planning	Physical Barriers	Consult with ACCAC in the review and updating process of Conservation Master Plans for ESAs	Ongoing through 2019-2021

Area Responsible	Barrier	Action	Timeline
		and the Guidelines for Management Zones and Trails in ESAs.	
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 2019-2021
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 – 2021 Public Outreach planned
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 – Completed with an additional support to be added in 2020
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 2019-2021
Neighbourhood, Children and Fire Services / Recreation Services	Attitudinal Barriers	Develop and roll out enhanced mental health awareness training for casual program staff.	Completed in 2019 and ongoing as new staff arrive.
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- Ongoing

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.	2019 – Completed and ongoing
Neighbourhood, Children and Fire Services / Recreation Services	Organizational Barriers	Investigate options to increase camp spaces for children and youth requiring inclusion support. 2019 - Purchased a new lift for our Camp Surprise program, which supports young adults with disabilities	2019 – Completed and ongoing
Dearness Home	Physical Barriers	Enhance quality of life and safety for residents while dining by procuring new accessible dining tables and board room tables.	Completed 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 2019
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 – Ongoing in 2020 with partnership with Age Friendly Program