



2024 to 2027 Business Plan

Service: Accessibility for Ontarians with Disabilities Act (AODA)

\$1.73

Annual cost for the
average rate payer
(2024 to 2027)

0.04%

Of the 2024 to 2027
City of London Net
Property Tax
Supported Budget

Who we are:

- The AODA/Accessibility unit is part of the Anti-Racism and Anti-Oppression Division and operates to ensure AODA compliance and accessibility across the Corporation. It focuses on ensuring compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulation (IASR) including compliance reporting, annual status updates, and Multi-Year Accessibility Plans.
- The AODA/Accessibility unit is responsible for working in collaboration with all Service Areas across the Corporation and with community partners to promote accessible programs, services, and spaces for all.

What we do:

- The AODA/Accessibility unit contributes to providing goods, services, and facilities that are accessible to all. This includes ensuring services, programs and spaces are supported to ensure that all receive services in a manner that ensures dignity, independence, integration, and equal opportunity.
- The AODA/Accessibility unit assists functional units within the City to ensure they are compliant with AODA requirements and to ensure they have training and support to commit to continuous improvement in accessibility.

Why we do it:

- **Mandatory:** The City's responsibilities with respect to Accessibility are mandatory for compliance with the Accessibility for Ontarians with Disabilities Act.

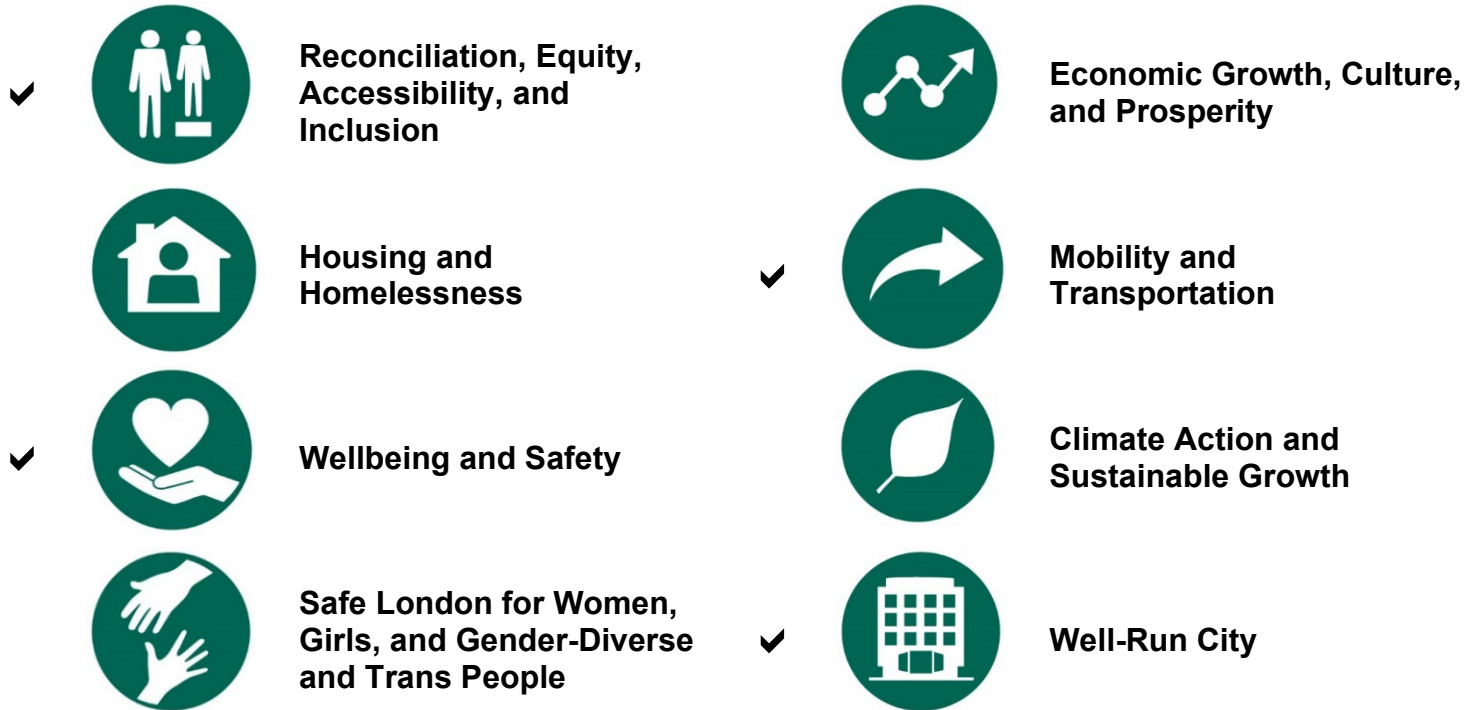
The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2024	2025	2026	2027	2024 to 2027 TOTAL
Gross Operating Expenditures	\$395	\$400	\$400	\$401	\$1,596
Other Revenues	-\$0	-\$0	-\$0	-\$0	-\$0
Net Tax Levy Supported Operating Budget	\$395	\$400	\$400	\$401	\$1,596
Total Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Full-Time Equivalents (FTE's)	1.0	1.0	1.0	1.0	N/A

Reflects 2024 to 2027 adopted City budget as of December 1, 2025.

Linkage to the 2023 to 2027 Strategic Plan

This service supports the following Strategic Areas of Focus in the 2023 to 2027 Strategic Plan:



Environmental, Socio-economic Equity and Governance (ESG) Considerations

Environmental, Socio-economic Equity and Governance Profile for this service:

Environmental:

- There is evidence that people with disabilities are significantly impacted by climate change but are not always engaged to be part of solution frames. By building accessible communities, committing to building inclusive spaces and ensuring all programming run by the City of London is accessible, we can ensure an accessible climate resilient community that is reflective of the needs of those with disabilities.

Socio-economic Equity:

- Community accessibility is critical to supporting socio-economic equity. Encouraging active and inclusive engagement in our programs encourages equity of opportunity and improved socio-economic outcomes. All City programs must be inclusive and accessible to promote inclusive and economic equity. The City has prioritized anti-racism and anti-oppression work throughout the 2023-2027 Strategic Plan including the Reconciliation, Equity, Accessibility and Inclusion Area of Focus. Building inclusive and accessible spaces will require ongoing commitment to creative change, inclusive thinking, and critical engagement in community.

Governance:

- The work of the AODA unit is now aligned with the Anti-Racism and Anti-Oppression Division which specifically aims to improve outcomes for equity-denied communities. These groups fair disproportionately worse than others and the Anti-Racism and Anti-Oppression Division supports the Corporation to identify and address these inequities by engaging equity-denied people in the Corporation and the community and implementing their feedback and recommendations. It will also be done through applying the City's Anti-Racism and Anti-Oppression Framework and Equity Tool to the work we deliver that impacts all Londoners.

The following section provides an overview of the key activities the service plans to undertake from 2024 to 2027 to implement the Corporation's 2023 to 2027 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

Service Highlights 2024 to 2027

- The Corporation strives to incorporate accessibility principles of independence, dignity, integration, and equal opportunity into each of municipal services. The AODA unit joined the Anti-Racism and Anti-Oppression Division in 2021 to ensure collaboration and engagement in all areas of equity.

- We have worked closely with community partners to build a Multi-Year Accessibility Plan to ensure that all Londoners can expect ongoing accessible employment engagement, improved physical spaces, attention to accessible mobility options, inclusive information, communication, and customer service. The focus for 2024 to 2027 will be the implementation of the recommendations in the Multi-Year Accessibility Plan so that the outcomes can be achieved.

Risks and Challenges Anticipated in 2024 to 2027

- The Corporation currently meets all existing AODA standards and now moves into a continuous improvement model, ensuring that building upgrades/changes are accessible, that new programs and services and supports for employees continue to model best practices related to accessibility and inclusion.

Other reference information and links:

- Visit the City of London's website page [2022-2026 Multi-Year Accessibility Plan](#) which outlines our next phase of changes to continue work on accessibility throughout the City of London. This document, fully endorsed by the [Accessibility Community Advisory Committee \(Link\)](#) helps us prepare for new commitments to inclusion over the next four years.
- The [Anti-Racism and Anti-Oppression Framework and Equity tool \(link\)](#) is an essential part of advancing inclusion and accessibility in City projects and spaces.

Contact:

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