

# Agenda

## Accessibility Advisory Committee

9th Meeting of the Accessibility Advisory Committee

October 25, 2018, 3:00 PM

Committee Room #4

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| <b>1. Call to Order</b>  |       |
| 1.1 Disclosures of Pecuniary Interest  |       |
| <b>2. Scheduled Items</b>  |       |
| 2.1 3:00 PM C. DeForest, Manager, Business Services – Vehicle for Hire By-law  |       |
| 2.2 3:15 PM M. Pease, Manager, Development Planning and H. McNeely, Manager, Development Services (Site Plan) - Site Plan Checklist Update       |       |
| <b>3. Consent</b>  |       |
| 3.1 8th Report of the Accessibility Advisory Committee   | 2     |
| 3.2 Municipal Council Resolution letter from its meeting held on October 16, 2018 with respect to the Community Diversity and Inclusion Strategy | 5     |
| 3.3 Notice of Planning Application - Official Plan and Zoning By-law Amendments - 2156 Highbury Avenue North                                     | 16    |
| <b>4. Sub-Committees and Working Groups</b>  |       |
| 4.1 Education and Awareness Sub-Committee Report   | 20    |
| <b>5. Items for Discussion</b>   |       |
| 5.1 City of London 2013-2017 Multi-Year Accessibility Plan – Annual Status Update – M. Stone   | 23    |
| 5.2 ACCAC Deferred Matters List – J. Madden  | 67    |
| <b>6. Deferred Matters/Additional Business</b>   |       |
| <b>7. Adjournment</b>  |       |

**Next Meeting: November 22, 2018**

# Accessibility Advisory Committee

## Report

8th Meeting of the Accessibility Advisory Committee  
September 27, 2018  
Committee Room #3

Attendance PRESENT: J. Madden (Chair), M. Cairns, L. Chappell, M. Dawthorne, A. Forrest, N. Judges, J. Menard, P. Moore and P. Quesnel and J. Bunn (Secretary)

ABSENT: J. Higgins, K. Ramer, K. Schmidt and F. Simmons

ALSO PRESENT: Mayor M. Brown; D. Baxter, G. Bridge, S. Corman, C. Da Silva, J. Hodgins, A. Macpherson, J. Raycroft, A. Spahiu, M. Stone, G. Tucker and B. Westlake-Power

The meeting was called to order at 3:00 PM.

### 1. Call to Order

#### 1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

### 2. Scheduled Items

#### 2.1 Day in a Chair

That it BE NOTED that a verbal presentation from Mayor M. Brown and A. McGaw, with respect to the Mayor's experience participating in A Day in a Chair, was received.

#### 2.2 Introduction of a New City of London Accessibility Specialist

That it BE NOTED that G. Bridge, Manager Human Resources and Corporate Services, introduced M. Stone as the new City of London Accessibility Specialist.

#### 2.3 Bus Rapid Transit – Accessibility

That it BE NOTED that the attached presentation from A. Spahiu, Environmental Service Engineer and J. Hodgins, Engineer-in-Training, as well as the Memo dated September 18, 2018, from A. Rammeloo, Manager III, Rapid Transit Implementation, with respect to an update on accessibility related to Bus Rapid Transit, was received.

#### 2.4 Election Accessibility Update

That it BE NOTED that the attached presentation and demonstration of the accessible voting machines for the 2018 Municipal Election from S. Corman, Manager, Licensing and Elections, B. Westlake-Power, Deputy City Clerk, G. Tucker, Communications & Outreach and J. Raycroft, Intern - Elections and Special Projects, were received.

### **3. Consent**

#### **3.1 7th Report of the Accessibility Advisory Committee**

That it BE NOTED that the 7th Report of the Accessibility Advisory Committee, from its meeting held on July 26, 2018, was received.

#### **3.2 Municipal Council Resolution - 7th report of the Accessibility Advisory Committee**

That it BE NOTED that the Municipal Council resolution, from its meeting held on August 28, 2018, with respect to the 7th Report of the Accessibility Advisory Committee, was received.

#### **3.3 Municipal Council Resolution - Correspondence from the Mayor M. Brown related to his meeting with the members of the Accessibility Advisory Committee**

That it BE NOTED that the Municipal Council resolution, from its meeting held on August 28, 2018, with respect to the correspondence from Mayor M. Brown regarding his meeting with members of the Accessibility Advisory Committee, was received.

#### **3.4 Notice of Completion - Commissioners Road West Realignment - Municipal Class Environmental Assessment**

That it BE NOTED that the Notice of Completion, dated September 13, 2018, from T. Koza, City of London and S. Keen, CIMA Canada Inc., with respect to the Commissioners Road West Realignment Municipal Class Environmental Assessment, was received.

#### **3.5 Notice of Planning Application - Official Plan and Zoning By-law Amendments - 900 King Street & 925 Dundas Street**

That it BE NOTED that the Notice of Planning Application, dated August 8, 2018, from M. Campbell, Planner II, with respect to Official Plan and Zoning By-law Amendments related to the properties located at 900 King Street and 925 Dundas Street, was received.

### **4. Sub-Committees and Working Groups**

#### **4.1 Built Environment Sub-Committee Report**

That it BE NOTED that the Built Environment Sub-Committee report, from its meeting held on September 17, 2018, was received.

### **5. Items for Discussion**

#### **5.1 Accessibility Advisory Committee Representatives for the Transportation Advisory Committee, Trails Advisory Group and Site Plan Review**

That the following actions be taken with respect to Accessibility Advisory Committee (ACCAC) representatives on various groups:

a) P. Moore BE APPOINTED as the ACCAC representative on the Transportation Advisory Committee;

b) the Civic Administration BE ADVISED that requests for site visits from the Trails Advisory Group should be submitted to the Chair of the

ACCAC and she will ensure that a member of ACCAC is available to attend; and,

c) the Civic Administration BE ADVISED that site plans that need reviewing should be sent to J. Madden, M. Dawthorne and J. Menard.

#### 5.2 Accessibility Advisory Committee Deferred Matters List

That it BE NOTED that the Accessibility Advisory Committee (ACCAC) held a general discussion with respect to the ACCAC Deferred Matters List, dated September 18, 2018, and the Updated Deferred Matters List, both appended to the agenda.

### 6. **Deferred Matters/Additional Business**

None.

### 7. **Confidential**

#### 7.1 Personal Matters/Identifiable Individual

That the Accessibility Advisory Committee convene in closed session with respect to the following matter:

##### 7.1. Personal Matters/Identifiable Individual

A personal matter pertaining to identifiable individuals, including municipal employees, with respect to the 2019 Mayor's New Year's Honour List.

The Accessibility Advisory Committee convened in camera from 5:30 PM to 5:40 PM with respect to the above-noted matter.

### 8. **Adjournment**

The meeting adjourned at 5:47 PM.



P.O. Box 5035  
300 Dufferin Avenue  
London, ON  
N6A 4L9

**London**  
CANADA

October 17, 2018

Chair and Members  
Community Diversity Inclusion Strategy Steering Committee  
c/o R. Wilcox

I hereby certify that the Municipal Council, at its meeting held on October 16, 2018 resolved:

That, on the recommendation of the Community Diversity and Inclusion Strategy Steering Committee, the following actions be taken with respect to an update on the Community Diversity and Inclusion Strategy (CDIS):

- a) the next steps, as outlined in the staff report dated October 10, 2018, BE ENDORSED as the process for implementing and monitoring the CDIS; it being noted that Appendix B will be revised to indicate that the Chairs of the Steering Committees will be elected by the members of the individual working groups; and,
- b) the above-noted report BE RECEIVED;

it being noted that the attached presentation from R. Wilcox, Director, Community and Economic Innovation and S. Lewkowicz, CDIS Steering Committee, with respect to this matter, was received. (2018-S15) (3.2/14/CPSC)

C. Saunders  
City Clerk  
/kmm

cc: K. Koltun, Research Intern  
Chair and Members, Accessibility Advisory Committee  
Chair and Members, Diversity, Inclusion and Anti-Oppression Advisory  
Committee

# London's Community Diversity and Inclusion Strategy

## 2018 Update

October 10, 2018

## Agenda

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1. CDIS Overview
2. 2018 Update
3. Proposed Implementation Body structure
4. Approach to CDIS strategies that affect the City of London
5. Next steps

# Community Diversity & Inclusion Strategy (CDIS)

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- Council's 2015-2019 Strategic Plan identifies a need to develop a Community Diversity & Inclusion Strategy (CDIS) as a way to build a '*diverse, inclusive and welcoming community*' by '*supporting all Londoners to feel engaged and involved in our community.*'

# Community Diversity & Inclusion Strategy (CDIS)

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- In order to develop the strategy, the City of London issued an open call in 2016 for volunteer 'Diversity and Inclusion Champions'
- 200 Londoners, reflecting a diversity of backgrounds and perspectives, stepped forward to be part of this process
- A volunteer Steering Committee comprised of representatives from Council's DIAAC and others selected through an open application process, provided oversight to this process

# Community Diversity & Inclusion Strategy (CDIS)

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- CDIS presented to CPSC on August 1, 2017 and included the following components:
  - A **Vision**
  - A **Statement of Commitment**
  - Five **Priorities**
  - **Strategies** to advance each priority
  - A section called **What We Heard**
  - A **Glossary**

## **Vision**

**London is a diverse and inclusive community that honours, welcomes, and accepts all people; where people have the power to eliminate systemic oppressions.**

# Statement of Commitment

## The City of London commits to:

- ▶ Mandating equity and exemplifying our vision of London as a diverse and inclusive community.
- ▶ Learning and honouring the unique histories and lived experiences of all peoples in our community.
- ▶ Removing systemic barriers to accessibility as experienced by our community by listening and responding to the voices of those who are marginalized.

## As Londoners, we commit to:

- ▶ Working together with the City of London towards our vision of a diverse and inclusive community.
- ▶ Modelling the community we aspire to be: respecting others, learning, acknowledging our biases, and celebrating the diversity and history of our community.
- ▶ Being passionate allies with our neighbours and fellow Londoners, and standing up for one another to ensure we live in a city where everyone belongs.

# Priorities

**1. Take concrete steps towards healing and reconciliation.**

**2. Have zero tolerance for oppression, discrimination and ignorance.**

**3. Connect and engage Londoners.**

**4. Remove accessibility barriers to services, information and spaces.**

**5. Remove barriers to employment.**

## What We Heard

During their last meeting the Community Diversity and Inclusion Champions brainstormed ways to address the needs as well as barriers and oppressions faced by specific populations within London.

When looking at all of these perspectives it is key to understand the concept of intersectionality. Intersectionality can be defined as the intersection, or crossover, of our many identities affect how each of us experience the community. These intersections occur within a context of connected systems and structures of power (e.g., laws, policies, state governments, other political and economic unions, religious institutions, and media). (Advancing Equity and Inclusion, A Guide for Municipalities) Due to the intersecting identities and the relationship with structures, many groups and individuals find themselves with little to no influence and ability to make changes to increase their power. They also risk ongoing discrimination, and tend to have fewer resources.

## What We Heard

### Indigenous, First Nations, Métis and Inuit

There are three communities located in close proximity to London, they are the Chippewas of the Thames First Nation, Munsee Delaware Nation and Oneida Nation of the Thames. Many members of these communities as well as other Indigenous peoples, Métis and Inuit have chosen to make London their home. Champions identified infrastructure, education, changing mindsets, and reconciliation as playing a role in the lives of local Indigenous peoples. A large emphasis was placed on the *Truth and Reconciliation Commission – Calls to Action* (TRC) and ways in which both the City of London and the community can work together with the local Indigenous peoples to implement the strategies. This included ideas such as:

- Establishing an implementation and accountability plan and creating ways to measure progress;
- Ensuring local Indigenous peoples lead the change within the community;
- Establishing an Indigenous relations office within the City of London, and;
- Working with the local Indigenous peoples to create health, homelessness and housing strategies geared to the needs of Indigenous peoples.

## Glossary of Terms

The following definitions are provided to assist users with the general understanding of issues related to diversity management. The definitions come from various sources, which are credited following each explanation. Language related to diversity management is complex and frequently undergoes transformation into new words, phrases, terms, concepts, and understandings. (Exert from: Halifax Regional School Board, Diversity Definitions)

These terms were devised in collaboration between community anti-oppression educators, City staff, and City of London's Diversity Inclusion and Anti-Oppression Advisory Committee noting that many terms were adopted from DIAAC's "Diversity Definitions" resource tool. We acknowledge permission of DIAAC to use the tool.

### Ableism

Attitudes in society that devalue and limit the potential of persons with disabilities. People with disabilities are assumed to be less worthy of respect and consideration, less able to contribute and take part, and of less value than other people. Ableism can be conscious or unconscious and is embedded in institutions, systems or the broader culture of a society. (Ontario Human Rights Commission)

### Accessibility

A general term for the degree of ease that something (e.g., device, service, physical environment and information) can be accessed, used and enjoyed by persons with disabilities. The term implies conscious planning, design and/or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population, by making things more usable and practical for everyone, including older people and families with small children. (Ontario Human Rights Commission)

### Accessible

Does not have obstacles for people with disabilities – something that can be easily reached or obtained; facility that can be easily entered; information that is easy to access. (Ontario Human Rights Commission)

## Accessibility for Ontarians with Disabilities Act (AODA), 2005

The purpose of the AODA is to develop, implement and enforce accessibility standards to remove barriers for Ontarians with disabilities on or before January 1, 2025 in relation to: goods, services, facilities, accommodations, employment and buildings, structures and premises. The AODA came into effect on June 4, 2005. (Ontario Human Rights Commission)

### Affirmative Action

Action designed to address the historic disadvantage that identifiable groups (e.g., women, racialized persons) have experienced by increasing their representation in employment and/or higher education. (Ontario Human Rights Commission)

### African Canadian

A Canadian of African origin or descent. (Ontario Human Rights Commission)

### Afrocentricity

Placing African ideals at the center of any analysis that involves African culture and behaviour. (Asante, Molefi. 1987. *The Afrocentric Idea.*)

### Ageism

Prejudice or discrimination against a particular age-group, especially the elderly. (Ontario Ministry of Children and Youth Services)

### Allyship

A process, and everyone has more to learn. Allyship involves a lot of listening. Sometimes, people say "doing ally work" or "acting in solidarity with" to reference the fact that "ally" is not an identity, it is an ongoing and lifelong process that involves a lot of work. (TI-College Libraries Research Guide, Allyship and Anti-Oppression: A Resource Guide)

### Alternative (alternate) Format

A method of communication that takes into account a person's disabilities. Examples include providing a text version of a website, or a large print version of a document for someone with a visual disability. (Ontario Human Rights Commission)

# Community Diversity & Inclusion Strategy (CDIS)

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- On August 22, 2017, Council resolved the following:
  - a) the Community Diversity and Inclusion Strategy, as appended to the staff report dated August 1, 2017, BE ENDORSED in principle; it being noted that this aspirational document was developed by Londoners who share City Council's interest in a more diverse and inclusive London;
  - b) the CDIS Steering Committee BE REQUESTED to report back to the Community and Protective Services Committee on a proposed structure to support implementation;
  - c) the Civic Administration BE DIRECTED to report back to the Community and Protective Services Committee regarding strategies in the CDIS which refer to, or could affect, The Corporation of the City of London; and,
  - d) a letter of thanks and acknowledgement BE PROVIDED from the Mayor, on behalf of City Council, to all Londoners who contributed to the CDIS process.

## 2018 Update

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- The past year has been focused on initiating the work of CDIS
- 74% of the strategies have been initiated by the community and the City of London
- Progress being made across all priorities, as well as a number of CDIS-wide strategies

# Proposed Implementation Body

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On August 22, 2017, Council resolved that:

‘the CDIS Steering Committee BE REQUESTED to report back to the Community and Protective Services Committee on a proposed structure to support implementation’

## Proposed Implementation Body Functions

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|              |  |
|--------------|--|
| Engagement   | The implementation body will engage the community about what is happening and opportunities to get involved. This will include both individuals and organizations. Addressing diversity and inclusion means working with the entire community every step of the way.   |
| Research     | The implementation body will use research and data to help develop work plans and make decisions about how to implement the recommendations.   |
| Planning     | The implementation body will work with the community to prioritize the recommendations and develop work plans that outline: <ul style="list-style-type: none"> <li>- How a recommendation is being implemented;</li> <li>- Who is doing it; and,</li> <li>- When it will happen.</li> </ul> Work plans should include clear goals that hold people accountable for action. |
| Coordination | The implementation body is responsible for coordinating the work of all groups working on CDIS. Bringing the community together to implement the various aspects of CDIS is one of the most important functions of the implementation body.  |
| Evaluation   | The implementation body will measure the work of CDIS using both stories and statistics. The implementation body will measure the impact the recommendations are having, as well as how well the implementation body itself is working and whether any changes are required.   |
| Reporting    | Reporting to Council and the community will happen annually as a way to share stories of progress and to engage residents and organizations in opportunities to be involved. This will include a detailed report on overall progress, evaluation, and plans for the next year.   |

# Proposed Implementation Body Structure

|                  |  |
|------------------|--|
| Membership       | Participation is open to anyone who is interested in supporting and advancing the CDIS vision: <i>London is a diverse and inclusive community that honours, welcomes and accepts all people; where people have the power to eliminate systemic oppressions.</i>  |
| Working Groups   | <p>There will be five (5) Priority Working Groups established around the priorities identified in CDIS;</p> <ol style="list-style-type: none"> <li>i. Take concrete steps towards healing and reconciliation;</li> <li>ii. Have zero tolerance for oppression, discrimination and ignorance;</li> <li>iii. Connect and engage Londoners;</li> <li>iv. Remove accessibility barriers to services, information and spaces; and,</li> <li>v. Remove barriers to employment.</li> </ol> <p>The Working Groups will champion and guide the implementation and monitoring of their respective CDIS priorities. Each Working Group will be supported by City of London staff.</p> |
| Leadership Table | <p>The CDIS Leadership Table will be made up of ten (10) members:</p> <ol style="list-style-type: none"> <li>a) Three (3) City of London Staff</li> <li>b) One chair from each of the five (5) Working Groups</li> <li>c) One (1) representative from the Diversity Inclusion, and Anti-Oppression Advisory Committee (DIAAC), and;</li> <li>d) One (1) representative from the Accessibility Advisory Committee (ACCAC).</li> </ol> <p>Other resource personnel will be invited to attend meetings as required.</p>   |
| Term             | Commitment is a minimum of two years.  |
| Compensation     | An honorarium of \$2,000 per year will be provided to the chairs of the Working Groups.  |

# Proposed Implementation Body

- Approach recognizes the critical role of community leadership, as well as the City of London's important role in CDIS
- City staff will be part of the CDIS Leadership Table and the City will provide key support to the Leadership Table and Working Groups

# Proposed Approach to Strategies that Affect the City of London

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- Nearly all of the 47 strategies outlined in the plan touch the City of London, whether directly or indirectly
- City staff will continue to assess the financial and resource implications of this work
- Based on this assessment, business case(s) will be submitted for consideration to the next Multi-Year Budget process

## Financial Impact

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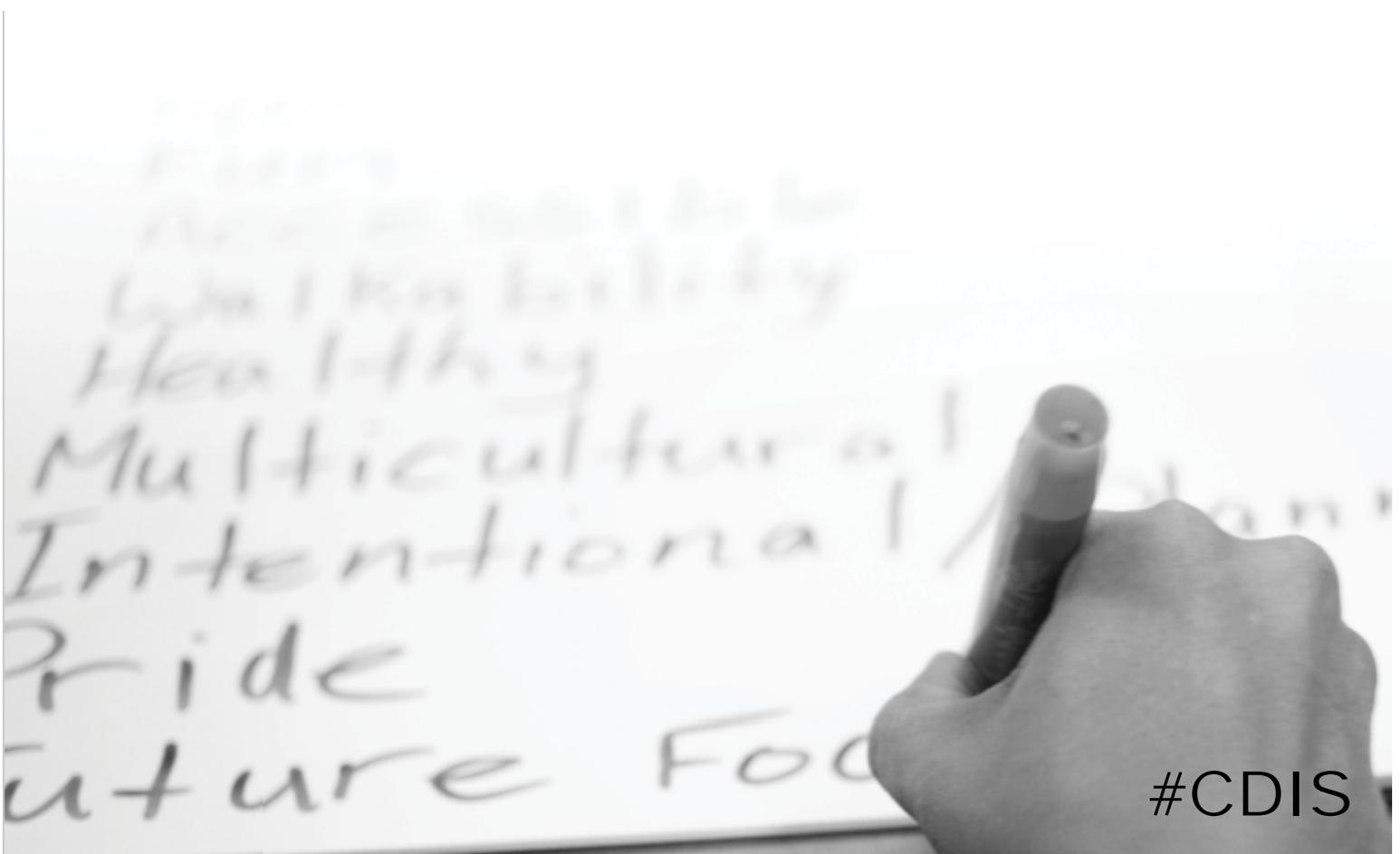
- The City of London position focused on Indigenous relations will be funded temporarily for 2 years through the Efficiency, Effectiveness and Economy Reserve
- The compensation provided to the chairs of the CDIS Working Groups can be accommodated through existing budgets
- Financial and resource requirements of the plan will continue to be monitored and a business case(s) will be brought forward to the next Multi-Year Budget process

# Next Steps

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- The community, City of London and various partners will continue to actively implement CDIS
- Work will continue to define the City of London position focused on Indigenous relations
- Pending Council approval, recruitment for the CDIS Implementation Body will begin
- City staff will continue to monitor the financial and resource implications of the work of CDIS and submit business case(s) as part of the next Multi-Year Budget process

# Thank You



# NOTICE OF PLANNING APPLICATION

## Official Plan and Zoning By-law Amendments

### 2156 Highbury Avenue North



**File: OZ-8956**

**Applicant: Chinmaya Missions (Canada)**

#### What is Proposed?

Official Plan and Zoning amendment to allow:

- A place of worship within the existing building
- Parking in the front yard
- A reduced rear yard setback of 10 metres (whereas 15 metres is required)
- A reduced side yard setback of 11 metres (whereas 15 metres is required)

## LEARN MORE & PROVIDE INPUT

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Please provide any comments by **October 16, 2018**

Catherine Lowery

[clowery@london.ca](mailto:clowery@london.ca)

519-661-CITY (2489) ext. 5074

Planning Services, City of London, 206 Dundas St., London ON N6A 1G7

File: OZ-8956

[london.ca/planapps](http://london.ca/planapps)

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You may also discuss any concerns you have with your Ward Councillor:

Councillor Mohamed Salih

[msalih@london.ca](mailto:msalih@london.ca)

519-661-CITY (2489) ext. 4003

**If you are a landlord, please post a copy of this notice where your tenants can see it.  
We want to make sure they have a chance to take part.**

# Application Details

Commonly Used Planning Terms are available at [london.ca/planapps](http://london.ca/planapps).

## Requested Amendment to the Current Official Plan

To amend policy 10.1.3 cxxv) to permit a place of worship.

## Requested Amendment to The London Plan (New Official Plan)

To amend Specific Policy Area 19 to permit a place of worship.

## Requested Zoning By-law Amendment

To change the zoning from a Residential R1 Special Provision (R1-11(16) Zone, Open Space (OS4) Zone, and Environmental Review (ER) Zone to a Residential R1 Special Provision/Holding Neighbourhood Facility Special Provision (R1-11(16)/h-18•NF2(\_\_)) Zone, Open Space (OS4) Zone, and Environmental Review (ER) Zone. Changes to the currently permitted land uses and development regulations are summarized below. The complete Zoning By-law is available at [london.ca/planapps](http://london.ca/planapps).

### Current Zoning

**Zone:** Residential R1 Special Provision (R1-11(16)) Zone, Open Space (OS4) Zone, and Environmental Review (ER) Zone.

**Permitted Uses:** Single detached dwelling, conservation lands, conservation works, golf courses, private parks, public parks, recreational golf courses, cultivation or use of land for agricultural/horticultural purposes, sportsfields, passive recreational uses, managed woodlot, and agricultural uses.

**Special Provision(s):** Permits three single detached dwellings.

### Requested Zoning

**Zone:** Residential R1 Special Provision/Holding Neighbourhood Facility Special Provision (R1-11(16)/h-18•NF2(\_\_)) Zone, Open Space (OS4) Zone, and Environmental Review (ER) Zone.

**Permitted Uses:** A place of worship within the existing building. The current range of permitted uses would continue to be permitted.

**Special Provision(s):** To permit a place of worship within the existing building, parking in the front yard, a reduced rear yard setback of 10 metres, and a reduced interior side yard setback of 11 metres. Existing permissions allowing three single detached dwellings would continue to apply to the site.

The City will also consider the use of a holding provision to ensure an archaeological assessment is undertaken prior to development of the site.

## Planning Policies

Any change to the Zoning By-law must conform to the policies of the Official Plan, London's long-range planning document. These lands are currently designated as Agriculture, Open Space, and Environmental Review with a Special Policy Area in the Official Plan, which permits a range of farming types, public and private open spaces, and three non-farm dwellings as the main uses.

The subject lands are in the Farmland and Green Space Place Types in *The London Plan* (Council-adopted but not in force and effect), permitting a range of agricultural and open space uses.

## How Can You Participate in the Planning Process?

You have received this Notice because someone has applied to change the Official Plan designation and the zoning of land located within 120 metres of a property you own, or your landlord has posted the notice of application in your building. The City reviews and makes decisions on such planning applications in accordance with the requirements of the *Planning Act*. The ways you can participate in the City's planning review and decision making process are summarized below. For more detailed information about the public process, go to the [Participating in the Planning Process](http://london.ca) page at [london.ca](http://london.ca).

### See More Information

You can review additional information and material about this application by:

- visiting Planning Services at 206 Dundas Street, 6<sup>th</sup> floor, Monday to Friday between 8:30am and 4:30pm;
- contacting the City's Planner listed on the first page of this Notice; or
- viewing the application-specific page at [london.ca/planapps](http://london.ca/planapps).

## Reply to this Notice of Application

We are inviting your comments on the requested changes at this time so that we can consider them as we review the application and prepare a report that will include Planning Services staff's recommendation to the City's Planning and Environment Committee. Planning considerations usually include such matters as land use, development intensity, and form of development.

## Attend a Future Public Participation Meeting

The Planning and Environment Committee will consider the requested Official Plan and zoning changes on a date that has not yet been scheduled. The City will send you another notice inviting you to attend this meeting, which is required by the *Planning Act*. You will also be invited to provide your comments at this public participation meeting. The Planning and Environment Committee will make a recommendation to Council, which will make its decision at a future Council meeting.

## What Are Your Legal Rights?

### Notification of Council Decision

If you wish to be notified of the decision of the City of London on the proposed official plan amendment and zoning by-law amendment, you must make a written request to the City Clerk, 300 Dufferin Ave., P.O. Box 5035, London, ON, N6A 4L9, or at [docservices@london.ca](mailto:docservices@london.ca). You will also be notified if you speak to the Planning and Environment Committee at the public meeting about this application and leave your name and address with the Secretary of the Committee.

### Right to Appeal to the Local Planning Appeal Tribunal

If a person or public body would otherwise have an ability to appeal the decision of the Council of the Corporation of the City of London to the Local Planning Appeal Tribunal but the person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the proposed official plan amendment is adopted, the person or public body is not entitled to appeal the decision.

If a person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the proposed official plan amendment is adopted, the person or public body may not be added as a party to the hearing of an appeal before the Local Planning Appeal Tribunal unless, in the opinion of the Tribunal, there are reasonable grounds to add the person or public body as a party.

If a person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the by-law is passed, the person or public body is not entitled to appeal the decision of the Council of the City of London to the Ontario Municipal Board.

If a person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the by-law is passed, the person or public body may not be added as a party to the hearing of an appeal before the Local Planning Appeal Tribunal unless, in the opinion of the Tribunal, there are reasonable grounds to do so.

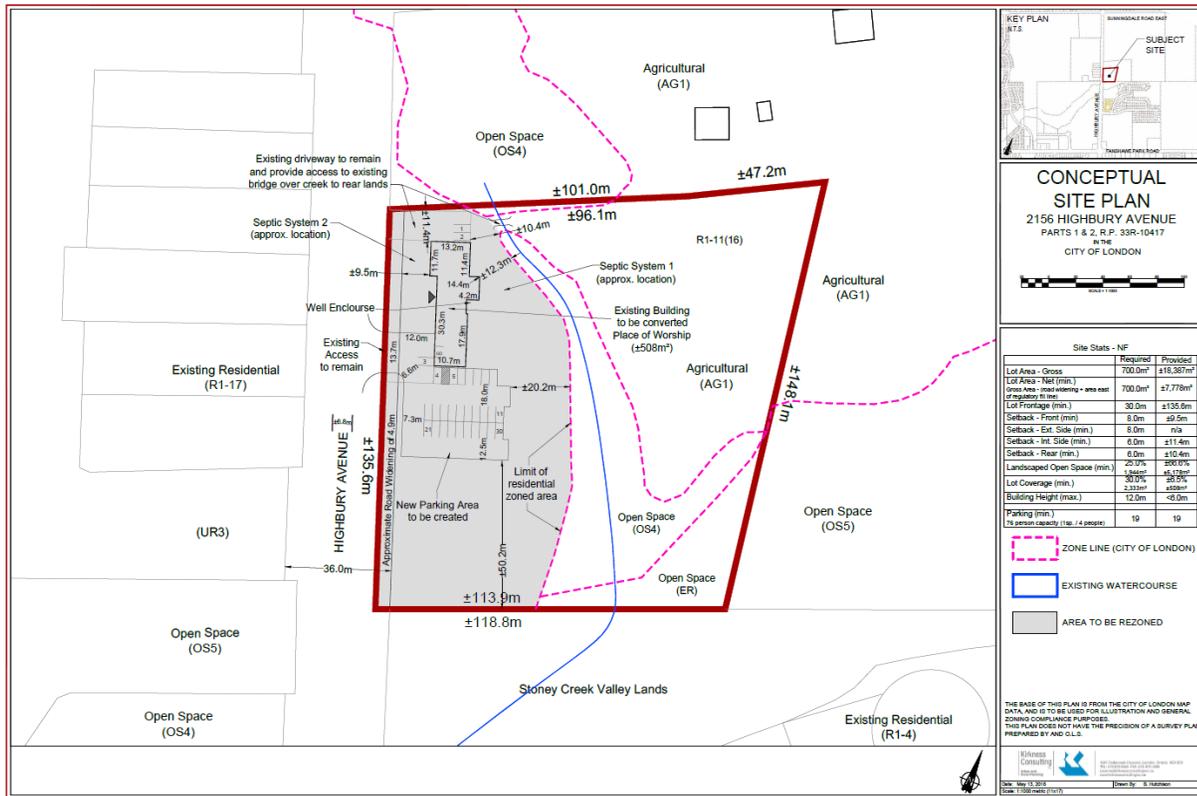
For more information go to <http://elto.gov.on.ca/tribunals/lpat/about-lpat/>.

### Notice of Collection of Personal Information

Personal information collected and recorded at the Public Participation Meeting, or through written submissions on this subject, is collected under the authority of the *Municipal Act*, 2001, as amended, and the *Planning Act*, 1990 R.S.O. 1990, c.P.13 and will be used by Members of Council and City of London staff in their consideration of this matter. The written submissions, including names and contact information and the associated reports arising from the public participation process, will be made available to the public, including publishing on the City's website. Video recordings of the Public Participation Meeting may also be posted to the City of London's website. Questions about this collection should be referred to Cathy Saunders, City Clerk, 519-661-CITY(2489) ext. 4937.

**Accessibility – Alternative accessible formats or communication supports are available upon request. Please contact [accessibility@london.ca](mailto:accessibility@london.ca) or 519-661-CITY(2489) extension 2425 for more information.**

# Site Concept



## Conceptual Site Plan

The above image represents the applicant's proposal as submitted and may change.

# Minutes from the Education and Awareness Sub-Committee

Date: Oct. 9, 2018

Time: 6 p.m.

Location: ACCAC Chair's house

## AGENDA

### 1. Review of primary asks from Open Houses and prioritizing next steps.

The sub-committee reviewed our prioritized list of accessibility requests, gleaned from our open house efforts and previously presented to CAPS. Though some steps have been taken, the desire of the committee was to ensure that momentum and attention has not been lost, identify some key next phases, and ensure consideration for key elements is included in the mandate of the incoming council. We also wanted to ensure that discussions have commenced in preparation for the next four-year budget cycle.

The committee reviewed our prioritized list of existing requests:

#### TRANSIT

- Reduction of wait time from three days to a maximum of one day
- Improvement of service call times to match call/wait/response times of that of the larger transit system
- Improve booking system to meet today's standards
- Increase of availability of accessible spaces on LTC busing or increasing paratransit rides
- Appropriate training and education of transit providers to assist in the respectful and appropriate interaction with people with disabilities, both visible and invisible.

#### EMPLOYMENT

- Removing artificial, non-job-essential requirements from all postings (CPR, driver's license, vehicle)
- Improving transit to ensure that people are able to get to interviews or jobs throughout the city
- Providing examples to the community of successfully employed PWD to provide visual representation for youth career aspirational goals
- Work with unions to remove systemic barriers to hiring people with disabilities (flexible hours, work from home, ergonomic issues, breaking up a full-time job into two part-time jobs)
- Working with community partners to improve awareness of accessible hiring best practices and tangible improvements to employment issues, including that the application process is fully accessible

## INFRASTRUCTURE

- Improve notification of construction projects, blocked passages, and road work, bus route changes. Review timing of pedestrian crossovers
- Work with heritage departments to find a human-focused solution to promote accessibility in heritage-designated buildings
- Snow removal -- change snow removal minimums and prioritize pedestrian pathways, bus access when it comes to snow removal.
- Commit to gathering areas and parks be fully accessible
- Ensure that City-funded housing programs live up to AODA compliance metrics and that accessibility is a key component in the approval of development projects, both residential and commercial. Accessibility loans.

From this we have identified the following motions:

“Be it resolved that, in order to adequately prepare for the upcoming four-year budget preparations, the accessibility advisory committee formally requests representation from the London Transit Commission’s commissioners at an upcoming ACCAC subcommittee meeting. Upon notification of attendance, ACCAC will provide a list of questions to the representative in order to provide the attendee with adequate time to prepare responses.”

“Be it resolved that the accessibility advisory committee formally request representation from the City of London’s union representative(s) at a future meeting, to discuss options for inclusion in employment, including but not limited to job sharing and flexibility that extends beyond the parameters of existing union contracts and defined job positions, in order to better facilitate hiring of people with disabilities.”

“Be it resolved that the City of London, in order to improve its notification of construction projects, blocked passages, road work, and public transit route changes, promote its reporting mechanisms to the general public and implement a public accountability measure, present on the City’s website, which allows for not only the display of reported issues, but assigns responsibility, and includes resolutions and/or projected timelines.

Be it further resolved that the City of London further mandates that every construction project has a pedestrian plan that prioritizes accessibility and notification.”

“Be it resolved the accessibility advisory committee formally requests that the City of London review its snow removal policy to reduce its mandated snow removal minimums and clearing thresholds in order to prioritize pedestrian pathways, access to bus shelters, and ensure that people with mobility challenges or requiring wheelchairs are able to navigate the city, even in inclement weather. The committee recommends reducing the threshold to the same as street level -- one inch of accumulation.

Be it further resolved that the City prioritize clearing of bus stops and accessible parking areas.

Be it further resolved that the City implement a public-awareness campaign, designed to reach out to members of the general public and local businesses, encouraging them to clear sidewalks, with an understanding that accumulation or post-clearing compacted snow and

ice poses significant barriers to accessibility. We recommend encouraging citizens to clear and salt/sand the sidewalks and entryways in their general vicinity.

**2. Next Meeting Date.**

Tuesday, Nov. 6, 2018 Location TBD  
7 p.m.

# **City of London 2013-2017 Multi- Year Accessibility Plan**

Annual Status Update Report 2017



**London**  
CANADA

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## A Message from the Accessibility Advisory Committee Chair

After a very busy 2016, the Accessibility Advisory Committee put forth another very aggressive work plan for 2017, including 28 objectives.

In my opinion, the most important goal of the 2017 Accessibility Plan, and arguably ever undertaken by ACCAC, was the series of Community Accessibility Open Houses. This series of 5 sessions was held across the city and sought feedback from the community. These sessions allowed hundreds of Londoners to have the opportunity to attend and provide feedback. We heard stories of successes across the city, but also identified many remaining barriers and concerns. These sessions were open dialogue. Nothing was considered out of bounds or off the table. These provided the most honest, open snapshot of accessibility within London, and will go on to shape the City's 2018-2021 Accessibility Plan, as well as future Work Plans for the Accessibility Advisory Committee. I'd like to personally thank all Londoners who took part, either by attending or by completing our online survey. Your involvement will help us build a better, more accessible London in the future.

Apart from the Open Houses, 26 of the remaining objectives were either completed in their entirety, or are underway, with a plan to complete throughout 2018. Many of those underway intended to be multi-year objectives.

It continues to be an honour to work with great Londoners. I look forward to continuing this work in 2018 and beyond.



Michael Dawthorne  
Accessibility Advisory Committee Chair  
City Of London



## 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 2017 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 [2013-2017 City of London Accessibility Plan](#) and where we are headed in the future.

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## 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*.

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# 2017 Accessibility Updates and Highlights

## Community Diversity and Inclusion Strategy

In January 2017, the Corporation of the City of London (“the City”) asked Londoners to step forward to help build this Community Diversity and Inclusion Strategy (CDIS). Over 200 Londoners came forward from January to March 2017 to participate in the CDIS development process and be CDIS Champions.

Londoners, Accessibility Advisory Committee members and community stakeholders were also provided with several opportunities to give input throughout each step in the process. The final vision, statement of commitment and strategies are posted on the City’s website by visiting [www.London.ca/CDIS](http://www.London.ca/CDIS) and was endorsed and approved by City Council in August 2017.

The CDIS Champions identified five major priorities:

1. Take concrete steps towards healing and reconciliation;
2. Have zero tolerance for oppression, discrimination and ignorance;
3. Connect and engage Londoners;
4. Remove accessibility barriers to services, information and spaces; and,
5. Remove barriers to employment.

The CDIS is intended to be a living document where the implementation of each strategy and the strategies themselves are reviewed and updated on regular basis. Since the CDIS strategy was developed, many projects are underway at the City and in the community that are leading the way toward making London a more inclusive City for all.



CDIS Champions collaborating to create a Vision statement for the City



Group photo of the CDIS Champions

## **Customer Service**

### **Customer Service Amenities**

Throughout 2017, 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. In 2017, the following accessible customer service amenities were purchased:

- Two inclusive ice sleds for use at Storybook Gardens skating loop during the winter months;
- Optical ZoomText software for the new Social Services office locations;
- Opened a direct Tele-typewriter (TTY) line to the Dearness Home and provided training to staff on how to communicate with customers calling in using this mode of communication. The TTY device allows people who are deaf, hard of hearing or have a speech-impairment use the telephone to communicate by allowing the users to type messages back and forth instead of talking and listening; and,
- UbiDuo communication devices for use at the Dearness Home front reception and training to staff on how to use this device for residents and visitors with hearing impairments. UbiDuo devices are face-to-face communication devices that help persons that are deaf, have a hearing impairment communicate with others. UbiDuo devices provide simultaneous communication between users with the benefit of providing a real-time conversation experience.

### **Upcoming Municipal Election Preparations**

With the municipal election coming up in the fall of 2018, work has commenced throughout 2017 to make the election process as accessible for residents as possible.

In 2017, the Elections team within the City Clerk's Office has undertaken a review of polling station accessibility by developing a new polling location checklist, created accessibility resources for potential candidates to

provide them with tips on how to run an accessible campaign, and working with ACCAC members along the way to identify and correct barriers in the voting process.



“London Votes” Election Logo

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

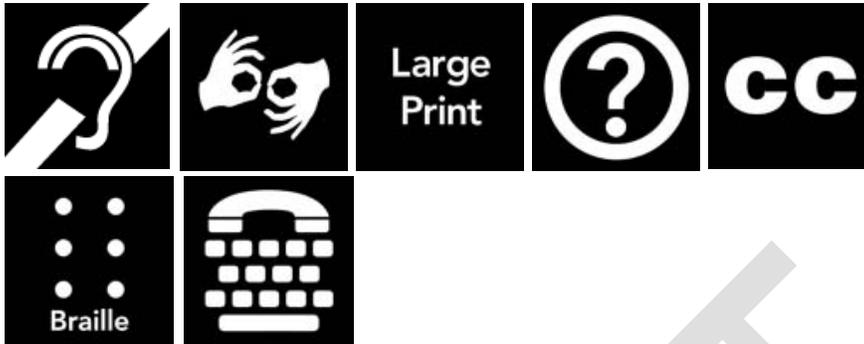
- a. Ensuring that electoral services are accessible to all voters and candidates;
- b. Identifying and eliminating barriers for persons with disabilities; and,
- c. Creating a positive and inclusive voting experience.

## **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 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 must 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](mailto:accessibility@london.ca).



## Employment

### Dolphin Disabilities Mentoring Day



In 2017, the City participated in the Dolphin Disabilities Mentoring Day (Dolphin DMD) on October 25<sup>th</sup>. [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 approximately 10 employees in various roles volunteer to be mentors in this program. Participating as an organization

and mentor had many benefits for all parties and contributed to making our workplaces more inclusive.

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**

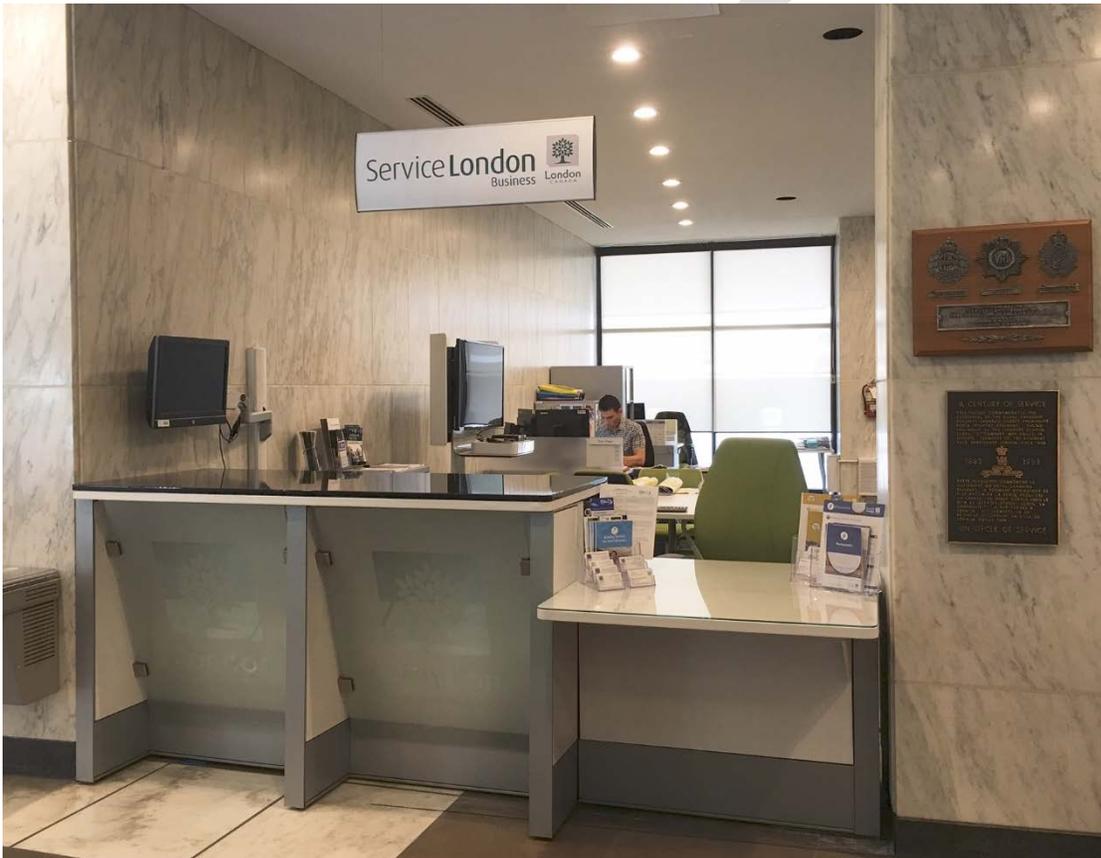
### **Accessible Service Counters**

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.

In 2017, the Accessible Service Counter Retrofit Program 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.

The following are a list of locations where service counters were updated or developed in 2017 to be accessible:

- Fanshawe Golf Course’s bar top was lowered to become accessible;
- River Road Golf Course service counter;
- Social Services East London location;
- All service counters at the new CitiPlaza offices;
- Service counter at the Social Services East London location;
- Labatt Park service counter;
- Southcrest Pool service counter; and,
- Service London Business Hub service counter.



Service London Business Hub Counter Located on the ground floor of City Hall

## 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 2017, the following are examples of City locations that were improved or renovated to provide a more accessible environment:

- Automatic door openers installed at several locations, such as Elsie Perrin Williams Estate, Storybook Gardens Junction Building, and Westmount Social Services Office;
- Harris Park Pavilion accessible pathways to the stage facilities; and,
- Lifting device in the universal change room to assist moving persons with disabilities onto the change table at the Canada Games Aquatic Centre.



Lift and adult change table at the Canada Games Aquatic Centre

## **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.

### **Southcrest Pool Upgrades**

In 2017, Southcrest Pool underwent an extensive renovation of the property and many accessibility improvements were incorporated into the new design such as:

- Universal change rooms and washrooms;
- Accessible service counter;
- Sloped 'beach entry' into the pool;
- Curb-less accessible parking zone;
- Accessible pathway system connecting the accessible parking to the pool entryway and the adjacent playground; and,
- Water wheelchair for use by all pool patrons.



Water wheelchair at the new beach-entry to Southcrest Pool



New Accessible parking and pathway system to Southcrest Pool and adjacent playground

### **Queen's Park Spray Pad Plaza**

Queen's Park is located on Dundas Street, between Ontario Street and Egerton Street and is the last piece of the original parcel established in 1879 as a public park, now the site of the Western Fair Grounds.

Work was undertaken in 2017 to fulfill components of the Queen's Park Master Plan which includes making the plaza more accessible and a pedestrian-friendly connection between amenities in the Old East Village.

Upgrades to Queen's Park include changing the entire plaza and connection to the Western Fair Confederation Building to be the same grade by removing steps and steep gradients that can be a barrier to pedestrian mobility. Included in the new plaza is the construction of a spray pad for all family members to enjoy.



Queen's Park Spray Pad



At-grade pathway system through Queen's Park to the Western Fair Confederation Building

## **Constitution Park Fieldhouse and Spray Pad**

After consulting with members of the public and the Accessibility Advisory Committee in 2016, the City constructed a new accessible field house within Constitution Park on Grenfell Drive which opened to the public in 2017. The new field house includes universally accessible and gender neutral washrooms, accessible drinking fountain and pathways with rest areas which provide a connection to the other park amenities. The project also completed an accessible on-street parking zone with a direct connection to the park pathway system.



Constitution Park Fieldhouse with gender neutral and accessible washrooms and amenities

## **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 2017, 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 at Kains Woods, Sifton Bog and Westminster Ponds ESA.



Accessible boardwalk and lookout point at the Sifton Bog  
Photo courtesy of the Upper Thames River Conservation Authority

### **Accessibility Enhancements in Parks, Recreation Facilities and Attractions**

Below are some examples of projects and initiatives that were undertaken in 2017 to enhance accessibility in parks, recreational facilities and attractions:

- Thames Valley Parkway south branch from Adelaide Street south to Pottersburg Park repaved and marked;
- New pedestrian bridge crossing over trains in Kiwanis Park was underway in 2017 connecting the north and south side of Kiwanis Park;
- Purchase of new accessible outdoor picnic tables; and,
- Harris Park Pavilion accessible pathway to the stage was developed.

Introduced in 2016, any new parks capital projects included a letter mail out to neighbourhood residents to consult them about any accessibility

amenities, needs, or improvements they'd like to see integrated into the upcoming project.

Through this process, Boyle Park, Forest View Park, River East Optimist Park and Highland Woods Park all upgraded their accessibility features as part of the overall project in 2017. Examples of the accessibility upgrades include: 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.



Forest View Park inclusive spinner and play equipment



Forest View Park playground with accessible pathways and rest areas

## **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 2017. This brings the percentage of intersections with these signals to 41% and brings the total number of APCS installations in London to 163. From 2013-2017, 107 new APCS have been installed and demonstrates the commitment to moving the yardstick forward to make our pedestrian travel more safe and inclusive.



Accessible Pedestrian Control Signals and crosswalk at an intersection

# 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 2017, the ACCAC provided advice and were involved in a number of projects including:

- Implementing 5 Open House Community Consultation events;
- Reviewing the Outdoor Events Guide;
- Introduced a Site Plan approval accessibility checklist;
- Updated the Financial Resources for Persons with Disabilities Guide;
- Provided advice throughout the Community Diversity and Inclusion strategy and Glossary development;
- 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 upcoming 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 2017, 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.

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 through the City's Operations Management Team (OMT) with the Accessibility Specialist acting as a resource to this team and all Service Areas. The OMT is comprised of lead representatives from each of the Service Areas who ensure that standards are being met, coordinate accessibility reporting, and discuss accessibility topics in their areas. This team also plans and prioritizes accessibility initiatives and reviews the status of the AODA budget periodically.

## **Accessibility Budget**

The AODA Operating Budget remained at \$378,000 for 2017. This budget is used for operational expenses and initiatives that support the implementation of the AODA, Integrated Accessibility Standards and enhance the accessibility of City services to all members of the public.

## **Conclusion**

The 2013-2017 Multi-Year Accessibility Plan identifies barriers and actions needed for the elimination of these barriers in our organization and community. In 2017, the City has taken steps toward making how we provide goods, services, facilities, and public spaces more accessible.

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 2017 Updates

| Area   | Barrier           | Action   | Timeline   |
|--|-------------------|--|--|
| <b>General Policies and Procedures</b>                             |                   |  |  |
| Accessibility Advisory Committee (ACCAC), Accessibility Specialist | Systemic Barriers | Create multi-year accessibility plan and annual status updates.  | Complete and ongoing annually. ACCAC implemented 'Open House' accessibility consultation events in 2017 to gather feedback from community members and assist in developing the next multi-year plan. |
| ACCAC, Accessibility Specialist                                    | Systemic Barriers | Develop and maintain AODA policies, procedures, practices, particularly for the new Integrated Standard. | Complete and ongoing. ACCAC participated in the review and consultation of amendments to the Integrated Accessibility Standards Policy in 2017.  |

| Area  | Barrier                                     | Action   | Timeline                            |
|---|---|--|-------------------------------------|
| ACCAC   | Systemic Barriers                           | Review City Budget with an accessibility lens.   | Ongoing.                            |
| ACCAC   | Systemic Barriers                           | Conduct an internal review of ACCAC committee, mandate, and structure to ensure it is representative of the community and meeting its mandate. | Complete and ongoing, as necessary. |
| ACCAC   | Participation                               | Create a Public Event Policy for all City meetings and public participation events.  | Ongoing.                            |
| Finance and Corporate Services: Purchasing and Supply | Inaccessible Facilities, Goods and Services | Continue to consider accessibility in procurement.   | Complete and ongoing.               |

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| Area   | Barrier                          | Action  | Timeline              |
|--|----------------------------------|---|-----------------------|
| <b>Employment</b>  |                                  |   |                       |
| Human Resources and Corporate Services:<br>Human Resources | Attitudinal Barriers             | Conduct “It Starts With Me” enhanced employee training regarding harassment and discrimination.   | Complete and ongoing. |
| Human Resources and Corporate Services:<br>Human Resources | Barriers to Employment           | Increase awareness and opportunities for persons with disabilities to gain employment with the City (e.g. attend disability related job fairs).   | Complete and ongoing. |
| Human Resources and Corporate Services:<br>Human Resources | Barriers to Inclusion and Safety | Continue to partner with the Diversity, Inclusion and Anti-Oppression Advisory Committee (DIAAC) to identify opportunities to meet the needs and protect the safety of persons with disabilities. | Complete and ongoing. |
| Human Resources and Corporate Services:<br>Human Resources | Barriers to Employment           | A City of London representative is a member of the Ability First Coalition which works with employers in the community to increase employment opportunities for persons with disabilities.        | Complete and ongoing. |

| Area   | Barrier                                      | Action  | Timeline              |
|--|--|---|-----------------------|
| Human Resources and Corporate Services:<br>Human Resources | Barriers to Employment                       | Continue to accommodate employees with disabilities.  | Complete and ongoing. |
| Human Resources and Corporate Services:<br>Human Resources | Barriers to Communication and Safety         | Provide individualized workplace emergency plans and response information to employees with disabilities. | Complete and ongoing. |
| Human Resources and Corporate Services:<br>Human Resources | Attitudinal Barriers, Barriers to Employment | Deliver Inclusive Recruitment and Selection training to hiring managers.                                  | Ongoing.              |

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| Area  | Barrier                             | Action   | Timeline   |
|---|-------------------------------------|--|--|
| <b>Information and Communication</b>                                    |                                     |  |  |
| City Manager's Office: Communications                                   | Communication Barriers              | Print City's Tele-typewriter (TTY) number on promotional materials.                                | Complete and ongoing, as appropriate.                                    |
| City Manager's Office: Communications                                   | Communication Barriers              | Notify the public about availability of alternate formats and communication supports upon request. | Complete. Information is provided on the Accessibility page of London.ca |
| City Manager's Office: Communications                                   | Communication Barriers              | Launch new website with content being brought into conformity with WCAG 2.0 Level A.               | Ongoing.   |
| All Service Areas   | Barriers to Services and Facilities | Provide notice of temporary disruptions to services and accessible elements in public spaces.      | Ongoing.   |
| Communications, Information Technology Services, ACCAC, Human Resources | Communication Barriers              | Launch Accessible document and PDF training.   | Pilot training program for accessible documents launched in 2017.        |

| Area   | Barrier                      | Action   | Timeline   |
|--|------------------------------|--|--|
| City Manager's Office:<br>Communications/ACCAC | Communication<br>Barriers    | Work with Communications to test the City's website for accessibility.   | Ongoing.   |
| Parks and Recreation                           | Barriers to<br>Participation | Update the general park database and the City's website with listing of accessible park facilities.                  | Ongoing.   |
| Parks and Recreation:<br>Aquatic Services      | Barriers to<br>Participation | Update the general aquatic website with a listing of accessible aquatic facilities and features.                     | Complete and ongoing as new facilities are added.                |
| ACCAC  | Barriers to<br>Accessibility | Continue to conduct annual Accessibility Conference.   | Complete. ACCAC conducted 5 Open House community events in 2017. |
| ACCAC  | Barriers to Inclusion        | Annually nominate a candidate for the Mayor's New Year's Honor List under the Accessibility category.                | Complete and ongoing.  |
| ACCAC  | Attitudinal Barriers         | Continue to develop and distribute pamphlets to inform the public about issues related to persons with disabilities. | Complete and ongoing.  |
| ACCAC  | Accessible Parking           | Continue to educate the public about accessible parking issues such as signage, etc.                                 | Complete and ongoing.  |

| Area   | Barrier                        | Action   | Timeline   |
|--|--------------------------------|--|--|
| <b>Design of Public Spaces</b>                                     |                                |  |  |
| Housing, Social Services and Dearness Home: Housing Services       | Barriers to Accessible Housing | Continue to provide a grant per accessible unit to contractors as incentive to build accessible units in affordable housing projects.                | Complete and ongoing annually.   |
| Housing, Social Services and Dearness Home: Housing Services/ACCAC | Barriers to Accessible Housing | Create a more extensive checklist of existing social housing units to ensure applicant households are aware of the level of modifications available. | Ongoing. The Housing Division has developed a process to provide information for those that have identified the need for an accessible unit to an inventory of available units related to their Housing Selection. |
| Housing, Social Services and Dearness Home: Housing Services       | Barriers to Accessible Housing | Continue to encourage more affordable units to be available through the City's new affordable housing programs.                                      | Ongoing.   |

| Area   | Barrier                        | Action   | Timeline  |
|--|--------------------------------|--|---|
| Housing, Social Services and Dearness Home: Housing Services | Barriers to Accessible Housing | Continue to provide and promote use of FADS to developers operating in affordable housing programs with City grants/funding. Include FADS standards in future proposal calls for the City's affordable and social housing initiatives. | Complete and ongoing.   |
| Housing, Social Services and Dearness Home: Housing Services | Barriers to Accessible Housing | Continue to deliver the Ontario Renovates program to assist seniors and persons with disabilities in accessing funds to address minor renovations and support their continued affordable and stable housing.                           | Complete and ongoing program delivery and promotion.                            |
| ACCAC  | Barriers to Accessible Housing | Develop a summary of standards to assist landlords and property owners.  | Complete.   |
| ACCAC  | Inaccessible Facilities        | Continue to participate in the development of the Access Guide Canada Project of the Canadian Abilities Foundation for the review of facilities.   | Individual members on ACCAC are open to providing feedback on an ongoing basis. |

| Area   | Barrier                 | Action  | Timeline   |
|--|-------------------------|---|--|
| Finance and Corporate Services: Facilities/ACCAC | Inaccessible Facilities | Update City facilities based on the Facilities 10 Year Lifecycle Renewal Program for accessibility upgrades.  | Complete and ongoing.  |
| Finance and Corporate Services: Facilities       | Inaccessible Facilities | Implement 'quick fix' accessibility upgrades issued through work orders.                                      | Complete and ongoing.  |
| Finance and Corporate Services: Facilities       | Inaccessible Facilities | Barrier free upgrades to East Lions Pool and South London Community Pool.                                     | South London Community Pool is complete. East Lions Pool has been demolished and plans to be reconstructed into an accessibility facility opening in 2019. |
| Finance and Corporate Services: Facilities       | Inaccessible Facilities | Consult ACCAC on annual review of FADS or when changes occur to the document that require ACCAC consultation. | Ongoing with the next consultation anticipated in 2018.  |
| Finance and Corporate Services: Facilities       | Inaccessible Facilities | Update database on City website of Accessible Facilities.   | Information regarding specific facility accessibility can be found on London.ca.   |

| <b>Area</b>                                | <b>Barrier</b>          | <b>Action</b>  | <b>Timeline</b>       |
|--|-------------------------|--|-----------------------|
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Apply FADS to all current and future City of London new and/or renovated facilities.   | Complete and ongoing. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Following budget approval, provide a list of approved capital projects to ACCAC.   | Ongoing.              |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Continue to disseminate FADS to other municipalities, architects, contractors, and students. Maintain a record of those requesting its use/adoption. | Ongoing.              |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Use the Facilities 10 Year Lifecycle Renewal Program to assess and set priorities for retrofitting. Continue Service Counter Retrofit Program.       | Complete and ongoing. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Barrier free upgrades to Carling Arena.  | Complete.             |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Install door operators in Council Chambers in the public gallery.  | Complete.             |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Barrier free upgrades at No. 1 Fire Station entrance and washrooms.  | Complete.             |

| Area   | Barrier                  | Action   | Timeline   |
|--|--------------------------|--|--|
| Finance and Corporate Services: Facilities                 | Inaccessible Facilities  | Accessibility upgrades to public area counters and circulation at POA building.                            | Complete.  |
| Planning Services: Environmental and Parks Planning /ACCAC | Inaccessible Play Spaces | Develop an Accessibility Guide for playgrounds and outdoor recreation.                                     | Ongoing.   |
| Planning Services: Environmental and Parks Planning        | Inaccessible Play Spaces | Provide one play structure per year with a variety of accessible features in one of the 22 district parks. | Extensive planning and accessibility consultation of the Bostwick Community Centre and East Community Centre district parks took place in 2017. These projects are anticipated to open to the public from 2018 to 2019 |
| Planning Services: Environmental and Parks Planning        | Environmental Barriers   | Continue to develop accessible pathway systems in all City parks.  | Complete and ongoing as new pathways are   |

| Area  | Barrier                    | Action   | Timeline   |
|---|----------------------------|--|--|
|   |                            |  | implemented or redeveloped.                                      |
| Parks and Recreation:<br>Storybook Gardens                    | Inaccessible Public Spaces | Upgrade spray pads with accessibility as a key design feature.   | Complete.  |
| Planning Services:<br>Environmental and Parks Planning        | Inaccessible Public Spaces | Spray Pad Development Plan.  | Complete and ongoing as spray pads are designed and implemented. |
| Planning Services:<br>Environmental and Parks Planning/ACCAC  | Inaccessible Public Spaces | Audit existing parks for accessibility.  | Ongoing.   |
| Development and Compliance Services:<br>Parking and Licensing | Inaccessible Parking       | Continue to provide 2-hour free parking to persons with accessible parking permits in Off-Street Municipal Parking Lot and free parking On-Street meters for the time permitted by applicable meter. | Complete and ongoing.  |
| Environmental and Engineering Services /ACCAC                 | Barriers to Pedestrians    | Continue dialogue regarding temporary sidewalks during construction, the timing of pedestrian signals, snow removal practices, and other pedestrian concerns.  | Ongoing.   |
| Environmental and Engineering Services:                       | Barriers to Pedestrians    | Develop a retrofitting priority system for implementation of Accessible  | Complete and ongoing. In 2017, 17 Accessible                     |

| Area  | Barrier                   | Action   | Timeline  |
|---|---------------------------|--|---|
| Roadway Lighting and Traffic Control/ACCAC  |                           | Pedestrian Control Signals and curb cuts.  | Pedestrian Control Signals were constructed.  |
| Human Resources and Corporate Services: Accessibility Specialist  | Barriers to Public Spaces | Review and amend Integrated Accessibility Standards Policy to include process for the maintenance of accessible elements in public spaces. | Complete.   |
| Facilities, Parks and Recreation, Development and Compliance Services, Environmental and Engineering Services, Planning Services, ACCAC | Barriers to Public Spaces | Continue to implement the new Public Spaces Standards.   | Complete and ongoing as new projects are implemented or existing infrastructure is redeveloped. |

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| Area  | Barrier                          | Action   | Timeline   |
|---|----------------------------------|--|--|
| <b>Customer Service</b>                                 |                                  |  |  |
| Legal and Corporate Services: City Clerks Office/ ACCAC | Municipal Election Accessibility | Work to make elections more accessible for both voters and volunteers. | Ongoing. In 2017, the Accessible Elections Plan was developed for the upcoming municipal election. |
| Human Resources and Corporate Services: Human Resources | Attitudinal Barriers             | Continue to conduct training on the Integrated Standards.              | Complete and ongoing.  |



| Area  | Barrier  | Action  | Timeline              |
|---|--|---|-----------------------|
| <b>Community Programs and Services</b>                      |  |   |                       |
| Neighbourhood, Children, and Fire Services: Area Recreation | Attitudinal Barriers                             | Provide training on inclusion to organizations that run children/youth camp programs. | Complete and ongoing. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Lack of equipment for children with disabilities | Invest in additional games equipment for summer programs.                             | Complete.             |
| Neighbourhood, Children, and Fire Services: Area Recreation | Attitudinal Barriers                             | Train summer camp and playground staff in inclusion principles and applications.      | Complete and ongoing. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Attitudinal Barriers                             | Sensitivity/inclusion training for Spectrum program instructors.                      | Complete and ongoing. |

| Area  | Barrier                   | Action   | Timeline  |
|---|---------------------------|--|---|
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | City to directly provide a summer camp program for persons with disabilities.                                      | Complete and ongoing.   |
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | Monitor self-reported special needs of program participants in CLASS system (alerts instructors of special needs). | Complete and ongoing.   |
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | Provide accessible transportation options for summer program excursions.   | Complete and ongoing.   |
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | Offer wheelchair tennis in collaboration with community partners.  | Complete and ongoing. Wheelchair tennis was introduced in 2017 in partnership with the Ontario Wheelchair Sports Association at North London Optimist London. |
| Neighbourhood, Children, and Fire                           | Barriers to Participation | Make recreation centers available to community agencies which provide  | Ongoing.  |

| Area   | Barrier                   | Action  | Timeline  |
|--|---------------------------|---|---|
| Services: Area Recreation  |                           | education, support, and advocacy for persons with disabilities.   |   |
| Neighbourhood, Children, and Fire Services: Area Recreation                    | Barriers to Participation | Hire 2 summer “Inclusion Coordinator” positions each year.  | Completed. 3 Inclusion Coordinators were hired. Ongoing annually.   |
| Neighbourhood, Children, and Fire Services: Area Recreation                    | Barriers to Participation | Implement TRACKS (peer mediated supports for children with special needs) program in camps; introduce TRACKS to Fall/Winter/Spring programs.  | Complete and ongoing.   |
| Neighbourhood, Children, and Fire Services: Community Partnerships and Funding | Barriers to Participation | A number of raised, portable garden beds have been built that are available upon request and can be installed as needed in community garden sites accessed by gardeners requiring them. | Ongoing. In 2017, two requests for raised beds were fulfilled and two permanent accessible beds were installed. |
| Neighbourhood, Children, and Fire Services: Area Recreation                    | Attitudinal Barriers      | All casual staff in programs and community centers were trained on the Integrated Accessibility Standards with a refresher on the Human Rights Code in 2014.                            | Complete and ongoing.   |

| Area  | Barrier                   | Action  | Timeline  |
|---|---------------------------|---|---|
| Parks and Recreation:<br>Aquatic Services   | Barriers to Participation | Summer staff trained in inclusion of children with disabilities, use of lifts.  | Complete and ongoing.   |
| Parks and Recreation:<br>Aquatic Services   | Barriers to Participation | Continue integrated swim program which was initiated in 2006 in partnership with the Thames Valley Children's Centre.   | Complete and ongoing in partnership with Thames Valley Children's Centre.   |
| Housing, Social Services and Dearness Home:<br>Housing Services and Social Services | Systemic Barriers         | Continue to include the needs of persons with disabilities in the Ontario Works Service Plan and include housing with supports for persons with disabilities in the Homeless Prevention and Housing Plan. | Complete and ongoing. Service Plan speaks to expanding and strengthening access to employment services for Ontario Disability Support Program (ODSP) clients and people with disabilities in the community. |
| Housing, Social Services and Dearness Home:<br>Social Services                      | Barriers to Employment    | Continue to assist Ontario Works participants with employment barriers, including disabilities through: Individualized Case Management, LEADS wraparound planning and                                     | Complete and Ongoing. Continually exploring opportunities to provide supports to reduce employment barriers.  |

| Area  | Barrier                | Action   | Timeline   |
|---|------------------------|--|--|
|   |                        | employment supports, and supports by partner agencies.   |  |
| Housing, Social Services and Dearness Home: Social Services | Communication Barriers | Review protocols and practices regarding the Tele-typewriter (TTY) machine to ensure clients and staff are maximizing its use at Market Tower and Northland Mall Social Services sites. Continue with this initiative at the South London Community Centre Social Services site. | Complete.  |
| Housing, Social Services and Dearness Home: Social Services | Systemic Barriers      | Conduct a pilot initiative to assist Ontario Works clients with complex mental health disabilities to access services, supports and benefits in the community.   | Complete and ongoing. Focused ODSP Caseworker fully implemented in two areas of the City with a caseworker addressing each half of the city this year. |
| Housing, Social Services and Dearness Home: Social Services | Attitudinal Barriers   | Partner with community agencies and organizations to raise awareness and understanding of the needs of persons with disabilities.  | Complete and ongoing. Training has been provided for staff in partnership with Canadian Mental Health Association                                      |

| Area   | Barrier                | Action  | Timeline   |
|--|------------------------|---|--|
|  |                        |   | (CMHA) pertaining to mental health and associated strategies, services and supports available. |
| Housing, Social Services and Dearness Home:<br>Social Services | Communication Barriers | Implemented communication devices at Market Tower and at Northland Mall Social Services locations to facilitate staff-client communication when a sign language interpreter may not be available.   | Complete. All sites have UbiDuo communication devices.   |
| Housing, Social Services and Dearness Home:<br>Social Services | Barriers to Employment | Installed software on computers in Ontario Works Employment Resource Centers at Market Tower and Northland mall to enhance visual size and appearance on computer screens to enhance job searching. | Complete. All sites have software installed.   |

|                       | <b>Subject</b>  | <b>Request Date</b>  | <b>Requested/Expected Reply date</b>                     | <b>Person Responsible</b>                           | <b>Status</b>      |
|-----------------------|---|--|--|---|--------------------|
|                       | Site plan checklist update  | Was supposed to report June 2018                               | Deferred again to October 2018                           | Michael Pease                                       |                    |
| Sept 2018<br>Item 3.2 | Outdoor Event Guide   | CPSC referred back to staff at Aug 2018 mtg                    | Early 2019 (prior to outdoor event season)               | Michael Cairns                                      |                    |
| Sept 2018<br>Item 3.2 | Parks and Rec Master Plan   | Provided feedback at BE Subcom                                 | Present master plan when completed                       | Michael Cairns                                      |                    |
|                       | Community Gardens—Kiwanis still requires water<br>--upgrades to 4 gardens fall 2018 | Updated July 2018 BE Sub-committee                             | Update Nov 2018  | Vanessa Kinsley<br>Jackie Madden                    |                    |
|                       | Open Houses Action Items:<br>--paratransit<br>--employment<br>--infrastructure      | CPSC meeting June 2018<br>Mayor meeting June 2018              | Develop plans at subcommittee and present to new council | -Penny Moore and Ashton (paratransit)<br>Jay Menard |                    |
| Sept 2018<br>Item 3.3 | Statement at Council and Committee Meetings   | CPSC April 2018<br>CPSC June 2018<br>Mayor's meeting June 2018 | Immediate  |   | Monitor compliance |
| July 2018<br>Item 5.2 | London Committee of Adjustment  | July 2018 requested delegation from LCA to come to ACCAC       | Scheduled for Sept 2018<br>Re-scheduled for Oct 2018     |   |                    |

|                       |   |  |  |   |  |
|-----------------------|---|--|--|---|--|
|                       | Create “past-chair” non-voting position on ACCAC                                      | Mayor’s meeting June 2018                            | --30-day action list                                   |   |  |
|                       | Actively recruit for ACCAC voting and non-voting positions                            | Mayor’s meeting June 2018                            | --30-day action list                                   |   |  |
| Sept 2018<br>Item 3.3 | CPSC to create deferred matters list so motions can be followed through to completion | CPSC meeting April 2018<br>Mayor’s meeting June 2018 | --immediate action was expected?                       | Viginia Ridley made the motion<br>--Mayor request made Aug 2018       |  |
|                       | Paths of travel during construction   | -long-standing item                                  |  | Ashton Forrest<br>B. Nourse,<br>Environmental<br>Services<br>Engineer |  |
| July 2018<br>Item 5.1 | Storybook Gardens wristbands  | Presented to ACCAC July 2018                         | --ACCAC to be consulted through implementation process | C. DaSilva presented  |  |
| Jan 2018<br>Item II-4 | Signage—blind/deaf child signs as well as other potential signage                     | S. Maguire presented to ACCAC Jan. 2018              | --referred to policy sub-committee Jan 2018            | Michael Cairns  |  |
|                       | BRT station accessibility plan  | March 2018 ACCAC meeting                             | --ongoing throughout BRT planning                      | Kash Husain   |  |

|  |                      |   |   |   |  |
|--|----------------------|---|---|---|--|
|  | FADS update          | Long-standing item  |   | Michael Dawthorne                                   |  |
|  | Accessible taxi data | Info requested Aug 2016, May 2018 and at Mayor's mtg June 2018<br>Received data Aug 16,2018 via email | --scheduled for Sept 2018 mtg but cancelled and re-scheduled for Oct 2018 | Orest Katolyk<br><br>--transportation sub-committee |  |