

# **Agenda Including Addeds**

## **Accessibility Advisory Committee**

10th Meeting of the Accessibility Advisory Committee

November 29, 2018, 3:00 PM

Committee Room #4

The City of London is committed to making every effort to provide alternate formats and communication supports for Council, Standing or Advisory Committee meetings and information, upon request. To make a request for any City service, please contact [accessibility@london.ca](mailto:accessibility@london.ca) or 519-661-2489 ext. 2425.

	Pages
<b>1. Call to Order</b>	
1.1 Disclosures of Pecuniary Interest	
<b>2. Scheduled Items</b>	
2.1 3:00 PM Rosanna Wilcox, Director, Community and Economic Innovation and Shawna Lewkowitz – Community Diversity and Inclusion Strategy (CDIS) Update	3
2.2 3:15 PM Gary Bridge, Manager III, Human Resources and Corporate Services – Facility Accessibility Design Standards/Corporate Accessibility Design	
2.3 3:30 PM Donna Baxter, Manager, Policy and Planning Support – Autism Spectrum Disorder	
<b>3. Consent</b>	
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6.1	Deferred Matters List	115
<b>7.</b>	<b>Adjournment</b>	



**London**  
CANADA

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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

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE OCTOBER 10, 2018
FROM:	ROSANNA WILCOX DIRECTOR, COMMUNITY AND ECONOMIC INNOVATION
SUBJECT:	COMMUNITY DIVERSITY AND INCLUSION STRATEGY (CDIS) UPDATE

RECOMMENDATION

That, on the recommendation of Community Diversity and Inclusion Strategy Steering Committee, the following actions be taken:

- a) the report dated October 10, 2018, and entitled “Community Diversity and Inclusion (CDIS) Update” **BE RECEIVED** for information, and;
- b) the next steps as outlined in this report noted in a) above, **BE ENDORSED** as the process for implementing and monitoring the Community Diversity and Inclusion Strategy.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- “Workplace and Community Diversity and Inclusion Update,” Corporate Services Committee, February 16, 2016
- “Community Diversity and Inclusion Strategy Update,” Community and Protective Services Committee, November 15, 2016
- “Community Diversity and Inclusion (CDIS) Update”, Community and Protective Services Committee, March 28, 2017
- “Community Diversity and Inclusion Strategy (CDIS)”, Community and Protective Services Committee, August 1, 2017

BACKGROUND

London City Council identified diversity and inclusion as priorities in the *2015-2019 Strategic Plan*, including the development of a ‘Community Diversity and Inclusion Strategy’ during this term of Council. In November 2016, Council approved a proposed process to develop this strategy, and directed Administration to proceed:

*That, on the recommendation of the City Manager, Civic Administration BE DIRECTED to proceed with developing a Community Diversity and Inclusion Strategy in accordance with the approach outlined in this report.*

In order to develop this strategy, the City of London issued a call for volunteer ‘Diversity and Inclusion Champions.’ 200 Londoners, reflecting a diversity of backgrounds and perspectives, stepped forward to be part of this process. As well, a volunteer Steering Committee comprised of representatives from Council’s Diversity, Inclusion and Anti-Oppression Advisory Committee (DIAAC) and others selected through the open application process, provided oversight to the process.

The Community Diversity and Inclusion Strategy was presented to the Community and Protective Services Committee on August 1, 2017, and included a number of important components:

1. A **Vision**
2. A **Statement of Commitment**

3. **Five Priorities:**
  - a. Take concrete steps towards healing and reconciliation
  - b. Have zero tolerance for oppression, discrimination and ignorance
  - c. Connect and engage Londoners
  - d. Remove accessibility barriers to services, information and spaces
  - e. Remove barriers to employment
4. **Strategies**, to advance each priority
5. A section called **What We Heard** which captures additional insights received from groups and perspectives through the CDIS process
6. A **Glossary**, formerly developed by DIACC and updated through the CDIS process

On August 22, 2017, Council endorsed the Community Diversity and Inclusion Strategy and 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.*

The purpose of this report is to:

- Highlight the progress being made towards the priorities outlined in the Community Diversity and Inclusion Strategy (CDIS) thus far; and,
- Provide an overview of the next steps associated with the CDIS, including a proposed structure to support implementation, as well as an approach to the CDIS strategies that affect the City of London.

**DISCUSSION**

**Community Diversity and Inclusion Strategy: Year One Progress**

The CDIS is a community strategy that outlines 47 recommendations, both short and long term, and reflects a collective effort and interest in building a more inclusive city. Diversity and inclusion are complex, challenging, ever-changing and often highly personal topics. The CDIS does not pretend to reflect every perspective, or include every possible action that the London community could and should take to become more inclusive. Some of the strategies in the CDIS will be easier to implement than others, as some are specific initiatives while others may never be “complete” but instead will require ongoing effort from the entire community.

Following is a summary of the highlights of the progress made in the first year of implementation. To date, 74% of the strategies noted in the CDIS have been initiated. Please refer to [Appendix A](#) for further details on the progress made.

Priority 1 - Take concrete steps towards healing and reconciliation

*1.1 Establish an Indigenous relations office within the City.*

- Funding has been identified for a position focused on Indigenous relations within the City of London. Work is currently underway to define the responsibilities and functional requirements of this role.

*1.6 Work with local Indigenous peoples to develop a unified Indigenous health strategy, including consideration of Indigenous social determinants of health:*

- The Journey Together planning table of Indigenous community organizations is planning for the development and construction of an Indigenous-led Child Care and Child & Family Centre. Funding for this project comes from the Province of Ontario and the Government of Canada.
- Western University launched the Indigenous Mentorship Network Partnership of Ontario which focuses on having more Indigenous people conducting research on health and social issues affecting Indigenous peoples.
- The Community Mental Health and Addictions Strategy, endorsed by Council in December 2017, identified the need to develop an Indigenous-specific mental health and addictions strategy.

Priority 2 - Have zero tolerance for oppression, discrimination and ignorance

*2.5 Require educators, social service and health practitioners to complete training on Indigenous cultures:*

- The Southwest Ontario Aboriginal Health Access Centre provides the Ontario Indigenous Cultural Safety Program which is available to all health practitioners.
- Introduction and application of Intercultural Competency Training for the City of London was launched in 2017. All staff will be provided with training over the next several years. The component on Indigenous communities will be launched in 2018.
- In partnership with the Child and Youth Network, the Southwest Ontario Aboriginal Health Access Centre, through their Indigenous Cultural Safety Program, will lead three workshops entitled: “Getting to the Roots of Tolerance” in 2018. These workshops focus on understanding the connection between attitudes and behaviours and a greater appreciation for the ways that this can play out differently in relationships with Indigenous clientele. Research has shown that true system changes occur when there is support for change at a systemic level and individuals who are in leadership roles within organizations are participating.
- The Child and Youth Network (CYN) has purchased spots to support CYN community organizations to take the core training offered by the Ontario Indigenous Cultural Safety Program in 2018.

*2.9 Make community training on sexual harassment, sexual assault, safety, trans health and HIV more readily accessible:*

- Anova provides regular training on sexual harassment, sexual violence and prevention, disclosure, LGBTQ issues (including trans health), and trans inclusion.
- The Regional HIV/Aids connection provides training on HIV risks, social determinants of health for the GBMSMT2S (Gay; Bisexual; Men who have Sex with Men; Transgender; and Two-Spirit men), syndemics, and creating safe/welcoming spaces for GBMSMT2S men.
- The Middlesex London Health Unit provides training on LGBT2Q+ inclusion and about LGBT2Q+ sexual health.

*2.12 Encourage local media and community figures to promote inclusive messages and to address barriers and oppressions within London:*

- In December 2017, the London & Middlesex Local Immigration Partnership launched an anti-racism campaign called *All are Welcome Here*. Through this campaign Londoners were able to either display a lawn sign or a sticker with the hashtags #allarewelcomehere & #tousontlesbienvenusici written on it.
- In February 2018, the London & Middlesex Local Immigration Partnership launched the 1000 Acts of Welcome Campaign (#1000actsofwelcome & #1000actesdebienvenue). This campaign focuses on making sure that immigrants feel welcome, included and respected in London.

### Priority 3 - Connect and engage Londoners

*3.3 Recognize and celebrate Londoners, organizations and businesses that promote and undertake diversity, inclusion and anti-oppression activities:*

- Through the Diversity, Race Relations & Inclusivity Award, the Diversity, Inclusion, and Anti-Oppression Advisory Committee recognizes residents, businesses, and organizations who contribute to making London a welcoming and inclusive community.
- Each year the Mayor's New Year's honours list recognizes a person in the categories of Accessibility and Diversity and Race Relations.

*3.5 Increase participation of Londoners from non-dominant groups on the City of London Advisory Committees, Boards and Commissions:*

- The City of London, in partnership with Women & Politics, took part in the Federation of Canadian Municipalities (FCM) initiative, Diverse Voices for Change (DV4C). Throughout 2017 and 2018 a number of projects were undertaken in order to understand the current composition of City of London Advisory Committees, Boards and Commissions and what actions should be undertaken in order to meet London's objective: *"to increase the representation of women, particularly women from diverse backgrounds, on City of London advisory committees and the governance bodies of City of London agencies, boards and commissions."*

### Priority 4 - Remove accessibility barriers to services, information and spaces

*4.3 Ensure that all current and future transportation options are reviewed by, and easily available and accessible to, seniors, persons with disabilities, and newcomers:*

- Accessibility Advisory Committee members are part of the Transportation Advisory Committee.
- London Transit Commission has an Advisory Committee for Accessibility.
- The Age Friendly London Network Transportation Group is working on the following actions related to the accessibility of transportation:

Strategy #4: improve accessibility of public transit

- Develop a tool for neighbourhood groups and residents to conduct audits of bus stops to ensure shelters and benches are available in safe and accessible locations.
- Advocate for more bus stops closer to locations where older adults live and to places where older adults visit and gather to improve social participation and access to necessities of daily life.
- Review transit travel information systems by improving and adding on-board visual aids and audio notifications and by enhancing displays at bus stops.

Strategy #5: Improve transportation options for older adults across the city

- Research affordable transportation options to ensure older adults are able to travel to destinations across the city.
- Advocate for a review of para-transit to increase the availability and reliability of options.
- Explore the need to increase the capacity of volunteer transportation organizations.

Strategy #6: Enhance access to transportation information

- Promote existing age friendly transportation resources and make them available in multiple languages.
- Provide customer service information in multiple languages to ensure all older adults can access information.

*4.7 Encourage businesses and organizations to have non-gender specific washrooms:*

- The City of London is developing a Gender Identity and Expressions Policy which recommends for non-gendered washrooms and change rooms to be built in new City facilities and during retrofits to existing buildings. For example, the new Bostwick Community Centre, YMCA and Library is designed to include gender non-specific

washrooms and change rooms.

#### Priority 5 - Remove barriers to employment

*5.1 Implement metrics and regular opportunities to measure diversity and inclusion within the community, ensuring the workforce and local leadership are reflective of the community.*

- The City of London conducts a regular diversity census of all of its employees. The data from this census guides future initiatives within the organization.
- In early 2017, the City of London conducted its first Diversity Census of all City of London Advisory Committees, Boards of Commissions. This census provided staff with the current composition of these bodies and gaps to be addressed in the future.
- Pillar Nonprofit Network leads the DiverseCity onBoard program which “offers board matching as well as governance training to ensure that qualified candidates from visible minority and under-represented groups are not excluded from positions of decision-making, and influence”.
- London Police Service is conducting a voluntary Employee Diversity Survey to gather information on the London Police Service demographic profile. The results in comparison to the previous survey will enable London Police Service to measure progress towards better reflecting the diverse community they serve.

*5.4 Promote equity within policy, practices and strategies in businesses, non-profit, public, and labour organizations:*

- All Council Policies have been reviewed through the Gender Equity Lens. Additionally, the City of London is in the process of developing an Equity and Inclusion Lens.

*5.9 Support employers and community members in learning how to assist newcomers with their integration*

- *Choose London – Innovative, Vibrant and Global: London’s Newcomer Strategy* is a community-driven strategy, led by the City of London. This strategy identifies three strategic priorities: Enhance Awareness, Facilitate Access and Active Engagement.

#### CDIS-Wide Actions

##### *TD Employee Diversity & Inclusion Committee*

The City of London is collaborating with the TD Employee Diversity & Inclusion Committee in order to share information, resources, and community engagement opportunities related to diversity and inclusion. This includes bi-monthly meetings to share progress and discuss future opportunities for collaboration.

##### *Centre for Research on Health Equity and Social Inclusion (CHRESI) & Western University*

The City of London is working with Western University (Community Engaged Learning, Community Psychology) and CHRESI to advance various aspects of the CDIS. The following 2 projects will be undertaken during the 2018/2019 term:

*Project 1: Measuring the impact of London’s Community Diversity and Inclusion Strategy (CDIS):* This project is focused on gathering qualitative and quantitative data in order to develop an assessment tool to measure the impact of CDIS in the community.

*Project 2: Campaign modelled after Edmonton’s #MakItAwkward:* This project will see students undertake research related to social media campaigns and the methodology and impact of these as they relate to diversity and inclusion. Students will also review best practices relating to messaging and how to bring people around a common cause.

##### *Community of Practice*

A Diversity, Equity and Inclusion Community of Practice was initiated by the City of London, City of Kingston, City of Cambridge and Evergreen. This involves the sharing of expertise, best practices, etc. Membership now includes 23 municipal and post-secondary institutions from across Ontario.



**Proposed Structure to Support the Implementation of CDIS**

The CDIS outlines 47 strategies that will help the community achieve the following vision: *London is a diverse and inclusive community that honours, welcomes, and accepts all people; where people have the power to eliminate systemic oppressions.* Moving towards this vision will require all Londoners to come together to make change. A key factor in ensuring progress towards this vision is the establishment of an implementation body to guide the work, oversee implementation plans and ensure ongoing monitoring and evaluation of the work.

The CDIS Steering Committee recommends the following functions and structure for the CDIS implementation body:

Implementation body functions:

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.

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> <ul 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></ul> <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	The CDIS Leadership Table will be made up of ten (10) members: a) Three (3) City of London Staff b) One chair from each of the five (5) Working Groups c) One (1) representative from the Diversity Inclusion, and Anti-Oppression Advisory Committee (DIAAC), and; d) One (1) representative from the Accessibility Advisory Committee (ACCAC).  Other resource personnel will be invited to attend meetings as required.
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.

This 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 (administrative support, coordination of meeting agendas/spaces, support as required to working groups, assistance in preparation of annual reports, etc.). Included as [Appendix B](#) are the draft Terms of Reference for the CDIS Implementation Body.

**CDIS Strategies That Affect the City of London**

The CDIS includes a Statement of Commitment for both the City of London and the community. 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.

**Next Steps**

The following steps will be taken with respect to the CDIS in the remainder of 2018 and into 2019:

- 1. The community, City of London and various partners outlined in this report will continue to actively implement the 47 recommendations of the CDIS.
- 2. Work will continue to define the responsibilities and functional requirements of a position focused on Indigenous relations at the City of London. Once this process is finalized, a recruitment process will be launched in 2019.
- 3. Pending Council approval, a recruitment process for the CDIS Implementation Body (Leadership Table and Working Groups) will be launched. It is anticipated that recruitment will be completed during the first quarter of 2019.
- 4. City staff will continue to monitor and assess the financial and resource implications of the work of CDIS and, based on this assessment, will submit business case(s) for consideration as part of the next Multi-Year Budget process.

**FINANCIAL IMPACT**

The City of London position focused on Indigenous relations will be funded temporarily for two years through the Efficiency, Effectiveness and Economy Reserve. The compensation provided to the chairs of the CDIS Working Groups will be accommodated through existing budgets. At this time there are no other financial implications, noting that the 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.

**CONCLUSION**

The CDIS is a community strategy that outlines 47 recommendations, both short and long term, and reflects a collective effort and interest in building a more inclusive city. Diversity and inclusion are complex, challenging, ever-changing and often highly personal topics. The CDIS does not

pretend to reflect every perspective, or include every possible action that the London community could and should take to become more inclusive. Some of the strategies in the CDIS will be easier to implement than others, as some are specific initiatives while others may never be “complete” but instead will require ongoing effort from the entire community.

While the past year has been focused on initiating the work of CDIS, continued efforts to implement the 47 strategies, as well as the establishment of an implementation body to guide, coordinate and monitor this work are critical next steps in moving towards our vision of London as “a diverse and inclusive community that honours, welcomes, and accepts all people; where people have the power to eliminate systemic oppressions” must inspire action.

PREPARED BY:	RECOMMENDED BY:
KINGA KOLTUN COORDINATOR, GOVERNMENT AND EXTERNAL RELATIONS	ROSANNA WILCOX DIRECTOR, COMMUNITY & ECONOMIC INNOVATION

- c.
- Accessibility Advisory Committee

Diversity, Inclusion and Anti-Oppression Advisory Committee

Senior Management Team

## APPENDIX A

### Community Diversity and Inclusion Strategy (CDIS): Year One Progress

#### Priority 1 - Take concrete steps towards healing and reconciliation

##### Strategies

1. Establish an Indigenous relations office within the City.
2. Work with local Indigenous peoples to establish a *Truth and Reconciliation Commission – Calls to Action* (TRC) accountability and implementation body and plan.
3. Create a community pledge to encourage everyone to take action towards the recommendations of the *Truth and Reconciliation Commission – Calls to Action* (TRC).
4. Develop an audit and evaluation process to measure the progress towards the *Truth and Reconciliation Commission – Calls to Action* (TRC) recommendations.
5. Ensure Indigenous peoples lead the change process within our community.
6. Work with local Indigenous peoples to develop a unified Indigenous health strategy, including consideration of Indigenous social determinants of health.
7. Forge partnership agreements between the City and three neighbouring communities (Chippewas of the Thames First Nation, Munsee Delaware Nation, and Oneida Nation of the Thames).
8. Provide opportunities for on-reserve economic development through strategic and innovative partnerships with the City and the private sector.

##### Progress Made

- Funding has been identified for a position focused on Indigenous relations within the City of London. Work is currently underway to define the responsibilities and functional requirements of this role.
- The City of London has endorsed actions in three calls to action under the TRC report (#57, #77, and #82). These actions are in the process of implementation. Council has also further directed staff to explore opportunities for additional action on Calls to Action under the TRC report. The following actions have been undertaken:

##### #57 Professional Development and Training for Public Servants

- The City of London launched Intercultural Competency Training, which includes training pertaining to Indigenous communities.

##### #77 National Centre for Truth and Reconciliation

- The London Public Library led the collection of records from local institutions relating to the residential school system, in collaboration with local First Nations communities and organizations. All relevant records have now been forwarded to the National Centre for Truth and Reconciliation.

##### #82 Commemoration

- The City's Culture Office and the London Arts Council are co-leading the development a monument in London, through the City of London's Public Art Program.
- The London Arts Council has been working to establish a base of Indigenous artists. Meetings are ongoing between the London Arts Council, City Administration, and Indigenous representatives.
- This year's City of London Community Arts Investment Program (CAIP) 'Artist in Residence' program includes an Indigenous artist, Erik Mandawe. Erik is working with the London Arts Council and the Culture Office to develop the Truth and Reconciliation Monument.
- The Journey Together planning table of Indigenous community organizations is planning for the development and construction of an Indigenous-led Child Care and Child & Family Centre. Funding for this project comes from the Province of Ontario and the Government of Canada.
- Western University launched the Indigenous Mentorship Network Partnership of Ontario which focuses on having more Indigenous people doing research on health and social issues affecting Indigenous peoples.

- The Community Mental Health and Addictions Strategy, endorsed by Council in December 2017, identified the need to develop an Indigenous-specific mental health and addictions strategy.

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

### Strategies

1. Address one's own privilege and bias by learning, sharing, and recognizing the lived experiences, cultures and histories of Londoners.
2. Acknowledge and combat the existence of anti-black racism, Islamophobia, sexism, racism, anti-Semitism, ageism, xenophobia, homophobia, transphobia, gender-based and other forms of discrimination in our community.
3. Recognize a common language around oppression and discrimination (see glossary of terms).
4. Know the *Canadian Charter of Rights and Freedoms* and the *Ontario Human Rights Code*.
5. Require educators, social service and health practitioners to complete training on Indigenous cultures.
6. Encourage everyone to undertake de-colonization, anti-racism, anti-oppression, cultural safety, accessibility, and diversity training in order to understand those around them.
7. Build cultural awareness among children and youth through schools, community groups, parent councils, and other community engagement activities.
8. Ensure that children starting at primary level receive anti-oppression education including learning how to recognize their own privilege and bias and how to build relationships with those around them.
9. Make community training on sexual harassment, sexual assault, safety, trans health and HIV more readily accessible.
10. Promote a culture within the London Police Service where all groups are safe and protected, and not targeted based on any of the enumerated terms in the *Ontario Human Rights Code*.
11. Ensure the London Police Service invests in and provides ongoing training to police officers and employees to better understand and protect the communities they serve.
12. Encourage local media and community figures to promote inclusive messages and to address barriers and oppression within London.
13. Implement a social media campaign modelled after #MakeltAwkward.
14. Encourage local businesses and organizations to share knowledge, resources, and information to address oppression, discrimination and ignorance.

### Progress Made

- A glossary of terms was developed through the consultation process for the Community Diversity and Inclusion Strategy. The glossary is meant to serve as a tool for the community and a way to create common understanding around diversity and inclusion terminologies.
- The City of London *It Starts with Me* employee training provides an overview of the *Canadian Charter of Rights and Freedoms* and the *Ontario Human Rights Code*. This is mandatory training for all of City employees.
- The Southwest Ontario Aboriginal Health Access Centre provides the Ontario Indigenous Cultural Safety Program which is available to all health practitioners.
- Introduction and application of Intercultural Competency Training for the City of London was launched in 2017. All staff will be provided with training over the next several years. The component on Indigenous communities will be launched in 2018.
- In partnership with the Child and Youth Network, the Southwest Ontario Aboriginal Health Access Centre, through their Indigenous Cultural Safety Program, will lead three workshops entitled: "Getting to the Roots of Tolerance" in 2018. These workshops focus on understanding the connection between attitudes and behaviours and a greater appreciation for the ways that this can play out differently in relationships with Indigenous clientele. Research has shown that true system changes occur when there is support for change at a systemic level and individuals who are in leadership roles within organizations are participating.
- The Child and Youth Network (CYN) has purchased spots to support CYN community organizations to take the core training offered by the Ontario Indigenous Cultural Safety Program in 2018.

- The London Cross Cultural Learner Centre provides Cultural Diversity Training. More information can be found at: <http://lcclc.org/index.php/cultural-diversity-training>.
- LUSO Community Services offers training to individuals, groups and organizations that addresses the issues of racism, bullying, hate, bias activity and discrimination.
- Centre Communautaire Régional de London (CCRL) offers cultural competency training to newcomers in French.
- The City of London, PRISM members and staff delivered a LGBT+ Inclusive Customer Service Seminar aimed at helping to ensure staff interactions with the public are inclusive of the LGBT+ community. The seminar used London specific and practical examples on a variety of topics, including: (1) LGBT+ terminology; (2) the importance of pronouns; (3) distinguishing between gender identity, gender expressions, sexual orientation, and sex assigned at birth; (4) collecting and recording data; (5) do's and don'ts for inclusive language; and, (6) creating an inclusive physical space.
- London & Middlesex Local Immigration Partnership's *Welcoming All Voices* materials in school boards are aimed at providing cultural awareness around the needs and experiences of newcomers. These materials are also available in French.
- Various community organizations including the London Cross Cultural Learner Centre, LUSO Community Services, South London Neighbourhood Resource Centre, and Centre communautaire régional de London provide schools with settlement workers to help newcomer youth with their settlement needs.
- Anova provides regular training on sexual harassment, sexual violence and prevention, disclosure, LGBTQ issues (including trans health), and trans inclusion.
- The Regional HIV/Aids connection provides training on HIV risks, social determinants of health for the GBMSMT2S (Gay; Bisexual; Men who have Sex with Men; Transgender; and Two-Spirit men), syndemics, and creating safe/welcoming spaces for GBMSMT2S men.
- The Middlesex London Health Unit provides training on LGBT2Q+ inclusion and about LGBT2Q+ sexual health. More information regarding training can be found at: <https://www.healthunit.com/lgbtq-training>
- Revised processes and officer training were implemented to address the newly legislated *Collection of Identify Information in Certain Circumstances* (O.Reg. 58/16), sometimes referred to as 'carding' or 'street checks' (2016/2017). An interim progress report was made publicly available in February 2018. More information can be found at: <http://calendar.londonpolice.ca/Meetings/Index?StartDate=02/01/2018>
- A Public Needs Survey was conducted in 2017 to determine residents' concerns and to measure satisfaction levels. Some of the questions were related to London Police Service's working relationship with the diverse community they serve. The complete survey and results are available at <https://www.londonpolice.ca/en/about/Public-Needs-Survey.aspx>
- A Community/London Police Service Collaboration and Partnership Working Group was formed with the goal of strengthening police relationships with the London community (2016).
- The London Police Service Diversity Officer attends a large variety of functions, events, meetings, etc., in the community and as a result makes direct or indirect contact with a considerable number of individual residents in attendance. The Diversity Officer uses these opportunities, as well as social media, to perform outreach.
- The London Police Service Diversity Officer and other officers attend various events that take place throughout the year in London and surrounding area. These include: Black History Month, Solidarity Day, the London Pride parade, Eid, Raksha Bandhan and Canadian Citizenship ceremonies.
- In December 2017, the London & Middlesex Local Immigration Partnership launched an anti-racism campaign called *All are Welcome Here*. Through this campaign Londoners were able to either display a lawn sign or a sticker with the hashtags #allarewelcomehere

& #toussontlesbienvenusici written on it. More information about the campaign can be found at: <https://www.1000actsofwelcome.ca/en/all-are-welcome-here/>

- In February 2018, the London & Middlesex Local Immigration Partnership launched the *1000 Acts of Welcome* Campaign (#1000actsofwelcome & #1000actesdebienvue) This campaign focuses on making sure that immigrants feel welcome, included and respected in London. More information can be found at: <https://www.1000actsofwelcome.ca/en/submit-an-act-1>
- Western University offers training for staff and students on the topics of anti-oppression, anti-racism, cultural competence, AODA, and customized accessibility training based on needs. Harassment and discrimination training based on the enumerated terms in the *Ontario Human Rights Code* is also available.
- Western University provides its staff and students with sexual assault reporting and sexual harassment training and has previously invited the 519 to provide training on Trans Inclusion.
- King's University College provides its students with various training opportunities on topics such as the Kairos Blanket Exercise, LGBTQ+, sexual violence and intervention, cultural awareness, and mental health.

### **Priority 3 - Connect and engage Londoners**

#### Strategies

1. Promote events and opportunities for Londoners to collaborate, share, and access information.
2. Encourage and facilitate dialogue between all levels of government and organizations around common goals of inclusion, particularly groups that stand to gain by supporting one another.
3. Recognize and celebrate Londoners, organizations and businesses that promote and undertake diversity, inclusion, and anti-oppression activities.
4. Establish long-range plans to grow diversity activities, including grants and recognition programs.
5. Increase participation of Londoners from non-dominant groups on the City of London Advisory Committees, Boards and Commissions.
6. Ensure the City of London and other organizations understand and model best practices for inclusive engagement.

#### Progress Made

- A number of community groups and initiatives provide Londoners with a platform to collaborate, share information and have open dialogue around the topic of inclusion. This includes the Age Friendly London Network, Networking for Inclusive Community, NeighbourGood London website, Tourism London events calendar, London & Middlesex Local Immigration Partnership, as well as [informationlondon.ca](http://informationlondon.ca)
- Through the Diversity, Race Relations & Inclusivity Award, the Diversity, Inclusion, and Anti-Oppression Advisory Committee recognizes residents, businesses, and organizations who contribute to making London a welcoming and inclusive community. More information can be found at: <http://www.london.ca/city-hall/awards-recognition/Pages/Diversity-Race-Relations-and-Inclusivity-Award.aspx>
- The Mayor's New Year's honours list recognizes a person in the category of Accessibility and Diversity and Race Relations. More information can be found at: <http://www.london.ca/city-hall/mayors-office/Pages/Mayors-Honour-List.aspx>
- The London Community Grants Program consists of two municipal granting streams. (1) The Multi-Year Grant Stream (\$2.3M) for local not-for-profit organizations is to support programs and services that advance the strategic areas of focus in Council's Strategic Plan. The next round of applications for this stream opens in March 2019 for the funding period of 2020 to 2023. (2) The Innovation and Capital Annual Grant Stream (\$495,453 in 2019) for local not-for-profit organizations is to support innovation and building capital projects. Details about criteria and eligibility can be found at: <http://www.london.ca/city-hall/funding-grants/community-funding/Pages/London-Community-Grants-Program.aspx>
- In 2018, the City of London launched the Neighbourhood Small Events Fund. This annual Fund provides a one-time grant of up to \$500 per year to community/neighbourhood

groups. Funds are available January 1<sup>st</sup> of each year until the funds are exhausted. London-based grassroots neighbourhood or community groups holding an event on public property, which is accessible, open to the public, and free of charge can apply for up to \$500 to assist with event expenses. For more information go to: <http://www.london.ca/city-hall/funding-grants/community-funding/Pages/Neighbourhood-Small-Events-Fund.aspx>

- The City of London, in partnership with Women & Politics, took part in the Federation of Canadian Municipalities (FCM) initiative, Diverse Voices for Change (DV4C). Throughout 2017 and 2018 a number of projects were undertaken in order to understand the current composition of City of London Advisory Committees, Boards and Commissions and what actions should be undertaken in order to meet London's objective: *"to increase the representation of women, particularly women from diverse backgrounds, on City of London advisory committees and the governance bodies of City of London agencies, boards and commissions."*
- The City of London has Community Meeting Guidelines and a Community Engagement Policy in place in order to ensure all community engagement processes carried out by the City are accessible and inclusive.

#### **Priority 4 - Remove accessibility barriers to services, information and spaces**

##### Strategies

1. Create awareness about the accessibility services available in the community, and encourage organizations to better promote the accessibility supports they offer.
2. Promote the local welcome and assessment centres for newcomers.
3. Ensure that all current and future transportation options are reviewed by, and easily available and accessible to; seniors, persons with disabilities, and newcomers.
4. Include persons with disabilities in policy development, consultations, and implementation processes in order to address different accessibility perspectives.
5. Promote and encourage developers to implement the City of London's *Facility Accessibility Design Standards* (FADS), and other progressive accessibility standards.
6. Encourage the development of an assistive technology information resource to assist Londoners in learning more about the different types of technologies.
7. Encourage businesses and organizations to have non-gender specific washrooms.
8. Ensure the safety of the community by developing comprehensive and adaptable emergency and safety procedures, and conduct regular safety audits throughout the community.
9. Provide accommodations for religious and cultural practices.
10. Establish awards for architects and/or other professional if they build or innovate an inclusive design.

##### Progress Made

- The City of London Accessibility Advisory Committee has developed the Financial Resources for Person with Disabilities Guide. This guide serves as a resource for persons with disabilities looking for supports and resources available in London. The guide can be accessed at: [http://www.london.ca/city-hall/accessibility/Documents/Financial%20Resources%20Guide%20\(2017\)%20-%20PDF%20Version.pdf](http://www.london.ca/city-hall/accessibility/Documents/Financial%20Resources%20Guide%20(2017)%20-%20PDF%20Version.pdf)
- Within London there are various direct services geared to newcomers arriving to London. This includes: (1) London Cross Cultural Learner Centre; (2) South London Neighbourhood Resource Centre; (3) Centre communautaire régional de London; (4) Collège Boréal; (5) LUSO Community Services; and, (6) the YMCA. Currently it is the role of the London & Middlesex Local Immigration Partnership and Le Réseau de soutien à l'immigration to create awareness of all services available.
- The City of London Accessibility Advisory Committee members are part of the Transportation Advisory Committee.
- London Transit Commission has an Advisory Committee for Accessibility.
- The Age Friendly London Network Transportation Group is working on the following actions related to accessibility of transportation:

Strategy #4: improve accessibility of public transit

- Develop a tool for neighbourhood groups and residents to conduct audits of bus stops to ensure shelter and benches are available in safe and accessible



locations.

- Advocate for more bus stops closer to locations where older adults live and to places where older adults visit and gather to improve social participation and access to necessities of daily life.
- Review transit travel information systems by improving and adding on-board visual aids and audio notifications and by enhancing displays at bus stops.

Strategy #5: Improve transportation options for older adults across the city

- Research affordable transportation options to ensure older adults are able to travel to destinations across the city.
- Advocate for a review of para-transit to increase the availability and reliability of options.
- Explore the need to increase the capacity of volunteer transportation.

Strategy #6: Enhance access to transportation information

- Promote existing age friendly transportation resources and make them available in multiple languages.
- Provide customer service information in multiple languages to ensure all older adults can access information.

- The Facility Accessibility Design Standards (FADS) were created and adopted by the City of London. There are approximately 80 municipalities and organizations in Canada and abroad that have adopted FADS.
- The City of London is developing a Gender Identity and Expressions Policy which recommends for non-gendered washrooms and change rooms to be built in new City facilities and during retrofits to existing buildings. For example, the new Bostwick Community Centre, YMCA and Library is designed to include gender non-specific washrooms and change rooms.
- The City of London supports residents and neighbourhood groups in fostering safe neighbourhoods. One of the tools is the Neighbourhood Safety Audit. This Audit is designed to support residents to identify the safety concerns in their neighbourhood and develop a plan of action to increase safety for all. The Neighbourhood Safety Audit comes with staff support and some equipment. For more information, visit: <http://www.london.ca/residents/neighbourhoods/NeighbourGood-London/Pages/Safety-Audit.aspx>
- City of London Community Safety and Crime Prevention Advisory Committee organizes the Community Safety and Crime Prevention Week to promote safety within the community.
- The City of London has an Emergency Management Program in place. This program is facilitated by a multi-agency committee and is responsible for effectively responding to emergencies within London. As part of this program individuals who directly deal with emergencies can take part in the Emergency Management Training. More information can be found at: <http://www.london.ca/residents/Emergency-Information/Emergency-Preparedness/Pages/LondonProgram.aspx>
- The City of London has policies in place which provide accommodations for religious and cultural practices. This includes the Time off for Religious Observance Administrative Policy. More information can be found at: [http://www.london.ca/city-hall/employment/employer-of-choice/Documents/Religious\\_Observances.pdf](http://www.london.ca/city-hall/employment/employer-of-choice/Documents/Religious_Observances.pdf)

## **Priority 5 - Remove barriers to employment**

### Strategies

1. Implement metrics and regular opportunities to measure diversity and inclusion within the community, ensuring the workforce and local leadership are reflective of the community.
2. Know the *Accessibility for Ontarians with Disabilities Act* and Integrated Accessibility Standards Regulation (under AODA).
3. Identify and remove barriers in the recruitment process, including; identifying accommodations in job advertisements, and ensuring transparent hiring and evaluation practices.
4. Promote equity within policy, practices and strategies in businesses, non-profit, public and labour organizations.
5. Ensure that all health and safety standards in the workplace are inclusive.
6. Support the professional development of individuals who are underrepresented in the

workforce and leadership.

7. Promote and encourage mentorship, co-op, apprenticeship and internship programs happening within the City and the community.
8. Advocate to local businesses and organizations to recognize the sanctioned knowledge of Indigenous Elders and Healers, and to recognize foreign credentials and work experience.
9. Support employers and community members in learning how to assist newcomers with their integration.

#### Progress Made

- The City of London conducts a regular diversity census of all of its employees. The data from this census guides future initiatives within the City of London.
- In early 2017, the City of London conducted its first Diversity Census of all City of London Advisory Committees, Boards of Commissions. This census provided staff with the current composition of these bodies and which gaps needs to be addressed in the future.
- Pillar Nonprofit Network leads the DiverseCity onBoard program which “*offers board matching as well as governance training to ensure that qualified candidates from visible minority and under-represented groups are not excluded from positions of decision-making, and influence*”. More information can be found at: <http://www.pillarnonprofit.ca/diversecity-onboard-program>
- London Police Service is conducting a voluntary Employee Diversity Survey to gather information on the London Police Service demographic profile. The results in comparison to the previous survey will enable London Police Service to measure progress towards better reflecting the diverse community they serve.
- As part of City of London employee training all employees are required to learn about the AODA and its components.
- The City of London has an *Integrated Accessibility Standards Policy* in place, as well as a Council Policy on accessibility.
- The City of London’s [Integrated Accessibility Standards Policy](#) outlines the accommodations available as part of the recruitment process at the City of London (i.e. interviews, job postings, testing, etc.). This may include alternate formats or communication supports
- All job postings within the City of London have been updated to include a disclaimer regarding accommodations “*The City of London is also committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs. Accommodation may be provided in all parts of the hiring process.*”
- The City of London has reviewed its Council Policies through the Gender Equity Lens, and is currently developing an Equity and Inclusion Lens.
- The City of London is currently in the process of reviewing the health and safety standards and procedures to ensure they are inclusive of all.
- The City of London has a number of employee resource groups in place which are aimed at supporting the professional development of the City’s employees. This includes: U5, PRISM, UP!, and ABC. More information can be found at: <http://www.london.ca/city-hall/employment/our-organization/Pages/Inclusive-Workplace.aspx>
- The City of London has an internship program in place. This program offers two types of paid internships focused on new immigrants, foreign trained professionals, persons with disabilities and recent post-secondary graduates. More information can be found at: <http://www.london.ca/city-hall/employment/employment-types/Pages/Internships.aspx>
- Immploy programs have a significant impact on the labour market integration of newcomers within London. They provide both the employers and immigrant workers with the connections and resources needed for successful labour market integration. More information can be found at: <http://www.immploy.ca/about-lmiec/mandate-and-structure/>
- Immploy Mentorship Program brings together immigrant talent with volunteer mentors from regional companies. Staff work with volunteer mentors to match them with

immigrants who work in their field. More information can be found at: <http://www.immploy.ca/mentorship-programs/>

- Through their Job Match program Immploy provides employers with access to qualified immigrant talent. More information can be found at: <http://www.immploy.ca/tools-and-resources/recruitment-and-hiring/job-match-network/>
- WIL Employment Connections matches employers with candidates for 8-week volunteer work experience placements. More information can be found at: <http://www.wil.ca/immigrants-newcomers/volunteer-work-placements/>
- Access Centre for Regulated Employment assists foreign trained individuals with seeking licensure or employment in Ontario's regulated field. The Access Centre for Regulated Employment can also assist businesses by facilitating document evaluations for employment candidates. More information can be found at: <http://accesscentre.ca/>
- Networking for Inclusive Community has delivered a panel discussion on the topic of foreign credential recognition. More information can be found at: <http://www.nicconnections.ca/workshop-listings>
- Networking for Inclusive Community delivers a number of workshops which address the topic of newcomer integration within the community. More information can be found at: <http://www.nicconnections.ca/workshop-listings>
- The London Cross Cultural Learner Centre provides Cultural Diversity Training, which can assist community members and employers with the tools to better understand and respect differences and how to search for common ground in avoiding conflict. More information can be found at: <http://lcclc.org/index.php/cultural-diversity-training>
- *Choose London – Innovative, Vibrant and Global: London's Newcomer Strategy* is a community-driven strategy, led by the City of London. This strategy identifies three strategic priorities: Enhance Awareness, Facilitate Access and Active Engagement. More information can be found at: <https://www.london.ca/About-London/Pages/City-of-London-Newcomer-Strategy-.aspx>

## APPENDIX B

### Community Diversity and Inclusion Strategy Draft Terms of Reference

#### 1. Mandate

To implement and monitor the progress of the Community Diversity and Inclusion Strategy (CDIS).

#### 2. Structure of the CDIS Implementation Body

Participation is open to anyone who is interested in supporting and advancing the CDIS vision: *London is a diverse and inclusive community that honours, welcomes and accepts all people; where people have the power to eliminate systemic oppressions.*

There will be five (5) **Working Groups** established around the priorities identified in CDIS:

- a) Take concrete steps towards healing and reconciliation;
- b) Have zero tolerance for oppression, discrimination and ignorance;
- c) Connect and engage Londoners;
- d) Remove accessibility barriers to services, information and spaces; and,
- e) Remove barriers to employment.

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.

The **CDIS Leadership Table** will be made up of ten (10) members:

- a) Three (3) City of London Staff:
- b) One chair from each of the five (5) Working Groups
- c) One (1) representative from the Diversity Inclusion, and Anti-Oppression Advisory Committee (DIAAC), and;
- d) One (1) representative from the Accessibility Advisory Committee (ACCAC).

Other resource personnel will be invited to attend meetings as required.

Please refer to [Figure 1](#) for a visual representation of the CDIS Leadership Table and Working Groups.

#### 3. Structure of the Working Groups

The purpose of the Working Groups is to allow smaller groups of the Leadership Table to focus on the implementation of their respective priorities. This allows sufficient attention to be paid to the individual strategies and action steps without one topic dominating the agenda of every meeting.

Membership of the Working Groups will be comprised of individuals or organizations with expertise or a commitment to the strategies identified in the CDIS priorities.

Members are able to join more than one Working Group.

#### 4. Chairs

One (1) community member will be selected as a chair for each of the five (5) Working Groups and one (1) City of London staff will act as backbone support.

Chairs will be chosen based on the individual's expertise on the subject matter and the individual's ability to support the implementation of the given priority.

The meetings of the Leadership Table will be facilitated by a City of London staff member and one community member.

#### 5. Selection Process

An Expression of Interest will be open to all Londoners and candidates will participate in a selection process. All applications will be reviewed and candidates will be asked for an interview. Applications can be submitted at any time throughout the year.

The representatives from Diversity Inclusion, and Anti-Oppression Advisory Committee (DIAAC) and the Accessibility Advisory Committee (ACCAC) will be selected by members of the given committee.

## **6. Working Group Member – Qualifications**

- a) Be result-oriented individuals who are able to inform the direction and implementation of CDIS;
- b) Willing to advocate on behalf of CDIS;
- c) Commits to serve a two year term;
- d) Has experience working with groups and/or issues addressed through a given priority;
- e) Has demonstrated basic knowledge of CDIS, and;
- f) Has established strong networks within the community.

## **7. Term**

Commitment is a minimum of two years.

## **8. General Roles & Responsibilities**

- a) Provide relevant knowledge and expertise to assist in the implementation of CDIS;
- b) Champion the vision of CDIS;
- c) Promote community awareness of CDIS;
- d) Strengthen partnerships within the community, and;
- e) Facilitate connections to other networks, organizations and agencies that need to be engaged in the implementation.

## **9. Working Group Members Roles and Responsibilities**

- a) Identify opportunities for collaboration with other Working Groups;
- b) Devise the implementation process for the strategies in their respective priority;
- c) Contribute to the discussion according to their experiences and expertise;
- d) Focus on deliverables within assigned timeframes;
- e) Consult with the community on the issues related to the respective priority, and;
- f) Promote Working Group leadership through transparent processes.

## **10. Working Group Chairs Roles & Responsibilities**

- a) Coordinate Working Group meetings and work with the support staff to prepare meeting agendas;
- b) Facilitate discussion ensuring CDIS implementation is occurring;
- c) Develop annual work plans and regular status updates for their respective priorities;
- d) Ensure that the rules of conduct and confidentiality are upheld;
- e) Maintain ongoing communications with the City of London support staff, and;
- f) Report to the CDIS Leadership Table during the quarterly meetings.

## **11. CDIS Leadership Table Roles & Responsibilities**

- a) Ensure that regular meetings are held;
- b) Review work plans and reports from Working Groups and provides endorsement and direction;
- c) Focus on deliverables within assigned timeframes;
- d) Communicate with the Working Groups on a regular basis to ensure connectivity; and,
- e) Provide assessment and collaboration for the implementation process.

## **12. CDIS Leadership Table Co-Chairs Roles and Responsibilities**

- a) Preside over all special and general meetings of the CDIS Leadership Table;
- b) Collaborate with the support staff to prepare all meeting agendas;
- c) Ensure that the rules of conduct and confidentiality are upheld;
- d) Facilitate all meetings;
- e) Advocate on behalf of CDIS;
- f) Prepare recommendations for the CDIS Leadership Table consideration, and;
- g) Enhance relationships with community groups and agencies.

### **13. City of London Roles & Responsibilities**

- a) Provide space for the meetings of the Leadership Table and Working Groups as required;
- b) Co-facilitate meetings of the Leadership Table;
- c) Prepare agendas for the meetings of the Leadership Table, in consultation with the co-chairs;
- d) Provide support to the individual Working Groups, and;
- e) Assist the Leadership Table in preparation of all reports.

### **14. Reporting**

The Leadership Table will be responsible for delivering content for the annual progress reports of the Community Diversity and Inclusion Strategy.

The annual report will serve as a way of measuring the overall success and progress of CDIS. The annual reports will be written by the City support staff with content to be approved by all members.

The CDIS Champions and the broader community will be engaged through regular communications as well as the annual reports.

### **15. Meetings & Attendance**

The CDIS Leadership Table will meet on quarterly basis. Members are expected to attend all meetings.

Each Working Group will be responsible for arranging meetings with all members. Members will also be responsible to meet within their respective networks and the community in order to monitor the progress and implementation of the strategy, as well as to promote the work.

Any member absent from two (2) consecutive meetings will be deemed to have resigned unless they are absent for health reasons or have previously notified the Leadership Table of their absence.

In the case where the individual plans to continue to be a member they may recommend a substitute for the duration of their absence.

All meeting schedules will be sent in advance. All meetings will be held at City Hall.

All meeting agendas will be developed by City of London staff in consultation with the Leadership Table co-chairs and Working Group chairs.

Meeting frequency, length, and location may be adjusted if deemed necessary to align with project timelines and objectives.

### **16. Recording of Meetings**

Minutes of all meetings will be taken by the City of London support staff. All minutes will be sent to all members within a week following the meeting. Minutes will be considered draft until approved by the co-chairs.

### **17. Decision Making**

The Leadership Table and Working Groups will follow a group consensus decision-making model. If a decision cannot be reached through a consensus and reasonable amount of discussion then the co-chairs will have the authority to move the decision to a vote.

Any documents, reports, media or tools produced by the Working Groups will be brought to the Leadership Table for official approval before distribution to the broader community.

### **18. Confidentiality and Conflict of Interest**

All members must disclose any conflict of interest prior to starting discussion on a given topic or matter. All members shall respect confidentiality of any discussion.

19. Eligible Expenses and Supports

- a) All members will be provided with either free parking in the Civic Square Parking Garage or with two bus tickets when attending a meeting at City Hall.
- b) Meals and refreshments will be provided.
- c) Child minding may be arranged when deemed as necessary.
- d) Accommodations, alternate formats and communication supports are available, upon request.

20. Honorarium

An honorarium of \$2,000 per year will be provided to the chairs of the Working Groups.

21. Conduct

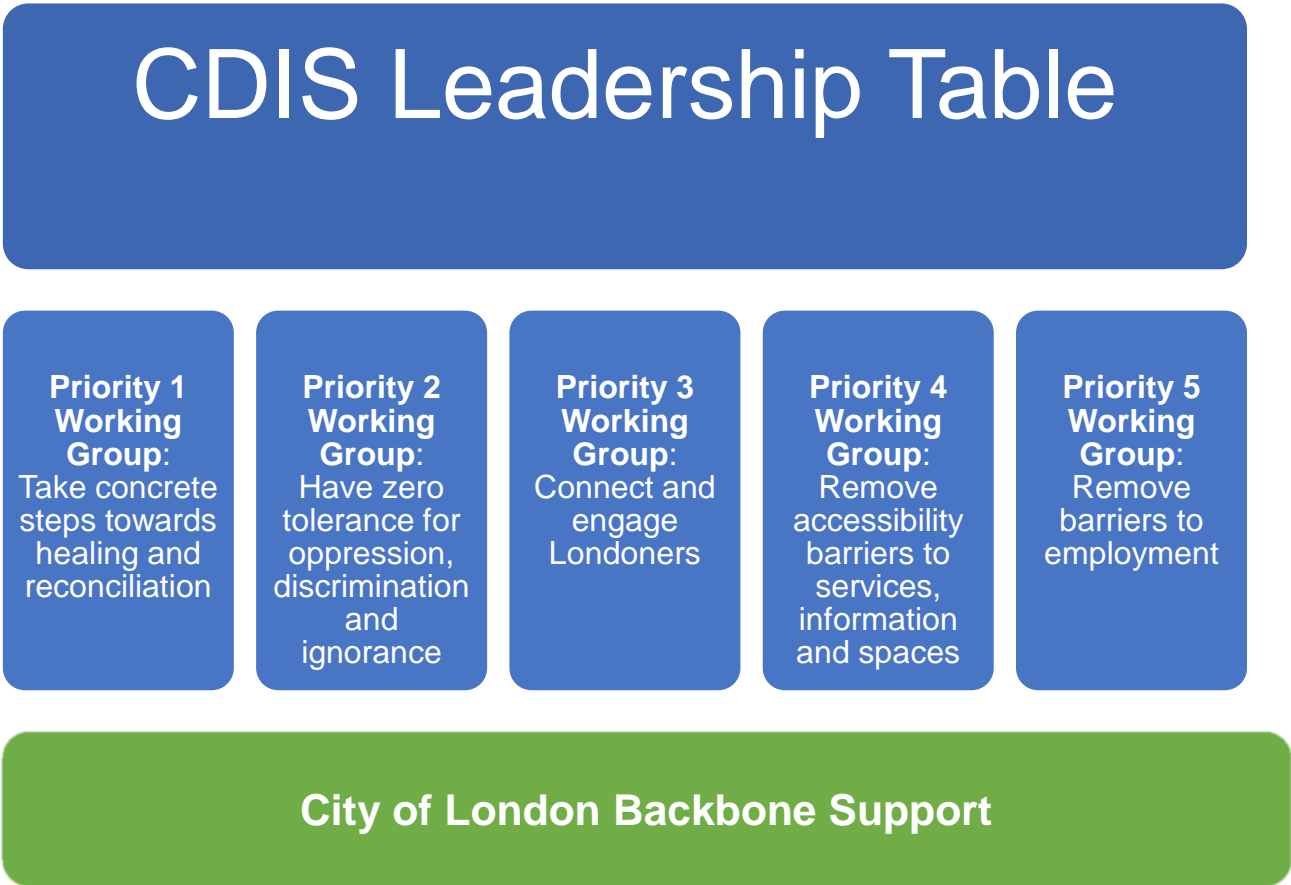
When carrying out their responsibilities the members are expected to: (Adopted from: *General Policy for Advisory Committees*)

- a) abide by the provisions of the Ontario Human Rights Code, City of London policies and any other applicable related statutes and, in doing so, shall treat every person, including other committee members, corporate employees, individuals providing services on a contract for service, students on placements, and the public, with dignity, understanding and respect for the right to equality and the right to an environment that is safe and free from harassment and discrimination;
- b) act in the best interest of The Corporation of the City of London;
- c) seek to advance the common good of the community which they serve, and;
- d) truly, faithfully and impartially exercise their duties to the best of their knowledge and ability.

22. Review Schedule

The CDIS Implementation Body Terms of Reference will be reviewed every two (2) or as required, in order to ensure it reflects the needs and requirements of the CDIS.

Figure 1



# **Accessibility Advisory Committee**

## **Report**

9th Meeting of the Accessibility Advisory Committee  
October 25, 2018  
Committee Room #4

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

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

ALSO PRESENT: D. Baxter, C. DeForest, H. McNeely, M. Pease and M. Stone

The meeting was called to order at 3:04 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 Vehicle for Hire By-law**

That the attached presentation, from C. DeForest, Manager, Business Services, with respect to the Vehicle for Hire By-law, BE REFERRED to the Transportation Sub-Committee for further review.

#### **2.2 Site Plan Checklist Update**

That the Site Plan Checklist BE PLACED on the Accessibility Advisory Committee Deferred Matters List for continued follow up in September 2019; it being noted that a verbal update from M. Pease, Manager, Development Planning and H. McNeely, Manager, Development Services (Site Plan), with respect to this matter, was received.

#### **2.3 Committee of Adjustment Information**

That A. Salton, Manager, Zoning and Public Property Compliance, BE REQUESTED to forward any zoning applications with accessibility implications, to be considered by the Committee of Adjustment, to the Accessibility Advisory Committee, in a timely manner, for comment; it being noted that the communication from S. Lewis, Chair, and J. Preston, Vice-Chair, Committee of Adjustment, as appended to the agenda, and a verbal delegation from M. Pease, Manager, Development Planning and S. Lewis, Chair, Committee of Adjustment, were received.

### **3. Consent**

#### **3.1 8th Report of the Accessibility Advisory Committee**

That it BE NOTED that the 8th Report of the Accessibility Advisory Committee, from its meeting held on September 27, 2018, was received.



3.2 Municipal Council Resolution - Community Diversity and Inclusion Strategy

That delegation status BE APPROVED for representatives of the Accessibility Advisory Committee to speak at the December 10, 2018 meeting of the Community and Protective Services Committee regarding the Community Diversity and Inclusion Strategy (CDIS); it being noted that the Municipal Council resolution, from its meeting held on October 16, 2018, with respect to the CDIS, was received.

3.3 Notice of Planning Application - Official Plan and Zoning By-law Amendments - 2156 Highbury Avenue North

That it BE NOTED that the Notice of Planning Application, dated September 26, 2018, from C. Lowery, Planner II, with respect to Official Plan and Zoning By-law Amendments for the property located at 2156 Highbury Avenue North, was received.

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

4.1 Education and Awareness Sub-Committee Report

That the following actions be taken with respect to the Education and Awareness Sub-Committee Report from its meeting held on October 9, 2018:

- a) the London Transit Commission BE REQUESTED to attend an upcoming Accessibility Advisory Committee (ACCAC) meeting to speak to the upcoming four-year budget preparations; it being noted that upon notification of a London Transit Commission representative attending a meeting, the ACCAC will provide a list of questions to the representative to allow time to prepare responses;
- b) representatives of the City of London's unions BE REQUESTED to attend a future meeting of the ACCAC 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;
- c) a public accountability measure, present on the City of London website, which allows for the display of reported issues, assigns responsibility, and includes resolutions and/or timelines BE IMPLEMENTED in order to improve its notification of construction projects, blocked passages, road work and public transit route changes and promote its reporting mechanisms to the general public;
- d) a pedestrian plan that prioritizes accessibility and notification BE INCLUDED in every construction project; and,
- e) the following actions be taken with respect to the City of London snow removal policy:
  - i) the snow removal policy BE REVIEWED 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; it being noted that the ACCAC recommends reducing the threshold to the same as street level, one inch of accumulation;
  - ii) the clearing of bus stops and accessible parking areas BE PRIORITIZED in snow removal clearing; and,
  - iii) a public awareness campaign BE IMPLEMENTED, 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; it being noted that the ACCAC recommends encouraging citizens to clear and salt/sand the sidewalks and entryways in their general vicinity.

**5. Items for Discussion**

**5.1 City of London 2013-2017 Multi-Year Accessibility Plan – Annual Status Update**

That it BE NOTED that the City of London 2013-2017 Multi-Year Accessibility Plan Annual Status Update, submitted by M. Stone, Supervisor I, Policy Development, was received.

**5.2 ACCAC Deferred Matters List**

That the following actions be taken with respect to the Accessibility Advisory Committee (ACCAC) Deferred Matters List:

- a) the Civic Administration BE REQUESTED to provide the ACCAC with an update on the following two items from the Mayor’s meeting with members of the ACCAC in June, 2018:
  - i) the creation of a “past-chair” non-voting position on the ACCAC; and,
  - ii) the active recruitment for ACCAC voting and non-voting positions; and,
- b) the Civic Administration BE REQUESTED to attend a future meeting of the ACCAC to speak to the status of the City of London Facility Accessibility Design Standards Manual (FADS).

**6. Deferred Matters/Additional Business**

**6.1 (ADDED) Next Meeting Date**

That the next meeting date of the Accessibility Advisory Committee BE MOVED to November 29, 2018.

**7. Adjournment**

The meeting adjourned at 5:02 PM.



**London**  
CANADA

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

November 21, 2018

C. Saunders  
City Clerk

I hereby certify that the Municipal Council, at its meeting held on November 20, 2018 resolved:

That the following actions be taken with respect to the recruitment and appointment of Advisory Committee members for the up-coming term:

- a) the recruitment for voting members, BE UNDERTAKEN;
- b) the appointments for the above-noted recruitment BE LIMITED to a term from June 1, 2019 to February 28, 2021; it being noted that the current terms of Advisory Committee members will be extended to the date of June 1, 2019; and
- c) the City Clerk BE DIRECTED to report back to the Corporate Services Committee with respect to input from current Advisory Committee members related to existing Terms of Reference and the recommendations from the Diverse Voices for Change project, prior to the end of February 2019. (2.4/20/CSC) (2018-C04)

C. Saunders  
City Clerk  
/hw

cc: B. Westlake-Power, Deputy City Clerk  
M. Schulthess, Manager of Legislative Services  
H. Lysynski, Committee Secretary  
J. Bunn, Committee Secretary  
P. Shack, Committee Secretary

The Corporation of the City of London  
Office 519.661.2489 ext. 4599  
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P.O. Box 5035  
300 Dufferin Avenue  
London, ON  
N6A 4L9

November 21, 2018

B. Coxhead  
Managing Director, Corporate Services and Chief Human Resources Officer

K. Scherr  
Managing Director, Environmental & Engineering Services and City Engineer

D. MacRae  
Director, Roads and Transportation

C. Saunders  
City Clerk

A. Salton  
Manager, Zoning & Public Property Compliance

I hereby certify that the Municipal Council, at its meeting held on November 20, 2018 resolved:

That the following actions be taken with respect to the 9th Report of the Accessibility Advisory Committee from its meeting held on October 25, 2018:

- a) the request for A. Salton, Manager, Zoning and Public Property Compliance, to forward any zoning applications with accessibility implications, to be considered by the Committee of Adjustment, to the Accessibility Advisory Committee, in a timely manner, for comment BE REFERRED to the Civic Administration for review; it being noted that the communication from S. Lewis, Chair, and J. Preston, Vice-Chair, Committee of Adjustment, as appended to the agenda, and a verbal delegation from M. Pease, Manager, Development Planning and S. Lewis, Chair, Committee of Adjustment, were received;
- b) delegation status BE APPROVED for representatives of the Accessibility Advisory Committee to speak at the December 10, 2018 meeting of the Community and Protective Services Committee regarding the Community Diversity and Inclusion Strategy (CDIS); it being noted that the Municipal Council resolution, from its meeting held on October 16, 2018, with respect to the CDIS, was received;
- c) that clause 4.1 of the above-noted Report BE REFERRED back to the Accessibility Advisory Committee for further clarification with the appropriate Civic Administration in attendance at that meeting;
- d) the following actions be taken with respect to the ACCAC Deferred Matters List:
  - i) the Civic Administration BE REQUESTED to provide the ACCAC with an update on the following two items for the Mayor's meeting with members of the ACCAC in June, 2018:
    - A) the creation of a "past-chair" non-voting position on the ACCAC; and,
    - B) the active recruitment for ACCAC voting and non-voting positions; and,
  - ii) the Civic Administration BE REQUESTED to attend a future meeting of the ACCAC to speak to the status of the City of London Facility Accessibility Design Standards Manual (FADS); and,
- e) clauses 1.1, 2.1, 2.2, 3.1, 3.3, 5.1 and 6.1, BE RECEIVED.(3.1/15/CPSC)

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



C. Saunders  
City Clerk  
/kmm

cc: B. Westlake Power, Deputy City Clerk  
P. McClennan, Executive Administration Assistant- Managing Director and City Engineer  
T. Pickles, Executive Assistant to the Managing Director, Corporate Services & Chief Human Resources Officer  
Chair and Members, Accessibility Advisory Committee

## Adelaide Street North Municipal Class Environmental Assessment Study

# Notice of Public Information Centre No. 1

The City of London is undertaking a Municipal Class Environmental Assessment (EA) Study for the widening of Adelaide Street North according to the recommendations in the City's *Smart Moves Transportation Master Plan* (TMP). The study area includes Adelaide Street North from Fanshawe Park Road East to 350m north of Sunningdale Road East; including Sunningdale Road East from Blackwater Road to Stoney Creek Community Centre entrance. This project is being carried out under the planning and design process for a Schedule C project as outlined in the Municipal Engineers Association's *Municipal Class Environmental Assessment (October 2000, as amended in 2007, 2011 and 2015)*.

Public consultation is a key element of the EA planning process, and the first Public Information Centre (PIC) to share study details with the public is scheduled for:

**Date:** Wednesday, November 14, 2018

**Time:** 5:00 pm – 7:00 pm

**Location:** London Public Library, Stoney Creek Branch  
920 Sunningdale Road East  
London, ON, N5X 0H5

For those taking London Transit, Route 38 will pass by the PIC location.

The PIC will be held as a drop-in format, where attendees can freely browse the display boards, which will be used to present and obtain feedback on:

- The Municipal Class Environmental Assessment process being followed;
- The study background and existing conditions of the study area; and,
- The Alternative solutions, evaluation criteria and opportunities.

Following the PIC, in consideration of the comments received from the PIC, the project team will select the preferred solution. Afterwards, alternative design concepts will be developed and presented at a second PIC to be held in the spring 2019.

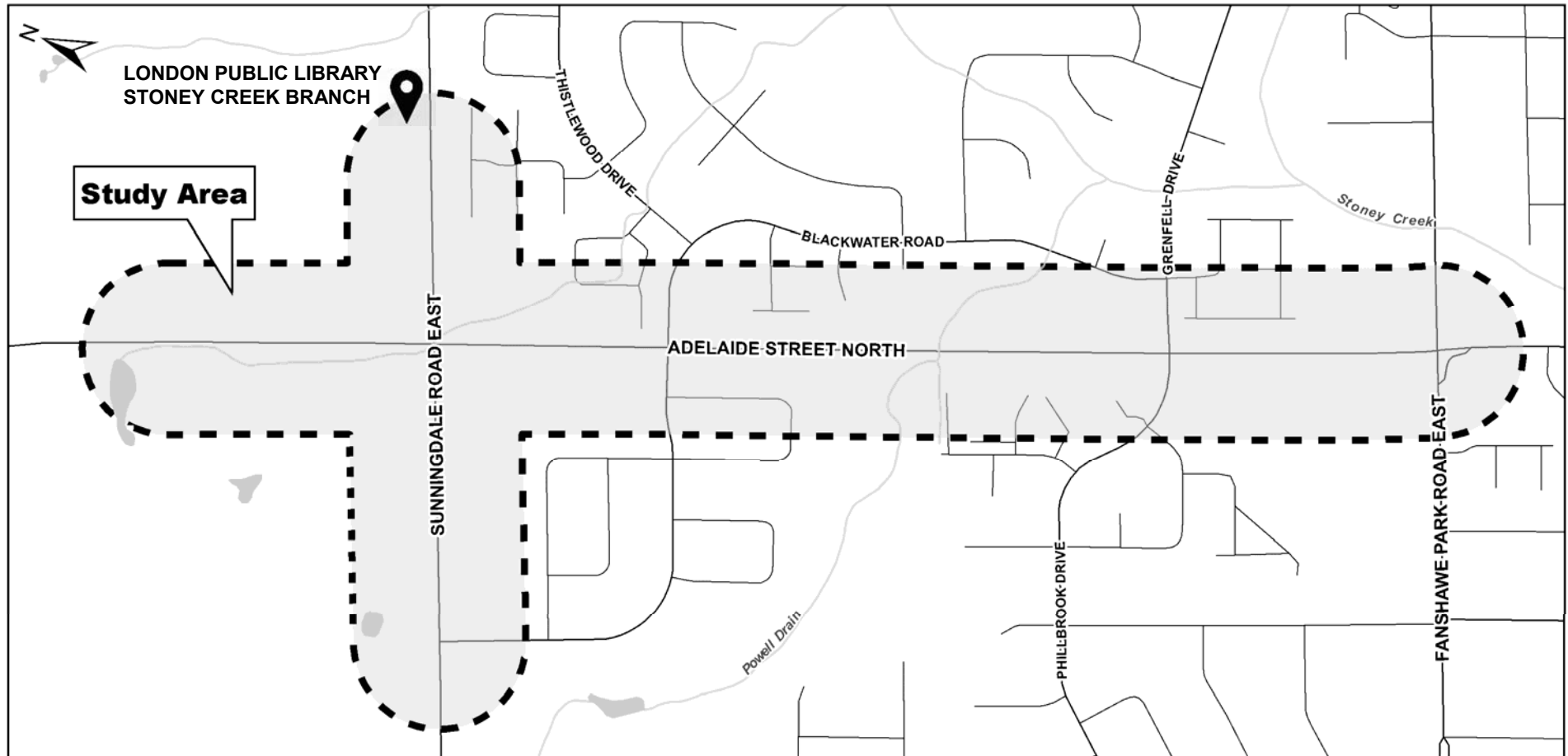
For more information, to provide comments, or to be added to the mailing list, please visit <http://www.london.ca/residents/environment/EAs/Pages/default.aspx> or contact:

**Henry Huotari, Project Manager**  
**Parsons Inc.**  
1069 Wellington Road South, Suite 214  
London, ON N6E 2H6  
Tel: 519-286-5517  
Email: [henry.huotari@parsons.com](mailto:henry.huotari@parsons.com)

**Matthew Davenport, Project Manager**  
**City of London**  
300 Dufferin Avenue, 8th Floor, P.O Box 5035  
London, Ontario, N6A 4L9  
Tel: 519-661-2489 x5232  
Email: [mdavenport@london.ca](mailto:mdavenport@london.ca)

*Information collected for the study will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act. Except for personal information, including your name, address and property location, all comments received throughout the study will become part of the public record and included in project documentation.*

**ADELAIDE STREET NORTH**  
**MUNICIPAL CLASS ENVIRONMENTAL ASSESSMENT**  
**STUDY AREA KEY MAP**





# MEMO

**To:** City of London Advisory Committees

**From:** Justin Adema

**Department:** Planning Services

**Date:** October 31, 2018

**Re:** **ReThink Zoning Draft Terms of Reference**

---

The City is in the beginning stages of a new project called ReThink Zoning, which includes preparing a new Zoning tool that will replace the current Zoning By-law. The new by-law is needed to be consistent with the London Plan and implement its vision and policy direction.

Draft Terms of Reference were prepared and sent to the Planning and Environment Committee on August 13, 2018, following this Council gave direction to circulate the draft Terms of Reference to stakeholders, agencies, and the public for comments.

City Advisory Committees are now asked to review the Draft Terms of Reference before a finalized version is brought to Council for approval. Opportunities will be provided for Advisory Committees to comment throughout the ReThink Zoning process, and these Terms of Reference will frame what that process will include and establishes the goals, objectives, and desired outcomes for the new by-law.



### 1.0 ReThinking Zoning in London

In 2011, the City of London – including Council, staff, and all of its citizens – began a conversation about the future of our city. It started with a launch event where Peter Mansbridge spoke about the importance of civic engagement in a successful local government, and ended in June, 2016 when City Council adopted the London Plan – a new plan for growth and development in our city.

The London Plan is the culmination of a community conversation, it represents the shared vision, values, and goals for all Londoners. The Plan's key directions are a summary of this vision for the City, and the rest of plan provides a framework to achieve that vision. The next step in the process of planning our city is to examine tools that help us realize the vision we have set.

One important tool to achieving the planning framework articulated in The London Plan is the zoning by-law. London's current zoning by-law is dated, having been prepared following the approval of the 1989 Official Plan to help implement that Plan. With The London Plan we have a new, more strategic approach to City Building that requires a new by-law for its implementation.

ReThink Zoning is a continuation of the original conversation about how Londoners want to see their City grow – only the focus has now shifted from broader policy matters to more technical questions about how we should realize the vision. Instead of asking Londoners what kind of city do you want to live in, we will be working with Londoners to determine how we should get there and how each development across the city should be considered.

#### 1.1 Implementing the London Plan

The London Plan provides a strategic approach to development in London that is based on City Building policies, a City Structure Plan, and a variety of place types. The City Building Policies provide the over-arching direction for how we will grow as a city over the life of the Plan and define the shape, character and form of the City. The City Structure Plan identifies five key foundations that inform the other policies of the Plan: The Growth Framework, The Green Framework, The Mobility Framework, The Economic Framework, and The Community Framework. Each place type is planned to play a unique role within the City Structure and has its own identity and character. The place types work together to create a complete city. All aspects of the place type must contribute to the achieving the Plan's objectives, including the use, intensity, and form of every building and parcel of land.

Zoning is the tool that we currently use to regulate the land use, intensity, and form of development. Therefore, zoning should be viewed as an extension of the Plan and a mechanism to meet its City Building goals. A zoning tool that is linked intrinsically to the policy direction of the London Plan is necessary for the implementation of the Plan.

#### 1.2 Legislated requirements

In addition to requiring our regulatory tools to align with The London Plan, there are also legal issues to consider. The *Planning Act* is the applicable legislation for planning matters in Ontario. It is what requires the City of London to have an Official Plan and permits the City to regulate development as a way of implementing the Plan. The *Act* says that no by-law shall be passed that does not conform with the Official Plan (Section 24(1)). The *Act* also requires that when an Official Plan is updated after a comprehensive review, a municipality shall update the zoning by-law within three years of coming into effect (Section 26(9)). Because The London Plan completely replaces the 1989 Official Plan, it is appropriate to replace the Zoning By-law with a new by-law that conforms to its policies within three years.

## **2.0 Overarching Goal, Objectives, and Desired Outcomes**

This is a major project that will have a lasting impact on how London will be shaped to meet the vision established in The London Plan. This section describes the guiding principles for the project.

### **2.1 Overarching Goal**

To continue the momentum of ReThink London, implement the new London Plan, and foster the growth and development of a great city.

### **1.2 Objectives**

- To create the best implementation tool to fit London's current and future needs
- To implement The London Plan's vision, values, and key directions
- To implement The London Plan place types in terms of use, intensity, and form
- To create a user-friendly and plain language document while recognizing the regulatory nature of the by-law
- To make use of new technologies available for the application and administration of zoning
- To allow for flexible application of the by-law while maintaining a level of certainty and predictability
- To create a tool that allows for efficient planning processes

### **2.3 Desired Outcomes**

- Quality developments across the City that contribute to our city-building goals
- Efficient planning processes that result in great neighbourhoods
- A by-law that can be understood by all users involved in the planning process – including developers, professionals, community groups, and the general public
- A by-law that meets all legislative requirements, is defensible on its planning merits, and includes clear, enforceable regulations.
- A by-law that is intrinsically linked to The London Plan with obvious connections to the use, intensity, and form requirements of the place types as well as the City Building and Our Tools parts of the Plan.

## **3.0 Work Plan**

ReThink Zoning is not just about updating the Zoning By-law Z.-1 to match the London Plan place types. It will consider the full range of possibilities that are available under the *Planning Act* and will look carefully at approaches being taken in other cities to see whether there are opportunities to improve on how we regulate development in our city. The work plan will include time for the research to be completed and analyzed, and needs to be flexible to allow later stages to fit with whatever direction or approach is identified as the best fit in London. To achieve this, a two-phase work plan is proposed. Details are provided for Phase One, however Phase Two will be refined after the details of the types of tools and approaches will be utilized has been confirmed through Phase One. Detailed Terms of Reference for Phase Two are included as a deliverable in Phase One.

### **3.1 Phase One**

Phase One will provide an opportunity to investigate alternate approaches to development regulation and determine what tools should be used to implement the London Plan to achieve its goals.

Tasks to be completed in Phase One include:

- Prepare an RFP and work plan for the completion of Phase One
- Retain a consultant to work collaboratively with staff to complete Phase One
- Complete background research with regards to:
  - Ontario legislated requirements for zoning, including options available to municipalities for the implementation of Official Plans
  - The London Plan policies and directions, in regards to compatibility with different development regulation options available in Ontario

- Best practices from North America and other comparable parts of the world
- Review existing Zoning By-law No. Z.-1 to identify areas of strength or concern, determine what is working and what needs improvement to achieve the overall goals
- Engagement with key stakeholders to assess strengths and weaknesses of our current by-law and the desired outcomes of a new by-law
- Public engagement program to listen to ideas, concerns, and suggestions from Londoners
- Identify key elements/components/areas to be addressed through the new zoning by-law
- Recommend the best zoning approach to implement the policy directions of The London Plan
- Prepare Terms of Reference for Phase 2 – the preparation of the by-law, based on the direction provided by Council

Deliverables to be submitted in Phase One include:

Deliverable	Assignment
<ul style="list-style-type: none"> <li>● Terms of Reference (Phase 1) – to include Community Engagement Strategy for Phase 1</li> </ul>	Prepared by staff
<ul style="list-style-type: none"> <li>● Request for Proposal (RFP) for consultant to undertake Phase 1</li> </ul>	Prepared by staff
<ul style="list-style-type: none"> <li>● Background Paper – overview of research and engagement findings and linkages to The London Plan</li> </ul>	Prepared by consultants
<ul style="list-style-type: none"> <li>● Recommendation Report – Analysis of issues, recommended tool, draft terms of reference for Phase 2</li> </ul>	Prepared by staff, based on recommendations from the consultants
<ul style="list-style-type: none"> <li>● Terms of Reference (Phase 2) – to include Community Engagement Strategy for Phase 2</li> </ul>	Prepared by staff

### 3.2 Phase Two

Phase Two is when the new by-law will be prepared, based on the approach confirmed through Phase One. The information in this section is general in nature and will be clarified in the detailed Terms of Reference to be prepared in Phase One.

Tasks that will be completed in Phase Two include:

- Prepare a detailed inventory of existing development
  - Review land use
  - Review intensity – may include height, gross floor area, coverage, floor plate area, density in units per hectare, number of bedrooms, parking, floor area ratio
  - Review form – may include site layout (parking, landscaping, orientation, setbacks, and building location on a site), and buildings (massing, step-backs, materials, architecture)
  - Identify and analyze patterns of development to assist in property-appropriate zoning tools
  - Where appropriate, use new technologies to obtain this information (may include LiDAR, remote sensing, or other technologies)
- Analyze and recommend technologies for the administration and presentation of zoning information
  - Explore opportunities of GIS based applications
- Prepare outline of by-law, consideration to be given to:
  - Organization – chapters, types of zones, etc
  - Layout – use of tables, figures, illustrations, document design, etc
- Prepare and test sample zones against existing conditions and potential development opportunities

- Prepare first draft of by-law, provide opportunity for stakeholder and public comments
- Prepare second draft of by-law, circulate for stakeholder and public comments
- Review required amendments to other city by-laws/documents resulting from the replacement of the current zoning by-law
- Prepare final by-law for approval

Deliverables to be prepared in Phase Two include:

- Inventory and analysis of existing development
- Mapping/zoning data overview and recommendation
- First Draft By-law
- Second Draft By-law
- Results of public and stakeholder feedback
- Amendments to other City by-laws and documents
- Final By-law for approval

Note that the deliverables will be prepared by a combination of City staff and consultants. The specific breakdown of responsibilities will be defined through the detailed Phase Two terms of reference.

### 3.3 Project Scope

The nature of large projects such as ReThink Zoning often includes “scope creep” resulting from the encroachment of additional tasks than was originally planned. It is important to ensure that the scope of this project remains focused in order to achieve the milestones identified in the Project Schedule.

### 3.4 Project Schedule

Work to be completed	Target completion date
Terms of Reference and RFP for Consultant(s)	Q4, 2018
Retain consultants	Q2, 2019
Background Paper	Q3, 2019
Recommendation Report	Q4, 2019
Terms of Reference – Phase 2	Q4, 2019
Phase 2	TBD – based on TOR

## 4.0 Project Team

Staff from various departments within the Corporation as well as a consulting team will contribute to the success of ReThink Zoning. This section describes the roles of staff and the consultant to be retained on the project.

### 4.1 City Staff

This project is part of the Planning Services work plan and will be completed at the direction of the Managing Director, Planning and City Planner. The project lead will be the Manager, Current Planning and the project manager will be a Planner from Planning Services. However, given the scope of this project, significant participation from across all Service Areas of the City of London will be required. Of particular importance will be the contributions of Development & Compliance Services staff, who play a critical role in the implementation of the Zoning By-law. This important role will be reflected in the makeup of the various teams working on the project.

At the outset, three groups of staff will be established to contribute to the completion of this important project. The Project Team will be the main group working on the project on a daily basis, a Steering Committee will be established to provide guidance to the Project Team and contribute at key decision points, and a Technical Resource Group will include staff from virtually every Service Area in the City. This group will review materials and provide input as needed at various points in the process. Some members will play large roles while others will only be required to contribute at certain points.

#### **4.1.1 Project Team**

The project team will be responsible to complete the work plan of ReThink Zoning and will be the main contact for consultants retained on this project. The Project Manager will provide leadership to this team by delegating tasks, chairing meetings, and being the main source of information/communication on behalf of the project team. The makeup of the project team will include:

- Manager, Current Planning – Planning Services (Project Lead)
- Planner, Long Range Planning & Research – Planning Services (Project Manager)
- Planner, Current Planning – Planning Services
- Urban Designer – Planning Services
- Manager, Development Planning – Development Services
- Business and Zoning Coordinator, Zoning – Development & Compliance Services

#### **4.1.2 Steering Committee**

The Steering Committee will be made up of senior leaders at the City and managers with portfolios that interface with the Zoning By-law. The Role of the Steering Committee will be to provide input, advice, and guidance to the Project Team and will be particularly involved at any key decision point during the project. The Steering Committee will include:

- Managing Director, Planning and City Planner – Planning Services (Steering Committee Chair)
- Managing Director, Development and Compliance Services and Chief Building Official – Development & Compliance Services
- Managing Director, Environmental and Engineering Services and City Engineer
- Director, Development Services – Development & Compliance Services
- Manager, Current Planning – Planning Services
- Manager, Long Range Planning and Research – Planning Services
- Manager, Urban Regeneration – Planning Services
- Manager, Development Services (Site Plan) – Development & Compliance Services
- Manager, Zoning and Public Property Compliance – Development & Compliance Services
- Solicitor II, Legal and Corporate Services

#### **4.1.3 Technical Resource Group**

Most internal Service Areas and divisions will contribute at some point during this project. They will not be required to play a major role for all phases of the project but will provide input as needed. Individuals from the divisions/Service Areas listed below will contribute, and other groups may be added depending on the nature of input required.

The Technical Group will comprise staff from Planning Services, Development and Compliance Services, Environmental and Engineering Services, the City Clerk's Office, Corporate Communications, and Neighbourhood, Children and Fire Services.

#### **4.2 Hiring Consultants**

Given the scope and complexity of this project, consultants will be retained to support staff in completing the work plan and providing specialized expertise throughout the process. A request for proposals for the Phase One consultant will be prepared and issued following the approval of these terms of reference. Contracts for this project will be divided into the project phases, recognizing that the best zoning approach is identified at the end of Phase One and may require specific knowledge and experience that is beyond the Phase One consulting team.

The selected consultant(s) will have a strong background in planning implementation, and should include experience with various approaches to zoning. The consultant team will need to be able to understand the approach taken through The London Plan and identify ways to achieve its objectives through development regulation. The consultant team will demonstrate the values that guide all planning decisions in London – these are

to be accountable, be collaborative, demonstrate leadership, be inclusive, be innovative, and think sustainably.

It is anticipated that there will be a team of consultants retained as multiple areas of expertise will be required. Some of the specialized areas include:

- Land use planning – ReThink Zoning is a planning review first and foremost. It is required that the lead consultant will include professional planners.
- Urban design – The London Plan integrates urban design into the planning process and approaches to regulation that consider how to ensure an engaging and attractive public realm will be important.
- Mapping/GIS – new and innovative approaches to the mapping components of the zoning by-law are encouraged, and it is expected that the consulting team will bring expertise on this issue.
- Community engagement – public input is important to the success of this project. Effective engagement with the community must be integrated into all parts of the project.
- Application review processes – implementation of the new by-law must work for those who are applying and interpreting the by-law, therefore consideration of this and other administrative matters must be included. The consulting team should have experience and insight into how the new by-law would be “operationalized”.

#### **4.2.1 Expectations and responsibilities**

The consulting team will work closely with the Project Manager and Project Team to complete the work plan for this project. Deliverables will be submitted to the Project Team who will coordinate with the Steering Committee and make recommendations, based on the information provided by the consultants, to City Council. The Work Program section of this report identifies what tasks will be led by the consultant team.

## **5.0 Community Engagement and Information Sharing**

This project requires input from a variety of stakeholders, agencies, and the public if it is to be successful. This project will give direction to the way we grow as a city and will shape our neighbourhoods, urban centres, and other places within London. While the intent is not to engage in a discussion about first principles – issues like the city structure and the vision for each place type have been established through The London Plan – there is plenty of opportunity for stakeholders and the public to help shape our approach to how we implement the Plan.

Equally important during this project is the availability of information. People will want to know where this project stands, what opportunities they will have for participation, and how changes to the zoning by-law could affect their properties and communities. Through the various tools available, including the city website, social media, open houses, traditional advertising, and other approaches, we will strive to provide up-to-date and useful information to the public regarding the project.

All members of the public are invited to participate throughout the ReThink Zoning process. Some key stakeholders have been identified and will be invited to meet with staff and discuss the options to replace our zoning by-law. These stakeholders include:

- All City Service Areas
- Advisory Committees to Council
- Public agencies – eg: London Economic Development Corporation, Upper Thames River Conservation Authority, London Hydro, London Housing Development Corporation, Ministry of Municipal Affairs.
- Community organizations – eg: business improvement areas, the Urban league of London, neighbourhood associations, ratepayer groups.
- The Development Industry – eg: London Development Institute, London Home Builders Association, London Association of Planning Consultants, and other members of the Building and Development Liaison Forum.

November 12, 2018

Ms. C. Saunders  
City Clerk  
City of London  
P.O. Box 5053  
300 Dufferin Avenue  
London, ON  
N6A 4L9

**Re: Accessibility Advisory Committee**

In response to the letter dated November 1, 2018, regarding my attendance requirements I regret to inform you that I will have to resign from the Accessibility Advisory Committee. I was appointed to the committee in January 2018 and in April 2018 I changed employers. In my new role I am required to attend meetings that conflict with the monthly ACCAC meetings. For this reason, I have not been able to attend ACCAC meetings and fulfill my duties as an active member of the committee. I am very passionate about accessibility in our city; however, my work commitments at this time do not allow me to continue as a member of ACCAC.

Please accept my resignation from ACCAC with regrets. I hope that in the near future I will be able to resume a position on the Advisory Committee.

Sincerely,

Kendra Ramer

Cc: Advisory Committee Chair

Hello Jerri:

I haven't had time to write a proper resignation letter, but, unfortunately, at this time I am no longer able to commit to the Accessibility Advisory Committee, as I have recently started a new, full-time job.

Thank you to everyone on the ACCAC for this opportunity and I wish everyone the best with making London a more accessible city for all.

Best Regards,

Katie Schmidt



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

Annual Status Update Report 2017



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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.

## **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*.

# **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:

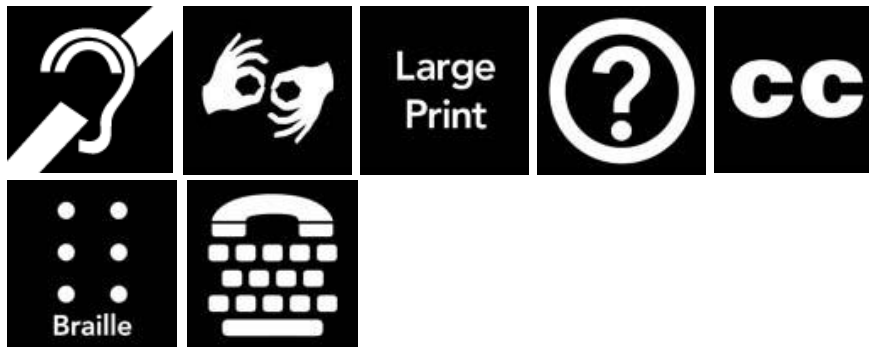
- a. Ensuring that electoral services are accessible to all voters and candidates;
- b. Identifying and eliminating barriers for persons with disabilities; and,
- c. Creating a positive and inclusive voting experience.

## **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 Dolphind Disabilities Mentoring Day (Dolphind DMD) on October 25<sup>th</sup>. [Dolphind 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 Dolphind DMD mentor-mentee matching program is facilitated by the [March of Dimes Canada](#).

This program was developed by Dolphind 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**

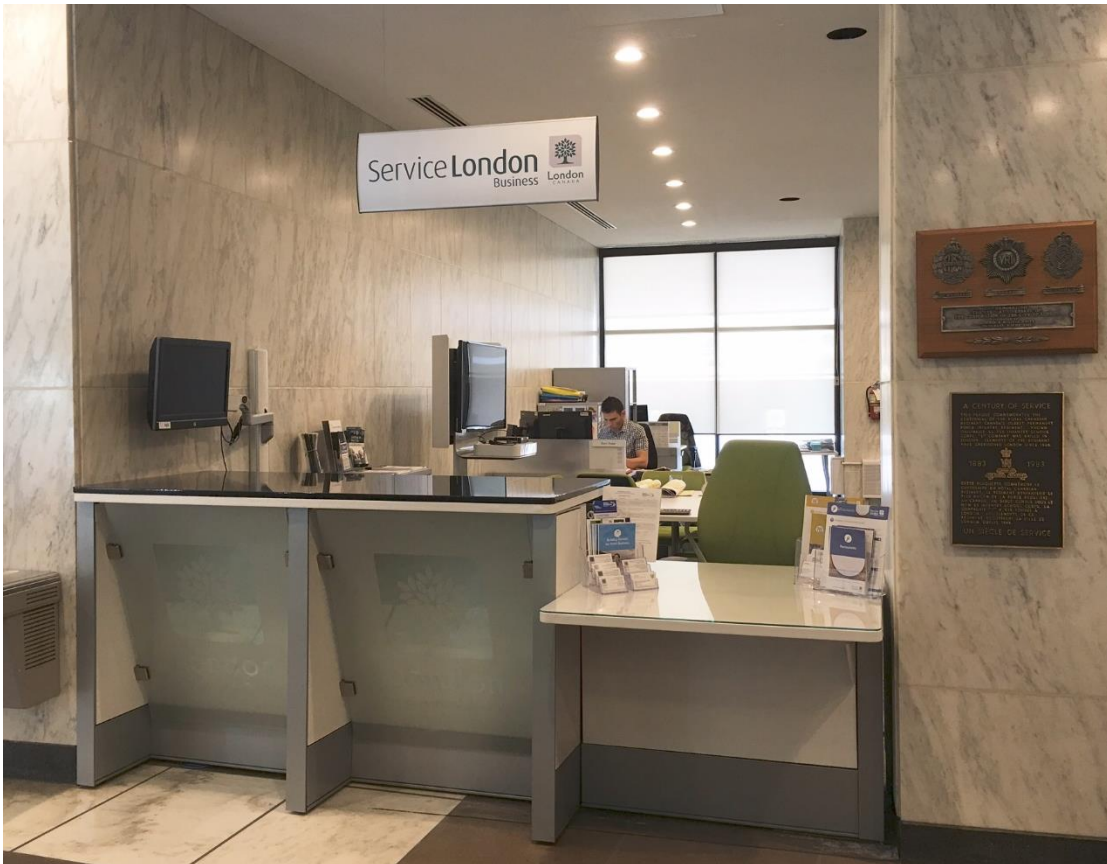
### **Accessible Service Counters**

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 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.

<b>Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
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.

Area	Barrier	Action	Timeline
<b>Employment</b>			
Human Resources and Corporate Services: Human Resources	Attitudinal Barriers	Conduct “It Starts With Me” enhanced employee training regarding harassment and discrimination.	Complete and ongoing.
Human Resources and Corporate Services: 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: 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: 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.

<b>Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
Human Resources and Corporate Services: Human Resources	Barriers to Employment	Continue to accommodate employees with disabilities.	Complete and ongoing.
Human Resources and Corporate Services: 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: Human Resources	Attitudinal Barriers, Barriers to Employment	Deliver Inclusive Recruitment and Selection training to hiring managers.	Ongoing.

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.

<b>Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
City Manager's Office: Communications/ACCAC	Communication Barriers	Work with Communications to test the City's website for accessibility.	Ongoing.
Parks and Recreation	Barriers to Participation	Update the general park database and the City's website with listing of accessible park facilities.	Ongoing.
Parks and Recreation: Aquatic Services	Barriers to 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 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.

<b>Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
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.



<b>Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
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.

<b>Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
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

<b>Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
			implemented or redeveloped.
Parks and Recreation: Storybook Gardens	Inaccessible Public Spaces	Upgrade spray pads with accessibility as a key design feature.	Complete.
Planning Services: Environmental and Parks Planning	Inaccessible Public Spaces	Spray Pad Development Plan.	Complete and ongoing as spray pads are designed and implemented.
Planning Services: Environmental and Parks Planning/ACCAC	Inaccessible Public Spaces	Audit existing parks for accessibility.	Ongoing.
Development and Compliance Services: 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

<b>Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
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.

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.

<b>Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
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.



<b>Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
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.

<b>Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
Parks and Recreation: Aquatic Services	Barriers to Participation	Summer staff trained in inclusion of children with disabilities, use of lifts.	Complete and ongoing.
Parks and Recreation: 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: 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: 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.

<b>Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
		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: 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: 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>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON NOVEMBER 13, 2018</b>
<b>FROM:</b>	<b>LYNNE LIVINGSTONE, MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES</b>
<b>SUBJECT:</b>	<b>LONDON COMMUNITY GARDENS PROGRAM STRATEGIC PLAN AND ACCESSIBILITY UPDATE</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Managing Director of Neighbourhood, Children and Fire Services, the following report **BE RECEIVED** for information.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- London Community Gardens Program Review (March 29, 2011)
- London Community Gardens Program Strategic Plan (2015-2019) and Year One Implementation Plan (August 25,2015)
- London Community Gardens Strategic Plan: Year One Update (December 13, 2016)

<b>BACKGROUND</b>
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At the April 10, 2018 Council meeting, Council resolved that the Civic Administration BE REQUESTED to report back at a future meeting of the Community and Protective Services Committee with respect to modifications to the Community Gardens Program, specifically with respect to accessibility.

The purpose of this report is to provide an update on the actions taken in 2018 related to improving accessibility within the London Community Gardens Program. In addition, this report includes the progress being made towards implementing the actions identified in the London Community Gardens Program Strategic Plan.

**London Community Gardens Program**

London is home to 17 neighbourhood gardens located on municipally owned land, encompassing over 450 plots where gardeners grow vegetables, fruit and other plants. These neighbourhood gardens are spread across the city and are located in parks or open space. The majority of gardens are at capacity and some have waiting lists due to the growing popularity of community gardening. In 2018, 96% of plots were leased by gardeners. Appendix A highlights the location of each garden including the number of plots per location and the number of plots leased to local gardeners in 2018.

**London Community Gardens Program 2018 Accessibility Update**

The London Community Gardens Program recognizes the importance of improving accessibility within all gardens. It is a priority to implement accessibility projects and upgrades within the gardens and provide an opportunity for all Londoners to participate in the program. The Community Gardens staff person attends the Accessibility Advisory Committee (ACCAC) and the Built Environment Sub-committee meetings as requested by the committee. In addition, two members of the ACCAC, who are also community gardeners, sit on the Community Gardens Advisory Group which currently meets quarterly. Outlined below are the specific steps Civic Administration has undertaken to improve accessibility in community gardens located on municipal land:

- The City of London Community Gardens webpages have been updated to show raised bed and accessible planter availability more prominently and the new quarterly e-newsletter features regular accessibility information and updates. Interested community gardeners can request raised beds and/or accessible planters by phone or email to community gardens staff.
- There are two flexible options for making garden plots more accessible depending on the needs each season. These are:
  - Raised Bed: these are standing height beds that allow gardeners to garden without having to bend or kneel. Eight raised beds were installed in a number of community gardens this past growing season.

- Accessible Planter: these are wooden planters that are installed on an accessible surface that allows a gardener to sit or wheel up to garden. Sixteen accessible planters were installed in a number of community gardens this past growing season.
- In addition, there are permanent accessibility features including accessible pathways, raised water taps, and dedicated accessible garden plots that are being installed at community gardens based on the availability of resources.
- Highlighted below is specific information on all accessible features completed at eight community gardens in 2018.

Community Garden	2018 Completed Accessible Features
Kiwanis	<ul style="list-style-type: none"> <li>• Two new accessible plots were installed permanently to the garden</li> <li>• Four accessible planters were installed on top of the two accessible plots</li> </ul>
Ann Street	<ul style="list-style-type: none"> <li>• Two new accessible plots were installed permanently to the garden</li> <li>• Two raised beds were installed</li> <li>• Accessible pathway was installed off of existing paved path</li> </ul>
Proudfoot	<ul style="list-style-type: none"> <li>• Two new accessible plots were installed permanently to the garden</li> <li>• Accessible pathway was installed off of existing paved path</li> </ul>
Ed Blake	<ul style="list-style-type: none"> <li>• Installed an accessible water tap at accessible plots</li> <li>• Two accessible plots were booked through Spectrum, with a total of eight accessible planters installed</li> </ul>
Nicholas Wilson	<ul style="list-style-type: none"> <li>• One new accessible plot was installed permanently to the garden</li> <li>• Accessible pathway was installed off of existing paved path</li> </ul>
Carling Heights	<ul style="list-style-type: none"> <li>• Two new accessible plots were installed permanently to the garden</li> <li>• Accessible pathway was installed off of existing paved path</li> </ul>
Glen Cairn	<ul style="list-style-type: none"> <li>• One new accessible plot was installed permanently to the garden</li> <li>• Four accessible planters were installed</li> </ul>
Dillabough	<ul style="list-style-type: none"> <li>• Six raised beds were installed</li> </ul>

### London Community Gardens Program Strategic Plan 2015-2019

The London Community Gardens Program Strategic Plan was developed with input from the community and provides the overall vision and direction for community gardens across London. This vision includes gardens both on municipal and private land. The Plan also clearly articulates the City of London’s role and how this role aligns with the broader community vision of community gardening.

The role of the City of London in supporting the implementation of the London Community Gardens Program Strategic Plan is:

- acting as a resource for the community through information sharing and providing capacity building opportunities to current and future community gardens and gardeners;
- supporting the community to develop new community gardens on private land through sharing best practices and municipal funding opportunities such as through Neighbourhood Decision Making; and,
- providing the development and day-to-day oversight of all community gardens on municipally owned land.

### Implementing the London Community Gardens Program Strategic Plan

In 2017 the City hired a full-time staff person to oversee the London Community Gardens Program and to continue the implementation of the Strategic Plan. Over the last year and a half, significant progress has been made toward accomplishing the plan’s milestones, including most notably:

- The creation of a Community Gardens Advisory Group and volunteer Garden Ambassador positions within each garden;
- Improved digital tools including online registration through the City’s Spectrum website;
- The development of several beneficial partnerships including ongoing communication and collaboration with the Accessibility Advisory Committee, London Middlesex Master Gardeners, Thames Valley District School Board and Sustain Ontario to name a few;
- Improved accessibility at six existing gardens and two new gardens;
- Creation of a spring “Vegetable Gardening 101” course through Spectrum for new community gardeners and;
- Implemented new communications tools including a quarterly E-Newsletter that is sent out to all community gardeners.

See [Appendix B](#) for a full report highlighting the London Community Gardens Program Strategic Plan accomplishments to date.

<b>NEXT STEPS</b>
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In 2019, Civic Administration will continue to implement the London Community Gardens Program Strategic Plan specifically:

- targeting milestones that look to increase accessibility features in community gardens on municipal land;
- supporting new gardeners with ongoing education and assistance from the new volunteer Garden Ambassadors program; and,
- continuing to increase participation in the program by supporting the development of new community gardens in neighbourhoods based on resident-driven proposals and the availability of resources.

<b>FINANCIAL IMPACT</b>
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Funding currently exists in the approved operating budget to meet the current needs of London’s Community Gardens Program. Funding from the City’s municipal accessibility budget was also allocated to support the accessibility projects in four community gardens in 2018. Subject to available budget in 2019, Civic Administration will complete two additional accessible garden upgrades.

<b>CONCLUSION</b>
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Community gardens accomplish many purposes including food production, enhancing healthy living and contributing to active neighbourhoods. Over the years, London residents, Council, and Civic Administration have recognized the benefits and significance of community gardens, and have expressed support for their continued development and sustainability.

<b>PREPARED BY:</b>	<b>PREPARED BY:</b>
     <b>VANESSA KINSLEY SUPERVISOR, NEIGHBOURHOOD DEVELOPMENT &amp; SUPPORT NEIGHBOURHOOD, CHILDREN &amp; FIRE SERVICES</b>	     <b>KAREN OLDHAM MANAGER, NEIGHBOURHOOD DEVELOPMENT &amp; SUPPORT NEIGHBOURHOOD, CHILDREN &amp; FIRE SERVICES</b>
<b>SUBMITTED BY:</b>	<b>RECOMMENDED BY:</b>
     <b>CHERYL SMITH MANAGER, NEIGHBOURHOOD STRATEGIC INITIATIVES &amp; FUNDING NEIGHBOURHOOD, CHILDREN &amp; FIRE SERVICES</b>	     <b>LYNNE LIVINGSTONE, MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN &amp; FIRE SERVICES</b>

- c. Scott Stafford, Managing Director, Parks and Recreation  
John Fleming, Managing Director, Planning and City Planner  
Andrew Macpherson, Manager, Parks Planning & Design

London Community Gardens Program Community Gardens and Locations

Garden Name and Location	Number of Plots per garden in 2018	Number of Plots Leased 2018
Ann Street – 65 Ann Street	27	27
Berkshire – 510 Berkshire Drive	41	41
Blackfriars – 2 St. Patrick Street	22	22
Carling Heights – 656 Elizabeth Street	36	36
Dillabough – 59 Dillabough Street	23	23
Ed Blake – 449 Barker Street	32	31
Glen Cairn – 410 Scenic Drive	8	8
Kiwanis – 1475 Brydges Street	18	3 <sup>1</sup>
Meredith – 450 Nelson Street	17	17
Meadowlily –1510 Commissioners Road East	24	23
Nicholas Wilson – 16 Fitzroy Place	13	13
Proudfoot – 693 Proudfoot Lane	40	40
Reservoir – 552 Crestwood Drive	58	58
Riverforks – 17 Becher Street	41	41
Thames – 15 Ridout Street	49	49
University Heights – 290 Trott Drive	14	14
<b>Total plots</b>	<b>463</b>	<b>446</b>

<sup>1</sup> The Kiwanis Community Garden did not open until the end of June, 2018 therefore numbers were low as the planting season typically starts May 1.





**London Community Gardens Program  
Strategic Plan (2015-2019)  
Progress Report**



Strategic Direction		Initiative	Milestones	Accomplishments
<div><div></div>Operate Efficiently and Effectively</div>	<div><div></div>Administer garden guidelines and processes</div>		<div>✓</div> Ensure efficient waitlist management process	A new online registration system and waitlist management process was created in Fall 2017 through the City of London's Spectrum Recreation.
			<div>✓</div> Establish a garden selection process for municipal lands and a guideline for garden expansion	A process for establishing new gardens on municipal land is complete.
			<div>✓</div> Maintain efficient, coherent policies/guidelines that meet London Community Gardens Program stakeholder needs	The London Community Gardens Program Guidelines document, created in 2013, was updated in Fall 2017 and is reviewed yearly and updated as necessary.
	<div><div></div>Communication and Collaboration</div>		<div>↕</div> Develop a highly functional LCGP website and digital tools	Several updates have been made to the website including online registration through Spectrum, links to the guidelines document and Strategic Plan, current garden availability listings, and garden maps. By October 2019 garden plot agreements will also be available online.
		<div>✓</div> Implement a system wide and garden specific communication strategy	Each year meetings are held in the Fall and Spring for all gardeners, and email and mailing lists are kept for ongoing communication throughout the growing season. A quarterly E-Newsletter was created in Winter 2018 as well and on-site bulletin boards are being planned to pilot in designated gardens in 2019.	
		<div>✓</div> Optimize the relationship between gardeners and stakeholders	Relationships with groups such as the Middlesex London Master Gardeners have been developed through participation in their Seedy Saturday event and through workshop collaboration. Several City service areas are involved in program delivery, most notably Parks Operations and Parks Planning, through support on site and in new garden development. Volunteer Garden Ambassadors provide a link between gardeners, City staff and other partners.	

Complete: Milestone is done with no ongoing tasks

↕

On Target:

- Milestone is ongoing or completed annually; or
- Milestone is on target to be completed by target end date

■

Caution:

- Milestone is delayed by 1 quarter; or
- Milestone may not be completed by target end date

➔

Below Plan: Milestone is delayed by 2 quarters or more

Status Indicators

Status Indicators

✓	Complete: Milestone is done with no ongoing tasks
↕	On Target: <ul style="list-style-type: none"><li>Milestone is ongoing or completed annually; or</li><li>Milestone is on target to be completed by target end date</li></ul>
■	Cautious: <ul style="list-style-type: none"><li>Milestone is delayed by 1 quarter; or</li><li>Milestone may not be completed by target end date</li></ul>
➔	Below Plan: Milestone is delayed by 2 quarters or more

Strategic Direction	Initiative	Milestones	Accomplishments
	<div><div></div><div>Attracting and retaining gardeners</div></div>	<div><div>↕</div><div>Create a gardener skills inventory to share expertise</div></div>	In Spring 2018 a Vegetable Gardening 101 course was developed and delivered through Spectrum, and will continue to be delivered annually. Community Gardens summer staff and Garden Ambassadors are available within the gardens to provide expertise and share their skills. The bi-annual gardener meetings are also an opportunity for gardeners to exchange knowledge and information with each other.
		<div><div>✓</div><div>Create a training / support strategy for new or inexperienced gardeners: buddy system; orientation program and ongoing education curriculum</div></div>	There are 16 garden ambassadors within 13 gardens who are available as a resource for new or inexperienced gardeners. The annual Vegetable Gardening 101 course, led by a Master Gardener, is specifically for new participants in the Community Gardens Program and had 39 participants last Spring.
		<div><div>↕</div><div>Establish a tiered garden plot membership model: demonstration gardens; 1/2 plot; shared plot; own plot</div></div>	An opportunity for gardeners to share plots will be explored in 2019.
		<div><div>↕</div><div>Improve accessibility at gardens identified by the community, including raised beds, solid surface, wide pathways into gardens, easy water access, available seating nearby, etc. This work is to be accomplished in partnership with gardeners, key stakeholders and possible funders.</div></div>	Two new gardens were established in 2016 and 2018 and were built to accessibility standards, including hard packed pathways, accessible water and accessible planters. Four existing gardens were also upgraded in 2018 to the same standards. In addition there were eight raised beds (standing height) and 12 accessible planters (sitting height) booked in four gardens in 2018. All projects were supported by the Accessibility Advisory Committee.
	<div><div></div><div>Building value-added partnerships</div></div>	<div><div>✓</div><div>Create linkages with food systems</div></div>	The London Food Bank's Grow-A-Row program is promoted to gardeners who would like to donate produce, along with other neighbourhood based donation initiatives where they exist. In addition, the London Community Gardens Program partners with the London Middlesex Food Policy Council and London For All on items relating to community garden and food security, and the Community Gardens Program Supervisor co-chairs a provincial community growing network with Sustain Ontario which explores similar policy and program objectives.

Strategic Direction	Initiative	Milestones	Accomplishments
	<div> <div></div> Engaging neighbourhoods in community garden expansion </div>	<div> <div>✓</div> Develop an inclusive partnership strategy with schools, community agencies, local businesses, seniors' residences, and committees (Accessibility Advisory Committee and Age Friendly London's Outdoor Spaces &amp; Building Working Group, etc.) </div>	<p>The City shares information to organizations on request to assist with the development of gardens on private lands and has partnered with the Thames Valley District School Board in the development and use of community gardens, including a small space on public land in Nor'west Optimist Park used exclusively by Emily Carr Public School. Staff attends the Accessibility Advisory Committee meetings as necessary to share garden plans and ask for input on any accessibility-related projects. Two members of the Accessibility Advisory Committee are community gardeners and also sit on the Community Gardens Advisory Group.</p>
		<div> <div>✓</div> Implement a strategy to mobilize multi-cultural and diverse groups into community gardening </div>	<p>The development of the Ed Blake Park Garden in 2016 was implemented in collaboration with the Life Resource Centre in Northeast London, which supports newcomers and specifically 20 newcomer individuals at this garden site. In Winter 2018, a Brescia University College community development student researched and interviewed community partners to produce a report focused on broadening engagement in community gardening within diverse communities. In June 2018, a workshop was delivered at a Networking for an Inclusive Community event to approximately 20 front line staff from local service agencies who work with newcomers and immigrants.</p>
		<div> <div>↩</div> Prioritize expansion into neighbourhoods that feature a high proportion of rental or high density housing </div>	<p>Opportunities will be explored based on resident interest and the availability of resources.</p>
		<div> <div>✓</div> Conduct ongoing community outreach, including a broad advocacy strategy </div>	<p>Each year staff attend Seedy Saturday, Go Wild Grow Wild, and various summer festivals, block parties and meetings to promote the London Community Gardens Program. The program is highlighted on the Neighbourhood London website and by the Neighbourhood Event Team staff.</p>

Strategic Direction	Initiative	Milestones	Accomplishments
<div> <div></div> <div>Build Capacity</div> </div>		<div> <div></div> <div>Develop a community awareness / public relations plan, including a common identity for LCGP</div> </div>	The Program has a logo and identifiable signs at all 16 garden locations. Regular tweets, Facebook posts and other online news items are posted throughout registration time.
		<div> <div></div> <div>Establish an 'Expansion Blueprint' for Community Gardens, including co-locating gardens with community facilities, parks or services, and rooftop gardens</div> </div>	Partnership opportunities are identified whenever possible, as with the garden for Emily Carr Public School which is in a City park adjacent to the school, and also at Berkshire Park where water access is provided by Sifton Development through the Berkshire Club.
		<div> <div></div> <div>Set up an Annual Meeting process for LCGP with reporting protocols</div> </div>	Meetings are held every year in the Spring and Fall, and include updates on yearly accomplishments and projects. Milestones and accomplishments are being tracked and reported through an online tracking tool.
		<div> <div></div> <div>Create governance models that reflect the unique needs of a community garden - 1. Top-down approach or bottom-up model , 2. Day-to-day management of gardens and 3. System oversight</div> </div>	The gardens are supported by City staff and the Advisory Group using a community development approach that recognizes the unique needs of each garden.
	<div> <div></div> <div>Effective governance at the garden and system level</div> </div>	<div> <div></div> <div>Develop a local community garden structure for gardens on municipally-owned land that is self-managing and enables leadership and participation among gardeners</div> </div>	In Fall 2017 the Community Gardens Advisory Group was created and in 2018 was comprised of 21 members representing 14 gardens. Members of the group are leaders within their respective gardens and create a linkage between the gardeners as well as with City staff. Of the 21 advisory group members, 16 gardeners have taken on the role of garden ambassador and provide support to new gardeners and also participate in garden activities and management.
		<div> <div></div> <div>Establish a LCGP Committee to guide the development of a Garden Management Plan, advocate for the LCGP and support our community gardeners</div> </div>	The goals of the Community Gardens Advisory Group are to review the Community Gardens Guidelines document each year, assist with implementation of the Strategic Plan and to provide feedback and information to City of London Community Gardens staff. In 2018 there were 21 gardeners on the advisory group, representing 13 Gardens.
		<div> <div></div> <div>Implement conflict management process</div> </div>	The City's R Zone policy is in effect in every city facility, including community gardens. The policy is highlighted on our signage and in our guidelines. The Community Gardens Guidelines document also outlines conflict management protocols within the gardens.
		<div> <div></div> <div>Review the City of London oversight structure for LCGP</div> </div>	In 2016, a review of the program oversight was completed and resulted in the recommendation to move the day-to-day operations from an outside agency to the City of London. In February 2017, the City of London began administering the program.

Strategic Direction	Initiative	Milestones	Accomplishments
<div> <div></div> <div>Manage Resources</div> </div>	<div> <div></div> <div>Strong community gardens leadership</div> </div>	<div> <div></div> <div>Engage the municipal government and wider community through inclusiveness in the ongoing development of the London Community Gardens Program</div> </div>	<p>Council was updated on the implementation of the London Community Gardens Program Strategic Plan in 2015 and 2016. An additional update is being provided in Fall 2018.</p>
		<div> <div></div> <div>Generate a comprehensive strategy to attract and retain LCGP volunteers to fill leadership roles at the local garden level</div> </div>	<p>This strategy is in progress. The creation of the Advisory Group and Garden Ambassadors was the first step in developing local, knowledgeable volunteers.</p>
		<div> <div></div> <div>Set up a formalized community gardening forum with regular contact between all community gardeners to share experiences and ideas</div> </div>	<p>The annual Spring and Fall gardener meetings provide opportunities for gardeners to share experiences and ideas.</p>
	<div> <div></div> <div>Access to natural resources needed for gardening</div> </div>	<div> <div></div> <div>Create guidelines that address accountabilities and responsibilities of City of London, London Community Gardens Program Committee, garden leaders, and gardeners</div> </div>	<p>The Community Gardens Guidelines document was originally created in 2013 and has been updated with current and relevant changes six times. It will be updated again in 2019. The Guidelines clearly articulate the responsibilities of all stakeholder groups.</p>
		<div> <div></div> <div>Ensure LCGP sites have access to needed natural resources</div> </div>	<p>All gardens have reliable water sources, provided by the City of London. Compost, mulch and other site amendments are provided as needed in spring and fall.</p>
		<div> <div></div> <div>Identify / designate public lands / co-location lands / surplus lands for LCGP</div> </div>	<p>Parks Planning identifies potential land for new gardens through their new park development process.</p>
	<div> <div></div> <div>Garden plots to meet demand and expansion requirements</div> </div>	<div> <div></div> <div>Support community gardens on private land. For example, through assistance provided through the SPARKS! Neighbourhood Matching fund</div> </div>	<p>A tool is currently being created for residents interested in establishing a community garden, on public or private land.</p> <p>The Neighbourhood Decision Making program allows residents to submit ideas for community gardens in their neighbourhood. Through the program residents are eligible to receive funding for their project as well as implementation support from City staff. There have been four garden projects on private property supported with this funding to date.</p>
		<div> <div></div> <div>Work closely with developers to identify potential land for community gardens</div> </div>	<p>Parks Planning identifies potential land suitable for use as a community garden.</p>
		<div> <div></div> <div>Assign sufficient staffing to support current and expanded LCGP program including maintenance and administration (noting any growth to the current program could be addressed as resources become available).</div> </div>	<p>The City employs one full-time staff and one summer full-time casual staff to administer the program. In addition, the program is supported by a Parks Operations landscape crew and Parks Planning staff.</p>
	<div> <div></div> <div>Municipal support</div> </div>	<div> <div></div> <div>Ensure community gardens is weaved into the Strategic Plan for the City of London and the City is committed to providing critical services to support the gardens.</div> </div>	<p>Community Gardens is directly linked to two strategic areas of focus within the City's Strategic Plan: Strengthening Our Community (invest in new parks and recreation facilities and pursue innovative models for programs and service delivery; support neighbourhood driven activities and decision making); and, Building a Sustainable City (invest in parks and recreation facilities and amenities).</p>



Strategic Direction	Initiative	Milestones	Accomplishments
		<div> <div></div> <div> Link LCGP program to city priorities (i.e. The London Plan, Child &amp; Youth Agenda, London Strengthening Neighbourhoods Strategy, Age Friendly London, Parks &amp; Recreation Master Plan) </div> </div>	The importance of Community Gardens is recognized in all of these plans and identified as a priority.
	<div> <div></div> <div>Adequate funding</div> </div>	<div> <div></div> <div>Create a multi-pronged funding approach, including a LCGP membership pricing model</div> </div>	The London Community Gardens Program's plot fees are based on the gardener's ability to pay. The fee is a sliding scale ranging from \$15.00 - \$40.00 per gardening season. This user fee is reviewed annually.
		<div> <div></div> <div>Develop a plan to identify and leverage sponsorship opportunities to fund the LCGP</div> </div>	The City recently hired a Coordinator, Sponsorship, Advertising and Sales who will be identifying opportunities in the future.

# Education and Awareness Sub-Committee Report

November 20<sup>th</sup>, 2018

Location: Jackie's House @7:00pm

Present: Ashton Forrest, Michael Cairns, Penny Moore, Laurie Chappell, Jackie Madden, and Melanie Stone

## 1. Accessible Trick-or-Treating Campaign

- History: In 2017 Rich Padulo created one "Accessible trick-or-treating" sign and displayed it on his home. In 2018 many more were created and distributed as the community took notice. Richard was inspired to make trick-or-treating more accessible after witnessing a boy in a wheelchair come down Richard's street as he was putting up his Halloween decorations. He realized that some kids face barriers when trick-or-treating due to stairs, curbs, and poorly lit walkways. So he created the sign to signal to trick-or-treaters which houses would be barrier free. The signs have been distributed to over 150 homes in Etobicoke. Remax bought 2500 to spread around Ontario. Next year there will be at least 10 municipalities that will be taking part in the campaign (including London)





- CTV News coverage:  
<https://www.youtube.com/watch?v=cBrLZDstoDE>
- Ashton reached out to Rich to see how we can bring this campaign to London for October 2019. The aim is to distribute signs to Londoners that are committed to providing a barrier free Trick-or-Treating experience to people with disabilities.
- We can start with 100 signs and go from there.
- The cost of the signs is \$5.69 per sign, \$569 for 100 plus delivery. Delivery fees will be based on the address the signs are delivered to. The cost of the signs is already reduced as it will be part of a bulk order with other municipalities

#### Next Steps:

- Melanie will look into seeing if this will be covered under her budget
- We will also need to create brochures and/or pledge for Londoners to learn about creating an inclusive Trick or Treating experience and commit to it (if they are getting a sign)
- Will need to discuss if the cost of the accompanying brochure/pledge will be covered under ACCAC's budget or the Accessibility Specialist's budget
- The mock up design was presented at the meeting and will have to be reviewed by city staff to ensure the placement of the city logo and the rest of the design is acceptable
- Consult with parents and organizations about accessible trick-or-treating recommendations to include in materials
- Create a strategy for making the public aware of this in October and implementing it. The strategy should include ways of distributing the posters that makes it easy and accessible

## 2. Awareness and Education Events

- December 3, 2019 International Day of Persons with Disabilities Event. A perfect day to tell the community what the city has accomplished in terms of accessibility and inclusion for people with disabilities, what still needs to be done to make London fully accessible/inclusive, and get feedback from the community on new and ongoing issues
- ACCAC booths/presence at accessibility/disability related events. This is a great way to reach out to Londoners with accessibility challenges and let them know what ACCAC does and who in the city they should be contacting regarding their accessibility challenges. It's

also another way to gather information from members of the disability community in town. Some events to consider attending are (but not limited to) DMD Meet and Greet hosted at City Hall, Learning Disabilities Association of London Region's (LDALR) annual workshop/conference, March of Dimes event, etc.

- Vision Zero video (discussed under policy). This is a way of making commuters aware of those with disabilities travelling through the city on foot, in chairs, and with other mobility aids. This is something we can work with the Vision Zero team with

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# ACCESSIBLE ELECTION PLAN UPDATE NOVEMBER 2018

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City of London 2018 Municipal  
Election

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November 21, 2018

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VOTES



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# City of London Accessible Election Plan 2018

## Introduction

The City of London is committed to making municipal elections accessible to all citizens of London – including voters, candidates, employees and volunteers who participate in the election administration. The City of London's Accessible Election Plan 2018, supports and enhances the City's policies, multi-year Accessibility Plan and commitment to respond to the needs of persons with disabilities.

## Purpose

The focus of the Accessible Election Plan 2018 is to:

- a) ensure that electoral services are accessible to all voters and candidates;
- b) identify and eliminate barriers for persons with disabilities; and
- c) create a positive and inclusive voting experience.

## Plan Development and Review

The City of London's Accessible Election Plan 2018 was developed by members of the City Clerk's Elections Team, in consultation with the Accessibility Advisory Committee and the City's Municipal Policy (AODA) Specialist.

The following criteria were considered in the development of this Plan:

Policies and procedures must be consistent with the principles of the [Municipal Elections Act, 1996](#), the [Ontarians with Disabilities Act, 2001](#), and the [Accessibility for Ontarians with Disabilities Act, 2005](#), and respect the dignity and independence of persons with disabilities.

The City Clerk's Office will continue to learn, develop and adjust the Accessible Election Plan 2018 in order to meet the needs of persons with disabilities. This Plan will be reviewed and updated as new opportunities are identified or become available. Following the election, the City Clerk will review the outcomes with the Accessibility Advisory Committee to identify potential areas of improvement and any additional barriers experienced during the election that can be addressed in future plans. The City Clerk will report to Municipal Council within 90 days following the election on the outcomes and performance of the Accessible Election Plan 2018.

## Legislative Requirements – *Municipal Elections Act, 1996*, as amended

The City Clerk is responsible for conducting municipal elections and establishing policies and procedures to ensure all voters have the opportunity to fully participate in the 2018 Municipal Election.

The *Municipal Elections Act, 1996*, as amended states the following:

- 12.1(1)A clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities. 2009, c. 33, Sched. 21, s. 8 (8).
- 12.1(2)The clerk shall prepare a plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the plan available to the public before Voting Day in a regular election. 2016, c. 15, s. 11.
- 12.1(3)Within 90 days after voting day in a regular election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public. 2016, c. 15, s. 11.

- 41(3) The clerk shall make such changes to some or all of the ballots as they consider necessary or desirable to allow electors with visual impairments to vote without the assistance referred to in paragraph 4 of subsection 52 (1). 1996, c. 32, Sched., s. 41 (3); 2001, c. 32, s. 30 (1).
- 45(2) In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities. 2009, c. 33, Sched. 21, s. 8 (23).

## **Accessible Customer Service**

The City Clerk's Office is committed to providing quality goods and services that are accessible to all persons in accordance with the City of London Accessible Customer Service Standards (Appendix "B") and in compliance with the customer service standards of the *Accessibility for Ontarians with Disabilities Act, 2005*. In fulfilling our mission, the City Clerk's Office will provide services that respect the dignity and independence of persons with disabilities.

## **Definitions and Barrier Types**

Disability: The *Accessibility for Ontarians with Disabilities Act, 2005* defines "disability" as follows:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder; or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Attitudinal Barriers: Barriers result when people think and act based on false assumptions. Example: receptionist talks to an individual's support person because they assume the individual with a disability will not understand.

Information and Communication Barriers: Barriers created when information is offered in a form that suits some, but not all, of the population. Example: print that is too small for some people to read and public address systems that alert only people who can hear the message.

Technology Barriers: Barriers occur when technology, or the way it is used, cannot be accessed by people with disabilities. Example: websites that are not accessible to people who are blind and require the use of screen reader software.

Physical and Architectural Barriers: Physical barriers or obstacles that make it difficult for some people to easily access a place. Example: a door knob that cannot be turned by a person with limited mobility or strength, or a hallway or door that is too narrow to allow a person who uses a wheelchair to pass through safely.

Organizational Barriers: Occur when policies, practices or procedures result in some people receiving unequal access or being excluded. Example: A hiring process that is not open to people with disabilities.

## Key Areas of Focus in the Elections Process

The Elections Office has identified the following five key areas of focus within the election process to prevent and remove accessibility barriers:

- 1. Elections Communication and Information
- 2. Voting Places
- 3. Voting Methods
- 4. Recruitment and Selection of Election Workers
- 5. Assistance for Candidates

## Post-Election Report

Following the election the City Clerk will review the outcomes with the Accessibility Advisory Committee to identify potential areas of improvement and any additional barriers experienced during the election that can be addressed in future plans. The City Clerk will report to Municipal Council within 90 days following the election on the outcomes and performance of the Accessible Election Plan 2018.

The City Clerk’s post-election report will be posted on the City’s website in a format accessible to persons with disabilities and distributed to disability groups and other stakeholders, upon request.

## Feedback

The City Clerk welcomes feedback to identify areas where changes and improvements can be considered and ways in which the City can improve the delivery of an accessible election. The feedback process provides the City Clerk’s elections staff with an opportunity to carry out corrective measures to prevent similar recurrences; address training needs, enhance service delivery, and offer accessible methods of providing election services.

Please provide us with your feedback so that we can continuously improve the accessibility of London’s municipal elections. Feedback can be submitted to the Elections Office through a variety of methods including:

Telephone	519-661-4535
In Person	300 Dufferin Ave, Lower Level
Fax	519-661-4892
Mail	300 Dufferin Ave, Lower Level Elections Office, London, ON N6A 4L9
Website	<a href="http://www.london.ca/elections">www.london.ca/elections</a>
Email	<a href="mailto:elections@london.ca">elections@london.ca</a>

The London Accessibility Feedback Form can be found on the City of London's website. This form will be forwarded to the Elections Office for action. Additionally, staff can, upon request, complete and submit the feedback form on behalf of a person with a disability. Each completed form is reviewed by the City Clerk’s elections staff who will respond to the candidate or voter directly within two business days, providing an anticipated action and timeframe for a full response where appropriate.

If you require this information in an alternate format, please contact the Elections Office.

# City of London Accessible Election Plan Update

## November 2018

### Elections Communication and Information Initiatives

- Provide election information in alternative formats and through multiple channels
- Provide an informative and accessible election website

Strategy	Outcome
Ensure election information is available in clear, simple language.	All election information provided in clear and simple language – available in alternate formats upon request.
Continuously update election information posted on the City's website to reflect the most recent information, and temporary disruptions. Enhance the City's "Where Do I Vote?" web application to provide accessibility information about voting places.	<b>5,560</b> webpage views to "Where do I Vote?" webpage
Ensure election web pages are W3C Consortium WCAG 2.0 Level A compliant.	Compliant.
Establish and continuously update a dedicated accessibility section on the election's website that provides information on the initiatives undertaken by the City Clerk's Office.	<b>3,229</b> webpage views to Accessible Election information ~ <b>51</b> inquiries related to election accessibility* <b>4</b> social media posts directly related to election accessibility Accessible Voting webpage created in 2014, updated September 2018.
Make feedback and accommodation request forms available through website.	No requests received via feedback form.
Present information about election accessibility to stakeholder and community organizations.	<b>8</b> presentations where accessible equipment was demonstrated <b>3</b> organizations requested accessible demos
Produce a "How to Vote" pamphlet in English and additional languages and make the booklet available in both print and alternative formats.	~ <b>4,600</b> pamphlets distributed  Pamphlets produced in English and Braille. Downloadable version available on london.ca/elections
Produce an accessible "How to Vote" video and post it to the City's website.	<b>6,102</b> views to Marking the Ballot webpage
Produce a city-wide mail out that outlines key election information.	~ <b>150,000</b> households reached

\*exact number still being determined. Number to be included in final public report

### Voting Places Initiatives

- Ensure all Voting Place access routes and entrances are clearly identified
- Ensure all Voting Place owners and managers are aware of accessibility requirements
- Provide a contact centre to deal with accessibility issues, concerns or complaints
- Provide information on the accessibility features available at each Voting Place
- Ensure all Voting Places are accessible to voters with disabilities

Strategy	Outcome
Review and update Voting Place Accessibility Checklist.	<b>Updated March 2018.</b> See Appendix "A"



Strategy	Outcome
Review all potential voting places with consideration for public transit access; provide information to voters on public transit access.	<b>179</b> voting places located directly on a public transit route less than 250 meters from public transit stop
Review all potential voting places with consideration for public transit access; provide information to voters on public transit access.	<b>12</b> voting places located greater than 500 meters from a public transit route
Review all potential voting places for accessibility including two (2) accessible parking spots near the closest entrance to the poll(s).	<b>200</b> voting places with 2 accessible parking spots
All voting places to be inspected prior to Voting Day to ensure accessibility for all voters.	<b>273</b> locations inspected
Where possible, the accessible entrance is to be the same as the main entrance.	<b>145</b> voting places where main entrance is also the accessible entrance. <b>27</b> greeters hired to increase accessibility of entryways
In the event of disruptions to service or unforeseen circumstances that affect the accessibility of voting places during the Advance Vote or on Voting Day, notices of disruption will be posted as soon as possible: <ul style="list-style-type: none"> <li>- on the City's website</li> <li>- Facebook: London Votes,</li> <li>- Twitter: @LondonVotes</li> <li>- at the site of the disruption</li> </ul> When applicable, a media advisory will be issued.	No disruptions to services on Voting Day or Advance Vote days.
Ensure voters with accessibility needs are directed to the accessible voting entrance by prominent signage.	<b>9</b> Voting places where additional directional or parking signage was provided by Elections Office for accessible purposes
Use large-print signage at voting places; train election workers to communicate with people who are blind or have low vision. Consult with Accessibility Advisory Committee on best practices.	Large print signage provided at all voting places.
Notify all voting place owners and managers of legislative accessibility requirements in order to prevent last minute changes to voting places.	<b>212</b> Voting Place managers notified.
Welcome the use of support persons and service animals in voting places. Educate elections staff on appropriate communication with voters and service animals.	Information provided in election manual. <b>1,993</b> manuals distributed.
Establish a website link to an accessibility feedback form so an elector who encounters an accessibility issue can contact Election or Accessibility staff: Email: <a href="mailto:elections@london.ca">elections@london.ca</a> Use the received feedback to ensure that voting places are accessible to voters, as required by the <i>Municipal Elections Act, 1996</i> .	<b>42</b> accessibility related emails received to <a href="mailto:elections@london.ca">elections@london.ca</a>
Provide details of accessibility features available to voters and candidates at Advance Vote locations on the City's website. Provide details of accessibility features available at voting places on Voting Day on the City's website.	<b>2,575</b> webpage visitors to Accessible Election information  Accessible Voting webpage updated September 2018.

## Voting Methods Initiatives

- Provide accessible voting opportunities
- Provide voting opportunities in institutions and long-term care facilities
- Provide assistance to voters with disabilities as requested
- Provide instructions on the use of accessible voting equipment

Strategy	Outcome
Provide voters with the option to vote by mail or vote by proxy.	<b>~100</b> proxy forms distributed <b>40</b> proxy forms certified <b>115</b> Vote by Mail applications
Review ballot design to increase legibility; Increase legibility of ballots through use of accessible font styles and sizes, appropriate case usage, and colours, where possible.	Accessible ballot design reviewed by staff and produced by Vendor. Accessible equipment and ballot demonstration provided to Accessibility Advisory Committee September 2018.  <b>212</b> sets of Braille Ballot instructions distributed to all voting places on Voting Day
Provide an accessible ballot-marking device at all advanced polls for independent voting via “sip-and-puff”, the use of paddles, or a tactile device.	<b>12</b> accessible voting machines — one for each advance polling station. <b>3</b> voters used accessible ballot marking device during Advance Vote
Provide magnifiers, pens and paper at all voting places.	<b>1</b> magnifying sheet per voting place <b>1 set</b> of pen and paper pads per DRO (680 DROs)
Establish voting places at the following facilities in order to allow eligible residents of the facility the opportunity to vote: <ul style="list-style-type: none"> <li>• any institution in which 20 or more beds are occupied by persons who are disabled, chronically ill or infirmed</li> <li>• a long-term care facility in which 50 or more beds are occupied.</li> </ul>	<b>34</b> long-term care facilities where a dedicated voting place was established
Upon request, provide voters with the opportunity to vote from anywhere at the voting place (including curbside) with assistance from a Deputy Returning Officer. Upon request, assist the elector with voting or reading of ballot.	<b>45</b> home voting visits on or before Voting Day
Train Deputy Returning Officers to assist voters with voting process when requested.	<b>785</b> Deputy Returning Officers trained
Enable voters to swear an oath if they are unable to provide the required identification and/or documentation with a signature.	<b>~150</b> Oaths taken during Advance Vote*
Produce videos that outline the voting process and the accessible voting technologies in use for the election. Videos will include accessible elements and captioning. Post the videos on the City’s website.	<b>4</b> videos produced regarding the election
Provide pictorial instructions on voting processes at all voting places.	<b>2</b> pictorial ballot instructions per poll provided to <b>212</b> voting places on Voting Day
Host a media promotion event (September 2018) on voting technology, including accessible voting equipment and processes.	<b>6</b> Accessible demonstrations to specific community groups/organizations

\*exact number still being determined. Number to be included in final public report

**Recruitment and Staffing**

- Provide accessibility training to all Voting Day workers who participate in the election
- Ensure the recruitment process for staff is accessible

Strategy	Outcome
Develop an Accessible Election Procedure Manual providing direction on how the City of London will address the needs of persons with disabilities during the election and distribute the manual during training.	<b>1,993</b> worker manuals distributed
Develop accessibility training and reference materials for all elections staff, including: <ul style="list-style-type: none"><li>• how to interact and communicate with persons with various types of disabilities;</li><li>• how to interact with persons who use assistive devices or require the assistance of a service animal or support person;</li><li>• how to use voting equipment and assistive devices to deliver election services;</li><li>• what to do if a person is having difficulty accessing election information or services.</li></ul>	<b>75</b> training sessions held that included accessibility training
Require all elections staff and workers to confirm in writing that they have received elections and accessibility training.	<b>1,993</b> workers trained on accessible standards and voting procedures
Provide accommodations and special services for interviews, upon request.	<b>2</b> accommodation and special services requests
Ensure the worker's manual and/or other relevant materials are available in an accessible format, upon request.	<b>2 sets</b> of reference materials produced in an accessible format

**Assistance to Candidates**

- Provide candidates with access to information in alternative and accessible formats
- Provide candidates with information on how to make their campaign accessible to the public

Strategy	Outcome
Provide candidates with references and links to provincial publications, such as: <ul style="list-style-type: none"><li>• Accessible Campaign Information and Communication</li><li>• Accessible All-Candidates Meetings</li><li>• Candidates' Guide to Accessible Elections (by Association of Municipal Clerks and Treasurers of Ontario)</li></ul>	<b>3</b> guides/references focusing on accessible campaigns given to each of the <b>113</b> candidates at time of nomination filing
Provide information to each candidate on how to run an accessible campaign at the time of filing nomination papers, and during candidate information sessions.	<b>113</b> candidates reached
Ensure the candidate guide and/or other relevant publications are available in an accessible format, upon request.	No requests received.
Provide the City of London Voters' List in an electronic format to candidates, upon request.	<b>65</b> electronic Voters' Lists distributed
Hold candidate information sessions in accessible locations.	<b>2</b> information sessions held
Provide accommodations and special information services upon request.	<b>1</b> accommodation and special service request

Appendix “A”  
Voting Place Accessibility Checklist

Voting Place Accessibility Checklist

Ward / Poll:	Date Completed:
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VOTING PLACE		
Action Item	✓ / X	Comments
Bus Access		
Stop located within 250m of voting place		
Accessible pathway from bus stop to voting place		
Short distance from stop to Voting Place		
Voting Place Visibility		
Signage visible from all directions		
Pedestrian Crosswalk (if applicable)		
Audible pedestrian signals		
Tactile plates		
Pavement markings clear		
Safe Sidewalks		
Curb cuts present where sidewalk meets roadway		
Sidewalk level		
Obstructions and debris removed		
Lighting		
Sufficient and bright path to the Voting Place		
Marked Accessible Parking		
Accessible parking spots clearly marked on pavement with appropriate signage		
Accessible parking spaces located closest to the accessible entrance		
Accessible Parking Space		
Min. of one (1) accessible parking spot		
Designated marked pathway to sidewalk		
Parking Lot Functionality		
Level ground (i.e free from pot holes)		
Curb ramps or cuts to access building entrance from parking lot		
Route to Facility Entrance		
Route wide enough for wheelchair		
Route free from debris and level ground		
Adequate lighting		
Facility Entrance Accessibility		
Entrance have ramps with handrails		
Door wide enough for wheel chair		
Easy to open or have door opener		
Adequate lighting		
Location of Entrance to the Polling Station		
Location within the Voting Place suitable for assistive mobility aids		
Short walking distance required to vote		

# Voting Place Accessibility Checklist

Ward / Poll:

Date Completed:

POLLING STATION		
Action Item	✓ / ✗	Comments
Entrance to Polling Station		
Entrance level with access route		
Ramp or handrails available if necessary		
Non-slip floor		
Adequate lighting		
Doors		
Wide framed doorways		
Doors opened with closed fist		
Poll Station Location		
Entrance close to the poll		
Poll location on same level as entrance		
Elevator available (if applicable)		
Corridors		
Wide enough for wheel chair access		
Free from obstructions		
Adequate lighting and signage		
Washrooms		
Accessible washroom available and nearby		
Adequate room for mobility aids		
Signage		
Large easy to understand signs		
Available along the path of travel from entrance to polling station		
Voting Booth/Table		
Booth low enough for wheel chair access		
Space around booth free from obstructions		
Chairs available		
Ballot Aids		
Magnifying glasses		
Braille ballot template		
Assistive Devices		
Pads of paper and pens		
Voter Assist Terminals (if available) in good working condition		

## **Appendix "B"**

### **City of London**

#### **Accessible Customer Service Standards from the Integrated Accessibility Standards Policy**

##### **Customer Service Standards**

###### **a. The Provision of Goods, Services, and Facilities to Persons with Disabilities**

The City will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- the City's goods, services and facilities are provided in a manner that respects the dignity and independence of persons with disabilities;
- the provision of the City's goods, services and facilities to persons with disabilities are integrated with the provision of goods, services and facilities to others, unless an alternative measure is necessary, whether temporary or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the City's goods, services and facilities;
- persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the City's goods, services and facilities.

###### **b. Communication with Persons with Disabilities**

When communicating with a person with a disability, the City will do so in a manner that takes into account the person's disability.

Upon request, the City will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons.

###### **c. Notice of Temporary Disruptions in Goods, Services, and Facilities**

The City is aware that the operation of its goods, services and facilities is important to the public. However, temporary disruptions in the City's services and facilities may occur due to reasons that may or may not be within the City's control or knowledge.

The City will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. The City will make reasonable effort to provide prior notice of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the City will provide notice as soon as possible.

When temporary disruptions occur to the City's services or facilities, the City will provide notice by posting the information in visible places, and/or on the City's webpage ([www.london.ca](http://www.london.ca)), or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

#### **d. Assistive Devices and other Measures that Assist with Accessibility**

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the City's goods, services and facilities. Exceptions may occur in situations where the City has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

In these situations and others, the City may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from the City's goods, services and facilities, where the City has such other measures available.

It should be noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

#### **e. Service Animals**

Persons with a disability may enter premises owned and operated, or operated, by the City accompanied by a service animal, as defined in section 3 of this policy, and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, the City will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the City's goods, services and facilities.

If it is not readily identifiable that the animal is a service animal, the City may ask the person with a disability for documentation from a regulated health professional as outlined in section 3 of this policy, confirming that the person requires the animal for reasons relating to their disability.

The City may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

It should be noted that it is the responsibility of the person with a disability to ensure that their service animal is kept in control at all times.

#### **f. Support Persons**

A person with a disability may enter premises owned and operated, or operated, by the City with a support person and have access to the support person while on the premises.

A support person, when assisting a person with a disability to obtain, use or benefit from the City's goods, services and facilities, will be permitted to attend at no charge where an admission fee is applicable.

The City may require a person with a disability to be accompanied by a support person while on City premises, but only if, after consulting with the person with a disability and considering the available evidence, the City determines that;

- A support person is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises; and
- There is no other reasonable way to protect the health or safety of the person with disability and the health or safety of others on the premises.

#### **g. Feedback**

The City of London is committed to providing high quality goods, services and facilities to all members of the public it serves. Feedback from the public regarding the provisions of goods, services, or facilities is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of goods, services and facilities to persons with disabilities may be given by telephone, in person, in writing,

in electronic format or through other methods. The feedback process shall be made accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communication supports, upon request.

Information about the feedback process will be readily available to the public and notice of the process will be posted on the City's website ([www.london.ca](http://www.london.ca)) and/or in other appropriate locations.

## **h. Training**

The City will ensure that all persons to whom this policy applies receive training as required the Customer Service Standards under Ontario Regulation 191/11 Integrated Accessibility Standards.

The amount and format of training given will be tailored to suit each person's interactions with the public and their involvement in the development of policies, procedures and practices pertaining to the provision of goods, services and facilities.

The content of the training will include:

- a review of the purposes of the Accessibility for Ontarians with Disabilities Act (AODA);
- the requirements of Ontario Regulation 191/11 Integrated Accessibility Standards which includes Customer Service Standards;
- instruction on the City's policies, procedures and practices pertaining to the provision of goods, services and facilities to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing the City's goods, services or facilities;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
- information about the equipment or devices available on the City's premises that may help with the provision of goods, services or facilities to persons with disabilities.

### **i. Timeline for Training**

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the City's policies, procedures and practices governing the provision of goods, services and facilities to persons with disabilities.

### **ii. Records of Training**

The City will keep records of the training, including the date on which training is provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes, subject to the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA").

## **i. Availability and Formal of Documents Required by the Customer Service Standard under Ontario Regulation 191/11 Integrated Accessibility Standards**

All documents required by the Customer Service Standard under Ontario Regulation

191/11 Integrated Accessibility Standards, including the City's Accessible Customer Service policies, procedures and practices, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to MFIPPA.



When providing a document to a person with a disability, the City will provide the document, or the information contained in the document, in an accessible format or with a communication support, upon request. The City shall consult with the person making the request for a document in determining the suitability of an accessible format or communication support and shall also ensure that the information is provided in a timely manner that takes into account the person's accessibility needs due to their disability and at no additional cost.

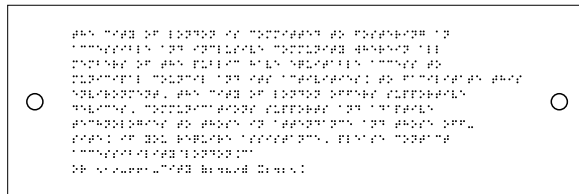
**j. Notice of the Availability of Documents**

Notice of the availability of all documents required by the Customer Service Standards will be posted on the City's website, and available upon request through the City Clerk's Office and City's public library branches. Accessible alternative formats are available of the documents are available, upon request by contacting [accessibility@london.ca](mailto:accessibility@london.ca) or by submitting a [Customer Accommodation Request Form](#).

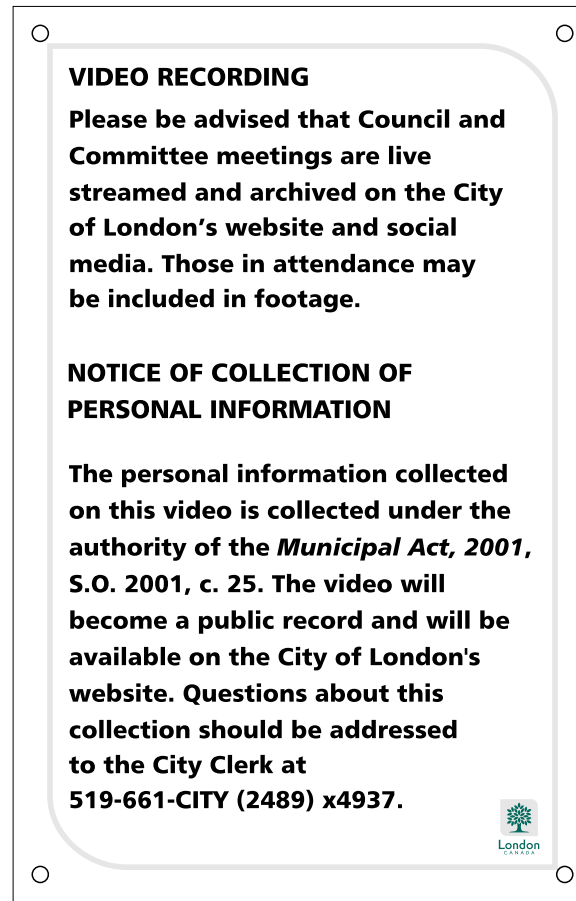
top - 18"w X 21"h



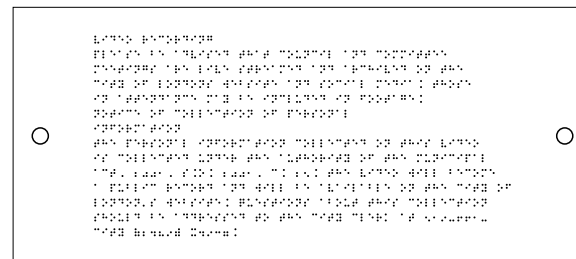
bottom - 18"w X 6"h



top 18"w X 28"h



bottom - 18"w X 8"h



Quantity	3 sets of 4 signs
Item Number	custom signs
Size	see over
Background Material	1/8" clear acrylic letters - 0.5"h black plastic tactile
Imprint Colour	border & logo - full colour imprint on clear vinyl wording - tactile letters
Process	laser/mimaki with braille direct on bottom acrylic piece
Font/Font Size	humanist 50pt (0.5" letter height)
Application	clear vinyl applied to back of acrylic - backed with white black letters - tactile with 12 - 0.5" silver standoffs braille signs - backed with white

		<b>ACCAC Deferred Matters List</b>			
	<b>Subject</b>	<b>Request Date</b>	<b>Requested/Expected Reply Date</b>	<b>Person Responsible</b>	<b>Status</b>
	Site Plan Checklist update	Passed at CPSC Mar. 18; Updated ACCAC Oct 18	Review at sub-committee annually; next update Sept 2019	Michael Pease, Manager Development and Planning	Monitor compliance
Sept. 2018 Item 3.2	Outdoor Event guide	CPSC referred back to staff at Aug 2018 meeting	Early 2019 (prior to outdoor event season)	Michael Cairns	In progress
Sept. 2018 Item 3.2	Parks and Rec Master Plan	Provided feedback at BE subcommittee	Present master plan to ACCAC when completed	Michael Cairns	Waiting on master plan completion
	Community Gardens	Ongoing since 2015; Updated ACCAC July 2018		Vanessa Kingsley; Jackie Madden	Monitor compliance
	Open House Action Items: Paratransit, employment, infrastructure	CPSC meeting June 2018; Mayor meeting June 2018; motions made Oct 2018	CPSC meeting Nov. 13; follow through process	Jay Menard	In progress
Sept. 2018 Item 3.3	Statement at Council and Committee Meetings	CPSC April 2018 and June 2018 and Mayor's meeting June 2018	Statement initiated Aug. 2018		Monitor compliance
July 2018 Item 5.2	London Committee of Adjustment	July 2018 requested delegation from LCA to come to ACCAC	Attended ACCAC Oct 2018	Michael Cairns	LCA to flag applications with accessibility components; Assess effectiveness in Spring 2019

	Create "past-chair" non-voting position on ACCAC	Mayor's meeting June 2018; motion to CPSC Oct 2018	30-day action list; motion and delegation at CPSC Nov. 13, 2018	Michael Cairns	In progress
	Actively recruit for ACCAC voting and non-voting positions	Mayor's meeting June 2018	30-day action list; motion and delegation to CPSC Nov. 13, 2018	Michael Cairns	In progress
Sept 2018 Item 3.3	CPSC to create deferred matters list so motions can be followed through to completion	CPSC meeting April 2018; Mayor's meeting June 2018	Mayor made request Aug. 2018	Jacqueline Madden	In progress
	Paths of travel during construction	Long-standing item; motion to CPSC Oct 2018		Ashton Forrest	In progress
July 2018 Item 5.1	Storybook Gardens wristbands	Presented to ACCAC July 2018	ACCAC to be consulted through the implementation process	Kash Husain and Michael Dawthorne	Melanie Stone to request info on progress Oct. 2018
Jan 2018 Item 11.4	Signage--blind/deaf child signs as well as other potential signage	S. Maguire presented to ACCAC Jan. 2018	Discussed at policy sub-com mtg Oct. 2018	Michael Cairns	Melanie Stone researching what other municipalities are doing
	BRT station accessibility plan	Presentations made at March 2018 ACCAC and Sept 2018 ACCAC	On-going throughout BRT planning and implementation	Kash Husain	In progress
	FADS update	Long-standing item	Motion to CPSC Oct. 2018 asking facilities to report to ACCAC with update	Michael Dawthorne	Awaiting update

	Accessible Taxi Data	Presentation to ACCAC Oct. 2018 (C. Deforest)	Transportation sub-com to make recommendations to C. Forrest by Dec. 2018	Penny Moore	Sub-committee to address at Nov. 2018 meeting
	Paratransit	Oct. 2018 motion to ask LTC to attend ACCAC	Nov. 13, 2018 CPSC meeting	Penny Moore	Watch to see that motion passed at CPSC and council
	Community Diversity and Inclusion Strategy	Oct. 2018 motion to request delegation status at Dec. 10 CPSC mtg	Dec. 10, 2018 CPSC mtg	Kash Husain and Michael Dawthorne	Awaiting outcome of CPSC meeting Dec. 2018