

# Agenda Including Addeds

## Accessibility Community Advisory Committee

The 4th Meeting of the Accessibility Community Advisory Committee

November 24, 2022, 3:00 PM

Advisory Committee Virtual Meeting - Please check the City website for current details

The City of London is situated on the traditional lands of the Anishinaabek (AUh-nish-in-ah-bek), Haudenosaunee (Ho-den-no-show-nee), Lūnaapéewak (Len-ah-pay-wuk) and Attawandaron (Add-a-won-da-run).

We honour and respect the history, languages and culture of the diverse Indigenous people who call this territory home. The City of London is currently home to many First Nations, Metis and Inuit people today.

As representatives of the people of the City of London, we are grateful to have the opportunity to work and live in this territory.

The City of London is committed to making every effort to provide alternate formats and communication supports for meetings upon request. To make a request specific to this meeting, please contact [advisorycommittee@london.ca](mailto:advisorycommittee@london.ca).

	Pages
<b>1. Call to Order</b>	
1.1. Disclosures of Pecuniary Interest	
<b>2. Scheduled Items</b>	
2.1. 3:00 PM K. Koltun, Supervisor, Policy and Strategic Issues - Community Diversity and Inclusion Strategy (CDIS) Overview	2
<b>3. Consent</b>	
3.1. 3rd Report of the Accessibility Community Advisory Committee	12
3.2. Revised Notice of Planning Application - Official Plan and Zoning By-Law Amendments - 952 Southdale Road West	14
<b>4. Sub-Committees and Working Groups</b>	
<b>5. Items for Discussion</b>	
5.1. Accessibility Plan 2022-2026 - M. Stone	
a. <i>(ADDED) Presentation</i>	20
5.2. Update on Police Services Board Engagement - J. Menard	
<b>6. Adjournment</b>	

# CDIS Overview

Accessibility Community Advisory Committee (ACAC)

**Anti-Racism and  
Anti-Oppression**

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November 24, 2022



**London**  
CANADA

# CDIS – Community Diversity and Inclusion Strategy

CDIS Priority 1	CDIS Priority 2	CDIS Priority 3
<p>1. Conversations with the London International Airport have begun regarding adding a Welcome Wall to the space during an upcoming renovation.</p> <p>2. Providing feedback on key City projects e.g., Engineering projects.</p>	<p>1. Research on racism, ableism and xenophobia in London.</p> <p>2. Partnership with the London Public Library to highlight the different lived experiences in our community.</p>	<p>1. Diversity and Inclusion in London series in partnership with Rogers TV.</p> <p>2. Lunch and learn series focused on highlighting the work happening in the community.</p>
CDIS Priority 4	CDIS Priority 5	CDIS Priority 6
<p>1. Research on ableism within the community.</p> <p>2. Developed a list of accessibility resources available in London.</p>	<p>1. Webinar series in partnership with Immploy with focus on diverse and immigrant talent.</p> <p>2. Research on employment barriers faced by international students.</p>	<p>1. Submitted a proclamation request for Black History Month which was endorsed by Council.</p> <p>2. Prepared a list of Black owned businesses to promote during Black History Month.</p>

## CDIS Priority Working Groups

1. Take concrete Steps towards healing and reconciliation
2. Have zero tolerance for oppression, discrimination and ignorance
3. Connect and engage Londoners
4. Remove accessibility barriers to services, information and spaces
5. Remove barriers to employment
6. Anti-Black Racism

- Launched in May 2019 and final townhall concluded September 10<sup>th</sup>, 2022
- Comprised of six (6) Working Groups that work toward achieving strategies across six (6) priority areas outlined below

# 12 Recommendations

## **The Corporation of the City of London shall:**

- Provide implementation update of the recommendation of the Calls to Action by the Truth and Reconciliation Commission.
- Implementation and application update of the Equity and Inclusion lens and the de-colonization lenses, with reference to what steps have been taken to identify and remove anti-Black and anti-Indigenous racism materials and systemic barriers present in existing City of London policies, procedures, and operating manuals.
- Provide an update on the implementation of the Diverse Voices for Change project recommendations, with specific focus on addressing lack of diversity amongst members of its Advisory Committees, Boards and Commissions, and of other Committees and Task Forces. Provide information on steps taken to identify and remove barriers faced by persons from diverse backgrounds when seeking committee membership.
- Provide an update on the implementation of the Employee Census Report, and the annual changes of the composition of City of London workforce, and next steps to be taken in respect to addressing; hiring, retention, and promotion of Black, Indigenous employees, and employees from other equity seeking groups. Ensure the disaggregated data from the Census is also made available.
- Prepare and implement a detailed plan to change the face of City Hall to reflect the composition of the city of London. Addressing issues relating to, greater diversity amongst Senior Leadership Team, and the members of the Police Force, Fire Services, and other Union Executive members. Ensure the plan includes specific targets and deadlines.
- Build and foster a strong relationship with members of the Black communities of London, Including but not limited to:
  - a. Black history Month Organizing Committee;
  - b. Black Lives Matter London;
  - c. Black Community Employment Working Group;
  - d. Congress of Black Women of Canada – London Chapter; and,
  - e. Organizations representing Black communities, such as, African, Caribbean, Black Francophone etc.

# 12 Recommendations Continued

- **Build and foster strong relationships with members of the Indigenous communities in and around London. Including but not limited to:**
  - a. The urban Indigenous community;
  - b. Chippewas of the Thames First Nation;
  - c. Oneida Nation of the Thames;
  - d. Munsee-Delaware Nation;
  - e. Atlohsa Native Family Healing Services;
  - f. N’Amerind Friendship Centre; and,
  - g. Southwestern Ontario Aboriginal Healing Access Centre (SOAHAC).
- **Proclaim, recognize and celebrate key important dates to foster strong relationships between the City and Black and Indigenous communities;**
  - a. February: Black History Month;
  - b. March 21: U.N Day for the Elimination of Racial Discrimination;
  - c. May 5: National Day of Awareness to Commemorate Missing and Murdered Indigenous Women and Girls;
  - d. June: Indigenous History Month;
  - e. June 21: National Indigenous Peoples Day;
  - f. September 30: Orange Shirt Day/ National Day for Truth and Reconciliation;
  - g. November 2 – 6 2020 (First week of November): Treaties Recognition Week.
- **Review and amend the City of London’s proclamation by-law to ensure it is community friendly, this will make sure community members are able to easily submit requests.**
- **Call for a city-wide Anti-Racism Roundtable bringing executive leadership together from across London’s human services sector (non-profit, and social services), and local businesses and organizations to create a multi-stakeholder collaboration towards the shared goal of eliminating systemic racism. A strategic collaboration will earn trust with the community and promote broad-based sustained action.** (Model after Peel Region Regional Diversity Round Table, and the York Region Inclusion Charter.)
- **Hire an Anti-Racism Facilitator to lead the work of an Anti-Racism Roundtable to:**
  - a. Engage executive Leadership
  - b. Share best practices
  - c. Create a supportive network amongst leaders
  - d. Explore sharing of resources to support fiscal responsibilities across the sectors.
- **Initiate the immediate hiring of an Indigenous Community Liaison Officer, a Black Community Liaison Officer, and revise the vacant role of Diversity and Inclusion Specialist to become the Director of Anti-Racism and Anti-Oppression, with special consideration given to the Management/Leadership level and compensation for these positions.**
- **Create a designated team within the City of London, led by the Director of Anti-Racism and Anti-Oppression and comprised of the Indigenous Community Liaison Officer, the Black Community Liaison Officer, Accessibility Specialist, Anti- Racism Roundtable Facilitator, and the Community Diversity and Inclusion Strategy support staff, to ensure that all those involved in equity work are strategically working together in one Service Area. The Director of Anti-Racism and Anti-Oppression shall report to the City Council through the City Manager.**



# ARAO Division Mandate

Our mandate is to create and sustain action-focused, positive, and lasting systemic change in the City of London so that race or membership in an equity-deserving group does not predict one's access to opportunities or ability to engage whole heartedly in the London community. We will do this through relationship building, research, community engagement, best practices, education, critical self-reflection and shared leadership.



## **Rumina Morris - Director**

Provides leadership and guidance to the Anti-Racism Anti-Oppression Division with a focus on supporting the organization and the community in taking tangible actions to dismantle racism and oppression.

# Anti-Racism & Anti-Oppression Division

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**Jill Tansley, Manager, Strategic Programs and Partnerships**

- Newcomer Day and Newcomer Strategy
- Work with London & Middlesex Local Immigration Partnership



**Kinga Koltun – Senior Coordinator, Community Engagement - Equity & Inclusion**

- Policy on Significant Cultural, Religious, and Social Dates and Diversity Calendar
- London Newcomer Day
- Community Engagement Structure Development



**Krista Arnold, Equity and Inclusion Advisor**

- Internal engagement to inform a new Equity and Inclusion Plan
- Workforce census at the City
- Relaunching Employee Resource Groups



**Melanie Stone, Accessibility and Inclusion Advisor**

- Review of Draft Accessibility Plan
- Community trainers for employment of persons with disabilities related themes
- Engagement and research



**Alizabeth George-Antone, Indigenous Community Liaison Advisor**

- Working on Indigenous community engagement to help guide the work towards a City of London Truth and Reconciliation Action Plan



**Yvonne Asare-Bediako, Black Community Liaison Advisor**

- Developing an Action Plan to address Anti-Black Racism
- Black Youth Mentorship
- Black History Month



# Anti-Racism & Anti-Oppression Division Continued

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**Lauren Lee**  
**Immigration Intern**

- Supports the work of Jill Tansley
- Newcomer Day and Newcomer Strategy
- Work with London & Middlesex Local Immigration Partnership



**Zahra Khawaja**  
**Community Engagement - Equity & Inclusion Intern**

- Supports the work of Kinga Koltun
- Policy on Significant Cultural, Religious, and Social Dates and Diversity Calendar
- London Newcomer Day
- Community Engagement Structure Development

**Anti-Racism**  **Anti-Oppression**



# What We Heard

- The community deserves to have a clear understanding of the relationship between and roles of the Anti-Racism and Anti-Oppression division, the Diversity, Diversity Inclusion and Anti-Oppression Community Advisory Committee, Accessibility Community Advisory Committee and themselves.
- There are legitimate limits to the capacity and resources that community volunteers must have in order to move large scale projects forward.
- The responsibility to address systemic racism and oppression must lie with the City and community groups and organizations.
- Many of the recommendations outlined within the CDIS strategies are already being done either by the City or others within the community.
- Creating a more equitable and inclusive community requires a partnership between the City and its residents and their respective priorities and needs.

# SurveyMonkey Feedback

- An expressed desire for opportunities to network, learn, and engage moving forward.
- **Key Takeaway** - Collaboration with community partners and organizations doing similar work, and not duplicating those efforts.
- Continued involvement and opportunities for CDIS Members to be able to stay engaged with the work of ARAO Division and related initiatives
- A need for accountability and transparency in light of CDIS being discontinued / “not let the work be put on a shelf”

# Next Steps

- A report will be brought to the Strategic Priorities and Policy Committee outlining the work to date and how it will look moving forward.
- Quarterly Anti-Racism and Anti-Oppression Forums will be scheduled in the upcoming year
- Accessibility Community Advisory Committee members will be invited to participate.



# Accessibility Community Advisory Committee

## Report

The 3rd Meeting of the Accessibility Community Advisory Committee  
September 22, 2022

Attendance PRESENT: J. Menard (Chair), M. Bruner-Moore, A. McGaw, P. Moore, M. Papadakos, J. Peaire, K. Pereyaslavskaya and C. Waschkowski and J. Bunn (Committee Clerk)

ALSO PRESENT: D. Baxter, S. Miller, R. Morris, M. Parno, J. Raycroft, M. Shemsedeen, M. Stone and B. Westlake-Power

ABSENT: A. Garcia Castillo, U. Iqbal, N. Judges, S. Mahipaul, B. Quesnel, P. Quesnel and D. Ruston

The meeting was called to order at 3:02 PM.

### 1. Call to Order

#### 1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

### 3. Consent

#### 3.1 2nd Report of the Accessibility Community Advisory Committee

That it BE NOTED that the 2nd Report of the Accessibility Community Advisory Committee, from its meeting held on July 28, 2022, was received.

#### 3.2 Public Meeting Notice - Zoning By-Law Amendment - 16 Wethered Street

That it BE NOTED that the Public Meeting Notice, dated September 14, 2022, from O. Alchits, Planner I, with respect to a Zoning By-law Amendment related to the property located at 16 Wethered Street, was received.

### 4. Sub-Committees and Working Groups

None.

### 5. Items for Discussion

#### 5.1 General Update on the Enforcement of Accessible Parking

That it BE NOTED that the verbal update, with respect to City of London's enforcement of accessible parking, from S. Miller, Manager, Parking Services and Compliance, was received.

#### 5.2 Election Accessibility

That it BE NOTED that the Polling Locations by Ward and Poll document, dated August 8, 2022, and the verbal presentation from J. Raycroft, Manager, Elections, Strategic Integration and Policy, was received.

**6. Confidential**

6.1 Personal Matters / Identifiable Individual

The Accessibility Advisory Committee convened in closed session from 3:50 PM to 4:17 PM after having passed a motion to do so, with respect to a personal matter pertaining to identifiable individuals, including municipal employees, with respect to the 2023 Mayor's New Year's Honour List.

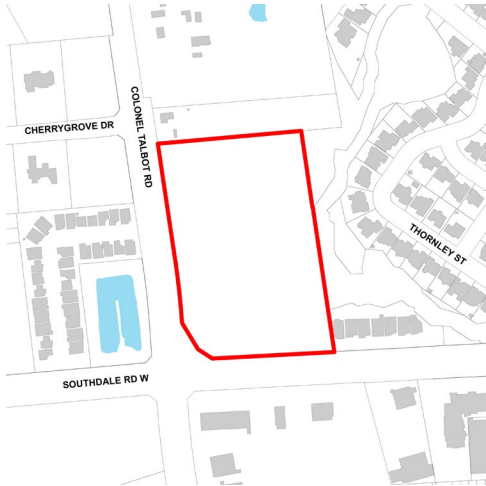
**7. Adjournment**

The meeting adjourned at 4:26 PM.

# REVISED NOTICE OF PLANNING APPLICATION

## Official Plan and Zoning By-law Amendments

### 952 Southdale Road West



**File: OZ-9431**

**Applicant: 1739626 Ontario Limited (Westdell Corp.)**

#### What is Proposed?

Official Plan and Zoning amendments to allow:

- Mixed-use commercial/office/residential
- On south part of site - grocery store, 2-storey office/commercial building and single storey commercial building
- REVISED - On north part of site – three 3-storey stacked townhouse buildings with a total of 30 units
- East part of site to remain undeveloped for environmental and hazard protection

## LEARN MORE & PROVIDE INPUT

Please provide any comments by **November 25, 2022**

Nancy Pasato

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

519-661-CITY (2489) ext. 7156

Planning & Development, City of London, 300 Dufferin Avenue, 6<sup>th</sup> Floor,  
London ON PO BOX 5035 N6A 4L9

File: OZ-9431

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

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

Paul Van Meerbergen

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

519-661-CITY (2489) ext. 4010

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



# Application Details

The purpose and effect of this Official Plan and zoning change is to permit a mixed-use commercial/office/residential development. The requested commercial component, located on approximately the southerly 2/3 of the site, includes a grocery store, a 2-storey commercial/office building, and a single-storey commercial building, with a total gross floor area (GFA) of 5,000m<sup>2</sup> and a drive through facility. The requested office component within the commercial development has an area of approximately 555m<sup>2</sup>(REVISED). The requested residential component, located on approximately the north 1/3 of the site includes four, three-storey stacked townhouse buildings with a total of 30 units (density 97 uph)(REVISED). The easterly part of the site is proposed to remain undeveloped to promote the protection and preservation of a Provincially Significant Wetland and associated natural heritage features and buffers.

## Requested Amendment to the 1989 Official Plan

**\*Please note: The original application contained a request to amend the 1989 Official Plan. Since that time the 1989 Official Plan has been rescinded and is no longer in force and effect.**

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

To change the Place Type on Map 1 for a portion of the property from Green Space to Neighbourhoods, and from Neighbourhoods to Green Space; and to modify the natural heritage features on Map 5 to reflect current Ministry of Natural Resources and Forestry mapping.

## Requested Zoning By-law Amendment

To change the zoning from an Urban Reserve (UR2) Zone to a Residential R8 Special Provision (R8-4(\_)) Zone, a Community Shopping Area Special Provision (CSA1(\_)) Zone, and an Open Space (OS5) Zone. Also to place a Holding Zone (h-129) on a portion of the site (within a portion of the R8-4(\_)) Zone and the Open Space (OS5) Zone) to prohibit development in order to accommodate an interim flood storage solution until permanent flood storage measures are identified.

Both Official Plans and the Zoning By-law are available at [london.ca](http://london.ca).

### Current Zoning

**Zone:** Urban Reserve (UR2) Zone

**Permitted Uses:** existing dwellings; agricultural uses except for mushroom farms, commercial greenhouses, livestock facilities and manure storage facilities; conservation lands; managed woodlot wayside pit; passive recreation use

**Special Provision(s):** n/a

**Height:** 15.0 metres

### Requested Zoning

**Zone:** Residential R8 Special Provision (R8-4(\_)) Zone

**Permitted Uses:** apartment buildings, handicapped persons apartment buildings, lodging house class 2, stacked townhouse, senior citizen apartment building, emergency care establishment, continuum-of-care facility

**Special Provision(s):** REVISED a minimum Front Yard setback of 3.0m whereas 7.0m is required; a minimum Rear Side Yard setback of 3.0m whereas 4.5m is required (adjacent to the OS5 Zone); an increased in density from 75 units/ha to 97units/ha; to permit stacked townhouse buildings three units high, rather than two as defined in the Zoning By-law; and to deem Colonel Talbot Road as the Front Lot Line for zoning purposes.

**Residential Density:** 97 units per hectare

**Height:** 13.0 metres

The City may also consider a reduced residential density and specify the areas of the site on which residential development may occur.

### Requested Zoning

**Zone:** Community Shopping Area Special Provision (CSA1(\_)) Zone

**Permitted Uses:** a broad range of retail, service, office, recreational, and institutional uses

**Special Provision(s):** REVISED a minimum Front Yard setback of 0.0m, whereas 8.0 m is required; a minimum Exterior Side Yard setback of 1.0m whereas 8.0m is required; a minimum Rear Yard setback of 2.0m whereas 8.0m is required (abutting the proposed R8-4(\_)) Zone); a minimum Interior Side Yard setback of 0.0m whereas 3.0m is required (adjacent to a non-residential zone being the OS5 Zone integrating the ecological buffer); a minimum required

parking setback from a road allowance of 0.5m whereas 3.0m is required; and a reduction of the drive-through stacking stalls from 15 to 8 for a coffee shop.

**Height:** 13.0 metres

The City may also specify the areas of the site on which commercial development may occur.

### **Requested Zoning**

**Zone:** Open Space (OS5) Zone

**Permitted Uses:** conservation lands, conservation works, passive recreation uses which include hiking trails and multi-use pathways, managed woodlots

**Special Provision(s):** n/a

**Height:** 12.0 metres

The City may also consider adding a holding provision (h-129) on a portion of the site to ensure that the results of the Hydraulic Floodway Analysis are accepted to the satisfaction of the Upper Thames River Conservation Authority.

The City may also consider additional holding provisions and/or special provisions to implement the proposed development.

An Environmental Impact Assessment has been prepared to assist in the evaluation of this application.

### **Planning Policies**

Any change to the Zoning By-law must conform to the policies of the Official Plan, London's long-range planning document. These lands are currently designated as Multi-family, Medium Density Residential and Open Space in the 1989 Official Plan. The Multi-family, Medium Density Residential designation permits multiple attached dwellings such as row houses or cluster houses, low-rise apartment buildings, rooming and boarding houses, emergency care facilities, converted dwellings, and small-scale nursing homes, rest homes and homes for the aged as the main uses. The Open Space designation permits parks, private open space, flood plain lands and lands that are subject to natural hazards, components of the Natural Heritage System, and lands that contribute to important ecological functions as the main uses.

The subject lands are in the Neighbourhoods and Green Space Place Types in The London Plan. The Neighbourhoods Place Type permits a broad range of housing types including stacked townhouses and low-rise apartment buildings, home occupations, group homes, small-scale community facilities, emergency care establishments, rooming houses, supervised correctional residences, mixed-use buildings and stand-alone retail, service, and office buildings. A site-specific policy approved by the Local Planning Appeal Tribunal (now the Ontario Land Tribunal) permits retail, service and office uses to have a combined maximum floor area of 5,000 sq. m. subject to conditions. The permitted uses in the Green Space Place Type vary considerably dependent on natural heritage features, hazards and natural resources and may include parks, private green space uses such as cemeteries and private golf courses, agriculture, woodlot management, horticulture and urban gardens, conservation, essential public utilities and municipal services, storm water management, and recreational and community services.

## **How Can You Participate in the Planning Process?**

You have received this Notice because someone has applied to change the Official Plan designation and the zoning of land located within 120 metres of a property you own, or your landlord has posted the notice of application in your building. The City reviews and makes decisions on such planning applications in accordance with the requirements of the Planning Act. The ways you can participate in the City's planning review and decision making process are summarized below.

### **See More Information**

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

- Contacting the City's Planner listed on the first page of this Notice; or
- Viewing the application-specific page at [london.ca/planapps](http://london.ca/planapps)
- Opportunities to view any file materials in-person by appointment can be arranged through the file Planner.

### **Reply to this Notice of Application**

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

## **Attend a Future Public Participation Meeting**

The Planning and Environment Committee will consider the requested Official Plan and zoning changes on a date that has not yet been scheduled. The City will send you another notice inviting you to attend this meeting, which is required by the Planning Act. You will also be invited to provide your comments at this public participation meeting. A neighbourhood or community association may exist in your area. If it reflects your views on this application, you may wish to select a representative of the association to speak on your behalf at the public participation meeting. Neighbourhood Associations are listed on the [Neighbourgood](#) website. The Planning and Environment Committee will make a recommendation to Council, which will make its decision at a future Council meeting.

## **What Are Your Legal Rights?**

### **Notification of Council Decision**

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

### **Right to Appeal to the Ontario Land Tribunal**

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

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

If a person or public body would otherwise have an ability to appeal the decision of the Council of the Corporation of the City of London to the Ontario Land Tribunal but the person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the by-law is passed, the person or public body is not entitled to appeal the decision.

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

For more information go to <https://olt.gov.on.ca/appeals-process/forms/>.

### **Notice of Collection of Personal Information**

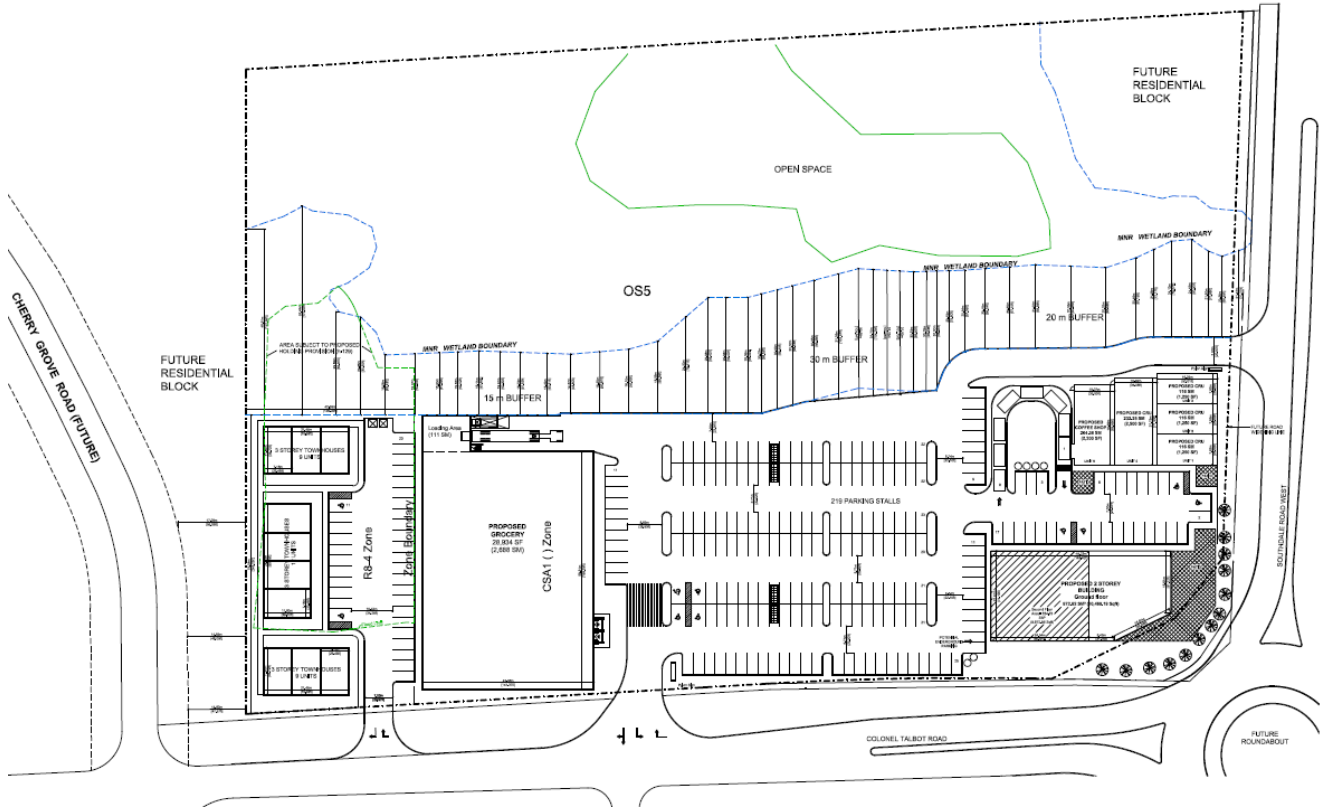
Personal information collected and recorded at the Public Participation Meeting, or through written submissions on this subject, is collected under the authority of the Municipal Act, 2001, as amended, and the Planning Act, 1990 R.S.O. 1990, c.P.13 and will be used by Members of Council and City of London staff in their consideration of this matter. The written submissions, including names and contact information and the associated reports arising from the public participation process, will be made available to the public, including publishing on the City's website. Video recordings of the Public Participation Meeting may also be posted to the City of London's website. Questions about this collection should be referred to Evelina Skalski, Manager, Records and Information Services 519-661-CITY(2489) ext. 5590.

### **Accessibility**

Alternative accessible formats or communication supports are available upon request. Please contact [plandev@london.ca](mailto:plandev@london.ca) for more information.

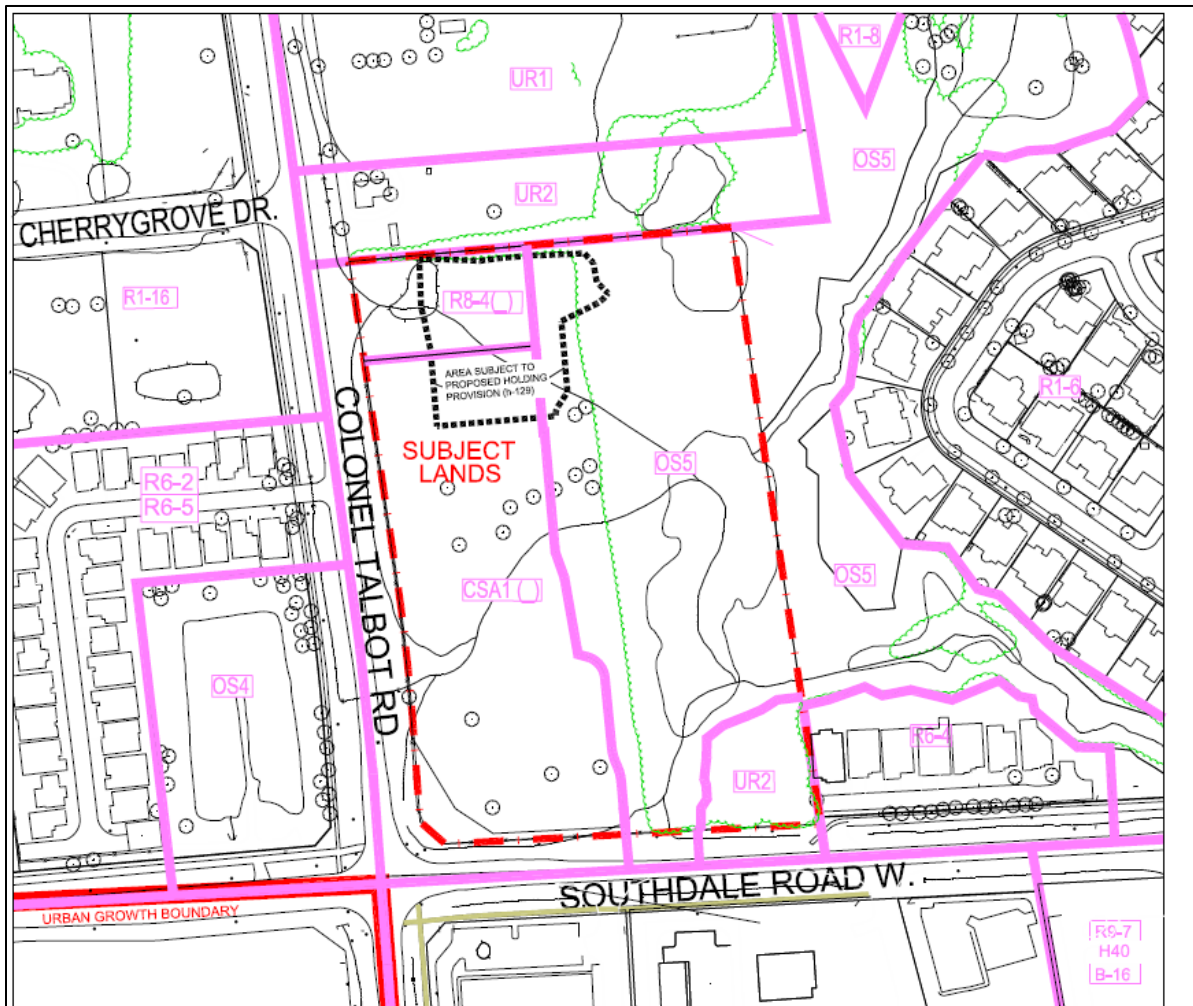


# Site Concept



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

# Requested Zoning



# Building Renderings



View of commercial/office from intersection of Southdale Road West and Colonel Talbot Road



View of commercial building from Southdale Road West



View of Townhouses from Colonel Talbot Road

**The above images represent the applicant's proposal as submitted and may change.**



# City of London's Draft Accessibility Plan



Presented by:

Melanie Stone, Accessibility and Inclusion Advisor

# Background

- AODA requires all organizations in the province to post a public Multi-Year Accessibility Plan
- Our last plan ran from 2018-2021 and was focused on legislative requirements due in 2018-2021
- In the last plan, we had many required AODA components to work through and update. The focus of the plan was mostly on these issues and improving customer service, training opportunities etc...
- We met all of our requirements under that plan and have only one upcoming deadline to meet.



# Research & Engagement for 2022

- Despite a very bumpy and COVID delayed 2021 and early 2022, significant public outreach and research was done for this plan, and we were able to focus on new and community driven tasks for continuous improvement.
- A Get Involved site was launched in September 2021 and collected information from residents on challenges/suggestions re: Accessibility
- Meetings with several community groups
- Analysis of complaints/concerns/conversations with residents.





# Internal Research

- I met with 17 employees with disabilities in the organization as well, who I connected with through our new ERG and also who had connected previously with me on other issues.
- I also worked with the Access without limits ERG to present the findings of the research and use that group as a way to validate research findings and locate common themes.

# Grouping Themes & Locating work being done

- I worked to gather common themes emerging in the data I collected and align those to the 5 key areas covered by the AODA (Customer Service, Employment, Design of Public Spaces, Transportation and Information & Communication)
- I also added a Continuous Improvement section that would incorporate work being done by our CI team but also, broadly, the work we were doing in the ARAO unit with the new equity tool and framework.

# Information & Communication



- More information about tools and resources we already have re: Accessible supports
- Many people asked for things we already have in place, so creating some campaigns and posters and general info for the community and community partners about our accessible features and where to find them will be essential.

# Design of Public Spaces



- Clear sidewalks were a huge request of all groups. \*\*Timing of research may have highlighted this as the largest issue
- Sidewalks and construction connections that are clear were requested.
- Improved signage in the City.

# Employment

- People with disabilities want meaningful employment with the City that is long term or permanent.
- Requests for more up front information about what accommodations are possible in interviews and during onboarding was requested.
- Internally people with disabilities would like more consideration for advancement or leadership



# Customer Service

- Improved access to accommodations like ice sledges at community centres and adult skate aids
- Development of more accessibility tools and information on how to use them (our accessibility toolkits as an example)
- More specific training for staff on different disabilities like intellectual disability/dementia/Alzheimer's

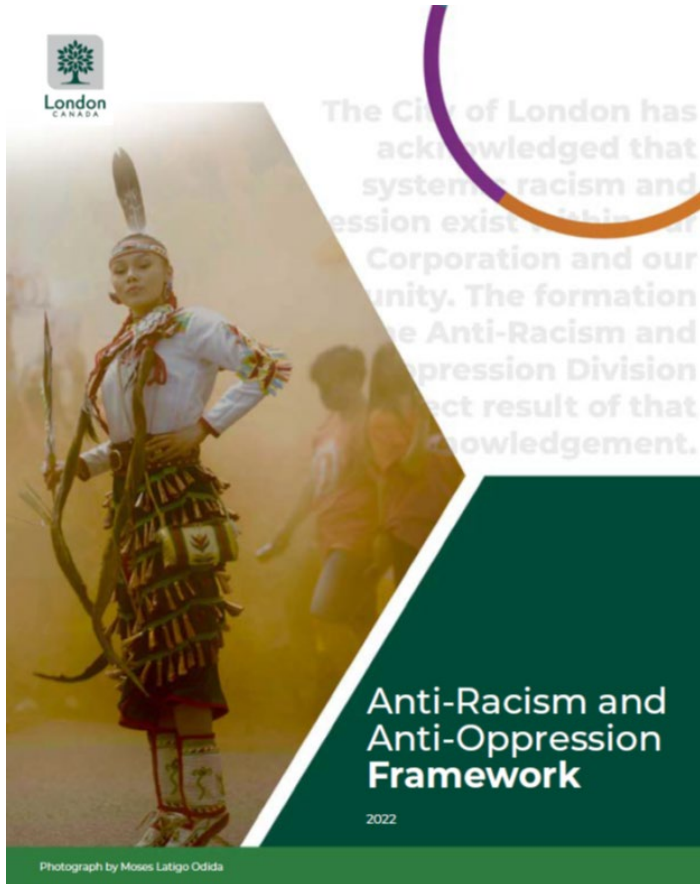
# Transportation

- Largest complaint is lack of accessible transportation and Taxis in the City.
- This has been a huge challenge through COVID and our known fleet of Accessible Taxis is low for a City of our size.

# Enterprise-Wide Approach

- We have made significant progress on accessibility over the past few years. I am seeing incredible work in every service area and an awareness of inclusion that continues to increase. Accessibility is one key area in which we have all tackled significant change.
- Most program areas consult with me for broad advice but are well on their way in terms of making accessible changes that are just part of day to day operations. This is a meaningful shift.

# ARAO Framework & Tool



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The new ARAO framework & Equity tool was being developed while this Accessibility Plan was in development.

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If we use the ARAO framework, most of our accessibility goals will be met and most of our programs, budgets, policies and procedures will be made more intersectional and inclusive.

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Encouraging the use of the Equity Tool is a part of the Accessibility Plan.

# Next Steps



Would like your input/questions.

Finalizing details from public feedback on the draft plan.

Design being completed.

I would like to finalize by next ACAC meeting.



# Thank you!



Happy to answer  
questions you have.