TO:	**CHAIR AND MEMBERS** **CORPORATE SERVICES COMMITTEE** **MEETING ON DECEMBER 10, 2013**
FROM:	**WILLIAM C. COXHEAD** **MANAGING DIRECTOR, PARKS AND RECREATION**
SUBJECT:	**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT** **COMPLIANCE**

RECOMMENDATION

That, on the recommendation of the Managing Director, Parks and Recreation, the attached report on the City of London's compliance with Ontario Regulation 191/11 *Integrated Accessibility Standards Regulation*, **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- "City of London Response to the Initial Proposed Accessible Built Environment Standard" Report to Board of Control, September 30, 2009
- "City of London Response to the Draft Standards for the Design of Public Spaces in the Built Environment" Report to the Community Services Committee October 22, 2012
- "Accessibility for Ontarians with Disabilities Act Updates" Report to the Corporate Services Committee March 19, 2013

BACKGROUND

Under the *Accessibility for Ontarians with Disabilities Act* (AODA), the *Integrated Accessibility Standards Regulation* (IASR) became law in 2011. There is a phased-in approach to compliance, with deadline dates for each standard based upon organization type and size, primarily ranging between January 1, 2012 and January 1, 2021.The standards apply to all public, private, and not-for-profit organizations in Ontario, and cover the following areas:

- Information and Communication
- Employment
- Transportation
- Public Spaces (Built Environment)

In addition, the *Customer Service Standard,* which became law in 2008 and governs how organizations provide services to persons with disabilities, continues to be in effect.

Compliance Reporting

As of 2013, designated public sector organizations, including the City of London, must now file an accessibility compliance report with the Accessibility Directorate of Ontario (a division of the Ministry of Economic Development, Trade, and Employment) every two years. These reports account for how the organization is meeting the requirements of the *Integrated Accessibility Standards Regulation*.

The City's last compliance report was submitted to the Accessibility Directorate in 2010. The current reporting period requires that a report be submitted online by December 31, 2013. The report consists of a series of seven web-based true-or-false questions. A summary of the City of London's submission is attached to this report as Appendix A. Note that the City's Agencies, Boards and Commissions have different reporting deadlines depending on the size and type of their organization, and will file their reports with the province separately.

City of London Compliance Activities

Civic Administration is making considerable efforts to identify, remove, and prevent barriers for persons with disabilities. Examples of this work include:

- The development of a Multi-Year Accessibility Plan with consultation and input from the Accessibility Advisory Committee (ACCAC)
- The development of a City of London Integrated Accessibility Standards Policy
- The addition of accessibility considerations to the City's Procurement of Goods and Services Policy, Pre-Construction Checklist, and Purchasing Cardholder Agreements to ensure that purchases are made with accessibility in mind
- The provision of training on the new accessibility standards and the *Ontario Human Rights Code* for City staff and volunteers. To date, over 60 in-person training sessions have been held, with approximately 800 trained, and the remaining employees on track to receive training (either through in-person or e-learning) by the end of this year
- The formation of an internal AODA Implementation and Compliance Committee with representation from each Service Area
- Accessibility upgrades to the new City of London website
- Purchase of SiteImprove software which scans the City's new website and reports accessibility errors to be fixed
- Outreach to local organizations, Agencies, Boards and Commissions to assist with AODA compliance and awareness
- Addition of accessibility elements to the City's Technology and Software training courses as applicable
- The implementation of the City's new Internship Program which includes internships for persons with disabilities

These initiatives increase accessibility of City services and support the Corporation in meeting its obligations under the AODA.

CONCLUSION

The City of London continues to further its efforts to comply with all requirements of the *Accessibility for Ontarians with Disabilities Act, 2005.* The attached compliance report will be submitted to the Accessibility Directorate for the December 31, 2013 deadline.

Administration will continue to work with the Accessibility Advisory Committee, and all Service Areas to implement the requirements under the AODA. The next reporting deadline is the City's annual update on its Multi-Year Accessibility Plan, which will be completed next year.

PREPARED BY:	RECOMMENDED BY:
JENNIFER LAJOIE	WILLIAM C. COXHEAD
SPECIALIST, MUNICIPAL POLICY	MANAGING DIRECTOR, PARKS AND RECREATION

Appendix A: City of London 2013 Compliance Report on the *Integrated Accessibility Standards Regulation*

The following is a summary of the City of London's answers to the accessibility compliance reporting questions. Note that the online reporting system has only a "yes" or "no" response option. Additional details are included in this summary for Council's information only, and will not be submitted to the Ministry.

1. **Do you meet the consultation, fare, fee and documentation requirements for taxis?**

   ☒ Yes   ☐ No

   The Taxicab and Limousine Licensing By-Law was revised following a number of public consultations including discussions with the Accessibility Advisory Committee. The by-law stipulates that taxi drivers cannot charge a higher fare for persons with disabilities, cannot charge a fee for the storage of mobility aids, and must ensure vehicle registration and identification information is placed on the bumper of the taxicab and is available in an alternate format upon request.

2. **Is your organization complying with the requirements of the *Customer Service Standard* that came into effect prior to this report, and are you implementing the Customer Service training policy by continuing to train staff on an ongoing basis?**

   ☒ Yes   ☐ No

   Administration continues to train all staff and volunteers on the *Customer Service Standard* during orientation. In addition, refresher training is being provided as part of the *Integrated Accessibility Standards* and H*uman Rights Code* training that was launched this year.

3. **Does your organization have written accessibility policies and a statement of commitment?**

   ☒ Yes   ☐ No

   The City of London has two accessibility policies in place, mirroring the two current AODA Regulations:

   - Accessible Customer Service Policy
   - Integrated Accessibility Standards Policy

   Statement of 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. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility in customer service, information and communication, employment, the built environment and transportation. We are committed to meeting the requirements of applicable legislation, including the AODA and the *Human Rights Code*.

4. **Has your organization established, implemented, maintained and posted a multi-year accessibility plan?**

   ☒ Yes   ☐ No

   The Corporation has established a five-year plan that provides an overview of how it intends to reach its goal of removing barriers and becoming more accessible. In particular, the plan's focus is on implementing the requirements of the *Integrated Accessibility Standards Regulation.* The plan was written in consultation with the City's Accessibility Advisory Committee. It is available online under the Accessibility section of the City's website.

5.   **Does your organization provide its emergency procedures, plans or public safety information that it makes available to the public, in an accessible format upon request?**

☒ Yes   ☐ No

The City of London provides all publicly available emergency procedures, plans and public safety information in accessible formats upon request. In addition, communication supports are also available upon request.

6.   **Does your organization provide individualized emergency response information for employees that require it and does it review the information in accordance with the Employment Standard?**

☒ Yes   ☐ No

Individualized emergency response information is provided for employees who have self-identified as requiring accommodation or special assistance in the event of an emergency. This information is reviewed each time the employee moves to a different location in the organization, and when the employee's overall accommodation plan is reviewed.

7.   **Do you include accessibility criteria and features in your procurement process and, if applicable, do you incorporate accessibility features when designing, procuring or acquiring self-service kiosks?**

☒ Yes   ☐ No

The City's Procurement of Goods and Services Policy has been updated to ensure that accessibility criteria and features are considered during the procurement process. This includes the design and procurement of self-service kiosks. Accessibility considerations were also added to the purchasing card sign-off form for all staff using credit corporate credit cards.