

TO:	CHAIR AND MEMBERS COMMUNITY SERVICES COMMITTEE MEETING ON DECEMBER 19, 2011
FROM:	MARTIN HAYWARD CITY TREASURER, CHIEF FINANCIAL OFFICER
	CITY OF LONDON 2012 ACCESSIBILITY PLAN

RECOMMENDATIONS

That, on the recommendation of the City Treasurer and Chief Financial Officer:

- (a) the City of London 2012 Accessibility Plan **BE ADOPTED**, specifically Appendix "A" (attached) of the Plan which identifies recommended New Strategic Actions the City intends to undertake from January 2012 to December 2012.
- (b) the City of London Council **THANK** its Accessibility Advisory Committee for their continued support and extensive background work into the development of the City of London 2012 Accessibility Plan.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- City of London September 2003 – December 2004 Accessibility Plan, CPSC, September 29, 2003
- City of London 2005 Accessibility Plan, CPSC, November 29, 2004
- City of London 2006 Accessibility Plan, CPSC, December 12, 2005
- City of London 2007 Accessibility Plan, CPSC, December 11, 2006
- City of London 2008 Accessibility Plan, CPSC, December 10, 2007
- City of London 2009 Accessibility Plan, CPSC, December 8, 2008
- City of London 2010 Accessibility Plan, CPSC, December 7, 2009
- City of London 2011 Accessibility Plan, CPSC, December 13, 2010

BACKGROUND

LEGISLATIVE REQUIREMENTS FOR MUNICIPALITIES TO CREATE AN ANNUAL ACCESSIBILITY PLAN

The Ontarian's with Disabilities Act (ODA 2001) requires that "each year, the council of every municipality shall prepare an accessibility plan and seek advice from the accessibility advisory committee that it establishes. The accessibility plan shall address the identification, removal and prevention of barriers to persons with disabilities in the municipality's by-laws and in its policies, programs, practices and services."

The Province has also established new accessibility standards under the *Accessibility for Ontarians with Disabilities Act* (AODA 2005); however the ODA 2001 remains in effect at the current time.

THE CITY OF LONDON 2012 ACCESSIBILITY PLAN

The City of London continues to work with its Accessibility Advisory Committee to develop and implement its annual Accessibility Plan, which integrates accessibility as part of regular business practices and capital planning cycles.

The content of the complete 2012 Plan will include:

- Background about the Plan, including priorities for the Accessibility Advisory Committee and success in 2011
- Appendix A – Chart of New Strategic Actions to be approved by Council
- Appendix B – Chart of Continue-To and Follow-Up Actions
- Appendix C – City of London Assessment of Accessibility Quotient Questionnaire
- Appendix D – London Public Library 2011 Accessibility Plan
- Appendix E – City of London Accessibility Policies

City Council is being asked to approve Appendix “A”, Chart of New Strategic Actions of the Plan.


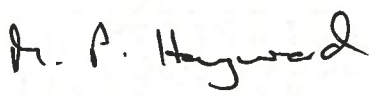
Financial Implications of the 2012 Accessibility Plan – Appendix “A”

The costs of implementing, Appendix “A”, Chart of New Strategic Actions of the Plan, have been included in 2012 department budget submissions. There will be minimal costs to implement the majority of proposed actions and any new actions noting undetermined costs will be brought forward to Council for approval on a case by case basis.

The annual City of London Accessibility Plan will continue to be developed to reflect the Corporation's departmental accessibility initiatives under ODA 2001 and these initiatives are only beginning to incorporate the compliance requirements of the standards developed under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

There have been five accessibility standards developed under the AODA: Customer Service; Transportation; Employment; Information and Communications; and, Built Environment. Until recently, the Customer Service standard is the only standard that has been enacted in law. In June of 2011 the Province of Ontario released a new regulation called the Integrated Accessibility Standard. The Integrated Standard is the second regulation to be passed under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) after the Customer Service Standard in 2007. The Integrated Accessibility Standard became law on July 1, 2011 and applies to every organization with at least one employee in Ontario.

The “Integrated Standard” combines the formerly separate Transportation, Employment and Information and Communications standards into one document. The compliance timeframe is specific to each requirement in the Standard, and range from 2011 to 2021. Civic Administration has reported to Council under separate cover on the status of compliance efforts, and will continue to provide regular updates as this work progresses.

PREPARED BY:	RECOMMENDED BY:
	
ROBIN ARMISTEAD, MANAGER CULTURE AND MUNICIPAL POLICY	MARTIN HAYWARD CITY TREASURER, CHIEF FINANCIAL OFFICER

THE CORPORATION OF THE CITY OF LONDON 2012 ACCESSIBILITY PLAN

Submitted by

**The ODA Staff Resource Group
In Partnership with
The City of London Accessibility Advisory Committee**

This publication is available in alternative formats upon request.



London
CANADA

**THE CORPORATION OF THE CITY OF LONDON
2012 ACCESSIBILITY PLAN
TABLE OF CONTENTS**

SECTION 1 -	EXECUTIVE SUMMARY
SECTION 2 -	PURPOSE AND SCOPE OF THE ACCESSIBILITY PLAN
SECTION 3 -	DESCRIPTION OF THE CITY OF LONDON
SECTION 4 -	THE CITY OF LONDON ACCESSIBILITY ADVISORY COMMITTEE AND RESOURCES
SECTION 5 -	INITIATIVES - BARRIER IDENTIFICATION, REMOVAL AND PREVENTION PROCESS
SECTION 6 -	ACCESSIBILITY PLAN REVIEW AND MONITORING PROCESS
SECTION 7 -	COMMUNICATION OF THE CITY OF LONDON ACCESSIBILITY PLAN
SECTION 8 -	THE CITY OF LONDON ACCESSIBILITY ADVISORY COMMITTEE a) Strategic Plan 2011 – 2014 b) Action Items for 2012
SECTION 9 -	THE CITY OF LONDON SUCCESSES IN 2011
SECTION 10 -	ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

APPENDICES

APPENDIX A –	CHART OF NEW STRATEGIC ACTIONS FOR BARRIER REMOVAL TO BE APPROVED BY COUNCIL
APPENDIX B –	CHART OF CONTINUE-TO AND FOLLOW-UP ACTIONS
APPENDIX C –	THE CITY OF LONDON ASSESSMENT OF ACCESSIBILITY QUOTIENT QUESTIONNAIRE
APPENDIX D –	LONDON PUBLIC LIBRARY 2012 ACCESSIBILITY PLAN
APPENDIX E –	CITY OF LONDON ACCESSIBILITY POLICIES
APPENDIX F –	SAMPLE - COMPLIANCE MANUAL: (Extracted sections 2 and 10 only) Accessibility Standards for Customer Service, Ontario Regulation 429/07 – Accessibility for Ontarians with Disabilities Act, 2005 (AODA) (Ministry of Community & Social Services)

SECTION 1 - EXECUTIVE SUMMARY

On behalf of the Ontarians with Disabilities Staff Resource Group of the City of London and the City of London Accessibility Advisory Committee, we are pleased to present the City of London Accessibility Plan for the year 2012. The plan consists of Appendix "A" - Chart of New Strategy Actions to be approved by Council as well as Appendix "B" – Chart of Continue-To and Follow-Up to Actions based on the London 2011 Accessibility Plan.

We recognize that people with disabilities represent a significant and growing part of our Province's and City's population. According to Statistics Canada, about 1.9 million Ontarians have disabilities — about 16% of the population. Disability tends to increase with age. In two decades it is estimated that 20% of the population will have disabilities.

What we know about Disability in London?

- In 1996, 12.3% of London's population was defined as having a disability or "activity limitation," demonstrating an increase of 2.2% since 1991 (*Canadian Council on Social Development, 1999*).
- In the third quarter of 2008, 8,541 cases were on the ODSP (Ontario Disability Support Program) caseload.
- Statistics Canada provides only Canadian figures on disability. Statistics for London specifically are not available.
- The latest release from the 2006 Participation and Activity Limitation Survey from Statistics Canada shows that between 2001 and 2006, the **largest increase in the employment rate was among people with disabilities**. The rate climbed to 53.5% from 49.3%. For people without disabilities, the rate grew to 75.1% from 73.8%. The unemployment rate for people with activity limitations dropped from 13.2% in 2001 to 10.4% in 2006, narrowing the gap by roughly one-third with those without activity limitations.
- Occupations most often represented by people with disabilities include non-physical labour such as retail, administration or office work.

Enhancing the ability of people with disabilities to live independently and contribute to the community will have positive effects on future prosperity in Ontario. The City of London would like to acknowledge that our municipality, though we've made great strides, has much that it can and should do to eliminate barriers to persons with disabilities.

The *Ontarians with Disabilities Act, 2001* ("ODA") mandates that each municipality prepare an annual accessibility plan for the purpose of improving opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province of Ontario.

Please take time to review this Plan. We appreciate your involvement in the development of this City of London Accessibility Plan to date and look forward to your continued involvement in this journey, as London becomes a fully accessible municipality.

The Plan Coordinator contacts for this City of London Accessibility Plan are:

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SECTION 2 - PURPOSE AND SCOPE OF THE ACCESSIBILITY PLAN

The *Ontarians with Disabilities Act, 2001* (“ODA”) received Royal Assent on December 13, 2001. The purpose of this Act is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province of Ontario. Municipalities of 10,000 or more residents are required to establish or continue an accessibility committee. The majority of its members must be people with disabilities. The committee shall advise Council about the preparation, implementation and effectiveness of an accessibility plan. Municipal governments play a crucial role in the planning and development of our communities. Accessibility plans are intended to address existing barriers to people with disabilities and to prevent new barriers from being established.

This report describes:

- monitoring of the actions that the City of London has taken to remove barriers to persons with disabilities since September 2003 when London’s first Accessibility Plan was approved;
- the process by which the City of London is identifying, removing and preventing barriers to persons with disabilities;
- the “continue-to” and “new strategic actions” that the City of London will undertake to remove barriers to persons with disabilities for the year 2012;
- the ongoing review and monitoring process for the Accessibility Plan;
- the communication of London’s Accessibility Plan to the staff of the City of London, members of the disabled community and the public; and,
- the *Accessibilities for Ontarians with Disabilities Act, 2005*.

Municipal Departments and Divisions included under the scope of this plan are:

Finance Department

Financial Services (Assessment, Payroll, Purchasing, Revenue,
Planning and Policy)

Courts Administration

Culture Office

Asset Management (includes Facilities and Realty Services)

Community Services Department

Social & Community Support Services
Dearness Long-Term Care Division
Parks and Recreation Division
Neighbourhood and Children's Services Division
Fire Services
Housing
Financial Management

Planning, Environmental & Engineering Service Department

Administrative Services
Building Division
Environmental Programs & Solid Waste
Land Use Planning
Roads & Transportation
Wastewater Treatment & Water

City Manager's Office

City Clerk's Office
Legal Services
Corporate Communications Division
Human Resources Division
Technology Services Division

The City of London Accessibility Plan also includes actions from the London Public Library and the Kettle Creek Conservation Authority who expressed an interest in participating with the City of London's Plan. The London Transit Commission is required by the ODA to prepare its own Plan.

SECTION 3 - DESCRIPTION OF THE CITY OF LONDON

Accessibility Planning Has Begun

Over the past twenty (20) years, the City of London, with over 350,000 residents located in the heart of south western Ontario, has witnessed an expansion in the number of citizens with disabilities. Today, it is estimated that there are 43,000 people with some form of disability, with this figure expected to increase due to an aging population.

The City of London began accessibility planning back in 1997, when it worked with the Access to Leisure Services in London (ALL Committee) to develop a policy designed to include people with disabilities in recreation facilities, parks and services. Reaching the goal of full inclusion of persons with disabilities is a major challenge for all municipalities including the City of London. Local governments play a vital role in the lives of persons with disabilities because of their broad mandate. It is clear that strong partnerships between persons with disabilities, the City of London Accessibility Advisory Committee and organizations that represent the interests of persons with disabilities in our community are extremely important to developing solutions that will lead to full inclusion.

SECTION 4 - THE CITY OF LONDON ACCESSIBILITY ADVISORY COMMITTEE AND RESOURCES

The *Ontarians with Disabilities Act, 2001* (“ODA”) was passed by the Province of Ontario in December 2001. The ODA requires that municipalities create an Accessibility Advisory Committee to Council (a majority of members must be persons with disabilities).

Accessibility Advisory Committee

The City of London working in partnership with the local ODA Regional Committee established the Terms of Reference for the Accessibility Advisory Committee for approval by Council in June 2002. The scope of the Terms of Reference goes beyond what is outlined in the ODA as it is intended to suit the needs of the London community.

The Accessibility Advisory Committee has been in place for more than eight (8) years and is empowered to look at issues for persons with disabilities in London comprehensively, which may mean that some of the issues or organizations that this Committee may wish to address may go beyond the scope of the City of London Accessibility Plan for the services that are the responsibility of the Corporation of the City of London and its Council.

Voting Members of the Accessibility Advisory Committee

The Accessibility Advisory Committee currently has thirteen (13) voting positions filled by members of the community who often had experience with more than one particular type of disability. This Advisory Committee meets on a monthly basis.

Voting Members (2011)
Bonnie Quesnel (Chair)
Kimber Bogema (Vice-Chair)
Mark Anderson
Cynthia Lousie (Cindy) Bailey
Rachel Buttigieg
Michael Dawthorne
Kelly MacDonald
Renee MacLachlan
Peninah Mutinda
Avril Rinn

Resource Members of the Accessibility Advisory Committee

The Committee also includes non-voting members that represent sectors such as school boards, seniors, housing and development, architecture and health care or wellness.

Non-Voting Resource Members
Dean Astolfi, Western Ontario Therapeutic Community Hostel (WOTCH)
Rob Campbell, Thames Valley District School Board
Vacant, London Catholic District School Board
Jean Knight, Council for London Seniors
Naeem Qureshi, Architectural Sector
Stephanie Sams, Ability Awareness Training
Deb Wilson-Macleod, Partners in Employment

Accessibility Advisory Sub-Committee Structure

Five (5) Accessibility Advisory Sub-Committees have been created from the Accessibility Advisory Committee and each Sub-Committee is composed of at least two (2) voting members:

- Facilities
- Transportation
- Policy Development
- Education and Awareness
- Non-Visible Disabilities

These Sub-Committees meet as required in between the regular meeting of the Advisory Committee and they will be responsible as one monitoring mechanism of the City of London Accessibility Plan.

Involvement of the Accessibility Advisory Committee Members

Each of the Sub-Committees is actively involved with the City in developing strategies to assist the City in becoming more accessible.

Sub-Committees may chose to assign specific Sub-Committee teams that are relevant to each Sub-Committees priorities e.g., project teams may be struck on bus passes, website enhancement, development of education material and specific AODA standards review.

Specifically, but not limited to, the members of the Accessibility Advisory Committee will be assisting the City as follows:

- understanding the implications of the *Accessibility for Ontarians with Disabilities Act, 2005* for persons with disabilities;
- testing of new products;
- providing listings of problem areas;
- educating about different types of disabilities and providing this information on the Committee's web page;

- assisting with the annual review of the Facility Accessibility Design Standards (FADS);
- reviewing particular site plans;
- liaising with other Advisory Committees; and,
- working in collaboration with community groups to address service needs and gaps for persons with disabilities.

The Staff Resource Group

The Staff Resource Group, comprised of a cross-section of senior staff from City Departments, has been formed to co-ordinate the development of the City of London Accessibility Plan in conjunction with the City's Accessibility Advisory Committee – Policy and Development Sub-Committee.

The Accessibility Plan Coordinator is responsible for the co-ordination of the Staff Resource Group.

Members of the Staff Resource Group

Group Member	Department
Robin Armistead Manager of Culture and Municipal Policy	Culture Office, 11 th Floor City Hall
Bill Campbell Division Manager	EESD - Facilities Design & Construction Division AJ Tyler Operations Centre 633 Bathurst Street
Pat Foto Manager, Labour Relations and Staffing	Human Resources Division City Hall, 5 th Floor
Elaine Gamble Director, Corporate Communications	Corporate Communications City Hall, 11 th Floor
Kate Graham Manager, Corporate Initiatives	City Manager's Office, 11 th Floor City Hall
Cindy Howard Director, Social & Community Support Services	Social & Community Support Services Market Tower, 2 nd Floor
Peter Kokkoros Manager, Plans Examination	City Hall, Building Division Room 706

Tony Kyle Manager, Area Recreation Services	Community Services Parks & Recreation and Neighborhood and Children's Services Divisions, 4 th Floor Market Tower
Andrew Macpherson Manager, Parks Planning & Design	Planning Division 383 Richmond Street 11 th Floor
Shane Maguire Division Manager	Parking and Traffic Signals 824 Dundas Street, Main Floor
Louise Stevens Director Municipal Housing	Planning & Development/ Housing Division 267 Dundas Street, 2 nd Floor
Jacqueline Martin Committee Secretary	City Clerk's Office, City Hall, Room 308

SECTION 5 – INITIATIVES - BARRIER IDENTIFICATION, REMOVAL AND PREVENTION PROCESS

In preparation of a municipal accessibility plan, each municipality is required to consult with persons with disabilities or use their Accessibility Advisory Committee for advice and recommendations. Municipalities are not restricted to this minimum requirement and may want to consult more broadly with all sectors of their community.

The initiatives for the development of *the 2012 City of London Accessibility Plan* and *AODA* are outlined below:

- Staff Resource Members participated at Accessibility Advisory Committee Working Group meetings as requested.
- Staff Resource members monitor the completion of strategies in the 2011 Accessibility Plan.
- In 2011 the Age Friendly London Task Force was created by City Council to embark on a 10 month process of community dialogue to create a vision for London as an Age Friendly city, as defined by the World Health Organization (WHO), to identify strategies to reach that vision and develop a three year action plan to be presented to council in 2012. The task force will be considering issues related to housing, transportation; public space; and leisure, recreation and arts. Members of the task force include members of the community and City staff.
- The 17th Annual Empowerment and Action Day, "Enhancing the Lives of Children and Youth with Disabilities" was held on October 19th, 2011 at the Four Points Sheraton and had representation by City of London staff and Accessibility Advisory Committee members.
- The Ability First Coalition hosted the 2nd annual Ability First Coalition Champions Awards, an awards program to honour

employers who hire and retain persons with disabilities. A Gala Awards and Fundraising event took place on November 9th, 2011 at the London Convention Centre to present the Champions Awards and raise funds for the Ability First Coalition.

- Our Street London under the umbrella of the Urban League of London Ontario held several “car free” days in several London Neighbourhoods in 2011 and hosted the Our Street Community Forum on October 17th with guest speakers Dr. R. Tolley and Dr. J. Gilliland followed by the Decision Makers Breakfast on October 18th, 2011. These events celebrated and encouraged supporting active transportation options in London.
- The Accessibility Advisory Committee reviewed the draft 2012 Accessibility Plan at their meeting on November 24, 2011.
- The City of London 2012 Accessibility Plan will be reviewed at the Community and Neighbourhoods Committee meeting on December 13, 2011 and City Council for approval of Appendix A -New Actions, in January 2012.

The City of London has used the following consultation methodologies to develop the plan:

Methodology	Description	Status
Strategic Plan from Accessibility Advisory Committee	The Accessibility Advisory Committee members provided their top priorities for 2011 - 2012 and these priorities were referred back to the departments for review and consideration.	The whole committee was given the opportunity to review their priorities for 2012.
Contact with General Public Local Agencies	The Accessibility Advisory Committee November 2011 meeting was advertised in Living in the City to review draft accessibility plan for 2012.	
Networking With Other Municipalities and local Accessibility Advisory Committees	The purpose of this exercise is share best practices	The Accessibility Plan Coordinator participates on the Ontario Network of Accessibility Professionals belongs to the Accessibility Advisory Committee Consultation Group of AMO.
Review of Draft Accessibility Plan with Staff Resource Group of City Divisions	The 2011 Accessibility Plan was monitored for completion of actions and notation of actions that would continue into 2012. A new actions template was developed.	The Accessibility Plan Coordinator contacted Division representatives to discuss the contents of the City's Accessibility Plan and obtain new actions for inclusion in the 2012 Plan.

The attached Appendix "A" – Chart of New Strategic Actions to be approved by Council and Appendix "B" – Chart of Continue-to Follow-Up Actions based on the London 2011 Accessibility Plan identifies how the City of London intends to identify, remove and prevent barriers for the year 2012. Capital projects noted in this action plan will be subject to 2012 Budget approval by City Council. If these capital projects are not funded in the 2012 budget year, they will be re-submitted the following year for budget approval by the City.

The 2012 Plan is formatted to align with the standard development areas under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"). Section 10 provides more details on the AODA and the status of standards development under the AODA. For the purposes of the 2012 Plan, the Plan Coordinator has added an additional Community Services area to ensure that all City areas are included.

SECTION 6 - ACCESSIBILITY PLAN REVIEW AND MONITORING PROCESS

The City of London's Accessibility Plan includes an update in the 2011 Ministry of Citizenship's Accessibility Quotient Questionnaire (See Appendix "C"), which has been modified to permit the addition of a sliding scale of accomplishment instead of the original "yes" – "no" – "don't know" scale. The purpose of the sliding scale is to provide a feel for how far the City needs to go in an area to be considered fully accessible to persons with disabilities (e.g., 5 is fully accessible, 0 is not accessible, 1, 2, are beginnings of being accessible). This questionnaire will be used as an ongoing assessment tool of the City's by-laws, policies, programs, practices and services.

The Accessibility Plan Coordinator is responsible for monitoring the progress of the City of London's Accessibility Plan to determine if established targets are being met. Members of the Resource Group will be responsible for encouraging the implementation of the actions of the Plan within their area of responsibility.

The City of London Accessibility Plan will be updated and approved on an annual basis.

The Sub-Committees of the Accessibility Advisory Committee will continually monitor the success of the implementation of London's Accessibility Plan.

Barrier Prevention

The prevention of barriers to persons with a disability will be accomplished through:

- ongoing education initiatives;
- ongoing monitoring of the implementation of the Plan; and,
- municipal standards development such as was done with the FADS.

SECTION 7 - COMMUNICATION OF THE CITY OF LONDON ACCESSIBILITY PLAN

The Public was invited to see the draft 2012 Annual Accessibility Plan at the Accessibility Advisory Committee meeting on November 24th, 2011.

Copies of the approved Plan will be made available on the City's web site and will be available in hardcopy format at library branches. On request, this Accessibility Plan will be made available in alternative formats such as in electronic format, in large print, or in Braille.

SECTION 8 – THE CITY OF LONDON ACCESSIBILITY ADVISORY COMMITTEE – STRATEGIC PLAN AND ACTION ITEMS FOR 2011 – 2014

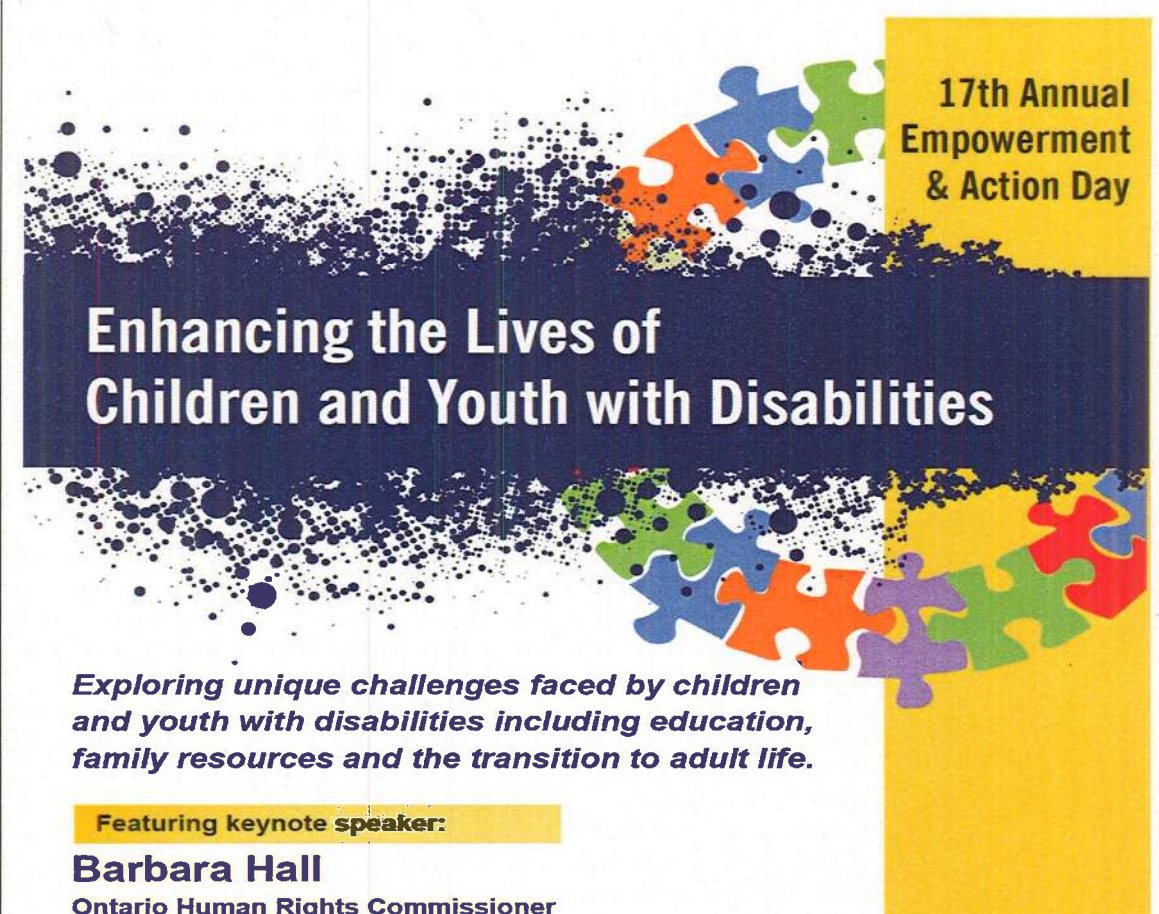
a) Strategic Plan 2011-2014

The Accessibility Advisory Committee will determine their strategic plan for each term of Council. Each planning year is structured around a theme. The theme would be developed with overall consideration for any awareness conferences, seminars and action items.

The City of London looks to the Accessibility Advisory Committee to guide our departments based on their themes and priorities.

Annual Conference

The 17th Annual Empowerment and Action Day, “Enhancing the Lives of Children and Youth with Disabilities” was held on October 19, 2011 at The Four Points Sheraton. Attendees had the opportunity to hear from experts and advocates exploring the unique challenges of education, developmental transitions, financial planning, inclusion and self-care. In addition to the guest speakers and interesting workshops there were daylong exhibits showcasing services and adaptive equipment for persons with disabilities as well as social, recreational and educational opportunities available in the City of London.



17th Annual
Empowerment
& Action Day

**Enhancing the Lives of
Children and Youth with Disabilities**

*Exploring unique challenges faced by children
and youth with disabilities including education,
family resources and the transition to adult life.*

Featuring keynote speaker:

Barbara Hall
Ontario Human Rights Commissioner

c) Action Items for 2012

The following is a listing of the Action Items of the City of London Accessibility Advisory Committee for the 2012 Accessibility Plan.

Education and Awareness Sub-Committee

1. Continue to update the committee's website content.
2. Review and update the "Financial Resources for Persons with Disabilities" document.
3. Continue to network and communicate with other local ACCAC's (University, College, Schools, and Hospitals) to exchange information and share resources.
4. Coordinate the 18th Annual Empowerment and Action Day Event, working to encourage involvement from community partners and agencies.
5. Partner with other sub-committees on any educational events, opportunities or campaigns throughout the year.
6. Promote awareness of the Accessibility Advisory Committee and its role by involvement in community events (e.g. car-free days, Canada Day Celebrations, festivals etc).

Transportation

9. To continue to ask Councillors to increase the transportation budget to allow for full subsidy for all persons with disabilities in London.
10. To ask council for staff support and resources for the Disabled Accessible Parking Awareness Campaign to take place this year (2012).
11. Continue to educate the public and facility owners about disabled accessible parking issues such as signage, height etc.
12. Continue to monitor the upgrade/installation of Accessible pedestrian Crossings.
13. List of Curb Cuts importance –
 - a) Baseline and Fairview

Non-Visible Disabilities

Priority focuses:

14. Finalize and make public the Non-visible Disabilities Survey completed by the Accessibility Advisory Committee.
15. Continue the expansion of the Easter Seals Access 2 Entertainment program within the City, focusing on community venues and events.
16. Work with the other sub-committees to ensure the unique needs and challenges associated with non-visible disabilities are reflected and represented.

Policy Development and Training

17. Engage with Advisory Committee in a dialogue concerning long-term policy goals, objectives and priorities.
18. Continue to work with the City to assist with the development of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) policies, procedures, practices and training for staff particularly for the new Integrated Standard as its various components take effect over the next several years.
19. Undertake a review of City Bylaws, Policies and Procedures when issues are identified to the Sub-Committee by the Advisory Committee, city staff, or members of the public.

Facilities

20. Continue, with the help of Occupational Therapy Students to develop and complete a survey of eateries in London.
21. Continue to monitor and follow up on updates to the Access Guide Canada which lists accessible venues, businesses and sites of interest within the City.
22. Develop a template for reviewing recreational facilities using FADS as a guide.
23. Check with Independent Living to see if the London Accessibility booklet can or should have an updated version.

SECTION 9 - THE CITY OF LONDON SUCCESSES IN 2011

Accessibility Advisory Committee

- Expanded the use of the Easter Seals Access 2 Entertainment program within London from 4 to 38 venues by encouraging the City of London to accept the card at all City venues – making London the first city nation-wide to do so.
- Provided education on hearing loss prevention and accommodation of the Deaf or Hard of Hearing to the JLC. The JLC now identifies the availability of assistive devices via a decal at entrances and their client services booth.
- Co-ordinated the 17th Annual Empowerment and Action Day; Enhancing the Lives of Children and Youth with Disabilities, featuring Ivana Petricone, Executive Director of ARCH Disability Law Centre; Alfred Spencer, Director of the Accessibility Directorate of Ontario; Barbara Hall, Chief Commissioner of the Ontario Human Rights Commission.
- Produced a comprehensive list of financial resources (over 170) available to the disability community in London. The document is available on the Accessibility Advisory Committee's Resource page.
- Revised accessibility.london.ca to reflect current content and resources.
- Networked with other local/regional Accessibility groups (schools, college/universities, outlying communities).
- Increased visibility/through participation in "Car-Free" Days in various neighbourhoods throughout the City.

City of London

- In 2011 new spray pads were installed in Ed Blake Park and Medway Park and Northeast Pool.
- Renovations of City Hall 11th Floor included new barrier free washrooms, doors and circulation spaces.
- Installed new counter tops and plumbing fixtures to be FADS compliant at South London Community Pool.
- Installed handicap door operators for men's and ladies washrooms; replaced and up-dated various washroom stall grab bars.
- Replaced and up-dated various washroom stall grab bars at South London Optimist Community Centre.
- In 2011 Nelms Group completed the construction of 12 accessible housing units.
- City of London representatives are members of the Ability First Coalition that works with employers in the community to increase employment opportunities for persons with disabilities.

- Created the Age Friendly Task Force to create a vision for London and a three year action plan to address: public spaces, housing, transportation, recreation and arts.
- Installed handicap door operators for men's and ladies washrooms and replaced, installed and updated various washroom stall grab bars at the Victoria Park Bandshell.

KETTLE CREEK CONSERVATION AUTHORITY

- In 2011 Kettle Creek Conservation Authority installed two new wheelchair accessible pathways to the main washroom facilities at both campgrounds.

SECTION 10 – ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

In June 2005, the Ontario Government passed the *Accessibility for Ontarians with Disabilities Act, 2005* (or “AODA”). The AODA provides for the development, implementation and enforcement of accessibility standards with a vision of a fully accessible Ontario by 2025.

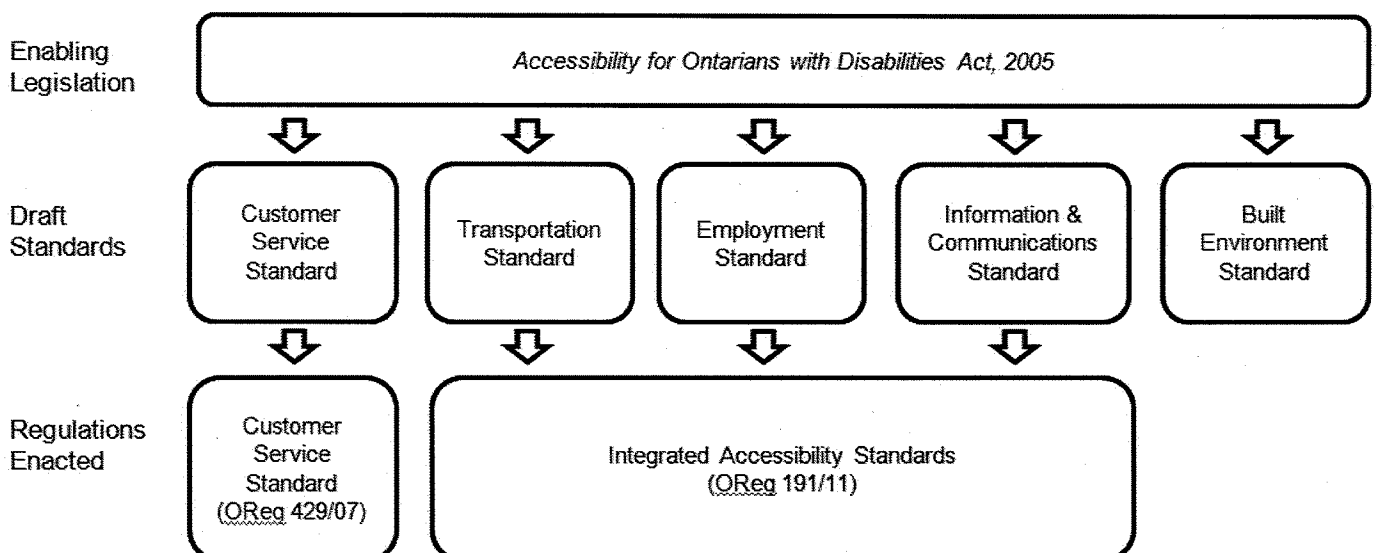
For the first time in Canada, accessibility standards apply to businesses, public sector organizations, municipalities and the Provincial government. The standards address the removal of barriers for a wide range of disabilities, including physical, sensory, mental health, developmental and learning, in accordance with the definition of “disability” under the Ontario *Human Rights Code*.

Over the last year, important steps have been taken towards removing barriers across Ontario through implementation of the AODA. This section provides an overview of the current status of the AODA and implementation activities at the City of London.

Current Status of the AODA

To date there have been five draft standards developed under the AODA pertaining to the accessibility of: (1) customer service; (2) transportation; (3) information and communications; (4) employment; and (5) the built environment.

To date, two regulations under the AODA have come into effect, including four of the five draft standards developed. The *Accessibility Standards for Customer Service* came into effect on January 1, 2008. The *Integrated Accessibility Standard* amalgamated the formerly separate transportation, information and communications and employment standards, and came into effect on July 1, 2011.



The draft built environment standard still exists only in draft form and is not law at this time.

City of London Implementation

The City of London has been actively involved in the AODA standard development and implementation processes over the past six years. Civic Administration as well as staff from the London Transit Commission and other City Agencies, Boards and Commissions will continue to be actively engaged in all AODA related activities. Administration works closely with the Accessibility Advisory Committee in this process.

The City of London is fully compliant with the *Accessibility Standards for Customer Service*. The 2011 Accessibility Plan identified numerous initiatives undertaken to achieve compliance including developing a corporate training program, implementing several policy changes, and creating a new website to post temporary service disruptions.

The City is in the process of achieving compliance with the new *Integrated Accessibility Standard* which creates several new requirements for organizations in Ontario including:

General Requirements

- Establish policies governing the accessibility of employment, transportation, and information and communications, including how the organization will consider the needs of persons with disabilities when procuring or acquiring goods, services and facilities
- Train employees, volunteers and others who provide services on behalf of an organization and persons who participate in developing the policies of the organization on the requirements of the integrated standard

Information and Communications Requirements

- Provide information, upon request, in an accessible format or with communication supports in a manner that takes into account the person's disability
- Make websites and web content conform with W3C WCAG 2.0 Level AA (a technical web accessibility standard)

Employment Requirements

- Provide accessible formats and communication supports to employees upon request
- Develop documented individual accommodation plans upon request

Transportation Requirements

- Develop, in consultation with the public, an accessibility plan to meet the accessible taxi needs of the community
- Numerous other requirements which will impact London Transit Commission

The proposed compliance timelines are established by classes of organizations. In most cases, the Ontario Public Service is required to comply with the requirements first, followed by broader public sector organizations with 50 or more employees. Smaller public organizations, as well as private and non-profit organizations are also required to comply with most of the requirements. The compliance deadlines are spread out with a few requirements being added each year: implement policies and practices by 2013; provide training by 2014; accessible information formats and communication supports by 2015; and so on.

In many cases, the City of London already complies with the requirements in the *Integrated Accessibility Standard*. An implementation plan is currently in development to achieve compliance with the new requirements that exceed current practices.

At this time, in addition to all requirements under the AODA, public sector organizations are still required under *Ontarians with Disabilities Act, 2001* to prepare annual accessibility plans and to make these plans available to the public.

Summary

The City of London remains strongly committed to the objectives and intent of the AODA. Removing barriers improves the quality of life for people of all ages and abilities in the community. The City has been recognized as a leader in accessibility for many years, and continues to serve as an example for other municipalities.

As the province has not provided any funding to support the AODA initiative, in order to ensure appropriate transparency to the financial significance of the program, the City of London has been and will be required to fund the implementation of the standards and subsequently maintain compliance with the standards.

APPENDIX A
CITY OF LONDON 2012 ACCESSIBILITY PLAN
NEW STRATEGIC ACTIONS FOR BARRIER PREVENTION OR REMOVAL IN 2012

STRATEGIC DIRECTION	RESPONSIBILITY	BARRIERS	NEW ACTIONS	ESTIMATED COST (Operating/Capital)
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA) – <i>The AODA provides for the development, implementation and enforcement of accessibility standards for public and private sector organizations in Ontario.</i>				
<u>AODA Compliance</u>	AODA Steering Committee	Lack of Inclusion of People with Disabilities	Funding to support implementation activities to ensure that the Corporation meets all of its obligations per regulations established under the AODA 2005.	\$1,060,400
	AODA Steering Committee	Lack of Inclusion of People with Disabilities	Continue internal City of London AODA Steering Committee Resource Team for this provincially mandated standard development area to proactively review and bring forward the City's perspective on the implications of the Accessibility for Ontarians with Disabilities Act (AODA 2005).	\$0
INFORMATION & COMMUNICATION STANDARD - <i>Refers to information processing and communication, and could include publications, software applications, and web sites.</i>				
<u>Education</u>	Accessibility Advisory Committee	Lack of Awareness & Inclusion of People with Disabilities	Actively promote the need for Ability Awareness Training to business, professional and service communities.	\$0
	Accessibility Advisory Committee & CAO's Office	Lack of Awareness & Inclusion of People with Disabilities	Participate in the annual Empowerment and Action day. Be a leader in bringing together the community to organize an annual event. Theme for 2012 is Healthy Active Living.	\$6,000

Note: Operating and Capital costs identified in this Plan are already included in the proposed 2012 budget.

Capital projects noted in this Accessibility Plan will be subject to Budget approval by City Council.

If these capital projects are not funded in the current budget year, they will be re-submitted the following year.

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	Accessibility Advisory Committee	Lack of Awareness & Inclusion of People with Disabilities	Continue outreach program to educate agencies, businesses and the broader private sector about the AODA and the importance of identifying, preventing and removing barriers/challenges faced by people with disabilities.	\$0
<u>Communication</u>	Human Resources	Lack of Communication with People who read Braille	Human Resources is exploring the printing of a selection of recruitment brochures and materials with Braille for distribution at career fairs, information booths and in Human Resources.	\$15,000
EMPLOYMENT STANDARD - Refers to hiring and retaining employees, and could include employment practices, policies and processes.				
<u>Human Resources</u>	Human Resources	Lack of Employment of People with Disabilities	Human Resources will implement a new on-line application process which will enhance accessibility for individuals. The program, "Hire Desk" can be used to identify applicants based on skill, qualifications, and experience as well as remove any personal identification making the process open and accessible to all.	\$35,000
	Human Resources	Lack of Employment of People with Disabilities	The City will launch "Its starts with Me" enhanced employee training regarding harassment and discrimination.	\$50,000 per year

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	Accessibility Advisory Committee in partnership with London Diversity and Race Relations Advisory Committee	Lack of Awareness & Inclusion of People with Disabilities	Provide information and resources to the Human Resources Division to undertake the building of a supportive workplace initiative to City of London employees.	\$0
BUILT ENVIRONMENT STANDARD - Refers to access to, from and within buildings and outdoor spaces, and could include counter heights, aisle/door widths, parking, and signs, as well as pedestrian access routes and signal systems.				
<u>Facilities</u>	Facilities Design & Construction and Accessibility Advisory Committee (ACCAC)	Lack of Awareness & Inclusion of People with Disabilities	Work with the ACCAC Facilities Subcommittee to create a prioritized list of City facilities to target for 2012 accessibility upgrades.	\$0
	Facilities Design & Construction (FD&C) and Facilities Operations (FO)	Inaccessible facilities	Implement 'quick-fix' accessibility upgrades issued as work orders through the Facilities Design & Construction Division's Tracking & Response System for managing data contained in the Accessibility Advisory Committee's Accessibility Features Report.	Funding within existing FD&C capital & FO operating budgets

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Facilities (Continued)	Facilities Design & Construction Accessibility Upgrade Projects	Inaccessible facilities	City Hall – accessibility upgrades to the underside of the lobby stairs in progress to prevent people from walking underneath them to prevent injury and lack of accessibility.	Funding within existing FD&C capital budgets
	Facilities Design & Construction Accessibility Upgrade Projects	Inaccessible facilities	Barrier Free Upgrades to Argyle Arena and Westminster Pool. Design in 2011 with construction in 2012 pending budget approval.	Funding within existing FD&C capital budgets
	Facilities Design & Construction Accessibility Upgrade Projects	Inaccessible facilities	Barrier Free Upgrades to East Lions Heated Pool and Community Centre, South London Community Centre and South London Community Pool.	Funding within existing FD&C capital budgets
Standards, Manuals, Design Specifications & Procedures	Accessibility Advisory Committee	Inaccessible facilities	Review and provide feedback on accessibility of new and retro-fit playgrounds.	\$0
Land Use Planning	Planning Division	Lack of Awareness & Inclusion of People with Disabilities	Complete the Planning related investigation process outlined in the July 24, 2006 Council resolution to identify opportunities to enhance accessibility requirements within the: <ul style="list-style-type: none"> • Official Plan - • Z.-1 Zoning By-law 	\$0

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TRANSPORTATION STANDARD - <i>The proposed Transportation Accessibility Standard will address barriers to accessibility for persons with disabilities in the delivery of public and private transportation services. Public and private transportation services refer to modes of passenger transportation within provincial and municipal jurisdiction (such as municipal transit and taxis).</i>				
<u>Roads & Transportation</u>	Parking & Traffic Signals	Lack of accessible pedestrian signals	Work in partnership with the CNIB and the Accessibility Advisory Committee to develop a priority system for the implementation of accessible pedestrian signals at existing signal locations. Locations for 2011 yet to be targeted.	Annual Capital Budget \$50,000
COMMUNITY SERVICES AREA – <i>Although not identified as a provincial Standard, it was discovered that not all City areas fit into the Standard Development Areas identified by the Ministry, therefore, this Community Services area was established by the Plan Coordinator.</i>				
<u>Community Services – Social & Community Support Services</u>	Social and Community Support Services	Lack of Awareness & Inclusion of People with Disabilities	<p>Include the Accessibility Advisory Committee in consultations when developing new services for Social and Community Support Services Division participants.</p> <p>Continue consultation to leverage other government funders regarding services for people with disabilities.</p> <p>Staff represents the Division on the Accessibility Advisory Committee and other Corporate Committees to ensure all needs are met.</p>	\$ 0

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		Lack of Awareness & Inclusion of People with Disabilities	The Division will participate in the developmental services transformation public consultations. Focusing on ways to address substance abuse, addictions, homelessness and the non traditional workforce.	\$ 0
KETTLE CREEK CONSERVATION AUTHORITY				
		Inaccessible campsites for persons with disabilities	Kettle Creek Conservation Authority is investigating the development of wheelchair accessible campsites close to necessary amenities such as the pool and washroom at Lake Whittaker and Dalewood Conservation Area.	\$5,000

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