

**APPENDIX B
CITY OF LONDON 2012 ACCESSIBILITY PLAN
CONTINUE-TO & FOLLOW-UP ACTIONS FOR 2012**

STRATEGIC DIRECTION	RESPONSIBILITY	BARRIERS	CURRENT ACTIONS	ESTIMATED COST	COMPLETION DATE
<p>CUSTOMER SERVICE STANDARD - <i>Businesses and organizations that provide goods or services to people in Ontario are now legally required to make their customer services operations accessible to people with disabilities. This will be done by identifying and removing barriers to customer service in such areas as operational practices, policies and procedures, communications and staff training.</i></p>					
<p>ACCESSIBLE CUSTOMER SERVICE POLICY</p>	<p>Corporate Assets</p>	<p>Barriers to accessible goods and services to customers</p>	<p>Continue to monitor AODA Standard development and implement any requirements that become law.</p>	<p>\$0</p>	<p>Ongoing</p>

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INFORMATION & COMMUNICATION STANDARD - Refers to information processing and communication, and could include publications, software applications, and web sites.					
EDUCATION Promoting an accepting and welcoming environment for persons with disabilities through education of the public designed to raise awareness and eliminate attitudinal barriers	Culture Office and the Accessibility Advisory Committee (ACCAC)	Require the identification of barriers and possible solutions	Obtain City Council approval in December 2011 for the City of London's 2012 Accessibility Plan.	\$0	December 2010
			Assist the City in the promotion of accessibility issues amongst the public sector including city staff.	\$0	Ongoing
			Educate the Public and other sectors of the community on the role of the Accessibility Advisory Committee.	\$0	Ongoing
			Develop linkages with other municipalities and their Advisory Committees e.g., Ontario Network of Accessibility Professionals.	\$0	Ongoing

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EDUCATION (continued)	Culture Office and the Accessibility Advisory Committee (ACCAC)	Require the identification of barriers and possible solutions	Educate about different types of disabilities and provide this education on the Accessibility Committee's web page.	\$0	Ongoing
	Culture Office and Accessibility Advisory Committee (ACCAC)	Potential barriers in existing Policies and By-Laws	In partnership with the London Diversity and Race Relations Advisory Committee (LDRRAC), assist the City in its regular review of the Policies to identify barriers and make recommendations for removal of these barriers.	\$0	Ongoing
	Human Resources		Continue to deliver Accessible Customer Service training to all new employees, agents and volunteers.	\$10,000 per year	Ongoing

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EDUCATION (continued)	Human Resources	Lack of Awareness & Inclusion of People with Disabilities with hiring	Deliver Recruitment and Selection training to hiring managers which includes an understanding for diversity of applicants and an understanding and remedy of personal bias and prejudices. Target audience for the training is all managers involved in hiring and or promotion.	20,000	Ongoing
COMMUNICATION Promote the continuous improvement of information sharing which will include a variety of methods to inform persons with disabilities, the City and the general public about issues related to persons with disabilities	Culture Office	Lack of communication with the disabled community	Act as a main contact person, who is able to respond to inquiries from the public related to accessibility using a generic e-mail address: accessibility@london.ca .	\$0	Ongoing
			Continue to make referrals to other staff members for information about the City's by-laws, policies, programs, practices and services, related to persons with disabilities.	\$0	Ongoing

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COMMUNICATION (continued)	Accessibility Advisory Committee	Lack of Awareness for People with Disabilities	Annually nominate a candidate for the Mayor's New Year's Honours List under the Persons with Disabilities category.	\$0	Ongoing
		Lack of Communication with People with Disabilities	Continue to work on multiple formats which include, upon request, use of the TTY, ASL interpretation and document translation.	ASL included in ACCAC budget	Ongoing
	Accessibility Advisory Committee	Lack of Communication with People with Disabilities	Continue to develop and distribute pamphlets to inform the public about issues related to persons with disabilities.	\$438 for 1000 copies of pamphlet	Ongoing
	Manager of Culture and Municipal Policy	Lack of Awareness & Inclusion of People with Disabilities	Develop closer ties with coalition groups/agencies and seek input on identification and removal of barriers e.g., Access Conference, Coordinators Group.	\$0	Ongoing
	Corporate Communications	Lack of Communication with People with Disabilities	Continue to have the City's TTY number printed on all City business cards and promotional materials.	\$0	Ongoing

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EMPLOYMENT STANDARD - <i>Refers to hiring and retaining employees, and could include employment practices, policies and processes.</i>					
<p>HUMAN RESOURCES</p> <p>Work toward ensuring that the hiring, training and education of staff and volunteers meets the needs and protects the safety of persons with disabilities. The City of London is an equal opportunity employer who provides accommodation of staff with a disability</p>	<p>CAO's Office and Human Resources Division</p>	<p>Lack of Employment of People with Disabilities</p>	<p>A City of London representative is a member of the Ability First Coalition that works with employers in the community to increase employment opportunities for persons with disabilities.</p>	<p>\$0</p>	<p>Ongoing</p>

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HUMAN RESOURCES (continued)	City Manager's Office and Human Resources Division	Protection of People with Disabilities	Continue to use Police Record Searches for new staff and volunteer positions that have contact with vulnerable persons.	Recreation employee to pay for own search	Ongoing
		Employment Accommodation of People with Disabilities	Continue to accommodate employees who have a disability as per the City's Accommodation of Employees with Disabilities Guideline.	\$ as required	Ongoing
	City Manager's Office and Human Resources Division	Protection of People with Disabilities	Continue to partner with the London Diversity and Race Relations Advisory Committee to identify opportunities to meet the needs and protect the safety of persons with disabilities.	\$0	Ongoing

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HUMAN RESOURCES (continued)	City Manager's Office and Human Resources Division	Protection of People with Disabilities	Continue to train employee Fire Wardens in CPR and First Aid.	\$1,000 per year	Ongoing
		Lack of Employment of People with Disabilities	Continue to increase the opportunities for persons with disabilities to seek and gain employment with the City e.g., attend disability related job fairs.	\$ variable	Ongoing
		Lack of Awareness & Inclusion of People with Disabilities	Continue Workplace Harassment/Discrimination Prevention Policy training which identifies disabilities as one of the prohibited grounds under the Ontario Human Rights Code.	\$10,000 per year	Ongoing
	Human Resources Division	Lack of Awareness & Inclusion of People with Disabilities	The City of London will take a leadership role in bringing together representatives of the City of London, LDRRAC and members of the City's Boards and Commissions in order to further advance initiatives aimed at celebrating and enhancing diversity and inclusiveness throughout the organization.	\$0	Ongoing

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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.					
FACILITIES AND PARKS Ensure physical accessibility through barrier-free design for new and modified City facilities, including structures not covered under the Building Code (e.g. playground equipment), and parks for all residents. Access to City of London facilities being purchased, constructed, renovated, leased or funded will be in compliance with the City of London FADS		Sources of Financing at time of update	Seek input from the Accessibility Advisory Committee when completing an annual review the Facility Accessibility Design Standards (FADS). Changes incorporated into new updates every 3 to 5 years.	\$0	Ongoing
	Facilities Design & Construction (FD&C)	Central filing and maintenance of records	Maintain an inventory of City facilities and their accessibility features noting which are compliant with FADS and which are compliant only with the Ontario Building Code.	\$0	Ongoing

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FACILITIES AND PARKS (continued)	Facilities Design & Construction	Format and consistency of information gathered	Seek input from the Accessibility Advisory Committee on upgrades needed to existing City facilities.	\$0	Ongoing
	Facilities Design & Construction	Facilities Barriers	Apply FADS to all current and future City of London new and/or renovated facilities.	Funding carried within various project budgets	Ongoing
	Facilities Design & Construction	Facilities Barriers	Following budget approval, provide a list of approved Capital Projects to the Accessibility Advisory Committee on an annual basis.	\$0	Ongoing
	Facilities Design & Construction	Attitudinal for changing current practice	Continue to communicate with and disseminate FADS to other municipalities. Maintain a record of organizations requesting the use/adoption of the FADS. Note: To-date FADS is being used by more than 80 communities and private organizations across Ontario and also Winnipeg, MB and Saskatoon Saskatchewan.	\$500 for Print Materials	Ongoing

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FACILITIES AND PARKS (continued)	Accessibility Advisory Committee	Attitudinal for changing current practice	Promote the updated FADS to other municipalities the design sector, architects, local builders associations, contractors and university/college students.	\$0	Ongoing
	Facilities Design & Construction	Facilities Barriers	Track through the Facilities register and assess the City's 5-year Facilities Capital Forecast e.g. the priority setting processes used to retrofit existing facilities, significant structural constraints.	\$0	Ongoing
	Accessibility Advisory Committee	Facilities Barriers	Submit ideas for retrofitting using the FADS Change Form. Advisory Committee will assess this list and create a priority listing.	\$0	Ongoing
		Limited volunteer resources and some challenges accessing facilities	Use the Advisory Committee Developed Checklist Inspection Forms as an assessment tool for review of existing City facilities and to provide feedback in an organized format.	\$0	Complete

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FACILITIES AND PARKS (continued)	Accessibility Advisory Committee	Barriers to Facilities	Continue to participate in the development of the Access Guide Canada Project of the Canadian Abilities Foundation for the review of both public and private facilities to review and record building accessibility.	\$0	Ongoing
		Barriers to Facilities	Obtain site plan applications to access contact person(s) for the purpose of promoting FADS for all future developments.	\$0	Ongoing
	Parks Planning & Design	Barriers to Play Equipment	Continue to implement a program of providing accessible play equipment in all district parks. There are 22 district parks and the plan is to provide one play structure per year with a variety of accessible features in each of these district parks.	\$80,000 per year	Ongoing
		Barriers to Pathways	Continue to develop accessible pathway systems in all City parks. There are 180 neighbourhood, 22 district and 18 open space parks in London.	\$150,000 per year	Ongoing

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FACILITIES AND PARKS (continued)		Barriers to Parks	Continue to update the general park database and City's website with a listing of accessible park facilities.	\$0	Ongoing
	Accessibility Advisory Committee and Building Control – Site Plan Approvals	Physical accessibility in the community	Continue to include the Facilities Sub Committee on the circulation list for site plans.	\$0	Ongoing
	Building Controls		Continue to enforce the Ontario Building Code (OBC) and review site plans for accessibility. Any additions & changes beyond the OBC regulations are strictly voluntary.	\$0	Ongoing
		Barriers to Facilities	Continue to review the Accessibility Features Reports as created by the Accessibility Advisory Committee (ACCAC) Facilities Subcommittee when developing capital projects and "quick fix" upgrades. Provide status reports back to the ACCAC on a yearly basis.	\$0	Ongoing

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FACILITIES AND PARKS (continued)	Transportation Planning & Design, Construction Administration	Barriers to Facilities	Review and identify opportunities to enhance accessibility requirements and, where permissible and feasible, incorporate the principles of the City's 2007 Facility Accessibility Design Standards (FADS) in the Municipal Design Specifications and Requirements Manual and the Standard Contract Documents for Municipal Construction Projects.	To be Determined	Ongoing
	Planning, Engineering and Environmental Services	Barriers to Facilities	Formalize an internal Approval Procedures Agreement for implementation/application of the Facility Accessibility Design Standards for all new construction, renovation and maintenance projects to City owned, leased or operated facilities.	To be Determined	Ongoing
HOUSING	Housing Division	Barriers to Accessible Housing	Continue to provide a grant per accessible unit (units adapted for wheelchair access) to contractors as incentive to build accessible units in affordable housing projects.	\$5,000 per unit	Ongoing

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HOUSING (Continued)	Housing Division	Barriers to Accessible Housing	Continue to encourage more affordable units to be available in the City through a Convert to Rent Program.	Up to \$250,000 annually	Ongoing
	Housing Division	Lack of accessible units	<p>A Proposal was put forward to the province for 4 projects in 2009, should additional funding become available. \$5,000 per unit was provided to build accessible units. The following 2 projects were completed in the spring of 2011.</p> <p>1) Italian Senior's Project, 6 units 2) Nelms Group, 12 units</p>	\$30,000 \$60,000	Ongoing
	Accessibility Advisory Committee working with the Housing Division	Lack of Awareness & Inclusion of People with Disabilities	Continue to provide and promote use of FADS to developers operating in affordable housing programs with City grants / funding. Include FADS standards in future proposal calls for the City's affordable and social housing initiatives.	\$0	Ongoing

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HOUSING (Continued)	Accessibility Advisory Committee	Lack of Awareness & Inclusion of People with Disabilities	Continue to liaise with the Accessibility Advisory Committee concerning mental illness and its links to homelessness.	\$0	Ongoing

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<p>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></p>					
<p>SERVICES Work toward ensuring choice by providing a full range of accessible and affordable City of London services and supports</p>					
TRANSPORTATION	By-law Enforcement	Lack of Awareness & Inclusion of People with Disabilities	Continue to educate taxi companies who apply for taxi licenses that they must not discriminate against persons with a disability e.g. must permit a seeing-eye dog to travel in their taxi cab.	\$0	Ongoing
	Accessibility Advisory Committee	Sidewalks/ Curb Cuts Barriers	Continue to provide a list of locations (using Travel Concern Form) that need to be addressed for their retroactive program of curb cuts or maintenance required for wheelchairs and other items such as the location of pedestrian walk buttons.	\$0	Ongoing

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TRANSPORTATION (continued)	Transportation Planning & Design	Sidewalks/ Curb Cuts Barriers	Provide staff with a list of locations where curb cuts or maintenance is required.	\$20,000	Ongoing
	Transportation Planning & Design	Sidewalks/ Curb Cuts Barriers	Additional warranted sidewalks are installed every year in locations where none currently exist through a dedicated program.	\$200,000	Ongoing
	Transportation Planning & Design	Sidewalks/ Curb Cuts Barriers	Review and make comments on Engineering Design Standards.	\$0	Ongoing
	Transportation Planning & Design	Sidewalks/ Curb Cuts Barriers	Most new road projects and road widening projects include, where possible, accessible sidewalk and/or Bicycle lanes.	+3% of Road works \$300,000 - \$600,000	Ongoing
	Transportation Planning & Design	Lack of Awareness & Inclusion of People with Disabilities	Involved in supporting the AODA Built Environment Committee work to generate more specific measures that might be identified in the future.	To be Determined	Ongoing

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TRANSPORTATION (continued)	Public Service	Lack of Awareness & Inclusion of People with Disabilities	Receive public input on pedestrian concerns.	\$0	Ongoing
	Transportation Planning & Design	Signage too Small	Propose upgrades to street signage e.g., larger signs and appropriate placement.	\$50,000	Ongoing
	Accessibility Advisory Committee	Sidewalk Barriers	Review within Transportation Planning and Design, the design and installation of temporary sidewalks during construction of roads, sewers etc., the timing of pedestrian crossing signals, snow removal practices and other pedestrian concerns.	\$0	Review complete Implementation of temporary sidewalks during projects ongoing

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PARKING	Parking & Traffic Signals	Timing of Walk Signals	Continue to review timing of pedestrian walking system of signals and adjust the coordination and standardization.	\$0	Ongoing
	Parking & Traffic Signals	Accessible Parking	Continue to provide 2 hour free parking to persons with accessible parking permits in Off Street Municipal Parking Lots.	\$17,000 lost annual revenue	Ongoing
	Accessibility Advisory Committee	Accessible Parking	Continue to educate the public and facility owners about disabled parking issues such as signage, etc.	\$0	Ongoing

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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>					
Neighbourhood and Childrens' Services	Neighbourhood and Childrens' Services	Lack of opportunities for children, youth and families with special needs through the work of the Child and Youth Network	Introduce and initiate opportunities consistent with the 4 priorities of the Child and Youth network, and in particular with: <ul style="list-style-type: none"> • Increasing healthy eating and physical activity • Improve systems integration for serving families Via Child-Youth Agenda and Spectrum programming initiatives.	Undetermined	Ongoing
	Area Services	Lack of training resources to support children with autism	Continue to provide, in collaboration with Autism Spectrum Disorders and Thames Valley Children's Centre, training and resources to support children with autism participating in summer camp programs. Provide training opportunity to other recreation service providers.	\$2,500	Ongoing

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COMMUNITY SERVICES – Neighbourhood and Childrens’ Services (continued)	Area Services	Lack of Awareness & Inclusion of People with Disabilities	Continue to incorporate inclusiveness/ability awareness training as part of ongoing training of staff.	\$0	Ongoing
		Lack of Games Equipment & Resources	Investing in additional games equipment resources for summer programs to assist children with disabilities.	\$1000	Ongoing
		Lack of Awareness & Inclusion of People with Disabilities	Summer senior staff (20) and summer camp and playground program staff (150) will undergo training in inclusion.	\$200	Summer
	Area Services	Lack of Awareness & Inclusion of People with Disabilities	Continue to track and evaluate self reported special needs of program participants in CLASS. (The information currently alerts program instructors to special needs in classes.)	\$0	Ongoing

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COMMUNITY SERVICES – Neighbourhood and Children’s Services (continued)		Lack of Specialized Staff Trained to work with People with Disabilities	Continue to hire resource staff trained to work with persons with disabilities and diversity at City day camps.		Summer
	Area Services	Transportation during Summer Programs	Continue to use accessible buses for summer program excursions for targeted summer program locations.	\$1500	
		Lack of Training for Staff	Sensitivity training for Spectrum instructors and program staff.	\$500	Ongoing
		Lack of Accessible Program Opportunities	Maintain ongoing relations with agencies supporting persons with disabilities to develop and highlight accessible programming opportunities.	\$0	Ongoing
		Lack of Specialized Staff Trained to work with People with Disabilities	Maintain the Community Living London presence in City Community Centres.	Value of the space	Ongoing

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COMMUNITY SERVICES – Neighbourhood and Children’s Services (continued)	Area Services	Lack of Camps Specifically for People with Disabilities	Continue to partner with the community through a POS agreement in the delivery of a summer day camp program for persons with disabilities.	\$7,000 (net)	Ongoing
		Lack of Programs for Older Adults/Seniors	Continue to provide programming to Older Adults/Seniors in the community which is universally accessible and which meets the special needs of particular populations with accessibility issues and concerns.	\$0	Ongoing
		Lack of Programs for Older Adults/Seniors	Continue to invest in new equipment and resources to meet the unique abilities of older adults attending the Senior Centres.	\$2000	
		Lack of Programs for People with Disabilities	Continue wheelchair tennis in partnership with the Thames Valley Children’s Centre at the North London Optimist Community Centre.	\$0	Ongoing
	Area Services	Lack of Access to Community Groups that	Continue to make Recreation Centres accessible to community agencies who provide education, support and advocacy	\$0	Ongoing

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.

**APPENDIX B
CITY OF LONDON 2012 ACCESSIBILITY PLAN
CONTINUE-TO & FOLLOW-UP ACTIONS FOR 2012**

STRATEGIC DIRECTION	RESPONSIBILITY	BARRIERS	CURRENT ACTIONS	ESTIMATED COST	COMPLETION DATE
		support People with Disabilities	for persons with disabilities.		
COMMUNITY SERVICES – Neighbourhood and Children’s Services (continued)			Continue to review current programs and development of new programs to be more inclusive of persons with disabilities.	\$0	Ongoing
		Transportation Barriers	Continue to book accessible buses (whenever possible) for recreational trips at the Senior Centres.	\$100 – \$200 per trip	Ongoing
		Financial Barriers	Maximize financial accessibility for persons with disabilities.	Within allocated financial assistance funding caps	Ongoing
		Increased staff supports to assist with inclusion	Continue to hire 2 summer “Inclusion Co-coordinator” positions to facilitate pre-program family contacts, improve deployment of existing staff, and provide additional support to camps and playground programs (liaise with other service provider to explore pooling of resources).	\$12,000	Ongoing

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

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**APPENDIX B
CITY OF LONDON 2012 ACCESSIBILITY PLAN
CONTINUE-TO & FOLLOW-UP ACTIONS FOR 2012**

STRATEGIC DIRECTION	RESPONSIBILITY	BARRIERS	CURRENT ACTIONS	ESTIMATED COST	COMPLETION DATE
COMMUNITY SERVICES – Neighbourhood and Children’s Services (continued)	Community Partnerships and Investments	Subsidization of Public Transit for Senior Citizens	Continue to provide LTC bus pass subsidies for senior citizens.	\$333,438	Ongoing
	Community Partnerships and Investments	Subsidization of Public Transit for Senior Citizens	Continue to provide LTC bus pass subsidies for persons with visual impairments.	\$199,138	Ongoing
COMMUNITY SERVICES – PARKS AND RECREATION	Aquatics Services	Special needs can prohibit participation	Aquatics summer staff trained in inclusion of children with disabilities.	\$0 Part of training	Ongoing
	Aquatic Services	Improved access to swim facilities	Continue to train staff annually in use of lifts in Aquatic Services.	\$0	Ongoing
	Aquatic Services	Community Liaison	Continue the integrated swim program which was initiated in 2006 in partnership with the Thames Valley Children’s Centre.	\$0	Ongoing

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

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**APPENDIX B
CITY OF LONDON 2012 ACCESSIBILITY PLAN
CONTINUE-TO & FOLLOW-UP ACTIONS FOR 2012**

STRATEGIC DIRECTION	RESPONSIBILITY	BARRIERS	CURRENT ACTIONS	ESTIMATED COST	COMPLETION DATE
COMMUNITY SERVICES – PARKS AND RECREATION (continued)	Aquatic Services	Physical access to facilities	Enhance access to facilities as pools are upgraded, to include ramps, grab bars, improved shower access, deck access et. An example would be Thames or Gibbons pools.	Included in Project Budget	Ongoing
	Rec. Services and Attractions	Lack of Accessible Golf Courses	Continue to develop & promote Parkside Nine Golf Course Membership.	\$0	Ongoing
COMMUNITY SERVICES – SOCIAL & COMMUNITY SUPPORT SERVICES	Case Management Case Management	Lack of Employment	Continue to include the needs of persons with disabilities in the Ontario Works Service Plan. Continue to assist Ontario Works participants with employment barriers, including disabilities through: <ul style="list-style-type: none"> • Individualized Case Management (Team B) • LEADS wraparound planning and employment supports to participants • Supports by partner agencies such as Goodwill and LEADS for 	\$0	Ongoing

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

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**APPENDIX B
CITY OF LONDON 2012 ACCESSIBILITY PLAN
CONTINUE-TO & FOLLOW-UP ACTIONS FOR 2012**

STRATEGIC DIRECTION	RESPONSIBILITY	BARRIERS	CURRENT ACTIONS	ESTIMATED COST	COMPLETION DATE
COMMUNITY SERVICES – SOCIAL & COMMUNITY SUPPORT SERVICES (continued)			<p>participants in the areas of employment planning, job search support and employment placement.</p> <ul style="list-style-type: none"> Accommodations are made as needed for any participants with disabilities. 		
			Continue involvement with planning groups supporting people with disabilities. (e.g. PIE)		
	Administration	Lack of Awareness & Inclusion of People with Disabilities	<p>Continue to apply the FADS to all renovations and reconfigurations.</p> <p>Recognizing the needs to clients throughout our service delivery model initiative by placing staff in the Community.</p> <p>Continue to provide educational opportunities for staff to better understand the needs of our clients in our training activities.</p>		Ongoing
COMMUNITY	Homelessness,	Lack of	Continue to assist individuals		Ongoing

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

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**APPENDIX B
CITY OF LONDON 2012 ACCESSIBILITY PLAN
CONTINUE-TO & FOLLOW-UP ACTIONS FOR 2012**

STRATEGIC DIRECTION	RESPONSIBILITY	BARRIERS	CURRENT ACTIONS	ESTIMATED COST	COMPLETION DATE
COMMUNITY SERVICES – SOCIAL & COMMUNITY SUPPORT SERVICES (continued)	Social Research and Planning	Lack of Awareness & Inclusion of People with Disabilities	Continue to collect as much information as possible from various sources including Statistics Canada to maintain a profile of persons with disabilities including numbers, locations and ageing demographics living in London.	\$0	Ongoing
COMMUNITY SERVICES - DEARNESS LONG-TERM CARE FACILITY	Dearness Services	Accessible Facility for People with Disabilities	Continue to operate new Dearness Home facility which is fully accessible and meets the needs of the citizens of London. The new facility includes both resident living areas and community space including a day program area for up to 40 clients per day.	\$0	Ongoing
COMMUNITY	Dearness Services	Communication	Communication to residents, their	Included in	Ongoing

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

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APPENDIX B
CITY OF LONDON 2012 ACCESSIBILITY PLAN
CONTINUE-TO & FOLLOW-UP ACTIONS FOR 2012

STRATEGIC DIRECTION	RESPONSIBILITY	BARRIERS	CURRENT ACTIONS	ESTIMATED COST	COMPLETION DATE
SERVICES - DEARNNESS LONG-TERM CARE FACILITY (continued)		to People with Disabilities	families and members of the public that the facility is accessible and user-friendly. <ul style="list-style-type: none"> • Monthly newsletter is provided in large print and designed to facilitate communication with visually-impaired individuals. Continue to use interpreters for residents who require this service.	budget	

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

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**APPENDIX B
CITY OF LONDON 2012 ACCESSIBILITY PLAN
CONTINUE-TO & FOLLOW-UP ACTIONS FOR 2012**

STRATEGIC DIRECTION	RESPONSIBILITY	BARRIERS	CURRENT ACTIONS	ESTIMATED COST	COMPLETION DATE
Kettle Creek Conservation Area					
	Kettle Creek Conservation Area Authority with Peacekeepers	Inaccessible camps for persons with disabilities	Kettle Creek Conservation Authority and Peacekeeper Park Inc. Camp for children with disabilities developed in partnership with Peacekeeper Park Inc at Lake Whittaker Conservation Area. In 2003, the KCCA formed a partnership with Peacekeeper Park Inc. a public not-for-profit corporation with a mandate to assist physically, mentally and behaviorally challenged children.	\$0	Ongoing
			Investigate having an outside company perform an accessibility audit at Lake Whittaker Conservation Area as part of our master planning process.	\$2000	Ongoing

Updated November 2010

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.

BEST PRACTICE QUESTIONS	Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
<ul style="list-style-type: none"> - If this information is available via a telephone, is it also available through TTY/TDD for people who are deaf as well? 	5	City Clerk's Office Jim Purser	<p>There is a TTY number in the Fire Services Division.</p> <p>The City Clerk's Office has a TTY telephone at the Concierge Counter in the lobby of City Hall.</p>
<ul style="list-style-type: none"> - If this information is available on the municipality's web site - is the information available in a text-based format to make it accessible to people who are blind and use reading software? 	3.5	Corporate Communications Elaine Gamble	The City of London follows the guidelines and specifications of the W3C (World Wide Web Consortium) for our HTML (Hypertext Mark-up Language) pages – this means, for example, that there is “alt text” identifying any images used.
	4	Facilities Design and Construction Bill Campbell	The latest release (2007) of the City of London Facility Accessibility Design Standards document is available in PDF and HTML formats.

BEST PRACTICE QUESTIONS		Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
2.	Does your municipality maintain an updated inventory of accessible municipal features and facilities?	3	Planning Division Andrew Macpherson	The development of a parks inventory, including accessible features was completed September, 2005.
		5	Facilities Design and Construction Bill Campbell	The facilities inventory system is completed and developed within the livelink file system. The inventory system is updated on a regular basis.
		5	City Clerk's office Jim Purser	The City only utilizes accessible buildings or that can be made accessible by installing mobile ramps, etc. We do have a list of buildings for election purposes.
3.	Does your municipality monitor the availability and usage of barrier-free features? (i.e. accessible parking spaces, curb cuts, etc.)	5	Building Division Peter Kokkoros	The Building Division monitors the availability and usage of barrier-free features required by the Ontario Building Code and requires construction compliance except single dwelling units, townhouses, rooming houses and existing buildings.
		4	Development Planning Division Doug Stanlake	The Development Planning Division through the approval of site plans requires compliance to provide accessible parking plus associated ramps and curb cuts.
4.	Does your municipality get complaints about cluttered sidewalks and paths? Consider keeping an inventory of complaints and following up with them.	4	Customer Relations & Compliance Division Lou Pompillii	Customer Relations & Compliance documents all complaints and concerns forwarded to them from the general public. The term "cluttered" needs to be defined.

BEST PRACTICE QUESTIONS	Scale 0-1-2-3-4-5	RESPONSIBILITY	COMMENTS
<p>5. Does your municipality collect and analyse data regarding people with disabilities including numbers, locations and ageing demographics?</p>	<p>3</p>	<p>Community Services Dept Mo Jeng</p> <p>Planning Division Gregg Barrett</p> <p>Human Resources Stephen Bahm</p>	<p>We rely mostly on information collected by Statistics Canada including the data from various Censuses. We occasionally have anecdotal information from meetings, focus groups and stories we hear.</p> <p>We analyze this information for a better understanding of our ageing population and people with disabilities.</p> <p>The Planning Division has 2001 and 2006 Census Data on Ageing and people with disabilities. Community Services Department will be developing a statistical profile of London's ageing population and persons with disabilities.</p> <p>Human Resources Division - Rewards and Recognition tracks and monitors work related injuries by number and type. Non-occupational short and long term disability claims are managed and like WSIB claimants, efforts are ongoing to return staff to meaningful work with necessary accommodations based on disability.</p> <p>(continued on next page)</p>

BEST PRACTICE QUESTIONS	Scale 0-1-2-3-4-5	RESPONSIBILTY	COMMENTS
			A complete statistical portrait of London's population has been prepared and is publically available online and in hard copy, illustrating London's demographic profile by Planning District (neighbourhood) and city-wide.
<p>6. Does your municipality have policies on:</p> <ul style="list-style-type: none"> • accommodating employees with disabilities? 	5	Human Resources Stephen Bahm	The City has developed and communicated an Accommodation of Employees with Disabilities Guideline, and our practices comply with the Ontario Human Rights Code. There is contractual language regarding accommodating those with injuries in all Collective Agreements.
<ul style="list-style-type: none"> • ensuring municipal facilities, publications, web sites, meetings and services are accessible to people with disabilities? 	4	Culture Office Robin Armistead	The City has a number of Policies e.g., the City of London Accessibility Policy, the Inclusion of People with Disabilities in Recreation Policy, the FADS Standard, the Financial Assistance Policy and the Customer Service Policy.
7. Does your municipality include information on accessibility when marketing for tourism and conventions?	3	Tourism London John Winston	Tourism London provides information upon request for tourist and convention activities. Additionally, the Tourism London Website denotes, through appropriate symbol, that our information centres are accessible.

BEST PRACTICE QUESTIONS	Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
<p>8. Have municipal staff received sensitivity training with respect to interaction with people with disabilities and understanding issues concerning people with disabilities?</p>	<p>5</p>	<p>Human Resources Stephen Bahm</p>	<p>Accessible Customer Service training was delivered in 2009 for all employees, volunteers and agents who deliver customer service on behalf of the Corporation and those who participate in developing our policies, practices and procedures governing the provision of goods or services to members of the public. This training met the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).</p> <p>Staff new to the Corporation receive this training as part of their orientation program.</p> <p>In addition, Corporate Training initiatives have included a review of the City's Accommodation of Employees with Disabilities Guideline. Harassment / discrimination prevention training stresses respecting differences including people with disabilities. "Respect at Work" training has been completed for all staff between 2007 and 2009 which addresses issues of advantage / disadvantage and how as employees we can assist each other.</p>

BEST PRACTICE QUESTIONS	Scale 0-1-2-3-4-5	RESPONSIBILTY	COMMENTS
	4	Community Services Department Tony Kyle	Recreation instructors, leaders (Community Services Department) are provided with elements of corporate inclusion training. Summer recreation staff is provided with Camps on TRACKS training.
LAND USE PLANNING AND DEVELOPMENT			

BEST PRACTICE QUESTIONS		Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
9.	Does your municipal official plan contain policies promoting a barrier-free municipality?	3	Community Planning & Urban Design Greg Barrett	<p>Residential land use objectives (Sections 3.1.1ii) and iv)) support the development of housing to meet accessibility requirements. Urban design policies (Section 11.1.1 xii)) support accessibility in the design of new buildings.</p> <p>The following policies of Section 2, Planning Framework support accessibility: Policies 2.2.1 vi) Official Plan Vision Statement, and policies 2.3.1 vii) & 2.3.1viii) Planning Principles speak to accessible design standards, accessibility in site design and accessible modes of transportation. Policy 2.8.1, Community Services Vision Statement speaks to an accessible and inclusive community.</p>
10.	Does your comprehensive zoning by-law include regulations to require barrier-free provisions?	4	<p>Building Division Peter Kokkoros</p> <p>Building Division Peter Kokkoros</p>	<p>The zoning makes provision for barrier free access to be permitted in required yards. Access requirements are required for those buildings regulated by site plan control Section 41 of the Planning Act.</p> <p>The requirements for access are regulated by the Ontario Building Code.</p>

BEST PRACTICE QUESTIONS		Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
11.	Does your municipality ensure barrier-free designs are incorporated into new construction projects and redevelopment in outdoor public spaces?	5	Facilities Design & Construction Division Bill Campbell	Mandatory application of the Facility Accessibility Design Standards (FADS) in all municipal facilities.
		4	Development Planning Division Doug Stanlake	Access requirements are required for those public and non-public buildings regulated by site plan control Section 41 of the Planning Act.
		4	Planning Division Andrew Macpherson	Parks and Open Space projects incorporate accessible features and pathways, subject to topographical and environmental constraints as per FADS standards.

BEST PRACTICE QUESTIONS		Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
12.	Is accessibility considered in the approval of development applications for site plan approvals?	4 3	Development Planning Division Doug Stanlake Environmental Review Division Jennie Ramsey	<p>The City does consider accessibility in approving subdivisions as there is a maximum grade established for streets (8%) and the same is true for access to parks and open spaces to permit walkways to be built to provide wheel chair access. Furthermore new developments undergo an engineering assessment which includes the design of sidewalks. For example, ramps are required for any sidewalks at road intersections. The City's design standards are extensive and include considerations for accessibility.</p> <p>The City also discourages the use of stairs as part of public walkway connections.</p>
12.	Is accessibility considered in the approval of development applications for site plan approvals? (Continued)	5	Development Planning Division Doug Stanlake	<p>Applications for site plan approval for new complexes are reviewed in conjunction with the Ontario Building Code (OBC) to implement barrier free provisions as required by the OBC. Barrier Free Access is not required for single dwelling units, duplexes, semi-detached dwellings and triplexes and townhouses.</p>

BEST PRACTICE QUESTIONS		Scale 0-1-2-3-4-5	RESPONSIBILTY	COMMENTS
		2	Accessibility Advisory Committee (ACCAC)	Under the ODA 2001, the ACCAC is authorized to review site plan applications and make recommendations to improve accessibility.
13.	Does your municipality provide information in alternative/multiple formats to people with disabilities to enable them to participate in the planning process (i.e. large print, audiotapes, computer diskettes, Braille)?	4	Culture Office Robin Armistead	Upon request, the City of London will work with a person with a disability to provide an alternative format that meets their needs.
INFRASTRUCTURE & MAINTENANCE				
14.	In planning sidewalks and walkways, does your municipality implement accessibility features such as: curb cuts, ramps, grate design and location and grade elevations?	4	Transportation Planning & Design Division Karl Grabowski	Transportation Planning & Design Division has a retro-active program that goes back into existing areas and applies the new standards.

BEST PRACTICE QUESTIONS		Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
15.	Are all municipal buildings, parks and recreational facilities barrier-free, including playgrounds?	4	Facilities Design and Construction Division Bill Campbell	All newly constructed and/or renovated facilities (since 2001) are designed per the City's FADS document.
		3	Planning Division Parks Planning Andrew Macpherson	The City is implementing a program of providing accessible play equipment in all District Parks and developing accessible pathway systems in all City Parks.
16.	Does your municipality use accessible traffic signals at busy intersections?	3	Parking & Traffic Signals Division Shane Maguire	The City currently has thirty eight locations. An annual program has been approved by Council to progressively add more installations.
17.	Does your municipality's maintenance and snow removal plans consider people with disabilities (i.e. access for wheelchairs, canes, strollers, etc.)?	0	Transportation John Lucas	The City does not have any shovelling programs for seniors. Normal mechanical winter maintenance practices of providing snowpacked sidewalk surfaces is the City's standard. Attempts are made to target the most critical areas first.
18.	Does your municipality use International and Universal Symbols and tactile signage? Consider font size, colour, lighting and contrast.	4	Facilities Design and Construction Division Bill Campbell	All new & recently renovated facilities (since 2001) use international and universal symbols and tactile signage as per FADS.

BEST PRACTICE QUESTIONS		Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
19.	Are trash receptacles, drinking fountains, benches, public telephones and other municipal accessories easily accessible for people using wheelchairs and other assistive devices?	4	Facilities Design and Construction Division Bill Campbell	Maintenance and Operations staff offered FADS training sessions and have been provided with copies of FADS. All new & renovated facilities (since 2001) incorporate accessible accessories per FADS requirements.
		3	Planning Division Andrew Macpherson	New park facilities, such as benches, pathways and fountains comply with the City's FADS standards.
TRANSPORTATION				
20.	Is public transportation available to people with disabilities in your municipality?	4	London Transit Commission Kelly Paleczny Director of Finance and Administration	Specialized Service (237,900 annual trips), 31 fully accessible conventional transit routes (86% of all conventional bus fleet).
21.	Do drivers and transportation staff receive disability awareness training?	5	London Transit Commission Kelly Paleczny (Specialized Service) Tyson Cragg (Manager of Service Delivery)	All drivers receive accessibility awareness training prior to providing service and AODA Accessible Customer Service training.

BEST PRACTICE QUESTIONS	Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
<p>22. Is there a transportation committee that includes members with disabilities?</p>	5	London Transit Commission Kelly Paleczny	Accessible Public Transit Service Advisory Committee, reports, in an advisory capacity to the London Transit Commission.
<p>23. Does your municipality have a parking by-law and does it adequately serve people with disabilities in your community? Note: The province issues Disabled Person Parking Permits and municipalities are responsible for enforcing parking by-laws.</p>	4	Parking & Traffic Signals Division Shane Maguire	Free parking at all on street meters is available, for length of time on the meter, example, free 2 hour maximum parking if a valid accessible parking permit is displayed. Two hour free parking is available at all City owned Pay & Display lots. Accessible on and off street parking spaces are also available. There is no City By-law for private parking.

BEST PRACTICE QUESTIONS	Scale 0-1-2-3-4-5	RESPONSIBILTY	COMMENTS
<p>24. Does your municipality have incentives, which encourage local taxicab companies to provide accessible vehicles in their fleet? (i.e. lower fees, special licenses, etc.)</p>	<p>0</p>	<p>Planning & Development, Building Control Orest Katolyk</p>	<p>The taxi by-law addresses accessible cabs. London has eighteen licensed accessible cabs.</p>

BEST PRACTICE QUESTIONS	Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
HOUSING AND ACCOMMODATION			
<p>25. Does your municipality promote and provide incentives to developers to build adaptable and accessible housing?</p>	2	Housing Division Louise Stevens	<p>Yes in association with Federal/Provincial Housing Programs for Affordable housing but not to the level of requiring a certain number of units per building. Apartment Units are covered by the Ontario Building Code which requires a certain width of doors.</p> <p>Municipal incentive is an additional \$5,000 in capital funding per unit for wheelchair accessibility.</p>
<p>26. Is there an inventory of barrier-free residential/rental units in the municipality, which accommodate people with disabilities and seniors?</p>	3	Housing Division Louise Stevens	<p>The inventory of accessible units as well as a breakdown by client type (adult, family and senior buildings) is held at the Housing Access Centre 379 Dundas Street.</p>
<p>27. Do your local hotels, motels and other short-term accommodation contain barrier-free units for guests with disabilities?</p>	4	Tourism London John Winston	<p>Generally, most accommodations contain barrier-free units for guests with disabilities.</p>

BEST PRACTICE QUESTIONS	Scale 0-1-2-3-4-5	RESPONSIBILIITY	COMMENTS
ELECTIONS			
Does your municipality provide accessible services within voting places for electors with disabilities?	3	City Clerk's Office Jim Purser	We provide services in accordance with the Municipal Elections Act. The Act permits deputy returning officers to assist electors with a disability. We do not provide Braille ballots. The City provides magnifier sheets at all poll locations and accessible voting equipment designed for voters who cannot mark a ballot with a pen at the City hall advance poll.
Does your municipality give consideration to the needs of electors with disabilities when selecting locations for voting places?	5	City Clerk's Office Jim Purser	Our municipality only chooses voting locations that are accessible or can be made accessible by the installation of mobile ramps, etc.

APPENDIX E

CITY OF LONDON ACCESSIBILITY POLICIES

The City of London recognizes that accessibility planning is a long-term process, and knows that community consultation is integral to moving towards full accessibility for persons with a disability. The policies described below have involved extensive community consultation and have been approved by City Council.

i) Inclusion of People with Disabilities in Recreation Facilities, Parks and Services Policy

Accessibility planning began with the City of London in 1997 when the "Inclusion of People with Disabilities in Recreation Facilities, Parks and Services Policy" was created as a community driven initiative. The City and the Access to Leisure Services Committee (ALL Committee) partnered to develop this policy and its implementation plan.

POLICY STATEMENT

"That recreation facilities, parks and services in our community be accessible and available to meet the diverse needs of all our citizens. Recognizing the many personal, social, economic, and environmental benefits to health and quality of life that are derived by participating in recreation and leisure, the City of London in partnership with the community is therefore committed to:

i) Equitable Opportunities

working to ensure that all citizens have opportunities to experience the benefits of recreation and active living through equitable access to a full range of recreation facilities, parks and services regardless of their ability, age, sex, sexual orientation, race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, family or marital status;

ii) Elimination of Barriers

working with the community toward the elimination of barriers to participation, including but not limited to, physical, economic, cultural, transportation, language and attitudinal barriers;

iii) Allocation of Resources

working to ensure the allocation of appropriate resources to accomplish the above noted commitment; and,

iv) Continued Monitoring and Evaluation

working to ensure the continued monitoring and evaluation of our efforts to work toward the achievement of this Policy through ongoing measurement of progress toward inclusion.”

ii) Financial Assistance for Program Activity Fees Recreation Policy

The Community Services Department Policy provides financial assistance with the cost of registration fees, identified program materials, supplies and equipment costs, assistive devices and related supports.

The intent of the policy is to:

- 1. ensure that a system of financial assistance, that is easy to access by low-income Londoners, exists for directly related participation costs for recreation and leisure activities and programs offered by the Department of Community Services;*
- 2. provide a system of financial assistance that, within budget availability, helps as many low-income Londoners as possible to participate in recreation and leisure opportunities offered by the City of London;*
- 3. provide a system of financial assistance that is easy to understand for all customers and is easy for staff to administer; and*

These goals are consistent with existing corporate strategies, including the 2003 Parks and Recreation Strategic Master Plan.

iii) The Diversity Policy for the City of London

“The Diversity Policy for the City of London” was created with the London Race Relations Advisory Committee (LRRAC) and adopted by Council in November 1999.

Policy Statement

“The City of London and its citizens value diversity and the personal, cultural, social, and economic benefits it brings to the community. As such, the London community enables all people to have equal rights, opportunities, and access for their benefit and well-being, including, but not limited to, the domains of employment, education, health, accommodation and leisure.

The City of London and its citizens also recognize the human and economic costs associated with discrimination on the basis of individual or cultural differences. As such, the London community does not condone any form of discrimination or harassment. We endorse and embrace both the Canadian Charter of Rights and Freedoms and Ontario's Human Rights Code, which Code prohibits discriminatory practices because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, gender ("sex"), sexual orientation, age, record of offences, marital status, family status, receipt of public assistance, or disability."

iv) The City of London Accessibility Policy and Facility Accessibility Design Standards (FADS)

In the year 2000, the *"The City of London Accessibility Policy"* was developed and approved by Council to apply to all departments of the Corporation.

"The Corporation of the City of London will continue to work with the community toward the elimination of barriers to the participation of people with disabilities, including but not limited to:

- (i) continuing to make reasonable efforts to have all existing City of London owned, leased or operated facilities, lands and services be accessible to people with disabilities;*
- (ii) ensuring where feasible, that all newly constructed City of London owned, leased or operated facilities, lands and services be made accessible to people with disabilities;*
- (iii) continuing to work toward providing amenities to people with disabilities such as curb cuts to sidewalks, Braille in elevators, interpretive services for the deaf, a golf course for people with disabilities; and*
- (iv) working toward the allocation of appropriate resources to accomplish this commitment."*

This policy provided the avenue necessary to be able to hire Designable Environments Inc. to assist the City in creating its *"Facility Accessibility Design Standards"* (FADS) adopted by Council in October, 2001. Input from more than twelve (12) local disability organizations was sought to develop the FADS. Implementation of these standards is intended to make newly constructed and/or renovated City of London facilities accessible to persons with physical and sensory disabilities. These standards will be continually tested, reviewed and improved upon on an annual basis. The updated version of the FADS was approved by Council in April, 2006.

**v) City of London Accessible Customer Service Policy
Required for the Implementation of the Accessibility for Ontarians
with Disabilities Act, 2005 (AODA)**

*The following policy was approved by London City council on
October 20, 2008 to be in compliance with the Customer Service
Standard of the AODA.*

Contents

1. Purpose / Background Information
2. Application
3. Definitions
4. Policy Statement
5. General Principles
 - a. The Provision of Goods and Services to Persons with Disabilities
 - b. Communication with Persons with Disabilities
 - c. Notice of Temporary Disruptions in Services and Facilities
 - d. Assistive Devices and other Measures that Assist with Accessibility
 - e. Service Animals
 - f. Support Persons
 - g. Feedback
 - h. Training
6. Availability and Format of Documents Required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)
7. Notice of the Availability of Documents

Accessible Customer Service Policy

1. Purpose / Background Information

The Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" came into force on January 1, 2008. That Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- the provision of goods and services to persons with disabilities;
- the use of assistive devices by persons with disabilities;
- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruptions in services and facilities;
- training;
- customer feedback regarding the provision of goods and services to persons with disabilities; and
- notice of availability and format of documents.

2. Application

This policy applies to all persons who deal with members of the public or other third parties on behalf of the City, whether the person does so as an employee, member of Council, agent, volunteer, student on placement, or otherwise and all persons who participate in developing the City's policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

3. Definitions

Assistive Device

A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

City

The Corporation of the City of London, excluding boards and commissions.

Disability

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

Guide Dog

A guide dog as defined in section 1 of the Blind Persons' Rights Act is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.

Nurse

A Registered Nurse or Registered Practical Nurse who is a registered member in good standing with the College of Nurses of Ontario.

Physician

A physician who is a registered member, in good standing, with the College of Physicians and Surgeons of Ontario.

Service Animal

Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Support Person

A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services.

4. Policy Statement

The Corporation of the City of London is committed to providing quality goods and services that are accessible to all persons that we serve.

5. General Principles

a. The Provision of Goods and Services to Persons with Disabilities

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

- the City's goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- the provision of the City's goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the City's goods or services and,
- persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the City's goods and services.

b. Communication with Persons with Disabilities

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

c. Notice of Temporary Disruptions in Services and Facilities

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

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

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

d. Assistive Devices and other Measures that Assist with Accessibility

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

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

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

e. Service Animals

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

If it is not readily apparent that the animal is a service animal, the City may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability. The City may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

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

f. Support Persons

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

The City may require a person with a disability to be accompanied by a support person while on City premises in situations where it is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

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

g. Feedback

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

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

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

h. Training

The City will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training given will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

The content of the training will include:

- a review of the purposes of the AODA;
- the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429 / 07);
- instruction on the City's policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing the City's goods or services;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
- information about the equipment or devices available on the City's premises that may help with the provision of goods or services to persons with disabilities.

Timeline for Training

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

Records of Training

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

6. Availability and Format of Documents Required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)

All documents required by the Accessibility Standards for Customer Service, including the City's Accessible Customer Service policies, procedures and practices, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to MFIPPA.

When providing a document to a person with a disability, the City will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

7. Notice of the Availability of Documents

Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on the City's website, and available through the City Clerk's Office and City's public library branches.