



# Overview of the AODA

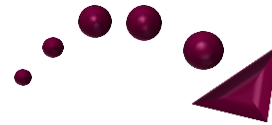
Kate Graham | City of London

Why is it **important**?

# Disability in Ontario



now




soon



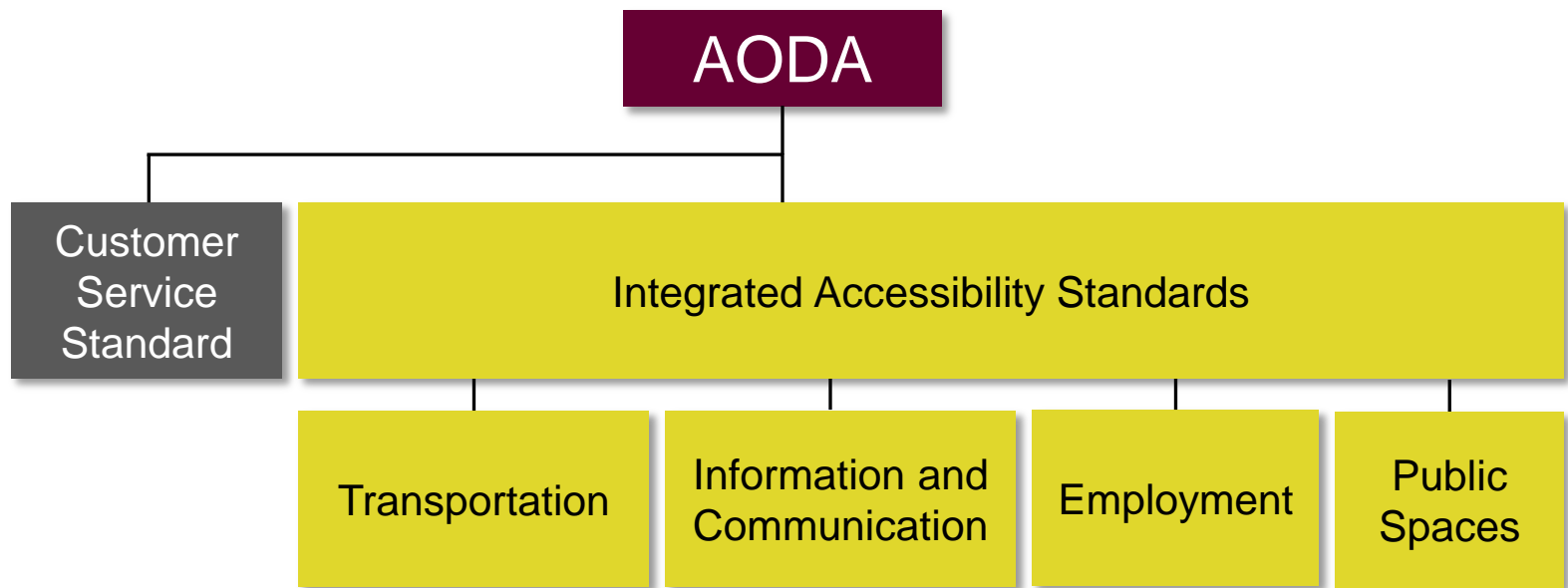
**1 in 7** people in Ontario have a disability, that's **1.85 million Ontarians.**

By 2036, that number will rise to **1 in 5** as the population ages.

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- In the next 20 years, an aging population and people with disabilities will represent **40% of total income in Ontario** – that's **\$536 Billion**.
  - **360,000** Ontario businesses and organizations are affected by Ontario's accessibility law. It helps them meet the needs of people with disabilities and **attract their growing spending power**
    - Improved accessibility in Ontario can help generate up to: **\$9.6 Billion** in new retail spending & **\$1.6 Billion** in new tourism spending

What is the **AODA**?

# Accessibility for Ontarians with Disabilities Act (AODA)



# Customer Service Standard

- Public sector organizations must provide goods and services in a way that makes them accessible to persons with disabilities by January 2010. Private Sector by January 2012
- Policies, use of service animals and support persons, training



# Integrated Accessibility Standards Regulation (IASR)

## Information and Communication

- Accessible formats upon request
- Accessible emergency plans and procedures
- Accessible websites
- Feedback mechanisms

## Employment

- Accessible recruitment
- Individual Accommodation Plans
- Accessible return to work process
- Accessible Performance measurement and advancement

## Public Spaces

- Outdoor public-use eating areas
- Outdoor play spaces
- Exterior paths of travel (sidewalks, ramps, stairs, curb ramps, accessible pedestrian signals)
- Accessible parking



# Compliance

- Penalty for being out of compliance with the regulation is a fine of up to **\$100,000 per day**
- Public sector organizations must file an accessibility report with the Province **every two years**
- We are open to Human Rights complaints at any time

So, what does this mean  
for **municipalities**?

# Implementation

- Internal AODA work, involving all Service Areas
- Accessibility Advisory Committee
- Ontario Network of Accessibility Professionals (ONAP)
- Budget

# Policy Implications

- Accessibility Policies
- Training for all staff
- Accessible hiring practices
- Embedding accessibility into various policies and bylaws



## Taxis

- Change the Bylaw to ensure taxis cannot charge a higher fare for persons with disabilities, cannot charge to store mobility aids, and that all owners place vehicle registration information on the rear bumper of the cab
- Consult with our Advisory Committee to determine the proportion of accessible taxicabs required in the community



TAXI



## Parking

- Changes to the Parking Bylaw, and the Zoning Bylaw, site plan approvals, etc.
- New requirements for number, size, and type of accessible spaces

# Facility Accessibility Design Standards (FADS)

- Used when planning and designing municipal facilities as an aid to remove and prevent barriers for people with disabilities
- Originally introduced in 2001
- Extensive research on accessible, barrier-free environments that included consultation with organizations such as
  - Canadian Hearing Society
  - Canadian National Institute for the Blind
  - Community Living London
  - Learning Disabilities Association
  - Ontario March of Dimes
  - Thames Valley Children's Centre.
- Adopted by over 50 municipalities and organizations in North America

# Building Code

As of January 1, 2015, new construction and renovations will be subject to updated accessibility requirements:

- Visual fire alarms to be installed in multi-unit residential buildings
- All smoke alarms in all buildings, including houses, to include a visual component
- Elevators to be provided between storeys in most buildings, with some exemptions for small residential and business occupancy buildings
- Power door operators to be provided at entrances to a wider range of buildings
- Updated requirements for barrier-free washrooms
- Barrier-free access to public pools and spas
- Accessible seating spaces in public assembly buildings such as theatres, lecture halls and places of worship



What's our **plan**?



# City of London Multi-Year Accessibility Plan

Annual Status Update  
2014

This document is available in alternate formats upon  
[request](mailto:accessibility@london.ca) by contacting [accessibility@london.ca](mailto:accessibility@london.ca)



<b>Program or Service Area</b>	<b>Barrier</b>	<b>Action</b>	<b>Timeline</b>
		opportunities for persons with disabilities	
Human Resources	Barriers to Employment	Continue to accommodate employees with disabilities	Ongoing
Human Resources	Barriers to Communication and Safety	Provide individualized workplace emergency plans and response information to employees with disabilities	Ongoing
Human Resources	Attitudinal Barriers, Barriers to Employment	Deliver Inclusive Recruitment and Selection training to hiring managers	Ongoing
<b>INFORMATION AND COMMUNICATIONS</b>			
Communications	Communication Barriers	Print City's TTY number on all promotional materials	Ongoing
Communications	Communication Barriers	Notify the public about availability of alternate formats and communication supports upon request	Added to website in 2014



**Questions?**