

City of London Multi-Year Accessibility Plan

Annual Status Update 2015



London
CANADA

A Message from the Accessibility Advisory Committee Chair

As new challenges and barriers become apparent it is necessary to review, and at times veer off from or add to the objectives or timelines within the City of London's Accessibility Plan (2013-2017) to ensure London remains the leader in accessibility. 2015 marks the mid-point of the five-year plan and we are well on our way to accomplishing the goals included in the plan.

2015 also brought with it the appointment of many new members of the Accessibility Advisory Committee for this term of council. With these appointments comes new thoughts, visions, ideas and skills. It has truly been a year like no other in terms of our approaches and discussions around how to make London the most accessible, welcoming and livable city possible.

When this plan was initially drafted I had the privilege, as Chair of the Accessibility Advisory Committee, to provide my comments. At the time I wrote:

"We have come a long way. Ontario has established a goal of a fully accessible province by 2025. London is well on its way to meet the standards set out in the Accessibility for Ontarians with Disabilities Act (AODA), but there is still work to be done. This plan will allow London to meet and exceed those needs, and remain a leader in accessibility, setting the example for other municipalities across Ontario and the globe."

I am proud to say that as 2015 concludes and we look forward to the remaining two years of this plan, I am confident we will achieve this vision and London will be recognized as one of the most accessible cities anywhere.



Michael Dawthorne
Accessibility Advisory Committee Chair
City Of London



Introduction

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires each municipality in Ontario to prepare a five-year accessibility plan. The plan is a strategy to prevent and remove barriers for persons with disabilities. Also required by the AODA is an annual status report on the progress of steps taken to implement the plan.

Throughout 2015, the Corporation of the City of London (the City) has strived to create a more accessible city and improve the access to services, goods, and facilities for all. Measures have been taken to meet the legislative requirements and look to the future to identify and correct accessibility barriers above the legislative standards set out by AODA.

This update report provides an overview of steps we have taken in 2015 to eliminate barriers and comply with the AODA as well as provide a roadmap as to where we are headed next under the [2013-2017 City of London Accessibility Plan](#).

Accessibility Commitment

The Corporation of the City of London is committed to providing quality goods, services and facilities that are accessible to all persons we serve and in a manner that respects the dignity and independence of persons with disabilities. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility in customer service, information and communication, employment, the built environment and transportation. We are committed to meeting the requirements of applicable legislation, including the AODA and the *Human Rights Code*.

Strategic Plan for the City of London

In late 2014 a new City Council was elected and in 2015 they created the [2015-19 Strategic Plan for the City of London](#). This Plan sets the City's direction and strategic areas of focus for the future.

The Plan identifies the priority of making London a “Healthy, Safe, and Accessible City” by investing in programs and infrastructure to make London more accessible under the ‘Strengthening Our Community’ strategic area of focus.

Both the City of London Accessibility Plan and the Strategic Plan support each other and provide a framework to strengthen our community through increasing accessibility.

2015 Accomplishments



Service Counter at the Social Services office located at South London Community Centre

a) Customer Service Standard

The Accessibility Standards for Customer Service came into effect in 2008. The City of London became compliant with this Standard in 2010. We recognize that continuously improving the accessibility of our customer service is ongoing and we always strive to do better.

In an effort to provide accessibility education to all employees, we continue to offer Accessible Customer Service training during employee orientation sessions.

The City has invested in upgrading frequently used service counters that are not planned for replacement. Under the City's Accessible Counter Retrofit Program, three existing service counters have been renovated to become accessible in 2015. Additional service counters have been prioritized and scheduled for renovation over the coming years.

b) Integrated Accessibility Standards

The AODA Integrated Accessibility Standards came into effect in 2011. Within this legislation are general requirements and Standards for Information and Communication, Employment, Transportation, and the Design of Public Spaces.

Accessibility training on the Integrated Accessibility Standards continues to be a part of new employee orientation.

In 2016, the Integrated Accessibility Standards will be amended to include the addition of the Accessible Customer Service Standard, streamlining all Standards under one regulation (Ontario Regulation 191/11).

c) Information and Communications Standard

The City of London launched its new website in 2013. Many aspects of the site were upgraded to increase accessibility and comply with WCAG 2.0 guidelines. Updates included improved keyboard navigability, increased colour contrast, adding play/pause buttons to rotating content, and adding a site map.

We continue to use software programs such as Site Improve and BrowseAloud in 2015. These programs allow us to monitor and enhance the website's accessibility to ensure an inclusive experience for all.

In 2015, preparations were undertaken to upgrade the City's website to become fully mobile. These preparations also provided the opportunity to upgrade other features of the website to improve user accessibility. Also in 2015, work commenced on a web governance administrative practice and procedure document for the City which included requirements for all new

City of London websites to conform to a variety of legislative requirements, including the standards outlined under AODA.

The City of London has established a process for receiving and responding to feedback regarding the accessibility of our goods, services, and facilities. The City's feedback process is made accessible to persons with disabilities by arranging for accessible formats and communication supports, upon request.

d) Employment Standard

The City of London is committed to providing accessibility across all stages of the employment life cycle. This includes accessible hiring practices, to informing employees of the supports available to them, training, and workplace response and accommodations plans.

All new hires are required to attend an orientation session which includes training on AODA Standards and the Human Rights Code. In 2015, approximately 400 employees participated in an Integrated Accessibility Standards training course and approximately 230 employees completed the Accessible Customer Service course.

Beginning in 2014, the "It Starts with Me" training was launched which includes an overview of the Accommodation for Employees with Disabilities Guideline. In 2015, over 560 employees received the "It Starts with Me" training program to increase their knowledge of the requirements under AODA and the *Ontario Human Rights Code*.

e) Design of Public Spaces Standard



Service Counter at South London Community Pool

The Design of Public Spaces Standard became law in 2013 to remove barriers in public spaces and buildings. Beginning in 2016, the City will be required to meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces such as municipal buildings, parks, exterior paths of travel, and parking areas.

Accessible Buildings

The City is already in compliance with many of the Public Spaces Standards, as we have been building to comply with our Facilities Accessibility Design Standards (FADS) since 2001.

In 2015, the Ontario Building Code was amended to include enhanced accessibility requirements in newly constructed buildings or buildings that

are extensively renovated. The FADS Manual is in the process of being reviewed and updated to incorporate the AODA standards and changes to the Ontario Building Code.

Although the Design of Public Spaces Standards timeline for implementation do not start for municipalities until 2016 and do not apply to existing facilities or spaces, we strive to be proactive and make accessibility improvements where possible. In 2015, the following locations were upgraded or renovated to provide a more accessible environment:

- Storybook Gardens Gift Shop counter and the 'Pieces of Eight' concession counter were lowered to become more accessible,
- South London Community Pool reception service counter was retrofitted to have an accessible wicket,
- Mayor's Office service counter at City Hall was made accessible,
- New Social Services office at the South London Community Centre was created with accessibility features throughout such as; service counter, phone desk station, interview booths and washroom,
- The service counter on the third floor of Market Tower to the Neighbourhood, Children, and Fire Services offices was made accessible, and
- Chair lift installed in courtroom of the Provincial Offences Court Office located at 824 Dundas Street.

Accessible Parks and Play Spaces

Accessible outdoor play spaces allow children and caregivers of all abilities the opportunity to learn, develop and have fun. In 2015, the senior play structure in Kiwanis Park was replaced and both junior and senior play structures in St. Julien Park were upgraded to be more accessible. Accessibility features of the play structures include:

- Double and triple-slides,
- A spinner that encourages mutual play,
- Cocoon seat for quiet retreat,
- Sensory play panels,
- Some ramp access, transfer steps and transfer stations, and
- Sand safety surfacing was replaced with engineered woodchips in both parks.

Trails and a boardwalk were constructed in the Coves Environmentally Significant Area (ESA) to enhance accessibility to the Coves East Pond.



Meadowgate Park Spray Pad

In 2015, the Meadowgate Spray Pad was opened at Meadowgate Park. All spray pad features are accessible and allow for interactive and inclusive play opportunities for children and caregivers. To accompany the spray pad, an accessible washroom facility, picnic tables, accessible pathways connecting the spray pad to other park features and a shade shelter were also constructed on-site.

Audible Pedestrian Signals



Audible Pedestrian Signal

Audible Pedestrian Signals (APS) assists the visually impaired to locate the crosswalk and instructs them using sound and vibration when the walk signal is on so that they can begin crossing. These signals make way finding around the City of London safer and more accessible.

Under the City's Audible Pedestrian Signal program, 23 intersections were updated with these signals in 2015. This brings the total percentage of intersections with Audible Pedestrian Signals to 31% and brings the total number of APS installations in London to 120.

In 2015, an additional \$75,000 was contributed to the Audible Pedestrian Signal Program from the AODA budget to support this program's continued installation of new APS across London.

Accessible Parking



Accessible Parking Spaces

In 2015 the City distributed official accessible parking signs with guidelines to businesses and high density residential properties at no cost as part of an accessible parking signage awareness campaign.

The two goals of this initiative are to encourage businesses and property owners to add or increase accessible parking spaces for their customers and residents to access and to educate the public that only vehicles displaying the designated permit for the use of the permit holder can park in these spaces.

In addition to the parking signage campaign, the Parking Division also created three videos that were aired on Rogers TV in the fall of 2015 and continued into 2016. These videos were created to raise awareness of accessible parking rules and permits, being considerate of the additional space required for accessible parking spots, and raising awareness of the benefits of accessible parking spots for business owners. These videos can also be viewed on [City of London's YouTube channel](#).

In 2015, over 29 City recreational facilities and community center's parking lots were re-marked to create accessible parking spots that meet the AODA and FADS requirements. This initiative to re-mark accessible parking spots began in 2014 and is anticipated to be completed in 2016.

Accessibility Advisory Committee

The City of London Accessibility Advisory Committee (ACCAC) was created in 2002. The Committee advises and assists the City in creating a barrier-free London. We are fortunate to have such a dedicated group of engaged and informed committee members. In 2015, ACCAC provided advice and were involved in a number of initiatives including accessible taxi services, audible pedestrian signal locations, playground evaluations, review of the City's parking by-law and participation in the accessible parking awareness campaign and coordinating a Lunch and Learn session. Each year, the ACCAC also participates in a review of their terms of reference and the Facilities Accessible Design Standards (FADS) document.

The ACCAC has four sub-committees; the Built Environment (Design of Public Spaces) Sub-Committee, Policy Sub-Committee, Education and Awareness Sub-Committee, and the Mental Health Working Group. Each sub-committee has a different lens on accessibility and their initiatives are coordinated by the ACCAC.

Accessibility Governance

The City's Accessibility Specialist acts as a resource for all City of London service areas and facilitates compliance with the AODA. The Specialist keeps informed about legislation, best practices with accessibility across several different industries such as information technology, building design, and customer service in order to provide accessibility advice to different service areas which ensures City initiatives are developed with an accessibility lens.

Oversight of AODA and accessibility matters is handled through the City's Operations Management Team (OMT). This team is comprised of lead representatives from each of the ten Service Areas who ensure that standards are being met and discuss accessibility issues in their areas. This group also plans and prioritizes accessibility initiatives and reviews the status of the AODA budget periodically.

Accessibility Budget

The AODA Operating Budget remained at \$374,220 for 2015. This budget is used for operational expenses and initiatives that support the implementation of the AODA, Customer Service and Integrated Accessibility Standards and enhance the accessibility of City services to all members of the public.

Examples of these initiatives include training, accessibility software or programs, communication supports and interpreters, alternate document formats, and the purchase of items or services that increase accessibility of our services.

Conclusion

In 2015 the City of London has made enhancements to its services, facilities, and outdoor spaces to increase accessibility. Through the identification and removal of barriers, the City of London strives to improve the quality of life for people of all ages and abilities.

We look forward to implementing the remainder of the 2013-2017 Accessibility Plan and moving toward a more accessible city.

Accessibility Action Plan 2013-2017 Updates

| Area | Barrier | Action | Timeline |
|--|-------------------|--|---|
| General Policies and Procedures | | | |
| Accessibility Advisory Committee (ACCAC), Accessibility Specialist | Systemic Barriers | Create 5-year accessibility plan and annual status updates. | Complete and ongoing annually. |
| ACCAC, Accessibility Specialist | Systemic Barriers | Develop and maintain AODA policies, procedures, practices, particularly for the new Integrated Standard. | Ongoing. |
| ACCAC | Systemic Barriers | Review City Budget with an accessibility lens. | Annually. |
| ACCAC | Systemic Barriers | Conduct an internal review of ACCAC committee, mandate, and structure to ensure it is representative of the community and meeting its mandate. | Complete and ongoing. Reviewed ACCAC Terms of Reference in 2015 and provided recommendations for changes. |

| Area | Barrier | Action | Timeline |
|---|---|--|---|
| ACCAC | Participation | Create a Public Event Policy for all City meetings and public participation events. | Ongoing. |
| Finance and Corporate Services: Purchasing and Supply | Inaccessible Facilities, Goods and Services | Continue to consider accessibility in procurement. | Ongoing. |
| EMPLOYMENT | | | |
| Human Resources and Corporate Services: Human Resources | Attitudinal Barriers | Conduct “It Starts With Me” enhanced employee training regarding harassment and discrimination. | Ongoing. Provided on an ongoing basis to new employees. Over 560 new and current employees received training in 2015. |
| Human Resources and Corporate Services: Human Resources | Barriers to Employment | Increase awareness and opportunities for persons with disabilities to gain employment with the City (e.g. attend disability related job fairs). | Ongoing. Internship program aimed at recent grads, persons with disabilities, and newcomers continued in 2015. |
| Human Resources and Corporate Services: Human Resources | Barriers to Inclusion and Safety | Continue to partner with the Diversity, Inclusion and Anti-Oppression Advisory Committee (DIAAC) to identify opportunities to meet the needs and | Ongoing. |

| Area | Barrier | Action | Timeline |
|---|--|--|----------|
| | | protect the safety of persons with disabilities. | |
| Human Resources and Corporate Services: Human Resources | Barriers to Employment | A City of London representative is a member of the Ability First Coalition which works with employers in the community to increase employment opportunities for persons with disabilities. | Ongoing. |
| Human Resources and Corporate Services: Human Resources | Barriers to Employment | Continue to accommodate employees with disabilities. | Ongoing. |
| Human Resources and Corporate Services: Human Resources | Barriers to Communication and Safety | Provide individualized workplace emergency plans and response information to employees with disabilities. | Ongoing. |
| Human Resources and Corporate Services: Human Resources | Attitudinal Barriers, Barriers to Employment | Deliver Inclusive Recruitment and Selection training to hiring managers. | Ongoing. |

| Area | Barrier | Action | Timeline |
|---------------------------------------|------------------------|--|--|
| INFORMATION AND COMMUNICATIONS | | | |
| City Manager's Office: Communications | Communication Barriers | Print City's TTY number on promotional materials. | Ongoing. |
| City Manager's Office: Communications | Communication Barriers | Notify the public about availability of alternate formats and communication supports upon request. | Added to the website documents on an ongoing basis. |
| City Manager's Office: Communications | Communication Barriers | Launch new website with content conforming with WCAG 2.0 Level A. | Website launched 2013. In 2015 preparations were undertaken to update the technical components of the site to make the site fully responsive for mobile devices and introduce enhanced accessibility features. The Web-Governance Committee established and review of new process commenced. |

| Area | Barrier | Action | Timeline |
|---|-------------------------------------|--|------------------------------------|
| All Service Areas | Barriers to Services and Facilities | Provide notice of temporary disruptions. | Ongoing. |
| Communications, Information Technology Services, ACCAC, Human Resources | Communication Barriers | Launch Accessible document and PDF training. | Ongoing. |
| City Manager's Office: Communications/ACCAC | Communication Barriers | Work with Communications to test the City's website for accessibility. | Ongoing. |
| Parks and Recreation | Barriers to Participation | Update the general park database and the City's website with listing of accessible park facilities. | Ongoing. |
| Parks and Recreation: Aquatic Services | Barriers to Participation | Update the general aquatic website with a listing of accessible aquatic facilities and features. | Complete. |
| ACCAC | Barriers to Accessibility | Continue to conduct annual Accessibility Conference. | Conducted Lunch-and Learn session. |
| ACCAC | Barriers to Inclusion | Annually nominate a candidate for the Mayor's New Year's Honor List under the Persons with Disabilities category. | Complete and ongoing annually. |
| ACCAC | Attitudinal Barriers | Continue to develop and distribute pamphlets to inform the public about issues related to persons with disabilities. | Ongoing. |

| Area | Barrier | Action | Timeline |
|--|--------------------------------|--|---|
| ACCAC | Accessible Parking | Continue to educate the public about accessible parking issues such as signage, etc. | Complete and ongoing. Consulted and worked on the 2015 Accessible Parking Campaign and by-law updates. Continued to utilize accessible parking print brochures. |
| PUBLIC SPACES | | | |
| Housing, Social Services and Dearness Home: Housing Services | Barriers to Accessible Housing | Continue to provide a grant per accessible unit to contractors as incentive to build accessible units in affordable housing projects. | Complete and ongoing annually. |
| Housing, Social Services and Dearness Home: Housing Services/ACCAC | Barriers to Accessible Housing | Create a more extensive checklist of existing social housing units to ensure applicant households are aware of the level of modifications available. | Deferred to 2017. |
| Housing, Social Services and Dearness Home: Housing Services | Barriers to Accessible Housing | Continue to encourage more affordable units to be available through the City's new affordable housing programs. | Ongoing. |

| Area | Barrier | Action | Timeline |
|--|--------------------------------|--|---|
| Housing, Social Services and Dearness Home: Housing Services | Barriers to Accessible Housing | 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. | Complete and ongoing. |
| Housing, Social Services and Dearness Home: Housing Services | Barriers to Accessible Housing | Continue to deliver the Ontario Renovates program to assist seniors and persons with disabilities in accessing funds to address minor renovations and support their continued affordable and stable housing. | Complete and ongoing program delivery and promotion. |
| ACCAC | Barriers to Accessible Housing | Develop a summary of standards to assist landlords and property owners. | Ongoing. |
| ACCAC | Inaccessible Facilities | Continue to participate in the development of the Access Guide Canada Project of the Canadian Abilities Foundation for the review of facilities. | Individual members on ACCAC are open to providing feedback on an ongoing basis. |
| Finance and Corporate Services: Facilities/ACCAC | Inaccessible Facilities | Update City facilities based on the Facilities 10 Year Lifecycle Renewal Program for accessibility upgrades. | Ongoing. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Implement 'quick fix' accessibility upgrades issued through work orders. | Ongoing. |

| Area | Barrier | Action | Timeline |
|--|-------------------------|--|--|
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Barrier free upgrades to East Lions Pool and South London Community Pool. | Renovated front service counter at South London Community Pool made accessible in 2015. The East Lions Pool is scheduled to be demolished and reconstructed as a new accessible facility by 2018. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Consult ACCAC on annual review of FADS or when changes occur to the document that require ACCAC consultation. | Ongoing. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Update database on City website of Accessible Facilities. | Ongoing. Projected completion in 2017. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Apply FADS to all current and future City of London new and/or renovated facilities. | Ongoing. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Following budget approval, provide a list of approved capital projects to ACCAC. | Annually. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Continue to disseminate FADS to other municipalities, architects, contractors, and students. Maintain a record of those requesting its use/adoption. | Currently there are 80 municipalities/organizations on record as adopting FADS in Canada and abroad. |

| Area | Barrier | Action | Timeline |
|---|-------------------------|---|---|
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Use the Facilities 10 Year Lifecycle Renewal Program to assess and set priorities for retrofitting. Continue Service Counter Retrofit Program. | Ongoing. Continued implementing Service Counter Retrofit program in 2015. Accessibility is reviewed as part of all life-cycle renewal projects. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Barrier free upgrades to Carling Arena. | Complete. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Install door operators in Council Chambers and handrails in the public gallery. | City Hall space review is complete. Scheduled for completion in 2016-2017. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Barrier free upgrades at No. 1 Fire Station entrance and washrooms. | Complete. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Accessibility upgrades to 2 nd , 3 rd , and 4 th floor of Market Tower (automatic door operators). | Complete. |
| Finance and Corporate Services: Facilities | Inaccessible Facilities | Accessibility upgrades to public area counters and circulation at POA building. | Complete. |
| Housing, Social Services and Dearness Home: Social Services | Inaccessible Facilities | Modifications to customer service counters on 2 nd and 3 rd Floor at Market Tower and modifications to the Housing office to provide for increased accessibility. | Complete. |

| Area | Barrier | Action | Timeline |
|---|----------------------------|---|---|
| Housing, Social Services and Dearness Home: Social Services | Inaccessible Facilities | Construction of client interview booth on 3 rd floor at Market Tower to provide for increased accessibility. | Complete. |
| Planning Services: Environmental and Parks Planning /ACCAC | Inaccessible Play Spaces | Develop an Accessibility Guide for playgrounds and outdoor recreation. | Ongoing. ACCAC participated in evaluating new playground designs, reviewed RFP wording, and provided feedback. A playground accessibility survey has been created and posted on the City website (www.london.ca) to gather input from the public and playground users. |
| Planning Services: Environmental and Parks Planning | Inaccessible Play Spaces | Provide one play structure per year with a variety of accessible features in each of the 22 district parks. | 2015 accessibility upgrades to Kiwanis and St. Julien Parks completed. |
| Planning Services: Environmental and Parks Planning | Environmental Barriers | Continue to develop accessible pathway systems in all City parks. | Ongoing as new pathways are constructed or existing pathways are redeveloped. |
| Parks and Recreation: Storybook Gardens | Inaccessible Public Spaces | Upgrade spray pads with accessibility as a key design feature. | Complete in 2015. |

| Area | Barrier | Action | Timeline |
|---|-------------------------------|--|--|
| Planning Services: Environmental and Parks Planning | Inaccessible Public Spaces | Spray Pad Development Plan. | From 2015-2019 spray pad development projects approved. |
| Planning Services: Environmental and Parks Planning/ACCAC | Inaccessible Public Spaces | Audit existing parks for accessibility. | Ongoing. |
| Development and Compliance Services: Parking and Licensing | Inaccessible Parking | Continue to provide 2-hour free parking to persons with accessible parking permits in Off-Street Municipal Parking Lot and free parking On-Street meters for the time permitted by applicable meter. | Ongoing. |
| Environmental and Engineering Services /ACCAC | Barriers to Pedestrians | Continue dialogue regarding temporary sidewalks during construction, the timing of pedestrian signals, snow removal practices, and other pedestrian concerns. | Ongoing. |
| Environmental and Engineering Services: Roadway Lighting and Traffic Control/ACCAC | Barriers to Pedestrians | Develop a retrofitting priority system for implementation of accessible pedestrian signals and curb cuts. | Complete in 2015. 23 Audible pedestrian signals installed in 2015. |
| Facilities, Parks and Recreation, Development and Compliance Services, Environmental and | Barriers to Public Spaces | Continue to implement the new Public Spaces Standards. | Public Spaces accessibility items were reviewed in 2015 as they emerged. Standards come into effect 2016. |

| Area | Barrier | Action | Timeline |
|---|-------------------------------------|---|---|
| Engineering Services, Planning Services, ACCAC | | | |
| CUSTOMER SERVICE | | | |
| Legal and Corporate Services: City Clerks Office/ ACCAC | Municipal Election Accessibility | Work to make elections more accessible for both voters and volunteers. | Preparations for 2018 municipal election are ongoing. |
| Human Resources and Corporate Services: Human Resources | Attitudinal Barriers | Continue to conduct Customer Service Training. | Complete. Training continues to be provided on an ongoing basis during new employee orientation sessions. |
| COMMUNITY PROGRAMS AND SERVICES | | | |
| Neighbourhood, Children, and Fire Services: Area Recreation | Attitudinal Barriers | Provide training on inclusion to organizations that run children/youth camp programs. | Complete and ongoing annually. |

| Area | Barrier | Action | Timeline |
|---|--|--|---|
| Neighbourhood, Children, and Fire Services: Area Recreation | Lack of equipment for children with disabilities | Invest in additional games equipment for summer programs. | Complete and ongoing annually. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Attitudinal Barriers | Train summer camp and playground staff in inclusion principles and applications. | Complete and ongoing annually. Inclusion principles are also part of the curriculum of Leader-in-Training program levels. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Attitudinal Barriers | Sensitivity/inclusion training for Spectrum program instructors. | Complete and ongoing annually. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | City to directly provide a summer camp program for persons with disabilities. | Complete and ongoing. Camp is now being delivered directly by the City of London. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | Monitor self-reported special needs of program participants in CLASS system (alerts instructors of special needs). | Complete and ongoing each season. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | Provide accessible transportation options for summer program excursions. | Complete and ongoing each summer. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | Offer wheelchair tennis in partnership with the Thames Valley Children's Centre. | Wheelchair tennis is not currently offered at this time, however the relationship with |

| Area | Barrier | Action | Timeline |
|--|---------------------------|---|--|
| | | | Thames Valley Children's Centre remains open to identify future partnership opportunities. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | Make recreation centers available to community agencies which provide education, support, and advocacy for persons with disabilities. | Ongoing. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | Hire 2 summer "Inclusion Coordinator" positions each year. | Complete and ongoing. We currently hire 3 summer Inclusion Coordinators each summer. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | Implement TRACKS (peer mediated supports for children with special needs) program in camps; introduce TRACKS to Fall/Winter/Spring programs. | Complete and ongoing. Annual TRACKS training is focused on summer staff. |
| Neighbourhood, Children, and Fire Services: Community Partnerships and Funding | Barriers to Participation | A number of raised, portable garden beds have been built that are available upon request and can be installed as needed in community garden sites accessed by gardeners requiring them. | Complete and ongoing. This initiative began in 2014 and a process has been created to provide portable garden beds to community gardens on an ongoing basis. |

| Area | Barrier | Action | Timeline |
|--|---------------------------|--|---|
| Neighbourhood, Children, and Fire Services: Area Recreation | Attitudinal Barriers | All casual staff in programs and community centers were trained on the Integrated Accessibility Standards with a refresher on the Human Rights Code in 2014. | Complete. Training provided on an ongoing basis and during orientation. |
| Parks and Recreation: Aquatic Services | Barriers to Participation | Summer staff trained in inclusion of children with disabilities, use of lifts. | Ongoing. Training is conducted seasonally. |
| Parks and Recreation: Aquatic Services | Barriers to Participation | Continue integrated swim program which was initiated in 2006 in partnership with the Thames Valley Children's Centre. | Ongoing. Programs provided each Spring. |
| Housing, Social Services and Dearness Home: Housing Services and Social Services | Systemic Barriers | Continue to include the needs of persons with disabilities in the Ontario Works Service Plan and include housing with supports for persons with disabilities in the Homeless Prevention and Housing Plan. | Complete and ongoing. |
| Housing, Social Services and Dearness Home: Social Services | Barriers to Employment | Continue to assist Ontario Works participants with employment barriers, including disabilities through: Individualized Case Management, LEADS wraparound planning and employment supports, and supports by partner agencies. | Ongoing. |

| Area | Barrier | Action | Timeline |
|---|------------------------|--|--|
| Housing, Social Services and Dearness Home: Social Services | Communication Barriers | Review protocols and practices regarding the TTY machine to ensure clients and staff are maximizing its use at Market Tower and Northland Mall Social Services sites. Continue with this initiative at the South London Community Centre Social Services site. | Complete. Ongoing implementation of TTY machines and training to use these devices at all future Social Services Office locations. |
| Housing, Social Services and Dearness Home: Social Services | Systemic Barriers | Conduct a pilot initiative to assist Ontario Works clients with complex mental health disabilities to access services, supports and benefits in the community. | Paused. |
| Housing, Social Services and Dearness Home: Social Services | Attitudinal Barriers | Partner with community agencies and organizations to raise awareness and understanding of the needs of persons with disabilities. | Ongoing. |
| Housing, Social Services and Dearness Home: Social Services | Communication Barriers | Implemented communication devices at Market Tower and at Northland Mall Social Services locations to facilitate staff-client communication when a sign language interpreter may not be available. | Completed. Ongoing implementation of communication devices and training to use devices at all future Social Services Office locations. |
| Housing, Social Services and Dearness Home: Social Services | Barriers to Employment | Installed software on computers in Ontario Works Employment Resource Centers at Market Tower and Northland | Completed. Ongoing implementation of Zoom Text |

| Area | Barrier | Action | Timeline |
|-------------|----------------|--|--|
| | | mall to enhance visual size and appearance on computer screens to enhance job searching. | software at all future Social Services Office locations. |

DRAFT

Accessibility Standard Compliance

| Standard | Compliance Date | Status |
|---|------------------------|---------------|
| CUSTOMER SERVICE STANDARD | | |
| Customer Service Policy | 2010 | Compliant |
| Allow Service Animals and Support Persons | 2010 | Compliant |
| Notice of Temporary Disruptions | 2010 | Compliant |
| Training | 2010 | Compliant |
| Establish Feedback Process | 2010 | Compliant |
| Notice of Availability of Documents | 2010 | Compliant |

| Standard | Compliance Date | Status |
|---|------------------------|---------------|
| Accessible Customer Service Documents | 2010 | Compliant |
| INTEGRATED ACCESSIBILITY STANDARDS | | |
| Transportation | | |
| Equal Taxi Fares | 2011 | Compliant |
| No Charge for Mobility Aid in Taxis | 2011 | Compliant |
| Accessible Taxi Registration Information | 2012 | Compliant |
| Consult on Design of Bus Stops and Shelters | 2013 | Compliant |
| Plan for Accessible Bus Stops and Shelters | 2013 | Compliant |

| Standard | Compliance Date | Status |
|---|------------------------|---|
| Consult to Determine Proportion of Accessible Taxis | 2013 | Compliant |
| Information and Communications | | |
| Accessible Emergency/Public Safety Information | 2012 | Compliant |
| Establish Accessible Feedback Processes | 2014 | Compliant |
| New Internet Website and Web Content to Conform with WCAG 2.0 Level A | 2014 | London.ca website upgraded in 2013. Preparations undertaken in 2015 and 2016 for the enhancement of a fully mobile site with improved accessibility features. |
| Accessible Formats and Communication Supports Upon Request | 2015 | Compliant |
| Websites and Web Content to Conform with WCAG 2.0 Level AA | 2021 | In Progress |

| Standard | Compliance Date | Status |
|--|------------------------|---------------|
| Employment | | |
| Workplace Emergency Information | 2012 | Compliant |
| Accessible Recruitment | 2014 | Compliant |
| Employee Accommodation Plans | 2014 | Compliant |
| Return to Work Processes | 2014 | Compliant |
| Performance Management, Career Development, and Redeployment | 2014 | Compliant |
| Accessible Formats for Employees | 2014 | Compliant |

| Standard | Compliance Date | Status |
|---|------------------------|---------------|
| Built Environment | | |
| Public Spaces Standards | 2016 | In Progress |
| General | | |
| Integrated Standards Policy | 2013 | Compliant |
| Multi-Year Accessibility Plan | 2013 | Compliant |
| Accessible Procurement | 2013 | Compliant |
| Training on Integrated Standard and Human Rights Code | 2014 | Compliant |