

2ND REPORT OF THE
ACCESSIBILITY ADVISORY COMMITTEE

Meeting held on February 23, 2017, commencing at 3:00 PM, in Committee Room #4, Second Floor, London City Hall.

PRESENT: M. Dawthorne (Chair), J. Bell, M. Cairns, F. de Lasa, A. Forrest, J. Higgins and J. Menard and J. Bunn (Secretary).

ABSENT: J. Madden and J. Sanders.

ALSO PRESENT: C. Da Silva, K. Grabowski, T. Grawey, K. Husain, K. Koltun, J. Michaud, M. Pease, N. Turner and K. Walsh.

I. CALL TO ORDER

1. Disclosures of Pecuniary Interest

That it BE NOTED that the following pecuniary interests were disclosed:

- a) M. Dawthorne, in part 1 of clause 5 of this Report, having to do with the Policy Sub-Committee Report as it relates to websites meeting AODA standards, by indicating that he works for an Agency that provides this service;
- b) M. Dawthorne, in clause 7 of this Report, having to do with the Municipal Council resolution with respect to the Accessibility for Ontarians with Disabilities Act, as it relates to websites meeting AODA standards, by indicating that he works for an Agency that provides this service; and
- c) M. Dawthorne, in clause 8 of this Report, having to do with the Municipal Council resolution with respect to alternative formats for Council and Standing Committee agendas, as it relates to meeting AODA standards, by indicating that he works for an Agency that provides this service.

II. SCHEDULED ITEMS

2. East Lions Master Plan

That it BE NOTED that the presentation appended to the Accessibility Advisory Committee Agenda from J. Michaud, Park Project Coordinator, East Lions Master Plan, was received.

3. Community Diversity and Inclusion Strategy

That it BE NOTED that the attached presentation from K. Koltun, Research Intern, related to the Community Diversity and Inclusion Strategy, was received.

III. SUB-COMMITTEES & WORKING GROUPS

4. Education and Awareness Sub-Committee

That it BE NOTED that the Education and Awareness Sub-Committee report, dated February 13, 2017, was received.

5. Policy Sub-Committee

That Civic Administration BE REQUESTED to work with the Accessibility Advisory Committee in exploring and evaluating all options for captioning all City Council and Standing Committee meeting videos; it being noted that the Policy Sub-Committee Report, dated July 4, 2016, was received.

IV. CONSENT ITEMS

6. 1st Report of the Accessibility Advisory Committee

That it BE NOTED that the 1st Report of the Accessibility Advisory Committee from its meeting held on January 26, 2017, was received.

7. Municipal Council resolution adopted at its meeting held February 3, 2017 with respect to Accessibility for Ontarians with Disabilities Act compliance

That it BE NOTED that the Municipal Council resolution from its meeting held on February 3, 2017 with respect to the Accessibility for Ontarians with Disabilities Act compliance, was received.

8. Municipal Council resolution adopted at its meeting held January 31 and February 1, 2017 with respect to alternative formats for Council and Standing Committee agendas to support greater participation in Local Government

That it BE NOTED that the Municipal Council resolution adopted at its meeting held on January 31 and February 1, 2017 with respect to alternative formats for Council and Standing Committee agendas to support greater participation in Local Government, was received.

9. Notice of Public Information Centres - Rapid Transit Corridors Master Plan - Environmental Assessment Study

That it BE NOTED that the Notice of Public Information Centres, from E. Soldo, Director, Roads and Transportation and J. Heyninck, Associate Director, IBI Group, relating to the Environmental Assessment for the Rapid Transit Corridors Master Plan, was received.

10. Memo - Ontario Providing Faster Access to Mental Health Services for Thousands of People - Ministry of Health and Long-Term Care

That it BE NOTED that the Ministry of Health and Long-Term Care memo, dated February 8, 2017, relating to "Ontario providing faster access to mental health services for thousands of people", was received.

11. Notice of Application - City of London - City Wide

That it BE NOTED that the Notice from M. Pease, Planner II, dated February 8, 2017, with respect to the application by the City of London, relating to the city-wide zoning by-law, was received.

V. ITEMS FOR DISCUSSION

12. 2017 Annual Warranted Sidewalk Program

That it BE NOTED that the staff report to the Civic Works Committee, from K. Scherr, Managing Director, Environmental & Engineering Services and City Engineer, dated February 21, 2017, with respect to the 2017 annual warranted sidewalk program, was received; it being noted that the Accessibility Advisory Committee heard a presentation from K. Grabowski, Transportation Design Engineer, related to this matter.

13. 2017 Revised Work Plan

That the attached 2017 Accessibility Advisory Committee Work Plan BE FORWARDED to the Municipal Council for consideration.

14. Financial Resource Guide

That it BE NOTED that the Financial Resources for Persons with Disabilities guide, submitted by M. Dawthorne, was received.

VI. DEFERRED MATTERS/ADDITIONAL BUSINESS

None.

VII. ADJOURNMENT

The meeting adjourned at 4:52 PM.

NEXT MEETING DATE: March 23, 2017



Background Information

- Strategic Plan; Strengthening our Community area of focus
- Timelines
- Purpose is to develop a Community Diversity and Inclusion Strategy including; vision, statement of commitment, specific strategies
- Community engagement at each step

Background Information

- Steering committee of community volunteers established
- Staff resource group developed

CDIS - First Community Meeting

CDIS - First Community Meeting

- Took place on January 14th
- Purpose is develop a draft vision statement and statements of commitment
- Then have a community engagement period where further feedback on the draft would be collected

Engagement Round 1- January 20 - 30

- 973 visitors to engage.london.ca
- 1226 total sessions

Draft Vision Statement

London will be an inclusive community that fosters a safe, respectful environment and provides everyone with the opportunity to reach their full potential.

Draft Vision Statement

- Overall, most people (80.3%) supported the statement.**
- 48.6% strongly agree
 - 31.7% agree
 - 9.4% neutral
 - 5.8% disagree
 - 3.6% strongly disagree

Draft Statement of Commitment

The City of London commits to:

- Championing equity in everything we do, striving towards our vision of London as an inclusive community
- Empowering Londoners by providing opportunities for everyone to be engaged, ensuring that lived experiences and the voices of marginalized groups are included and respected
- Identifying and removing barriers experienced by our community

Draft Statement of Commitment

As Londoners and London organizations, we commit to:

- Standing together towards our vision of London as an inclusive community, and using our voices to hold one another accountable
- Modeling the community we aspire to be by respecting others, being open to learning, acknowledging our biases, and celebrating the diversity of our community
- Being courageous allies for our neighbours and fellow Londoners, standing up for one another to ensure we live in a city where everyone belongs

Draft Statement of Commitment

Overall, most people (85.7%) supported the statement.

- 52.5% strongly agree
- 33.2% agree
- 7.5% neutral
- 3.1% disagree
- 3.7% strongly disagree

CDIS - Second Community Meeting

CDIS - Second Community Meeting

- Took place on February 4th
- Purpose is develop a series of specific strategies that support the draft vision and draft statement of commitment
- We are currently in the engagement period where further feedback on the specific strategies is being collected until February 26th

Strategies Ideas

- On Saturday, February 4 the Community Diversity and Inclusion Champions worked together to brainstorm ideas that will be used to develop London's Community Diversity and Inclusion Strategy.
- The ideas were put under three categories:
 1. **Individuals**
 2. **London Businesses & Organizations**
 3. **City of London**

1 - Individuals

A total of 17 ideas were drafter under the following 4 categories:

- **Speaking Up & Advocacy**
- **Tackling Stigma Through Education**
- **Relationship Building & Social Location**
- **Creating Opportunities**

Individuals – Speaking Up & Advocacy

1. Encourage Londoners to speak up through an awareness campaign, modelled after Edmonton's [#MakeItAwkward](#).
 2. Pledge to be an Ally and stand up for those experiencing barriers and discrimination.
 3. Centre marginalized voices through storytelling, lived experience and spoken word.
 4. Advocate for greater accountability in the community.
 5. Use local media and community figures to promote inclusive messages.
- Creating Opportunities**
15. Create an online hub to distribute information about diverse events.
 16. Use food to connect people with different backgrounds.
 17. Identify champions from different communities.

Individuals – Tackling Stigma Through Education

6. Educate oneself about personal and community biases, acknowledge privilege, learn a common language around bias, and make an effort to get involved in the community.
7. Build cultural awareness among children and youth through schools, community groups, mentorship, community champions, parent councils, and community engagement activities.
8. Bring organizations together around common goals of inclusion.
9. Create and promote a community database of educational opportunities.
10. Develop a fund to address gaps.

Individuals – Relationship Building & Social Location

11. Promote more cultural exchange through shared experiences, events, festivals and activities.
12. Encourage knowledge exchange and storytelling, including opportunities to learn about unique lived histories.
13. Connect with community associations to facilitate neighbourhood connections.
14. Create strategies for different social location, recognizing the different needs and priorities of specific groups.

Individuals – Creating Opportunities

15. Create an online hub to distribute information about diverse events.
16. Use food to connect people with different backgrounds.
17. Identify champions from different communities.

2 - Businesses and Organizations

A total of 20 ideas were drafted under the following 4 categories:

- **Accessibility & Environment**
- **Hiring Practices**
- **Leadership & Governance**
- **Building Relationships**

Businesses & Organizations - Accessibility & Environment

18. Promote equity in businesses, non-profit, public and labour organizations.
19. Establish, maintain and strengthen employee committees to promote equity within organizations.
20. Lobby for government mandated equity and accessibility practices.
21. Shift from 'incident-based' to more proactive equity practices.
22. Recognize and celebrate organizations which undertake anti-oppression, diversity and inclusion training.
23. Engage organizations in leading town halls to learn about different cultures.
24. Provide forums for sharing events and activities related to diversity and inclusion.

Businesses & Organizations - Hiring Practices

25. Develop metrics for assessing diversity and inclusion in application, interview and hiring processes.
26. Educate recruiters to create awareness in issues of diversity and inclusion.
27. Educate entire organizations about diversity and inclusion.
28. Include accommodations in job advertisements.
29. Create regular opportunities to review diversity and inclusion practices.

Businesses & Organizations - Leadership & Governance

30. Institute a mentorship program to match leaders with diverse mentees seeking future leadership opportunities.
31. Implement a policy to measure changes and improvement in the diversity and inclusion of the workforce and leadership, and report on these changes annually.
32. Create a working group to identify actions, processes and communications to promote an inclusive workplace culture.
33. Recruit Board members who reflect diversity.

Businesses & Organizations - Building Relationships

34. Establish long-range plans to grow diversity activities, including grants and recognition programs.
35. Establish diversity recognition awards.
36. Create a community connector program to build relationships and promote learning and exchange across sectors.
37. Engage organizations to champion diversity and inclusion more broadly.

3 - City of London

• A total of 20 ideas were drafted under the following 4 categories:

- **Engagement**
- **Education & Awareness**
- **Employment**
- **Leadership**

City of London – Engagement

38. Ensure information and communications are available to people when they need it, where they need it, and how they need it.

39. Ensure diversity in decision makers and policy makers.

40. Implement a social media campaign to raise awareness about diversity and inclusion through creative and innovative engagement methods.

41. Establish a policy on accountability for engagement within the community.

42. Invest in multicultural engagement opportunities.

City of London – Education & Awareness

43. Deliver cultural training and educational opportunities in the community.

44. Support cultural events happening in the community.

45. Make resources related to anti-oppression work more readily available on the City's website.

46. Create educational resources to tackle oppression.

47. Use Spectrum to engage in diverse programs.

48. Ensure the use of person-first language.

City of London – Employment

49. Examine policies and funding programs with a lens for diversity.

50. Work with other levels of government to integrate diversity and inclusion into education systems.

51. Expand internship, co-op, apprenticeship and mentorship opportunities.

52. Establish a community youth engagement strategy.

53. Ensure all employees earn a living wage.

City of London – Leadership

- 54. Promote opportunities to participate in leadership and decision-making to a broader diversity of Londoners.
- 55. Identify barriers experienced by individuals seeking to engage in politics, including by serving on advisory committees and boards.
- 56. Ensure the perspectives of marginalized groups are engaged throughout the policy making process, including evaluation and implementation.
- 57. Continue to focus on key issues such as poverty, housing, social services, emergency services, health, transportation, infrastructure and recreation.

Engagement Round 2

February 10-26

<https://engage.london.ca/CDIS>

Next Steps

- Next Community Meeting: March 8th @ 5:00pm – 8:00pm, London Convention Centre
 - If you would like to attend please contact Kinga at (519) 661 – 2500 ext. 5638 or kkoltun@london.ca
- March 23rd - ACCAC Meeting
 - Discuss feedback on specific strategies
 - Review report
- March 28th – Community and Protective Services Committee
 - Finalize report and strategy
- April 4th - Council

Questions?

Project/Initiative	Background	Lead/Responsible	Proposed Timeline	Proposed Expenses	Proposed Budget	Relation to London Strategic Plan
Transportation Advisory Committee (TAC) representative	Designated ACCAC rep on TAC	As elected by ACCAC	Ongoing	NIL	NIL	The strategic plan repeatedly references the Transportation Master plan, one of the primary documents used to direct the actions of TAC
Trails Advisory Group (TAG) Representative	Designated ACCAC rep on TAG	As elected by ACCAC	Ongoing	NIL	NIL	Building a sustainable City 2.A (pg 11)
Accessibility themed open-house(s)/community consultation(s)	ACCAC has identified a need to better represent the incredibly diverse needs of ALL disabilities and aspects of accessibility that cannot be sufficiently met by a committee of 13 members Consultations will solicit information on existing barriers and successes that could be expanded upon Solicited information will form the basis of the development of the 2017 Accessibility Advisory Committee Work Plan, and will contribute to the writing of the City's Accessibility Plan (required in 2017/18)	Education and Awareness Sub-committee	Fall 2017	Food, Marketing, Promotional materials	\$1000-\$2000	Leading in Public Service 1A; 4A; Strengthening Communities 2B; 3A; 5C; 5H
Long Term Planning	Host a Strategic Planning Session with all ACCAC members to develop Short term (2017 Work Plan), Mid-range (balance of term) and Long Term (for consideration in the 2018-2022 Accessibility Plan) goals Ensures city compliance with aspects of the AODA implementation	Chair/Vice-Chair	Fall 2017	Food, Space	200	Strengthening Communities 3A Note: development of Accessibility plan in conjunction with ACCAC is mandated under AODA legislation
Site Plan Reviews	This is mandated under AODA legislation (See Site Plan Process best practice Initiative)	Chair/Vice-Chair	Ongoing	NIL	NIL	This is mandated under AODA legislation
Mental Health/Stigma Reduction Initiative	From June 26, 2014 Council Resolution "9. That the following actions be taken with respect to the 5th Report of the Accessibility Advisory Committee (ACCAC), from its meeting held on May 22, 2014: a) the matter of the naming of Sanitorium Road BE REFERRED to the Civic Administration, and more particularly to the Child and Youth Network, for engagement and conversations to break down potential barriers and to assist in eliminating stigmas specific to children's mental health;"	Mental Health Working Group	2016-2017	Expenses will likely be incurred in the implementation of recommendations developed throughout this process. These cost will be variable dependent on recommendation.	NIL	Strengthening Communities 2B; 3A; 5C; 5H Leading in Public Service 1A

Participate in annual FADS review	Recurring role of ACCAC since FADS was adopted by the City. It is expected areas specific to Parks, Playgrounds and Community Gardens will be impacted by other initiatives undertaken in this Work Plan	Built Environment Sub-Committee	As requested by City Staff	Nil	NIL	Per ACCAC Terms of Reference
Development of a Playground Accessibility Design Standard (to be included in future FADS revisions)	Historically ACCAC has had a member sit in on Playground RFP evaluations. Existing legislation and standards are either poor or silent on minimum accessibility requirements for playgrounds. In 2104/early2015 ACCAC developed a playground survey (available on london.ca) to solicit feedback on existing perception of accessibility in city parks.	Built Environment Sub-Committee		NIL	NIL	Strengthening our Community 4C; 5H Building a Sustainable City 2A, 4D
Review/revised best practices/accessibility guidelines and considerations for Site plan review process (developed by ACCAC in 2016) based on staff feedback	Site Plan review is mandated responsibility of ACCAC since the ODA (2001) Changes to AODA, Ontario Building Code and FADS have ensured most accessibility requirements are now met. Legislation still has some gaps or variances (e.g. applicable to different parties) Best practices/accessibility guidelines and considerations may include a review checklist or information document available/distributed with building or renovation permit requests	Built Environment Sub-Committee	Dependent on staff timelines - estimated Spring 2017	NIL	NIL	Leading in Public Service 5A
Consult/Advise members of the public/external; parties upon requests or referral from city staff	Historically ACCAC has received, often through City staff or accessibility@london.ca, requests to advise builders, architects, businesses, and citizens (amongst many other groups) on aspects of accessibility	Variable sub-committees or ACCAC Chair/Vice Chair; as appropriate	Ongoing	NIL	Nil	Strengthening our Community 1A; 5B; 5C; 5H
Undertake Community Outreach to raise Awareness of ACCAC and its role within the city; Promote resources developed by ACCAC to Londoners	ACCAC has historically partaken in outreach varying from hosting full day conferences, to Lunch 'N' Learns, to exhibiting at community events (e.g. Car-free Sundays) Opportunities will focus primarily on exhibiting at events, and may include King's College Social Work Week, Dundas Street Festival, etc.	Education and Awareness Sub-committee	Ongoing	registration costs, ACCAC materials	>\$100 per session; not to exceed \$1000 annually	Leading in Public Service 1A; Strengthening Communities 2B; 3A;
complete final edit/review of Financial Resources for Persons with Disabilities Guide and post on ACCAC section of london.ca	Financial resource guide was developed in 2011 by ACCAC Focused on funding sources available to persons with a disability (related to the disability). Most extensive and comprehensive guide of its kind at the time. New funding has since become available, others have been discontinued. Discussions of adding new segments for corporate funding for accessibility initiatives (e.g. renovations, employment, etc)	Education and Awareness Sub-committee	spring 2017	NIL	NIL	Leading in Public Service 1B; 1C Strengthening our Community 3A

Access2 expansion	Several years ago the City of London became the first municipality in Canada to accept the Access2 Card (Easter Seals program) at all municipal venues. During that expansion London also went from 3 to 48 venues accepting the card. Many new venues/programs now exist and could be approached.	Education and Awareness Sub-committee	Ongoing throughout 2017	NIL	NIL	Strengthening our Community 2B, 2C, 3A
Review of existing roadway/sidewalk construction for accessibility	in 2016 ACCAC noted to the city concern with significantly reduced accessibility during construction on a major roadway. Within days temporary changes were made to allow better mobility.	Built Environment Sub-Committee	Spring - Fall 2017	NIL	NIL	Strengthening our Community 5G, 5H, 5I,
Sidewalk accessibility	One of the most common concerns heard by members of ACCAC is inaccessible sidewalks due to: construction; poor maintenance (e.g. puddles); lack of snow removal; blocked by vehicles or other	jointly by Built Environment, Policy, and Education Sub-Committee depending on approaches taken	Spring - Fall 2017	potentially materials/pamphlets	\$600	Strengthening our Community 5G, 5H, 5I, Building a Sustainable City 1A, 1C, 2A,
Outdoor events guide review/update completed	Changes to accessibility legislation make existing guide somewhat outdated.	Policy Subcommittee	winter-spring 2017	NIL	NIL	Strengthening our Community 2B, 2C
Review Deaf/Blind child at play sign policies	ACCAC members have noted many of these signs have been placed in the same location for decades. This has raised questions about the program	Policy Subcommittee	winter 2017	NIL	NIL	Strengthening our Community 5B
Investigate/discuss benefits/impact of making ACCAC brochures/materials in alternate languages	During revision of ACCAC materials in 2016, some members questioned whether we were reaching all Londoners who may benefit from the information in our materials and encouraged we explore alternate languages.	Education and awareness subcommittee	winter 2017	printing and translation costs (if decision is made to proceed with printing)	1000	Strengthening our Community 2A
Language guidelines to be adopted by city	Various ableist language and phrases remain common vernacular, even amongst council. ACCAC wishes to draw attention to people first language	Policy Subcommittee	spring 2017	NIL	NIL	Strengthening our Community 2C
City wide meeting accessibility protocols and procedure	A 2016 ACCAC meeting did not have an access team for a member require it. Was informed there was no policy or procedure for proceeding/cancellations in such circumstances	Policy Subcommittee	spring 2017	NIL	NIL	Strengthening our Community 2C
Investigate and make recommendation to City on accessibility in 'non-traditional' parks (e.g. community gardens, dog parks, urban agriculture)	ACCAC members have noted many opportunities for enhanced accessibility at outdoor municipal venues/parks. Have worked with Trails, community gardens to date.	Built Environment Sub-Committee	Spring - Fall 2017	NIL	NIL	Strengthening our Community 4C; 5H Building a Sustainable City 2A, 4D

Engage in discussions around Paratransit and what role, if any, the city could/shold undertake in improving the service, noting it is an LTC service, not that of the city directly	Paratransit system is significantly overburdened and very cumbersome for users (requiring prebooking 3 days prior, often taking numerous calls to get through, booking times sometimes hours earlier than desired). Many requests go unfilled	Policy Subcommittee	Fall 2017	NIL	NIL	Strengthening our Community 5H
Participate in the development and review of the 2018-2022 Accessibility Plan	mandated responsibility of ACCAC under the AODA	Policy Subcommittee, final draft to be brought to fuull committee	Fall 2017	NIL	Nil	Accessibility Action Plan 2013-2017
Develop and maintain AODA policies, procedures, practices, particularly for the new Integrated Standard.	Included in the current 2013-2017 Accessibility Plan	Policy Subcommittee	Ongoing	NIL	Nil	Accessibility Action Plan 2013-2017
Review City Budget with an accessibility lens.	Included in the current 2013-2017 Accessibility Plan	Chair/Vice-Chair		NIL	Nil	Accessibility Action Plan 2013-2017
Annually nominate a candidate for the Mayor's New Year's Honor List under the Persons with Disabilities category.	Included in the current 2013-2017 Accessibility Plan	Chair/Vice-Chair	Fall 2017	NIL	Nil	Accessibility Action Plan 2013-2017
Continue to develop and distribute pamphlets to inform the public about issues related to persons with disabilities.	Included in the current 2013-2017 Accessibility Plan	Education and Awareness Subcommittee	Ongoing	printing	\$1,200	Accessibility Action Plan 2013-2017
Provide the City feedback regarding web and document accessibility	Included in the current 2013-2017 Accessibility Plan	Education and Awareness Subcommittee	ongoing	NIL	NIL	Accessibility Action Plan 2013-2017
				Total	not to exceed \$6000 (ACCAC's historically approved Annual budget)	