

City of London Multi-Year Accessibility Plan

Annual Status Update 2016



London
CANADA

A Message from the Accessibility Advisory Committee Chair

I have had the privilege of being a member of the Accessibility Advisory Committee (ACCAC) for nearly seven years, having served as Chair for the last five. Apart from all the work undertaken by the City itself, ACCAC undertook some of its most aggressive work to date in 2016.

Throughout the year ACCAC:

- Actively participated in the review of the City's Trail Standard, working to ensure greater accessibility of all new trails, while maintenance and upgrades to the existing trails system serve to enhance accessibility throughout,
- Contributed to the Mayor's Poverty Panel's report, ensuring the unique needs of persons with disabilities were addressed,
- Worked closely with city staff, community members and Jenny Jones to select and build the new playground in Springbank Park,
- Advised and made recommendations on the new Transit Subsidy model,
- Revised many existing accessibility resources,
- Advised on the implementation of audible pedestrian intersection signals, and
- Worked with City staff to ensure greater accessibility throughout community gardens.

I am proud of the gains the City of London continues to make and its ongoing commitment to being one of the most accessible, liveable cities in the province.



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 multi-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 2016, 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.

This update report provides an overview of steps we have taken in 2016 to identify and eliminate barriers, meeting legislative requirements, and 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. The City of London is committed to working with the community to meet the needs of persons with disabilities by preventing and removing barriers to accessibility in customer service, information and communication, employment, the design of public spaces and transportation. The City of London is committed to meeting the requirements of applicable legislation, including the AODA and the *Human Rights Code*.

2016 Updates and Accomplishments

a) Customer Service Standard

The Accessibility Standards for Customer Service came into effect in 2008 and was updated in 2016 to become part of the Integrated Accessibility

Standards Regulation. The City of London has implemented the requirements under the Customer Service Standard since its inception through the development of policies, plans, feedback processes, training, and arranging for alternative formats or communication supports, upon request.

In an effort to provide accessibility education, we continue to offer Accessible Customer Service training during employee orientation sessions and implement customer service aids or assistive devices on an ongoing basis. In 2016, the Dearness Home has purchased a TTY machine to enhance its communication between members of the public and Dearness Home staff, residents and visitors. Storybook Gardens purchased a motorized mobility aid to assist visitors explore the park attractions.

Procurement of Goods and Services

The City of London's Purchasing and Supply Division has been making accessibility enhancements to various centralized procurement processes. Procurement initiation forms, procedures, purchasing card-holder agreements, and formal quote, tender and proposal documents have been updated to include accessibility as a criteria before making a purchase for a good or service. This ensures that purchases made for Service Area representatives have been reviewed and incorporated accessibility design, criteria and features into their procurement process.

b) Information and Communications Standard

The Information and Communications Standard outlines requirements for organizations to create, receive, and provide information in ways that are accessible for persons with disabilities and inclusive for all people.

The City of London has a process to provide accessible formats of documents and information or communication supports for persons with disabilities in a timely manner, upon request. Examples of alternative accessible formats may include braille or large print copies of a document

and an example of a communication support is a sign-language interpreter.

In 2016, the City of London continued to use software programs such as Site Improve and BrowseAloud. These programs allow us to monitor and enhance the website's accessibility and provide an inclusive experience for all.

BrowseAloud is a program currently run on the City's website www.london.ca and Service London's website www.service.london.ca is launching this service in 2017 that can perform the following functions:

- reads the page out loud,
- reads selected text or reads from the top of the page,
- provides written and spoken translations in multiple languages,
- converts selected text into an MP3,
- blocks distractions on screen with a tinted mask,
- enlarges text and reads it out loud, and
- removes clutter from the screen, displaying only the main text.

c) Employment Standard

The City of London is committed to providing accessible services across all stages of the employment life cycle and assisting both potential and current employees reach their full potential. The City maintains accessible hiring practices, informs employees of the supports available to them, provides education and training, and completes workplace response and accommodations plans. The City of London also participates in the Ability First Coalition, where businesses build relationships with each other and community resources to share best practices related to hiring and retaining people with disabilities in their organization.

The City of London maintains an internship program for people with disabilities, new immigrants and recent local post-secondary graduates. Each year up to 6 paid positions are available for a 15 week period.

These internships provide participants the opportunity to:

- Gain exposure to different careers,
- Gain exposure to workplace cultures and systems,
- Build skills and knowledge,

- Engage in professional networking and expand industry contacts,
- Develop strategies to increase job readiness, marketability, and overcome potential barriers.

These internships also provide the City of London with the opportunity to support and celebrate professionals while learning more about employment barriers and potential solutions to reducing these barriers.

d) Design of Public Spaces Standard

Beginning January 1, 2016, the City is required to meet the Design of Public Spaces Standard accessibility requirements when constructing new or redeveloping existing elements of public spaces such as service counters, recreational trails, outdoor play spaces, exterior paths of travel, and parking areas.

Obtaining Accessible Services

Service Counters

The City has invested in upgrading frequently used existing service counters that are not planned for replacement. Under the City's Accessible Service Counter Retrofit Program, 6 existing service counters have been renovated to become accessible in 2016. Additional service counters have been prioritized and scheduled for renovation over the coming years, with an additional five service counters scheduled for completion in 2017. All newly implemented service counters are designed to meet the FADS and Design of Public Spaces Standard requirements.

The following is a list of locations where existing service counters were renovated in 2016 to be accessible and meet the standards:

- The Dearness Home service desk in the main lobby,
- The Clerks service counter on the third floor of City Hall,
- Kiwanis Senior Centre main lobby counter,
- Parking counter at the Provincial Offenses Office, and
- The ticket sales service counter and 'Pieces of 8' café counter at Storybook Gardens.

Accessible Parks, Recreation and Play Spaces

Accessible and inclusive outdoor spaces such as parks, recreational areas, and play spaces provide opportunities for everyone to experience and interact with the natural environment, play, get active and connect us with our community. The City of London strives to approach parks and recreational projects with a community-building and inclusive lens.

Springbank Park Accessible Play Space

The Springbank Park playground was built in 2016 thanks to the generosity of the Jenny Jones Foundation and the visions of “Hometown Hero” Shelah Brook. The playground has an accessible rubber surfacing and a play structure with partial ramp access and transfer steps. Many accessible components can be found such as an aero glider, a triple slide, an accessible swing seat and basket swings, a sandbox with a digger. There is also a cozy cocoon that can be used for quiet retreat.

Accessibility Enhancements in Parks, Recreation Facilities and Attractions

Below are some examples of projects and initiatives that were undertaken in 2016 to enhance accessibility in parks, recreational facilities and attractions:

- CP heritage bridge has been changed to an accessible pedestrian and cycling bridge and the renovations included changing the surface and ramps to meet accessibility requirements,
- Multiple accessible pedestrian pathways have been implemented across the city at locations such as at Caesar’s dog park, Cheswick Park, and Springbank Park.
- Accessible nature trails implemented at Westminster Ponds ESA,
- Accessible picnic tables in a variety of parks locations,
- Significant progress made toward finalizing the design for two priority recreational pathways at Kiwanis Park rail crossing and the Thames Valley Parkway North Branch (from Richmond to Adelaide),
- The existing play structure at Kiwanis Park was replaced and upgraded with accessible features such as new surfacing and access ramps,

- New accessible spray pads were opened at Meadowgate District Park and White Oaks Park. An accessible fieldhouse was also constructed in Meadowgate Park to service and connect the spray pad and surrounding park amenities,
- Accessible furniture introduced at Nichols Arena,
- Storybook gardens purchased a mobility aid scooter, and
- Motorized lift and shower chair were purchased for the universal washroom at South London Community Pool.

In 2016, requirements came into place for organizations to host consultations regarding accessible features on new or redeveloped recreational trails, outdoor play spaces, rest areas on exterior paths of travel and on-street parking. Processes have been established to build accessibility into the project consultation process with our Accessibility Advisory Committee, members of the community including persons with disabilities. By consulting on these projects, the City is able to obtain valuable feedback about the needs of persons with disabilities, caregivers and community members early on in the process.

Significant consultation with Participation House residents, care givers and the staff supporting individuals with a disability occurred when reviewing the types of lifts available to purchase for the South London Community Pool washroom. Based on the consultation and recommendations from Participation House representatives, the City's Aquatics Division purchased lift equipment that enhanced the participation for all to enjoy the South London Community Pool. The consultation was paramount to further understanding the needs of care givers when changing individuals in our facilities. Through this dialogue, the group was also able to participate in meetings to support the FADS and Design of Public Spaces Standards in the new East Lions Community Centre being currently designed to ensure inclusive participation at the facility upon its completion.

The London Community Gardens Program has been ongoing for several years and provides the direction and support for both private and City gardens and includes provisions for building accessible gardens. In 2014, a process has been created to provide raised portable garden beds to community gardens on an ongoing basis. City staff and members of the Accessibility Advisory Committee work in partnership to review each new City community garden site to identify and prevent accessibility barriers.

Of the new community garden plots in Kiwanis Park, approximately 75% of these plots have been designed with accessibility features.

Accessible Pedestrian Control Signals

Accessible Pedestrian Control Signals (APCS) 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 Accessible Pedestrian Control Signals program, 22 intersections were updated with these signals in 2016. This brings the percentage of intersections with these signals to 37% and brings the total number of APCS installations in London to 145.

Accessible Parking

In 2016, seven 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 to meet current AODA and FADS standards began in 2014 and was completed in 2016.

Newly marked and signed parking lots at the following locations were completed in 2016:

- Meadowgate Park,
- River Road Golf Course,
- Fanshawe Golf Course,
- Thames Golf Course,
- Thames Park,
- East Lions Park, and
- Commissioners Road East Dog Park.

e) Accessible City Buildings

Barrier free design requirements within buildings are regulated through the Ontario Building Code and the City of London follows it's Facility Accessibility Design Standards (FADS) for the design and construction of all new City buildings and renovations of existing buildings.

In 2016, the following are examples of City locations that were improved or renovated to provide a more accessible environment:

- Council chambers public gallery had an automatic door opener installed on the third floor of City Hall,
- Dearness purchased 11 height adjustable dining tables for use by residents and caregivers,
- Dearness Home installed an automatic door opener to provide greater access to the meditation room,
- Dearness Home revised the location of an existing automatic door opener to provide greater accessibility to the courtyard for the residents and visitors of all abilities,
- Dearness Home purchased new TTY machine,
- Provincial Offenses Office implemented a new interview room that includes an accessible desk area and wide framed doorways for ease of access and egress.

Accessibility Advisory Committee

The City of London Accessibility Advisory Committee (ACCAC) was created in 2002. The Committee consists of dedicated volunteers and provides advice to the City on accessibility projects and initiatives to promote a barrier-free London. In 2016, the ACCAC provided advice and were involved in a number of projects including:

- Reviewing accessible pedestrian control signals,
- Providing advice on playgrounds design,
- Review site plans and developed a checklist for site plan approval accessibility,
- Creating and updating education flyers and pamphlets on automatic door openers, accessible parking, and information about the Accessibility Advisory Committee,

- Updating the Financial Resources for Persons with Disabilities Guide found on London.ca,
- Members of ACCAC also participate on the Transportation Advisory Committee and Trails Advisory Committee, and
- Provide advice on the design and implementation of community gardens.

The ACCAC, through the dedication of its members, continues to implement four sub-committees; the Built Environment Sub-Committee, Policy Sub-Committee, Education and Awareness Sub-Committee, and the Mental Health Working Group. In 2016, an additional working group was formed to plan the accessibility-themed Open House events expected to take place in 2017. Each sub-committee has a different lens on accessibility and their initiatives are coordinated by the full Accessibility Advisory Committee.

Accessibility Governance

Oversight of AODA and accessibility matters is handled through the City's Operations Management Team (OMT) with the Accessibility Specialist acting as a resource to this team and all Service Areas. The OMT is comprised of lead representatives from each of the Service Areas who ensure that standards are being met, coordinate accessibility reporting, and discuss accessibility topics in their areas. This team 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 2016. This budget is used for operational expenses and initiatives that support the implementation of the AODA, Integrated Accessibility Standards and enhance the accessibility of City services to all members of the public.

Conclusion

The 2013-2017 Multi-Year Accessibility Plan identifies barriers and actions needed for the elimination of these barriers in our organization and community. In 2016, the City of London has taken steps toward making how we provide goods, services, facilities, and public spaces more accessible.

An update on the progress made toward removing these barriers and enhancing access are provided in Appendix A of this report. We look forward to implementing the remainder of the 2013-2017 Multi-Year Accessibility Plan over the coming year and moving the yardstick forward to becoming a more accessible and inclusive City for all.

DRAFT

Appendix A: Multi-Year Accessibility Plan 2016 Updates

Area	Barrier	Action	Timeline
<u>General Policies and Procedures</u>			
Accessibility Advisory Committee (ACCAC), Accessibility Specialist	Systemic Barriers	Create multi-year accessibility plan and annual status updates.	Complete and ongoing. Accessibility community consultation 'Open Houses' are planned in 2017 to assist in developing the next multi-year plan.
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.	Ongoing.

Area	Barrier	Action	Timeline
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 2016 and provided recommendations for changes.
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.	Complete and ongoing.

DR

Area	Barrier	Action	Timeline
<u>EMPLOYMENT</u>			
Human Resources and Corporate Services: Human Resources	Attitudinal Barriers	Conduct “It Starts With Me” enhanced employee training regarding harassment and discrimination.	Complete and ongoing.
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).	Complete and ongoing.
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 protect the safety of persons with disabilities.	Ongoing.
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	Ongoing.

Area	Barrier	Action	Timeline
		disabilities.	
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
<u>INFORMATION AND COMMUNICATIONS</u>			
City Manager's Office: Communications	Communication Barriers	Print City's TTY number on promotional materials.	Complete and ongoing, as appropriate.
City Manager's Office: Communications	Communication Barriers	Notify the public about availability of alternate formats and communication supports upon request.	Complete. Information is provided on the Accessibility page of London.ca
City Manager's Office: Communications	Communication Barriers	Launch new website with content being brought into conformity with WCAG 2.0 Level A.	Ongoing.
All Service Areas	Barriers to Services and Facilities	Provide notice of temporary disruptions to services and accessible elements in public spaces.	Ongoing.
Communications, Information Technology Services, ACCAC,	Communication Barriers	Launch Accessible document and PDF training.	Ongoing.

Area	Barrier	Action	Timeline
Human Resources			
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 and ongoing as new facilities are added.
ACCAC	Barriers to Accessibility	Continue to conduct annual Accessibility Conference.	ACCAC Working Group formed to plan Open House events in 2017.
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.	Complete and ongoing. Pamphlets and promotional materials updated and printed in 2016.

Area	Barrier	Action	Timeline
ACCAC	Accessible Parking	Continue to educate the public about accessible parking issues such as signage, etc.	Complete and ongoing. Pamphlets and promotional materials updated and printed in 2016.

DRAFT

Area	Barrier	Action	Timeline
<u>PUBLIC SPACES</u>			
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.	Anticipated to be completed in 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.
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.

Area	Barrier	Action	Timeline
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.	Complete.
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.
Finance and Corporate Services: Facilities	Inaccessible Facilities	Barrier free upgrades to East Lions Pool and South London Community Pool.	South London Community Pool is complete. East Lions pool has been

Area	Barrier	Action	Timeline
			demolished and reconstructed as new accessible facility in 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 with the next consultation anticipated in 2018.
Finance and Corporate Services: Facilities	Inaccessible Facilities	Update database on City website of Accessible Facilities.	Information regarding specific facility accessibility can be found on London.ca.
Finance and Corporate Services: Facilities	Inaccessible Facilities	Apply FADS to all current and future City of London new and/or renovated facilities.	Complete and 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.	Ongoing.
Finance and Corporate	Inaccessible Facilities	Use the Facilities 10 Year Lifecycle	Complete and ongoing. 6

Area	Barrier	Action	Timeline
Services: Facilities		Renewal Program to assess and set priorities for retrofitting. Continue Service Counter Retrofit Program.	service counters were upgraded in 2016 under the Service Counter Retrofit Program.
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 in the public gallery.	Complete.
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.
Housing, Social Services	Inaccessible Facilities	Construction of client interview booth	Complete.

Area	Barrier	Action	Timeline
and Dearness Home: Social Services		on 3 rd floor at Market Tower to provide for increased accessibility.	
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 proposals and provided feedback. Accessible playground survey that contributed to the ongoing discussion on what an accessible playgrounds should be.
Planning Services: Environmental and Parks Planning	Inaccessible Play Spaces	Provide one play structure per year with a variety of accessible features in one of the 22 district parks.	Complete for Springbank Park Playground in 2016.
Planning Services: Environmental and Parks Planning	Environmental Barriers	Continue to develop accessible pathway systems in all City parks.	Complete and ongoing as new pathways are implemented or redeveloped.
Parks and Recreation: Storybook Gardens	Inaccessible Public Spaces	Upgrade spray pads with accessibility as a key design feature.	Complete.
Planning Services: Environmental and Parks	Inaccessible Public Spaces	Spray Pad Development Plan.	Complete and ongoing as spray pads are designed

Area	Barrier	Action	Timeline
Planning			and implemented. In 2016, new accessible spray pads were opened at Meadowgate District Park and at White Oaks Park.
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.	Complete and 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	Barriers to Pedestrians	Develop a retrofitting priority system for implementation of accessible pedestrian signals and curb cuts.	Complete and ongoing. 22 Audible pedestrian signals installed in 2016.

Area	Barrier	Action	Timeline
Traffic Control/ACCAC			
Human Resources and Corporate Services: Accessibility Specialist	Barriers to Public Spaces	Review and amend Integrated Accessibility Standards Policy to include process for the maintenance of accessible elements in public spaces.	Complete and pending approval.
Facilities, Parks and Recreation, Development and Compliance Services, Environmental and Engineering Services, Planning Services, ACCAC	Barriers to Public Spaces	Continue to implement the new Public Spaces Standards.	Complete and ongoing as projects are developed and implemented.

Area	Barrier	Action	Timeline
<u>CUSTOMER SERVICE</u>			
Legal and Corporate Services: City Clerks Office/ ACCAC	Municipal Election Accessibility	Work to make elections more accessible for both voters and volunteers.	Accessibility preparations for the 2018 municipal election are underway and ongoing.
Human Resources and Corporate Services: Human Resources	Attitudinal Barriers	Continue to conduct training on the Integrated Standards.	Complete and ongoing.

DRAFT

Area	Barrier	Action	Timeline
<u>COMMUNITY PROGRAMS AND SERVICES</u>			
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. "All Kids in Camp" is now an annual training event open to all camp providers in London.
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.
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	Barriers to Participation	City to directly provide a summer camp program for persons with disabilities.	Complete and ongoing.

Area	Barrier	Action	Timeline
Recreation			
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 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 annually. In 2016, 3 Inclusion Coordinators

Area	Barrier	Action	Timeline
			were hired.
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 annually. The TRACKS program is now being adopted in other Ontario jurisdictions.
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.
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 and ongoing during orientation.
Parks and Recreation: Aquatic Services	Barriers to Participation	Summer staff trained in inclusion of children with disabilities, use of lifts.	Complete and ongoing.
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 and the next step is to help integrate this program into the community.

Area	Barrier	Action	Timeline
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.	Ongoing. Ontario Works Service Plan is being developed and will incorporate specific focus on the needs of and supports to be provided to those with disabilities.
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.	Complete and ongoing. The Ontario Works Community sites have hoteling workstations available for employment agencies, allowing for greater collaboration between Social Services and community supports for clients.
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	Complete. Staff at all Ontario Works sites have been trained in using TTY. All sites provide this technology. Training on this technology is part of

Area	Barrier	Action	Timeline
		Community Centre Social Services site.	the new Customer Service Representative (CSR) training program.
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.	Ongoing. Pilot is planned to be implemented in 2017. Staff training is focusing on mental health to help assist in delivery of coordinated services with Ontario Disability Support Program (ODSP). 2016 focused on training and communication improvements.
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: Pilot is planned to be implemented in 2017. Staff training is focusing on mental health to help assist in delivery of coordinated services with ODSP. 2016 focused on training and communication

Area	Barrier	Action	Timeline
			improvements.
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.	Complete. Ubi Duo communication devices have been installed at all Social Services locations and training has been provided to front line staff and all new CSR's are trained.
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 mall to enhance visual size and appearance on computer screens to enhance job searching.	Ongoing. Software has been installed in some Social Services Community sites, in the Employment Resource Centre, and will be installed at all new locations opening in 2017.