

<b>TO:</b>	<b>CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON NOVEMBER 7, 2017</b>
<b>FROM:</b>	<b>WILLIAM C. COXHEAD MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER</b>
<b>SUBJECT:</b>	<b>2017 ACCESSIBILITY COMPLIANCE REPORT</b>

**RECOMMENDATION**

That, on the recommendation of the Managing Director, Corporate Services and Chief Human Resources Officer, the following Report **BE RECEIVED** for information purposes.

**PREVIOUS REPORTS PERTINENT TO THIS MATTER**

None

**BACKGROUND**

On February 3, 2017, Municipal Council resolved that...

- e) ... the Civic Administration *BE DIRECTED* to bring forward any reports required for submission under the AODA to the Municipal Council, for its review, prior to submission.

**LEGISLATIVE REQUIREMENTS**

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, a compliance report is required to be submitted to the Accessibility Directorate of Ontario ('ADO') by a designated public sector organization, such as the City of London, every two years and the reports must be available to the public. Compliance reports are currently posted on the City of London's London.ca website.

The compliance report format is determined by the ADO and released to organizations in advance for review, certification, and submission by the deadline associated with each organization.

**2017 ACCESSIBILITY COMPLIANCE REPORT**

The City of London is required to submit the 2017 Accessibility Compliance Report to the ADO by December 31<sup>st</sup>, 2017. Civic Administration developed a process whereby all Service Areas review the applicable Compliance Report at the beginning of the year and confirm compliance at time of submission. The attached 2017 Accessibility Compliance Report (Appendix A) has been completed, based on consultation with applicable Service Areas, and is now available for review prior to submission.

<b>PREPARED BY:</b>	<b>PREPARED BY:</b>
<b>CHANTEL DA SILVA SPECIALIST, MUNICIPAL POLICY (AODA)</b>	<b>GARY BRIDGE MANAGER III, HUMAN RESOURCES AND CORPORATE SERVICES</b>
<b>RECOMMENDED BY:</b>	
<b>WILLIAM C. COXHEAD MANAGING DIRECTOR, CORPORATE SERVICES &amp; CHIEF HUMAN RESOURCES OFFICER</b>	

## Appendix A



Accessibility Directorate of Ontario

2017 Accessibility compliance report

Organization category **Designated Public Sector**

Number of employees range **50+**

Filing organization legal name **The Corporation of the City of London**

Filing organization business number (BN9) **119420883**

Fields marked with an asterisk (\*) are mandatory.

### B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](http://ontario.ca/accessibility)

Additional accessibility requirements apply if you are:

- [a municipality](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [a library board](#)

### C. Accessibility compliance report questions

#### Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

#### Make your employment practices accessible

1. Does your organization notify its employees and the public about the availability of accommodations during the recruitment process? \*  Yes  No

[Read O. Reg. 191/11 s.22 - 24: Recruitment](#)

[Learn more about your requirements for question 1](#)

Comments for question 1

2. Does your organization provide employees with updated information about its policies to support employees with disabilities? \*  Yes  No

[Read O. Reg. 191/11 s.25: Informing employees of supports](#)

[Learn more about your requirements for question 2](#)

Comments for question 2

3. When requested, does your organization provide employees with disabilities information in an accessible format or with communication supports? \*  Yes  No

[Read O. Reg. 191/11 s.26: Accessible formats and communication supports for employees](#) [Learn more about your requirements for question 3](#)

Comments for question 3

4. Does your organization prepare individualized workplace emergency response information for employees with disabilities? \*  Yes  No

[Read O. Reg. 191/11 s.27: Workplace emergency response information](#)

[Learn more about your requirements for question 4](#)

Comments for question 4

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### Make new or redeveloped public spaces accessible

5. Since January 1, 2016, has your organization constructed new or redeveloped existing recreational trails that you intend to maintain? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards - Definitions](#)

[Learn more about your requirements for question 5](#)

5.a. Did your organization consult with the public and persons with disabilities prior to constructing new or redeveloping existing recreational trails as outlined in the s.80(8) of the Integrated Accessibility Standards Regulation (IASR)? \*  Yes  No

[Read O. Reg. 191/11 s.80\(8\): Consultation, recreational trails](#)

[Learn more about your requirements for question 5.a](#)

Comments for question 5.a

5.b. Does your organization ensure that its new or redeveloped recreational trails meet the technical requirements as outlined s.80(9) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(9\): Technical requirements for trails](#)

[Learn more about your requirements for question 5.b](#)

Comments for question 5.b

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6. Since January 1, 2016, has your organization constructed new or redeveloped existing beach access routes that you intend to maintain? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards - Definitions](#)

[Learn more about your requirements for question 6](#)

6.a. Does your organization ensure that its new or redeveloped beach access routes meet the technical requirements as outlined in IASR s.80(10)? \*  Yes  No

[Read O. Reg. 191/11 s.80\(10\): Technical requirements for beach access routes](#)

[Learn more about your requirements for question 6.a](#)

Comments for question 6.a

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7. Do your new or redeveloped recreational trail and/or beach access routes include boardwalks? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

7.a. Where new or redeveloped recreational trails and/or beach access routes have a boardwalk, does the boardwalk meet the technical requirements as outlined in s.80(12) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(12\): Boardwalks](#)

[Learn more about your requirements for question 7.a](#)

Comments for question 7.a

8. Do your new or redeveloped recreational trails and/or beach access routes include ramps? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 s.80\(13\): Ramps](#)

[Learn more about your requirements for question 8](#)

8.a. Where new or redeveloped recreational trails and/or beach access routes have a ramp, does the ramp meet the technical requirements as outlined in s.80(13) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(13\): Ramps](#)

[Learn more about your requirements for question 8.a](#)

Comments for question 8.a

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9. Since January 1, 2016, has your organization constructed new or redeveloped existing outdoor public use eating areas that you intend to maintain? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 s.80\(17\): Outdoor public use eating areas, general requirements](#)

[Learn more about your requirements for question 9](#)

9.a. Does your organization ensure that where they construct or redevelop outdoor public use eating areas that they meet the requirements as outlined in s.80(17) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(17\): Outdoor public use eating areas, general requirements](#) [Learn more about your requirements for question 9.a](#)

Comments for question 9.a

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10. Since January 1, 2016, has your organization constructed new or redeveloped existing outdoor play spaces that you intend to maintain? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

10.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers, and if you represent a municipality did your organization consult with the accessibility advisory committee where one was established as outlined in s.80(19) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(19\): Outdoor play spaces, consultation requirements](#)

[Learn more about your requirements for question 10.a](#)

Comments for question 10.a

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10.b. Did your organization incorporate accessibility features when constructing a new or redeveloping an existing play space as outlined in s.80(20a) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(20a\): Outdoor play spaces, accessibility in design](#)

[Learn more about your requirements for question 10.b](#)

Comments for question 10.b

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10.c. Does your organization's new or redeveloped play spaces have a firm ground surface as outlined in s.80(20b) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(20b\): Outdoor play spaces, accessibility in design](#)

[Learn more about your requirements for question 10.c](#)

Comments for question 10.c

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11. Since January 1, 2016, has your organization constructed new or redeveloped existing exterior paths of travel that you intend to maintain? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

11.a. Where applicable, do your newly constructed or redeveloped exterior paths of travel meet the technical and general requirements as outlined in s.80(21) – 80(31) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s. 80\(21\) - 80\(31\): Exterior Paths of Travel](#)

[Learn more about your requirements for question 11.a](#)

Comments for question 11.a

12. Since January 1, 2016, has your organization constructed new or redeveloped existing off-street parking facilities that you intend to maintain? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

12.a. When constructing new or redeveloping off-street parking facilities that you intend to maintain, do you ensure that the off-street parking facilities meet the accessibility requirements as outlined in s.80(32) – 80(37) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(32\) - 80\(37\): Accessible Parking](#)

[Learn more about your requirements for question 12.a](#)

Comments for question 12.a

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13. Since January 1, 2016, has your organization constructed a new or replaced an existing service counter? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

13.a. Does your organization ensure that new or redeveloped service counters meet the technical requirements as outlined in s.80(41) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s. 80\(41\): Service counters](#)

[Learn more about your requirements for question 13.a](#)

Comments for question 13.a

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14. Since January 1, 2016, has your organization constructed new fixed queuing guides? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

14.a. Does your organization ensure that new fixed queuing guides for obtaining services meet the technical requirements as outlined in s.80(42) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(42\): Fixed queuing guides](#)

[Learn more about your requirements for question 14.a](#)

Comments for question 14.a

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15. Since January 1, 2016, has your organization constructed new or redeveloped existing waiting areas? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

15.a. Does your organization ensure that new or developed fixed seating waiting areas meet the technical requirements as outlined in s.80(43) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(43\): Waiting areas](#)

[Learn more about your requirements for question 15.a](#)

Comments for question 15.a

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16. Does your organization's public spaces have accessible elements in place as required under the Design of Public Spaces Standard of the IASR? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV. 1: Design of public spaces standards](#)

[Learn more about your requirements for question 16](#)

16.a. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order as outlined in s.80(44) of the IASR? \*  Yes  No

[Read O. Reg. 191/11 s.80\(44\): Maintenance of accessible elements](#)

[Learn more about your requirements for question 16.a](#)

Comments for question 16.a

**Provide accessible transportation services**

17. Does your organization provide conventional transportation services?\*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV - Transportation Standards: Definitions](#)

[Learn more about your requirements for question 17](#)

17.a. Does your organization have electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles, and do these announcements satisfy the requirements set out in section 51. O. Reg. 191/11? \*  Yes  No

[Read O. Reg. 191/11 s.51\(2\): Pre-boarding announcements](#)

[Learn more about your requirements for question 17.a](#)

Comments for question 17.a

17.b. Does your organization ensure that all destination points or available route stops are announced through electronic means and legibly and visually displayed through electronic means? \*  Yes  No

[Read O. Reg. 191/11 s.52\(2\) - 52\(3\): On-board announcements](#)

[Learn more about your requirements for question 17.b](#)

Comments for question 17.b

18. Does your organization provide specialized transportation services?\*  Yes  No  
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV - Transportation Standards: Definitions](#)

[Learn more about your requirements for question 18](#)

18.a. Does your organization follow the eligibility requirements as outlined in section 63 of the Integrated Accessibility Standards Regulation? \*  Yes  No

[Read O. Reg. 191/11 s.63: Categories of eligibility](#)

[Learn more about your requirements for question 18.a](#)

Comments for question 18.a

19. In the jurisdiction where you provide specialized transportation services, does another organization provide conventional transportation services? \*  Yes  No  
(if Yes, you will be required to answer additional questions)

19.a. Does your organization ensure that it does not charge more than the highest fare charged for conventional transportation services within the same jurisdiction? \*  Yes  No

[Read O. Reg. 191/11 s.66: Fare parity](#)

[Learn more about your requirements for question 19.a](#)

Comments for question 19.a

19.b. Does your organization ensure that it has, at minimum, the same hours and days of service as any one of the conventional transportation service providers within the same jurisdiction? \*  Yes  No

[Read O. Reg. 191/11 s.70: Hours of service](#)

[Learn more about your requirements for question 19.b](#)

Comments for question 19.b

20. Other than the requirements cited in the above questions, is your organization complying with all other requirements in effect under the Integrated Accessibility Standards Regulation? \*  Yes  No

[Read O. Reg. 191/11: Integrated Accessibility Standards](#)

[Learn more about your requirements for question 20](#)

Comments for question 20