

**2ND REPORT OF THE**  
**ACCESSIBILITY ADVISORY COMMITTEE**

Meeting held on February 22, 2018, commencing at 3:04 PM, in Committee Room #4, Second Floor, London City Hall.

**PRESENT:** J. Madden (Chair), M. Cairns, L. Chappell, M. Dawthorne, A. Forrest, N. Judges, P. Moore, K. Ramer and P. Quesnel and J. Bunn (Secretary).

**ABSENT:** J. Higgins, J. Menard, K. Schmidt and F. Simmons.

**ALSO PRESENT:** C. Da Silva, J. Davison and K. Husain.

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**I. CALL TO ORDER**

1. Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

**II. SCHEDULED ITEMS**

2. Accessibility Advisory Committee Orientation

That it BE NOTED that the attached presentations from C. Da Silva, Specialist I, Municipal Policy (AODA) and M. Dawthorne, Vice-Chair, Accessibility Advisory Committee (ACCAC), with respect to ACCAC Orientation for new members were received; it being noted that a verbal delegation from J. Bunn, Committee Secretary, was heard related to this matter.

**III. SUB-COMMITTEES & WORKING GROUPS**

3. Policy Sub-Committee Report

That it BE NOTED that the Accessibility Advisory Committee approved the creation of a "Deferred Matters List" to be included on every agenda and updated with matters that require follow-up.

**IV. CONSENT ITEMS**

4. 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 25, 2018, was received.

5. RESIGNATION - Accessibility Advisory Committee - J. Sanders

That it BE NOTED that the letter of resignation dated January 25, 2018, from J. Sanders, was received.

6. Municipal Council Resolution - Appointment to the Accessibility Advisory Committee

That it BE NOTED that the Municipal Council resolution from its meeting held on February 13, 2018, with respect to the appointment of P. Quesnel to the Accessibility Advisory Committee, was received.

7. Laurentian University School of the Environment, Class ENVI 2546 – FADS

That it BE NOTED that a communication dated February 6, 2018, from T. Wellhauser, Division Manager, Facilities, with respect to the adoption of the City of London 2007 Facility Accessibility Design Standards (FADS) by the Laurentian University School of the Environment, Class ENVI 2546, was received.

8. Confederation College - FADS

That it BE NOTED that a communication dated February 6, 2018, from T. Wellhauser, Division Manager, Facilities, with respect to the adoption of the City of London 2007 Facility Accessibility Design Standards (FADS) by Confederation College, was received.

**V. ITEMS FOR DISCUSSION**

9. ACCAC Delegations at Community and Protective Services Committee

That it BE NOTED that the Accessibility Advisory Committee held a general discussion related to the approved delegations before the Community and Protective Services Committee, related to Community Gardens and the Mayor's New Year's Honour List.

10. Volunteer from ACCAC for Candidate Information Session on April 7, 2018

That it BE NOTED that A. Forrest, M. Cairns and K. Husain will attend as Accessibility Advisory Committee volunteers at the Candidate Information Session to be held on April 7, 2018.

11. ACCAC Work Plan

That the attached 2017 Accessibility Advisory Committee (ACCAC) Work Plan Summary BE FORWARDED to the Municipal Council for their information; it being noted that the ACCAC held a general discussion related to the 2018 Work Plan.

**VI. DEFERRED MATTERS/ADDITIONAL BUSINESS**

None.

**VII. ADJOURNMENT**

The meeting adjourned at 6:03 PM.

NEXT MEETING DATE: March 22, 2018



## ACCAC Welcome



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## Agenda

- Strategic Plan 2015-2019
- Vision, Mission, Values
- Legislative environment
- Integrated Accessibility Standards Policy
- City of London Multi-Year Accessibility Plan
- Roles and responsibilities



## 2015-2019 Strategic Plan

- City council developed [Strategic Plan](#) in 2015 in consultation with stakeholders and administration
- Outlines the Vision, Mission, Values of the City of London
- 4 Strategic Areas of Focus
  - Strengthening our Community
  - Building a Sustainable City
  - Growing our Economy
  - Leading in Public Service





## 2015-2019 Strategic Plan

### Strengthening our Community

- Healthy, safe and accessible city
  - What are we doing? Invest in programs and infrastructure to make London more accessible
  - How are we doing it? City of London Accessibility Plan 2013-2017



 **City of London**

**VISION**  
A leader in commerce, culture, and innovation — our region's connection to the World.

**MISSION**  
At Your Service — a respected and inspired public service partner, building a better city for all.

**VALUES**  
Individual Responsibility Collective Accountability  
Collaboration  
Innovation

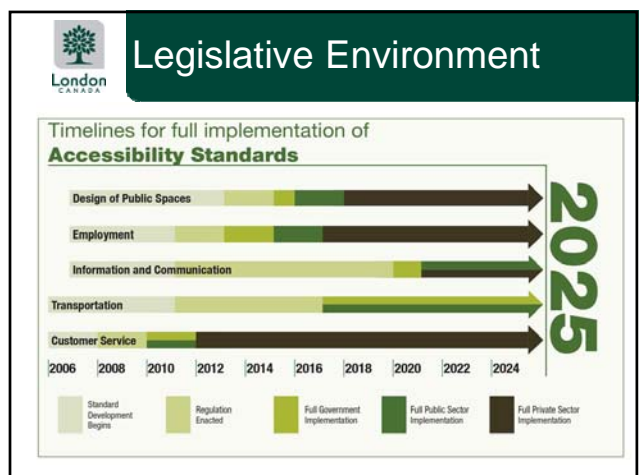
 **Legislative Environment**

**Ontario Human Rights Code**

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**Accessibility for Ontarians with Disabilities Act**  
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 Integrated Accessibility Standards Regulation  
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 Customer Service  
 Information and Communications  
 Employment  
 Transportation  
 Design of Public Spaces


 **Legislative Environment**

- Also, accessibility is being integrated into other pieces of legislation
- Example: Ontario Building Code and the Municipal Elections Act
- AODA and regulations are administered by the Province's Accessibility Directorate of Ontario
- Existing standards are reviewed every 5 years
- New proposed standards include Education and Health Care



## Accessibility Policy

- Integrated Accessibility Standards Policy available on London.ca
  - City Hall > Accessibility > [Accessibility London Page](#)
- ACCAC Consults on Policy and Plan Developments



## Multi-Year Plan Requirements

- Establish a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation
- Post the accessibility plan on our website
- Review and update the accessibility plan at least once every five years
- Consult the ACCAC
- Annual status update reports on the progress of the Plan

## 2013-2017 Multi-Year Plan

Appendix A: Accessibility Action Plan for 2013-2017

Service Area	Barrier	Action	Timeline
<b>GENERAL POLICIES AND PROCEDURES</b>			
ACCAC Steering Committee, Accessibility Coordinator	Systemic Barriers	Create 5-year accessibility plan and annual status updates.	Ongoing
ACCAC Steering Committee, Accessibility Coordinator	Systemic Barriers	Develop and maintain ACCAC policies, procedures, practices, particularly for the new Integrated Standard	Ongoing
ACCAC	Systemic Barriers	Review City Budget with an accessibility lens	Ongoing
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	Annually
ACCAC	Participation	Create a Public Event Policy for all City meetings and public participation events	2014
Purchasing	Inaccessible Facilities, Goods and Services	Continue to consider accessibility in procurement	Ongoing

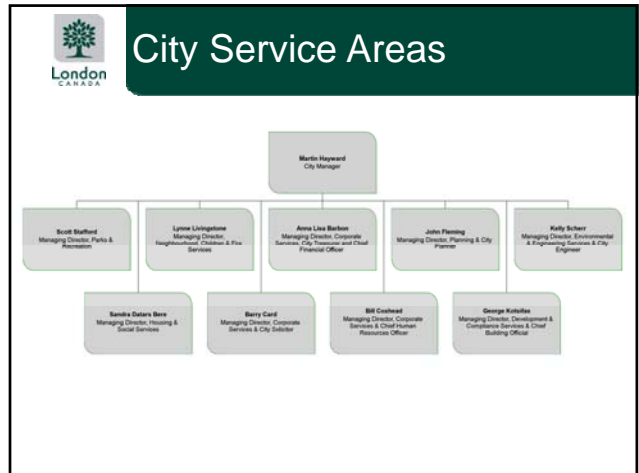


## 2018–2021 Multi-Year Plan

- 4 year MYP cycle
- 2021 aligns with final compliance deadline for websites
- Streamline the number of smaller objectives into larger themes with milestones
- Provides time for service areas to research and request budget from Council for initiatives as part of the next budget cycle

**ACCAC and the Multi-Year Plan**

- Have the ACCAC included as a group that can develop objectives they will set out to accomplish over the next 4 years through their annual work plans
- ACCAC established and collected feedback from London residents on accessibility in our city and what we did well and where we need to still develop



**Roles and Responsibilities**

- Specialist, Municipal Policy
  - Scope
  - ACCAC advisory on accessibility/AODA
  - Advice, recommendations
  - Policy development
  - Plans development
  - Corporate-wide coordination

**Questions?**

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## City of London Accessibility Advisory Committee

Orientation for members  
February 22, 2018

### History

- In 2001 Ontario passed the Ontarians with Disabilities Act (ODA)
- The ODA required all municipalities of 10,000 residents or more to have an Accessibility Advisory Committee with at least half the members being persons with a disability
- Often referred to as AACs (**A**ccessibility **A**dvisory **C**ommittees) or MACs (**M**unicipal **A**dvisory **C**ommittees), London refers to theirs as ACCAC or AccAC (**A**ccessibility **A**dvisory **C**ommittees) as they already used AAC for the Agricultural Advisory Committee

### Role

While it is the legislative mandate of the Municipal Council to make the final decision on all matters that affect the Municipality, the role of an advisory committee is to provide recommendations, advice and information to the Municipal Council on those specialized matters which relate to the purpose of the advisory committee, to facilitate public input to City Council on programs and ideas and to assist in enhancing the quality of life of the community, in keeping with the Municipal Council's Strategic Plan principles. Advisory committees shall conduct themselves in keeping with the policies set by the Municipal Council pertaining to advisory committees, and also in keeping with the Council Procedure By-law.

### Mandate

The Accessibility Advisory Committee (ACCAC) shall advise and assist "the organizations" in promoting and facilitating a barrier-free London for citizens of all abilities (universal accessibility), including persons with disabilities. This aim shall be achieved through the review of municipal policies, programs and services and the identification, removal and prevention of barriers faced by persons with disabilities.

*So what is in and out of scope?*



### Composition

- 13 voting members
- At least 7 must be Persons with a Disability
- 1 must be a parent of a Child with a Disability
- Up to 5 members at large, who may or may not have a disability or be a parent of a Child with a Disability
- 10 Non-voting resource positions representing various sectors

### Resource members

- Members from each of the following specific sector organizations;
  - Two representatives from the Boards of Education
  - One representative from the regional AODA Committee
  - One representative from the Employment Sector
  - One representative from the seniors' community of London
  - One representative from the housing and development sector
  - One Health Care or Wellness Practitioner
  - One representative from the Newcomer/Multicultural sector\*\*
  - One representative from Mental Health Sector
  - One Post-Secondary Student Representative

### Sub-Committees and Working Groups

- Currently there are 3 Sub-Committees
  - Built- Environment
  - By-Law and Policy
  - Education and Awareness
- ACCAC can opt to add or remove sub-committees or working groups as needed
- Working Groups meet for a shorter period of time to work on one specific objective

### Roles of ACCAC members

- Chair
- Vice-Chair
- Parent representative
- Sub-committee Chairs (currently 3 positions)
- Transportation Advisory Committee representative
- Trails Advisory Group representative
- Site Plan reviewer(s)
- Playground selection representative
- \*\*Community Garden Advisory Committee representative

## Past Accomplishments

- Facility Accessibility Design Standards (FADS) development
- More accessible recreation (more Spectrum programs, cost parity, Subsidy streamlined)
- Playground design mind-shift
- Expansion of Easter Seals Access2 program
- Improved accessibility guidelines for Trails, gardens, elections, Council/committee meetings
- Countless outreach and education events
- Development of a comprehensive Funding Resource Guide

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	<p>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</p> <p>Historically ACCAC has had a member sit in on Playground RFP evaluations.</p> <p>Existing legislation and standards are either poor or silent on minimum accessibility requirements for playgrounds.</p> <p>In 2104/early2015 ACCAC developed a playground survey (available on london.ca) to solicit feedback on existing perception of accessibility in city parks.</p>	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)	<p>Site Plan review is mandated responsibility of ACCAC since the ODA (2001)</p> <p>Changes to AODA, Ontario Building Code and FADS have ensured most accessibility requirements are now met.</p> <p>Legislation still has some gaps or variances (e.g. applicable to different parties)</p> <p>Best practices/accessibility guidelines and considerations may include a review checklist or information document available/distributed with building or renovation permit requests</p>	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		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	<p>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</p> <p>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)</p> <p>Opportunities will focus primarily on exhibiting at events, and may include King's College Social Work Week, Dundas Street Festival, etc.</p>	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	<p>Financial resource guide was developed in 2011 by ACCAC</p> <p>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.</p> <p>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)</p>	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		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 ablist 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 insuch 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/should 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 full 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)