

# **City of London 2013-2017 Multi- Year Accessibility Plan**

Annual Status Update Report 2017



**London**  
CANADA

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## A Message from the Accessibility Advisory Committee Chair

After a very busy 2016, the Accessibility Advisory Committee put forth another very aggressive work plan for 2017, including 28 objectives.

In my opinion, the most important goal of the 2017 Accessibility Plan, and arguably ever undertaken by ACCAC, was the series of Community Accessibility Open Houses. This series of 5 sessions was held across the city and sought feedback from the community. These sessions allowed hundreds of Londoners to have the opportunity to attend and provide feedback. We heard stories of successes across the city, but also identified many remaining barriers and concerns. These sessions were open dialogue. Nothing was considered out of bounds or off the table. These provided the most honest, open snapshot of accessibility within London, and will go on to shape the City's 2018-2021 Accessibility Plan, as well as future Work Plans for the Accessibility Advisory Committee. I'd like to personally thank all Londoners who took part, either by attending or by completing our online survey. Your involvement will help us build a better, more accessible London in the future.

Apart from the Open Houses, 26 of the remaining objectives were either completed in their entirety, or are underway, with a plan to complete throughout 2018. Many of those underway intended to be multi-year objectives.

It continues to be an honour to work with great Londoners. I look forward to continuing this work in 2018 and beyond.



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.

This 2017 annual update report provides an overview of steps we have taken to identify and eliminate barriers, meet legislative requirements, outline what was accomplished under the [2013-2017 City of London Accessibility Plan](#) and where we are headed in the future.

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## 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*.

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# 2017 Accessibility Updates and Highlights

## Community Diversity and Inclusion Strategy

In January 2017, the Corporation of the City of London (“the City”) asked Londoners to step forward to help build this Community Diversity and Inclusion Strategy (CDIS). Over 200 Londoners came forward from January to March 2017 to participate in the CDIS development process and be CDIS Champions.

Londoners, Accessibility Advisory Committee members and community stakeholders were also provided with several opportunities to give input throughout each step in the process. The final vision, statement of commitment and strategies are posted on the City’s website by visiting [www.London.ca/CDIS](http://www.London.ca/CDIS) and was endorsed and approved by City Council in August 2017.

The CDIS Champions identified five major priorities:

1. Take concrete steps towards healing and reconciliation;
2. Have zero tolerance for oppression, discrimination and ignorance;
3. Connect and engage Londoners;
4. Remove accessibility barriers to services, information and spaces; and,
5. Remove barriers to employment.

The CDIS is intended to be a living document where the implementation of each strategy and the strategies themselves are reviewed and updated on regular basis. Since the CDIS strategy was developed, many projects are underway at the City and in the community that are leading the way toward making London a more inclusive City for all.



CDIS Champions collaborating to create a Vision statement for the City



Group photo of the CDIS Champions

## **Customer Service**

### **Customer Service Amenities**

Throughout 2017, many City of London Service Areas have invested in technology, aids or other amenities to enhance our customer service for persons with disabilities. It is important to review the customer service methods we use to ensure they are meeting the needs of all residents. In 2017, the following accessible customer service amenities were purchased:

- Two inclusive ice sleds for use at Storybook Gardens skating loop during the winter months;
- Optical ZoomText software for the new Social Services office locations;
- Opened a direct Tele-typewriter (TTY) line to the Dearness Home and provided training to staff on how to communicate with customers calling in using this mode of communication. The TTY device allows people who are deaf, hard of hearing or have a speech-impairment use the telephone to communicate by allowing the users to type messages back and forth instead of talking and listening; and,
- UbiDuo communication devices for use at the Dearness Home front reception and training to staff on how to use this device for residents and visitors with hearing impairments. UbiDuo devices are face-to-face communication devices that help persons that are deaf, have a hearing impairment communicate with others. UbiDuo devices provide simultaneous communication between users with the benefit of providing a real-time conversation experience.

### **Upcoming Municipal Election Preparations**

With the municipal election coming up in the fall of 2018, work has commenced throughout 2017 to make the election process as accessible for residents as possible.

In 2017, the Elections team within the City Clerk's Office has undertaken a review of polling station accessibility by developing a new polling location checklist, created accessibility resources for potential candidates to



provide them with tips on how to run an accessible campaign, and working with ACCAC members along the way to identify and correct barriers in the voting process.



“London Votes” Election Logo

In December of 2017, the Election’s team developed and posted online the Accessible Election Plan which will serve as a guiding document for the upcoming election in October 2018. The plan was developed and reviewed in consultation with ACCAC members and focuses on the following key elements:

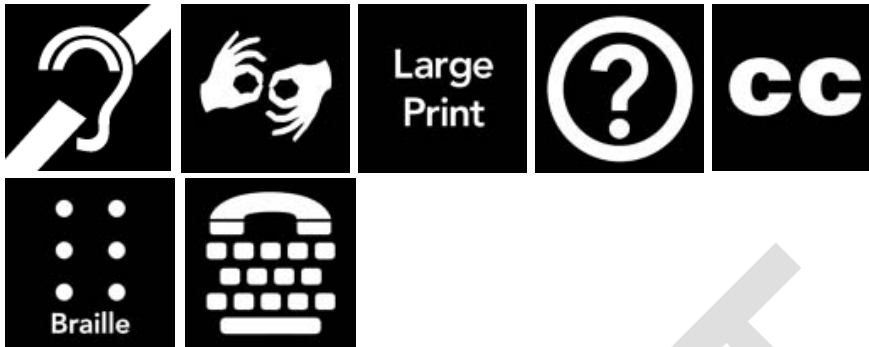
- a. Ensuring that electoral services are accessible to all voters and candidates;
- b. Identifying and eliminating barriers for persons with disabilities; and,
- c. Creating a positive and inclusive voting experience.

## **Information and Communications**

The City is committed to meeting the communication needs of persons with disabilities in accordance with the Integrated Accessibility Standards. This includes notifying the public about the availability of accessible formats and communications supports, as required. These alternative formats and communication supports for information will be provided at no additional cost. The City continues to provide accessible document training to employees to assist them in making web documents more accessible for users.

Where the City also prepares emergency procedures, plans or public safety information, we must also make that information available to the public in an accessible format or with appropriate communication supports upon request and provide that information as soon as practicable.

If you would like to make a request, you can find more information on the [Accessibility London page](#) of the City's website or email [accessibility@london.ca](mailto:accessibility@london.ca).



## Employment

### Dolphin Disabilities Mentoring Day



In 2017, the City participated in the Dolphin Disabilities Mentoring Day (Dolphin DMD) on October 25<sup>th</sup>. [Dolphin DMD](#) is a one-day job-shadowing event that takes place across Canada where job-ready persons with disabilities are paired with workplace mentors. In London, the Dolphin DMD mentor-mentee matching program is facilitated by the [March of Dimes Canada](#).

This program was developed by Dolphin Digital Technologies Inc. in 2011. Since then, this program has grown to take place in 17 cities across Canada with over 100 businesses taking part, including the City of London.

Last year, the City had approximately 10 employees in various roles volunteer to be mentors in this program. Participating as an organization

and mentor had many benefits for all parties and contributed to making our workplaces more inclusive.

Some of the positive impacts of participating in this program are:

- Reduced stigma and attitudinal barriers of working with people with a disabilities;
- The chance to review our own workplaces and processes to be accessible for all;
- Increased mentee access to workplace contacts, diverse municipal environments, skills, and an introduction to our employment process;
- Inform mentees about the various careers at the City, hiring processes and other employment opportunities such as internships; and co-operative education; and,
- Support the principles outlined in the City's guiding plans and documents, such as the Strategic Plan.

In addition, the City had the privilege of supporting the March of Dimes Canada and Dolphin Digital Technologies Inc. by hosting the mentor and mentee 'Meet and Greet' event at a City facility for all London-area mentee and mentor participants.

## **Design of Public Spaces**

### **Accessible Service Counters**

The City has invested in upgrading existing service counters that are not planned for replacement and may require some modifications to be accessible. The City has evaluated all service counters in each facility and prioritized those counters that need upgrades to meet today's accessibility standards.

In 2017, the Accessible Service Counter Retrofit Program updated several existing service counters to become accessible. This can include lowering a portion of the counter and providing the appropriate space under the counter for a mobility device. Additional service counters have been prioritized and scheduled for renovation over the coming years.

The following are a list of locations where service counters were updated or developed in 2017 to be accessible:

- Fanshawe Golf Course’s bar top was lowered to become accessible;
- River Road Golf Course service counter;
- Social Services East London location;
- All service counters at the new CitiPlaza offices;
- Service counter at the Social Services East London location;
- Labatt Park service counter;
- Southcrest Pool service counter; and,
- Service London Business Hub service counter.



Service London Business Hub Counter Located on the ground floor of City Hall

## Accessible City Buildings

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

In 2017, the following are examples of City locations that were improved or renovated to provide a more accessible environment:

- Automatic door openers installed at several locations, such as Elsie Perrin Williams Estate, Storybook Gardens Junction Building, and Westmount Social Services Office;
- Harris Park Pavilion accessible pathways to the stage facilities; and,
- Lifting device in the universal change room to assist moving persons with disabilities onto the change table at the Canada Games Aquatic Centre.



Lift and adult change table at the Canada Games Aquatic Centre

## **Accessible Parks, Recreation and Play Spaces**

Accessible and inclusive outdoor spaces such as parks, recreational areas, and play spaces provide opportunities to interact with the nature, be active and provide all of us with the opportunity to connect with our community.

### **Southcrest Pool Upgrades**

In 2017, Southcrest Pool underwent an extensive renovation of the property and many accessibility improvements were incorporated into the new design such as:

- Universal change rooms and washrooms;
- Accessible service counter;
- Sloped 'beach entry' into the pool;
- Curb-less accessible parking zone;
- Accessible pathway system connecting the accessible parking to the pool entryway and the adjacent playground; and,
- Water wheelchair for use by all pool patrons.



Water wheelchair at the new beach-entry to Southcrest Pool



New Accessible parking and pathway system to Southcrest Pool and adjacent playground

### **Queen's Park Spray Pad Plaza**

Queen's Park is located on Dundas Street, between Ontario Street and Egerton Street and is the last piece of the original parcel established in 1879 as a public park, now the site of the Western Fair Grounds.

Work was undertaken in 2017 to fulfill components of the Queen's Park Master Plan which includes making the plaza more accessible and a pedestrian-friendly connection between amenities in the Old East Village.

Upgrades to Queen's Park include changing the entire plaza and connection to the Western Fair Confederation Building to be the same grade by removing steps and steep gradients that can be a barrier to pedestrian mobility. Included in the new plaza is the construction of a spray pad for all family members to enjoy.





Queen's Park Spray Pad



At-grade pathway system through Queen's Park to the Western Fair Confederation Building

## **Constitution Park Fieldhouse and Spray Pad**

After consulting with members of the public and the Accessibility Advisory Committee in 2016, the City constructed a new accessible field house within Constitution Park on Grenfell Drive which opened to the public in 2017. The new field house includes universally accessible and gender neutral washrooms, accessible drinking fountain and pathways with rest areas which provide a connection to the other park amenities. The project also completed an accessible on-street parking zone with a direct connection to the park pathway system.



Constitution Park Fieldhouse with gender neutral and accessible washrooms and amenities

## **Environmentally Significant Area Accessibility Updates**

Environmentally Significant Areas (ESA's) are areas that contain natural features and perform ecological functions that warrant their retention in a natural state. These are special natural zones and the City is fortunate to manage and protect these areas for a wide variety of trail users in an urban setting.

In 2017, the many accessibility enhancements were made to existing ESA's throughout the City. Examples of the enhancements include new trailhead signage that provides trail accessibility information, enhanced trail surface accessibility and new accessible boardwalks at Kains Woods, Sifton Bog and Westminster Ponds ESA.



Accessible boardwalk and lookout point at the Sifton Bog  
Photo courtesy of the Upper Thames River Conservation Authority

### **Accessibility Enhancements in Parks, Recreation Facilities and Attractions**

Below are some examples of projects and initiatives that were undertaken in 2017 to enhance accessibility in parks, recreational facilities and attractions:

- Thames Valley Parkway south branch from Adelaide Street south to Pottersburg Park repaved and marked;
- New pedestrian bridge crossing over trains in Kiwanis Park was underway in 2017 connecting the north and south side of Kiwanis Park;
- Purchase of new accessible outdoor picnic tables; and,
- Harris Park Pavilion accessible pathway to the stage was developed.

Introduced in 2016, any new parks capital projects included a letter mail out to neighbourhood residents to consult them about any accessibility

amenities, needs, or improvements they'd like to see integrated into the upcoming project.

Through this process, Boyle Park, Forest View Park, River East Optimist Park and Highland Woods Park all upgraded their accessibility features as part of the overall project in 2017. Examples of the accessibility upgrades include: wood chip playground surfacing, curb cuts to the entrance to playgrounds, new inclusive spinner equipment, additional rest areas for mobility devices along pathway routes, and new inclusive swing-set seats.



Forest View Park inclusive spinner and play equipment



Forest View Park playground with accessible pathways and rest areas

## **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 safer and more accessible.

Under the City's Accessible Pedestrian Control Signals program, 17 intersections were updated with these signals in 2017. This brings the percentage of intersections with these signals to 41% and brings the total number of APCS installations in London to 163. From 2013-2017, 107 new APCS have been installed and demonstrates the commitment to moving the yardstick forward to make our pedestrian travel more safe and inclusive.



Accessible Pedestrian Control Signals and crosswalk at an intersection

# Accessibility Advisory Committee

The Accessibility Advisory Committee consists of many committed volunteers from various backgrounds who come together to provide advice to the City on accessibility projects and initiatives to promote a barrier-free London.

In 2017, the ACCAC provided advice and were involved in a number of projects including:

- Implementing 5 Open House Community Consultation events;
- Reviewing the Outdoor Events Guide;
- Introduced a Site Plan approval accessibility checklist;
- Updated the Financial Resources for Persons with Disabilities Guide;
- Provided advice throughout the Community Diversity and Inclusion strategy and Glossary development;
- Reviewed and provided feedback on the update of City policies such as the Integrated Accessibility Standards Policy; and,
- Participated in the review and development of the 2018 Accessible Election Plan for the upcoming 2018 municipal election.

The ACCAC, through the dedication of its members, has four sub-committees; the Built Environment Sub-Committee, Policy Sub-Committee, Education and Awareness Sub-Committee, and the Mental Health Working Group. In 2017, an additional working group was formed to plan the accessibility-themed Open House Community Consultation events. The ACCAC members also provide consultation on other advisory groups including the Transportation Advisory Committee, Trails Advisory Group, Municipal Advisory Group, and the Local Advisory Committee.

We thank the committee members for their time, effort and continued support in making the City a more accessible City for everyone.

## **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 \$378,000 for 2017. 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 2017, the City 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 are looking forward to developing the next Multi-Year Accessibility Plan which will guide the accessibility work of the City in the coming years to be a leader in providing accessible municipal services for all.



## Appendix A: Multi-Year Accessibility Plan 2017 Updates

| Area   | Barrier           | Action   | Timeline   |
|--|-------------------|--|--|
| <b>General Policies and Procedures</b>                             |                   |  |  |
| Accessibility Advisory Committee (ACCAC), Accessibility Specialist | Systemic Barriers | Create multi-year accessibility plan and annual status updates.  | Complete and ongoing annually. ACCAC implemented 'Open House' accessibility consultation events in 2017 to gather feedback from community members and 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. | Complete and ongoing. ACCAC participated in the review and consultation of amendments to the Integrated Accessibility Standards Policy in 2017.  |

| Area  | Barrier                                     | Action   | Timeline                            |
|---|---|--|-------------------------------------|
| 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. | Complete and ongoing, as necessary. |
| 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.               |

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| Area   | Barrier                          | Action  | Timeline              |
|--|----------------------------------|---|-----------------------|
| <b>Employment</b>  |                                  |   |                       |
| Human Resources and Corporate Services:<br>Human Resources | Attitudinal Barriers             | Conduct “It Starts With Me” enhanced employee training regarding harassment and discrimination.   | Complete and ongoing. |
| Human Resources and Corporate Services:<br>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:<br>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. | Complete and ongoing. |
| Human Resources and Corporate Services:<br>Human Resources | Barriers to Employment           | A City of London representative is a member of the Ability First Coalition which works with employers in the community to increase employment opportunities for persons with disabilities.        | Complete and ongoing. |

| Area   | Barrier                                      | Action  | Timeline              |
|--|--|---|-----------------------|
| Human Resources and Corporate Services:<br>Human Resources | Barriers to Employment                       | Continue to accommodate employees with disabilities.  | Complete and ongoing. |
| Human Resources and Corporate Services:<br>Human Resources | Barriers to Communication and Safety         | Provide individualized workplace emergency plans and response information to employees with disabilities. | Complete and ongoing. |
| Human Resources and Corporate Services:<br>Human Resources | Attitudinal Barriers, Barriers to Employment | Deliver Inclusive Recruitment and Selection training to hiring managers.                                  | Ongoing.              |

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| Area  | Barrier                             | Action   | Timeline   |
|---|-------------------------------------|--|--|
| <b>Information and Communication</b>                                    |                                     |  |  |
| City Manager's Office: Communications                                   | Communication Barriers              | Print City's Tele-typewriter (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, Human Resources | Communication Barriers              | Launch Accessible document and PDF training.   | Pilot training program for accessible documents launched in 2017.        |

| Area   | Barrier                      | Action   | Timeline   |
|--|------------------------------|--|--|
| City Manager's Office:<br>Communications/ACCAC | Communication<br>Barriers    | Work with Communications to test the City's website for accessibility.   | Ongoing.   |
| Parks and Recreation                           | Barriers to<br>Participation | Update the general park database and the City's website with listing of accessible park facilities.                  | Ongoing.   |
| Parks and Recreation:<br>Aquatic Services      | Barriers to<br>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<br>Accessibility | Continue to conduct annual Accessibility Conference.   | Complete. ACCAC conducted 5 Open House community events in 2017. |
| ACCAC  | Barriers to Inclusion        | Annually nominate a candidate for the Mayor's New Year's Honor List under the Accessibility category.                | Complete and ongoing.  |
| ACCAC  | Attitudinal Barriers         | Continue to develop and distribute pamphlets to inform the public about issues related to persons with disabilities. | Complete and ongoing.  |
| ACCAC  | Accessible Parking           | Continue to educate the public about accessible parking issues such as signage, etc.                                 | Complete and ongoing.  |

| Area   | Barrier                        | Action   | Timeline   |
|--|--------------------------------|--|--|
| <b>Design of Public Spaces</b>                                     |                                |  |  |
| 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. | Ongoing. The Housing Division has developed a process to provide information for those that have identified the need for an accessible unit to an inventory of available units related to their Housing Selection. |
| Housing, Social Services and Dearness Home: Housing Services       | Barriers to Accessible Housing | Continue to encourage more affordable units to be available through the City's new affordable housing programs.                                      | Ongoing.   |

| Area   | Barrier                        | Action   | Timeline  |
|--|--------------------------------|--|---|
| Housing, Social Services and Dearness Home: Housing Services | Barriers to Accessible Housing | Continue to provide and promote use of FADS to developers operating in affordable housing programs with City grants/funding. Include FADS standards in future proposal calls for the City's affordable and social housing initiatives. | Complete and ongoing.   |
| Housing, Social Services and Dearness Home: Housing Services | Barriers to Accessible Housing | Continue to deliver the Ontario Renovates program to assist seniors and persons with disabilities in accessing funds to address minor renovations and support their continued affordable and stable housing.                           | Complete and ongoing program delivery and promotion.                            |
| ACCAC  | Barriers to Accessible Housing | Develop a summary of standards to assist landlords and property owners.  | 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. |



| Area   | Barrier                 | Action  | Timeline   |
|--|-------------------------|---|--|
| Finance and Corporate Services: Facilities/ACCAC | Inaccessible Facilities | Update City facilities based on the Facilities 10 Year Lifecycle Renewal Program for accessibility upgrades.  | Complete and ongoing.  |
| Finance and Corporate Services: Facilities       | Inaccessible Facilities | Implement 'quick fix' accessibility upgrades issued through work orders.                                      | Complete and 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 demolished and plans to be reconstructed into an accessibility facility opening in 2019. |
| 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.   |

| Area                                       | Barrier                 | Action   | Timeline              |
|--|-------------------------|--|-----------------------|
| 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.   | Ongoing.              |
| 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 Services: Facilities | Inaccessible Facilities | Use the Facilities 10 Year Lifecycle Renewal Program to assess and set priorities for retrofitting. Continue Service Counter Retrofit Program.       | Complete and ongoing. |
| 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.             |

| Area   | Barrier                  | Action   | Timeline   |
|--|--------------------------|--|--|
| Finance and Corporate Services: Facilities                 | Inaccessible Facilities  | Accessibility upgrades to public area counters and circulation at POA building.                            | Complete.  |
| Planning Services: Environmental and Parks Planning /ACCAC | Inaccessible Play Spaces | Develop an Accessibility Guide for playgrounds and outdoor recreation.                                     | Ongoing.   |
| 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. | Extensive planning and accessibility consultation of the Bostwick Community Centre and East Community Centre district parks took place in 2017. These projects are anticipated to open to the public from 2018 to 2019 |
| 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   |

| Area  | Barrier                    | Action   | Timeline   |
|---|----------------------------|--|--|
|   |                            |  | implemented or redeveloped.                                      |
| Parks and Recreation:<br>Storybook Gardens                    | Inaccessible Public Spaces | Upgrade spray pads with accessibility as a key design feature.   | Complete.  |
| Planning Services:<br>Environmental and Parks Planning        | Inaccessible Public Spaces | Spray Pad Development Plan.  | Complete and ongoing as spray pads are designed and implemented. |
| Planning Services:<br>Environmental and Parks Planning/ACCAC  | Inaccessible Public Spaces | Audit existing parks for accessibility.  | Ongoing.   |
| Development and Compliance Services:<br>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:                       | Barriers to Pedestrians    | Develop a retrofitting priority system for implementation of Accessible  | Complete and ongoing. In 2017, 17 Accessible                     |

| Area  | Barrier                   | Action   | Timeline  |
|---|---------------------------|--|---|
| Roadway Lighting and Traffic Control/ACCAC  |                           | Pedestrian Control Signals and curb cuts.  | Pedestrian Control Signals were constructed.  |
| 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.   |
| 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 new projects are implemented or existing infrastructure is redeveloped. |

| Area  | Barrier                          | Action   | Timeline   |
|---|----------------------------------|--|--|
| <b>Customer Service</b>                                 |                                  |  |  |
| Legal and Corporate Services: City Clerks Office/ ACCAC | Municipal Election Accessibility | Work to make elections more accessible for both voters and volunteers. | Ongoing. In 2017, the Accessible Elections Plan was developed for the upcoming municipal election. |
| Human Resources and Corporate Services: Human Resources | Attitudinal Barriers             | Continue to conduct training on the Integrated Standards.              | Complete and ongoing.  |

| Area  | Barrier  | Action  | Timeline              |
|---|--|---|-----------------------|
| <b>Community Programs and Services</b>                      |  |   |                       |
| Neighbourhood, Children, and Fire Services: Area Recreation | Attitudinal Barriers                             | Provide training on inclusion to organizations that run children/youth camp programs. | Complete and ongoing. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Lack of equipment for children with disabilities | Invest in additional games equipment for summer programs.                             | Complete.             |
| Neighbourhood, Children, and Fire Services: Area Recreation | Attitudinal Barriers                             | Train summer camp and playground staff in inclusion principles and applications.      | Complete and ongoing. |
| Neighbourhood, Children, and Fire Services: Area Recreation | Attitudinal Barriers                             | Sensitivity/inclusion training for Spectrum program instructors.                      | Complete and ongoing. |

| Area  | Barrier                   | Action   | Timeline  |
|---|---------------------------|--|---|
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | City to directly provide a summer camp program for persons with disabilities.                                      | Complete and ongoing.   |
| 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.   |
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | Provide accessible transportation options for summer program excursions.   | Complete and ongoing.   |
| Neighbourhood, Children, and Fire Services: Area Recreation | Barriers to Participation | Offer wheelchair tennis in collaboration with community partners.  | Complete and ongoing. Wheelchair tennis was introduced in 2017 in partnership with the Ontario Wheelchair Sports Association at North London Optimist London. |
| Neighbourhood, Children, and Fire                           | Barriers to Participation | Make recreation centers available to community agencies which provide  | Ongoing.  |



| Area   | Barrier                   | Action  | Timeline  |
|--|---------------------------|---|---|
| Services: Area Recreation  |                           | education, support, and advocacy for persons with disabilities.   |   |
| Neighbourhood, Children, and Fire Services: Area Recreation                    | Barriers to Participation | Hire 2 summer “Inclusion Coordinator” positions each year.  | Completed. 3 Inclusion Coordinators were hired. Ongoing annually.   |
| 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.   |
| 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. | Ongoing. In 2017, two requests for raised beds were fulfilled and two permanent accessible beds were installed. |
| 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.   |

| Area  | Barrier                   | Action  | Timeline  |
|---|---------------------------|---|---|
| Parks and Recreation:<br>Aquatic Services   | Barriers to Participation | Summer staff trained in inclusion of children with disabilities, use of lifts.  | Complete and ongoing.   |
| Parks and Recreation:<br>Aquatic Services   | Barriers to Participation | Continue integrated swim program which was initiated in 2006 in partnership with the Thames Valley Children's Centre.   | Complete and ongoing in partnership with Thames Valley Children's Centre.   |
| Housing, Social Services and Dearness Home:<br>Housing Services and Social Services | Systemic Barriers         | Continue to include the needs of persons with disabilities in the Ontario Works Service Plan and include housing with supports for persons with disabilities in the Homeless Prevention and Housing Plan. | Complete and ongoing. Service Plan speaks to expanding and strengthening access to employment services for Ontario Disability Support Program (ODSP) clients and people with disabilities in the community. |
| Housing, Social Services and Dearness Home:<br>Social Services                      | Barriers to Employment    | Continue to assist Ontario Works participants with employment barriers, including disabilities through: Individualized Case Management, LEADS wraparound planning and                                     | Complete and Ongoing. Continually exploring opportunities to provide supports to reduce employment barriers.  |

| Area  | Barrier                | Action   | Timeline   |
|---|------------------------|--|--|
|   |                        | employment supports, and supports by partner agencies.   |  |
| Housing, Social Services and Dearness Home: Social Services | Communication Barriers | Review protocols and practices regarding the Tele-typewriter (TTY) machine to ensure clients and staff are maximizing its use at Market Tower and Northland Mall Social Services sites. Continue with this initiative at the South London Community Centre Social Services site. | Complete.  |
| 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.   | Complete and ongoing. Focused ODSP Caseworker fully implemented in two areas of the City with a caseworker addressing each half of the city this year. |
| 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.  | Complete and ongoing. Training has been provided for staff in partnership with Canadian Mental Health Association                                      |

| Area   | Barrier                | Action  | Timeline   |
|--|------------------------|---|--|
|  |                        |   | (CMHA) pertaining to mental health and associated strategies, services and supports available. |
| Housing, Social Services and Dearness Home:<br>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. All sites have UbiDuo communication devices.   |
| Housing, Social Services and Dearness Home:<br>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. | Complete. All sites have software installed.   |