

City of London 2013-2017 Multi- Year Accessibility Plan

Annual Status Update Report 2017



London
CANADA

Table of Contents

City of London 2013-2017 Multi-Year Accessibility Plan	0
A Message from the Accessibility Advisory Committee Chair	2
Introduction	3
Accessibility Commitment	4
2017 Accessibility Updates and Highlights	5
Community Diversity and Inclusion Strategy	5
Customer Service	7
Information and Communications	8
Employment	9
Design of Public Spaces.....	10
Accessibility Advisory Committee	22
Accessibility Governance	23
Accessibility Budget	23
Conclusion	23
Appendix A: Multi-Year Accessibility Plan 2017 Updates	24
General Policies and Procedures	24
Employment	26
Information and Communication.....	28
Design of Public Spaces.....	30
Customer Service	37
Community Programs and Services	38

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.

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*.

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 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:

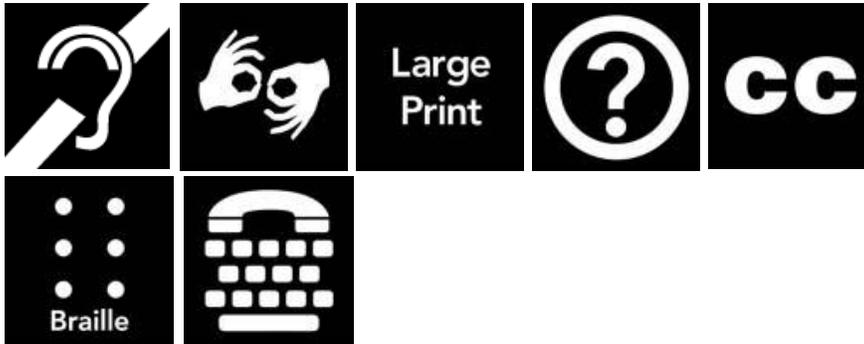
- a. Ensuring that electoral services are accessible to all voters and candidates;
- b. Identifying and eliminating barriers for persons with disabilities; and,
- c. Creating a positive and inclusive voting experience.

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.



Employment

Dolphin Disabilities Mentoring Day



In 2017, the City participated in the Dolphindisabilitiesmentoringday.com (Dolphin DMD) on October 25th. [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 Dolphindisabilitiesmentoringday.com mentor-mentee matching program is facilitated by the [March of Dimes Canada](#).

This program was developed by Dolphindigitaltechnologies.com 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

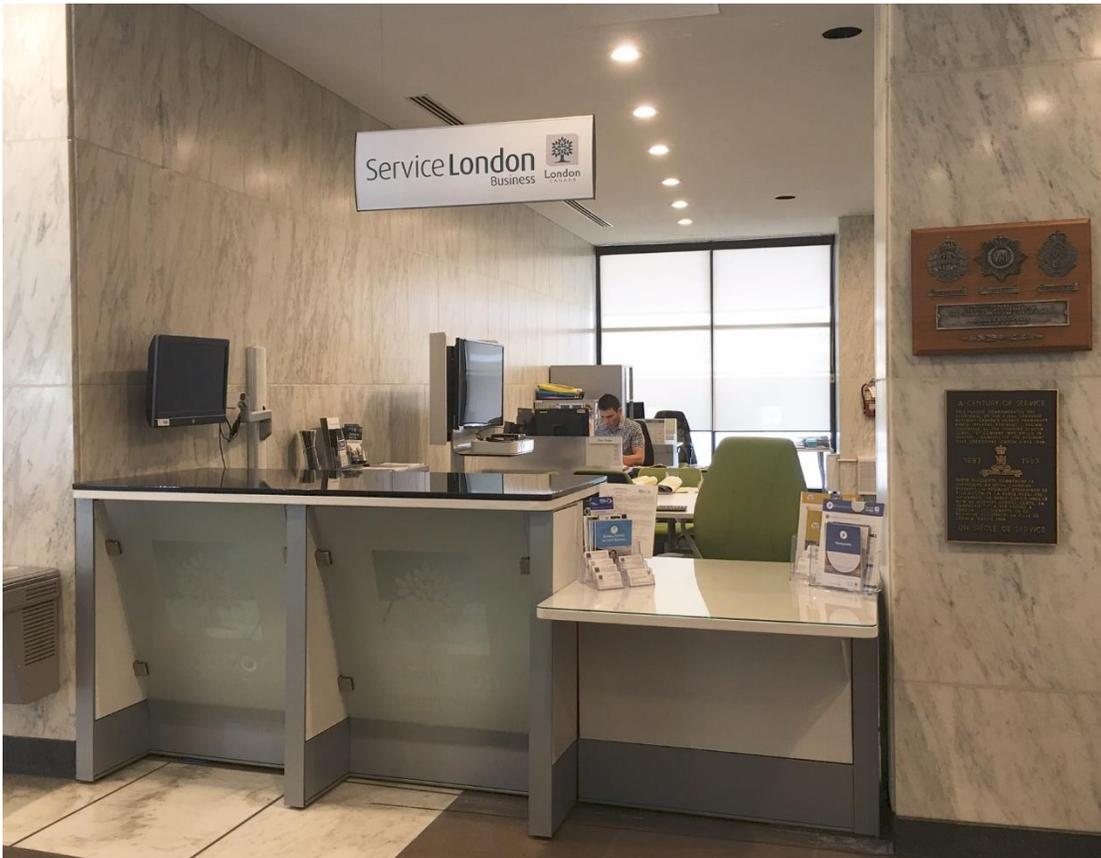
Accessible Service Counters

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 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
General Policies and Procedures			
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.

Area	Barrier	Action	Timeline
Employment			
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.	Complete and 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 disabilities.	Complete and ongoing.

Area	Barrier	Action	Timeline
Human Resources and Corporate Services: Human Resources	Barriers to Employment	Continue to accommodate employees with disabilities.	Complete and 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.	Complete and 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
Information and Communication			
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: 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.	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
Design of Public Spaces			
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: Storybook Gardens	Inaccessible Public Spaces	Upgrade spray pads with accessibility as a key design feature.	Complete.
Planning Services: Environmental and Parks Planning	Inaccessible Public Spaces	Spray Pad Development Plan.	Complete and ongoing as spray pads are designed and implemented.
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:	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
Customer Service			
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
Community Programs and Services			
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: 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.	Complete and ongoing in partnership with Thames Valley Children's Centre.
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.	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: 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: 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: 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.