

TO:	CHAIR AND MEMBERS FINANCE AND ADMINISTRATION COMMITTEE MEETING ON AUGUST 17, 2011
FROM:	JEFF FIELDING CHIEF ADMINISTRATIVE OFFICER
SUBJECT:	INTEGRATED ACCESSIBILITY STANDARD UNDER THE <i>ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005</i> (AODA)

RECOMMENDATION

That, on the recommendation of the Chief Administrative Officer, the following report regarding the Integrated Accessibility Standard under the *Accessibility for Ontarians with Disabilities Act, 2005* **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- Board of Control, November 14, 2007
- Board of Control, October 8, 2008
- Board of Control, April 29, 2009
- Board of Control, September 30, 2009
- Board of Control, October 21, 2009
- Board of Control, September 29, 2010
- Finance and Administration Committee, February 16, 2011

BACKGROUND

In June 2011 the Province of Ontario released a new regulation called the Integrated Accessibility Standard (Standard). The Standard is the second regulation to be passed under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) after the Customer Service Standard in 2007. The Integrated Accessibility Standard became law on July 1, 2011 and applies to every organization with at least one employee in Ontario.

The Standard creates several new obligations for organizations. There are a number of general requirements as well as specific requirements regarding information and communications, employment and transportation. For example:

General Requirements

- Establish policies governing the requirements of the Standard
- Develop multi-year accessibility plans
- Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities except where it is not practicable to do so
- Train employees, volunteers and others on accessibility respective to their duties

Information and Communications Requirements

- Provide information, upon request, in an accessible format or with communication supports in a manner that takes into account the person's disability
- Make websites and web content conform with W3C WCAG 2.0 Level AA (a technical web accessibility standard)

Employment Requirements

- Provide accessible formats and communication supports to employees upon request
- Develop documented individual accommodation plans upon request

Transportation Requirements

- Develop an accessibility plan to meet the accessible taxi needs of the community

- Numerous other requirements which will have a significant impact on public transit providers

The compliance timeframe is specific to each requirement in the Standard and by class of organization. In most cases, the Ontario Public Service is required to comply with the requirements first, followed by broader public sector organizations with 50 or more employees, then smaller public organizations, private and non-profit organizations. The compliance deadlines are spread out with a few requirements being added each year. For the Corporation the timelines set will require implementing policies and practices by 2013; providing training by 2014; providing accessible information formats and communication supports by 2015; and so on.

City of London Compliance

An interdepartmental Steering Committee has been established to ensure the Corporation achieves compliance with all requirements in the Standard. In many cases the Corporation already meets or exceeds the requirement set out in the Standard or has work underway which will meet the requirement in advance of the stated deadline. This Committee is currently assessing our level of compliance with all new requirements in order to develop a work plan for the next few years.

Administration continues to seek the advice of and work closely with the Accessibility Advisory Committee on all initiatives related to AODA compliance.

Financial Impact

Since 2008 Council has invested in a reserve fund to support AODA compliance. It is anticipated that all corporate costs associated with implementation will be provided by this existing fund. It should be noted however that the most significant financial impact of the Standard will face the London Transit Commission. Early estimates on the cost to comply with the new transportation requirements for the LTC exceed \$16 million over the next 14 years (2011-2025).

Other AODA Standards

There have been five draft standards developed under the AODA to date (see [Appendix A](#)). The Customer Service Standard became law in 2007; the Integrated Accessibility Standard is the second regulation to come into effect and amalgamates three formerly separate draft standards. The Built Environment Standard is still in draft form but it is anticipated that if passed as law it would have the most significant financial impact for municipalities.

CONCLUSIONS

The Corporation remains committed to the ideals and objectives of the AODA. Administration is actively working to ensure that new legislative requirements are met and that initiatives improve the accessibility of goods and services for the community.

Regular updates will be provided to Council as this work progresses.

PREPARED BY:	RECOMMENDED BY:
KATE GRAHAM MANAGER, CORPORATE INITIATIVES	JEFF FIELDING CHIEF ADMINISTRATIVE OFFICER

Appendix A
Status of Standards Developed Under the AODA

