

City of London Accessibility Plan

2013-2017

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London
CANADA

A Message from the Accessibility Advisory Committee

Since its inception over a decade ago, the Accessibility Advisory Committee has worked in collaboration with the City of London to remove barriers and facilitate accessibility. About one in eight Londoners is currently living with a disability. When you consider their families, friends, co-workers and peers, accessibility affects all of us.

London has emerged as a leader in accessibility. Over the past several years, we have developed some of the most comprehensive community resources related to accessibility available, most notably the Facilities Accessibility Design Standards (FADS), which has been adopted by over 80 other municipalities, school boards, hospitals and universities as their minimum standard for new or redeveloped buildings. We continue to make gains in the areas of employment, transportation and infrastructure. Our accessible recreation and leisure opportunities continue to grow. We have an extensive network of accessible trails and pathways throughout the city. London became the first – and remains the only – city in Canada to partner with Easter Seals Canada to accept the 'Access 2' card at all municipally operated venues, granting access to support persons at no cost. We have some of the most accessible recreation facilities and community centres in the province. Spectrum programming offers a number of fully accessible programs and camps, including the only accessible wheelchair Dance program that I am aware of in the country.

We have come a long way. Ontario has established a goal of a fully accessible province by 2025. London is well on its way to meet the standards set out in the *Accessibility for Ontarians with Disabilities Act (AODA)*, but there is still work to be done. This plan will allow London to meet and exceed those needs, and remain a leader in accessibility, setting the example for other municipalities across Ontario and the globe.



Michael Dawthorne
Chair
Accessibility Advisory Committee, City of London

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1. About the Plan

One in seven people in Ontario have a disability. By 2036, that number will rise to one in five as the population ages. Enhancing the ability of people with disabilities to live independently and participate in the community will have positive effects on future prosperity in Ontario. The City of London acknowledges that our municipality, though we have made great strides, has much that it can and should do to eliminate barriers to persons with disabilities.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) mandates that each municipality prepares a multi-year accessibility plan outlining the organization's strategy to prevent and remove barriers and meet its requirements under the regulation.

This 5-year Plan provides an overall view of how the City intends to continue to reach its goal of removing barriers and becoming more accessible. This plan includes an overview of work that was completed in 2012, as well as new actions to be completed over the next five years (See Appendix A). Objectives identified within this plan are both long and short-term, several of which being ongoing throughout the life of the plan.

Purpose and Scope

The purpose of the AODA is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal, and prevention of barriers to their full participation in the life of the Province of Ontario.

This plan is formatted to align with the standards under the AODA. Page 5 provides more details on the Act and the status of each of the standards. In particular, this plan's main focus is on implementing the requirements of the Integrated Accessibility Standard Regulation (IASR). See Appendix B for the City's compliance to date.

Did You Know?

According to Statistics Canada, about 4.4 million Canadians (14.3%) reported having a disability in 2006.

According to research done by the Institute for Citizen Centred Service in 2012, the overall satisfaction with government services is lower for persons with disabilities, but has been improving steadily.

Disability tends to increase with age. In two decades, it is estimated that 20% of the population will have some form of disability.

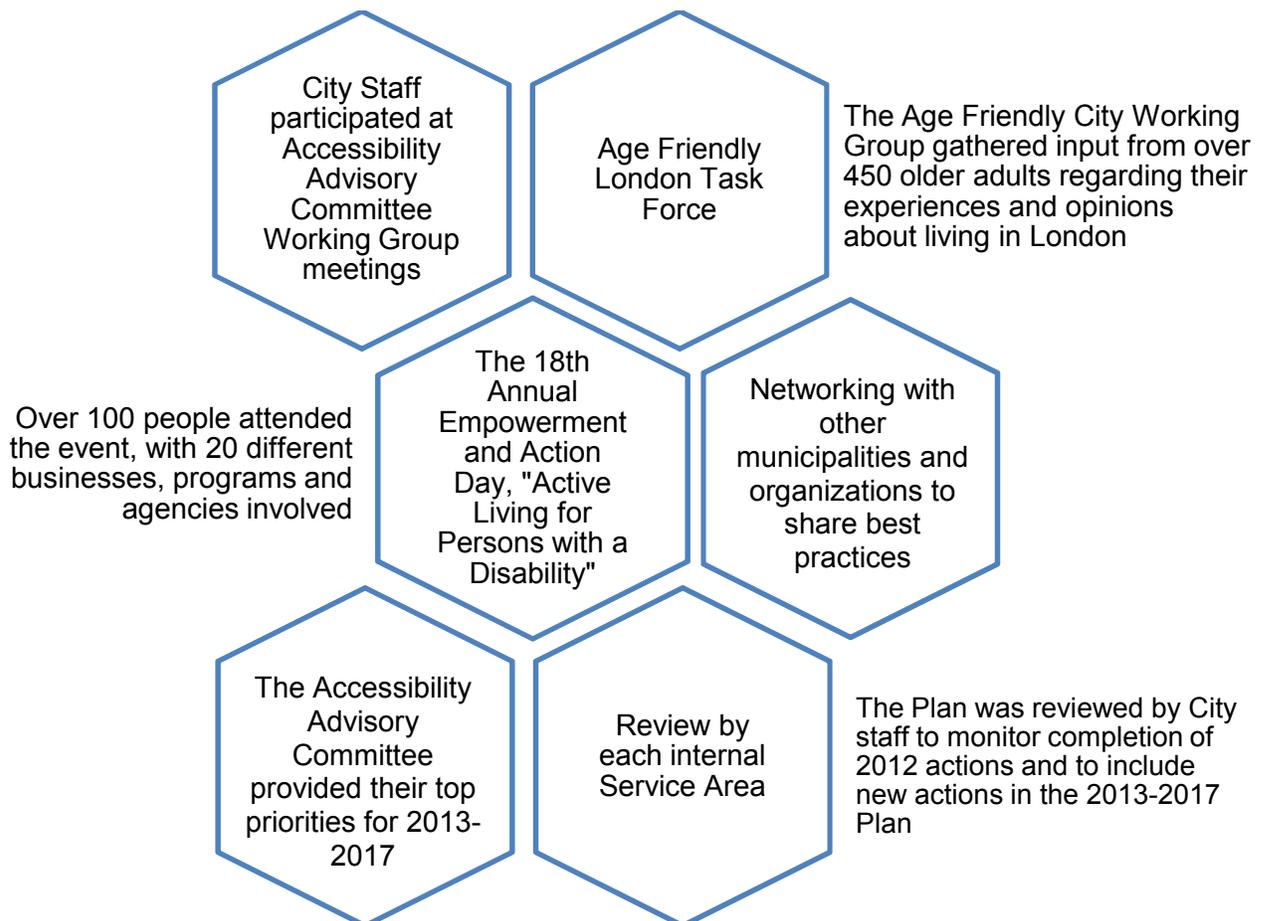
The 2006 Participation and Activity Limitation Survey from Statistics Canada showed that between 2001 and 2006, the largest increase in the employment rate was among people with disabilities. The rate climbed to 53.5% from 49.3%

The unemployment rate for persons with activity limitations dropped from 13.2% in 2001 to 10.4% in 2006.

Development of the Plan

To identify barriers to be addressed by municipal accessibility plans, each municipality is required under the AODA to consult with their Accessibility Advisory Committee. This is a minimum requirement and municipalities may consult more broadly with all sectors of their community.

Several consultation methodologies and initiatives contributed to the development of the City's 2013-2017 Multi-Year Accessibility Plan:



Review and Monitoring

The Accessibility Plan Coordinator is responsible for monitoring the progress of the City of London's Accessibility Plan to determine if targets are being met. Members of the Steering Committee are responsible for encouraging the implementation of the actions of the plan within their service areas.

The City of London's Multi-Year Accessibility Plan will be reviewed and updated every five years. A status report will be completed annually to document progress and outline any changes to the plan. The status updates will be publicly posted on the City's website. As required by IASR, the City will file an accessibility report with the Accessibility Directorate of Ontario every two years.

2. Provincial Accessibility Legislation

In June 2005, the Ontario Government passed the *Accessibility for Ontarians with Disabilities Act (AODA)*. The Act provides for the development, implementation and enforcement of accessibility standards with a vision of a fully accessible Ontario by 2025. Standards have been developed in five areas: Customer Service, Transportation, Information and Communication, Employment, and Public Spaces (Built Environment). These have been developed in two regulations:

Accessibility Standards for Customer Service (O. Reg. 429/07)

The Accessibility Standards for Customer Service came into effect on January 1, 2008, making them the first to become law under the AODA. This regulation required all municipalities to be in compliance by January 1, 2010. The City of London is currently in compliance, and fulfilling ongoing obligations including conducting training, and maintaining policies.

Integrated Accessibility Standards (O. Reg. 191/11)

The Integrated Accessibility Standard came into effect on July 1, 2011 and is now law. It applies to all organizations – public, private, and non-profit. The requirements of this standard will be phased in over time from 2011 to 2021. The Regulation covers the following standard areas:

- Information and Communication
- Employment
- Transportation
- Design of Public Spaces (Built Environment)

On January 1, 2013 the Integrated Accessibility Standards Regulation was amended to include accessibility requirements for the Design of Public Spaces (Built Environment). The goal of these standards is to remove barriers in public spaces and buildings for all

Ontarians — including people with disabilities, seniors and families. Beginning in 2016, the City will be required to meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces including:

- Recreational trails and beach access routes
- Outdoor eating areas for public use
- Outdoor play spaces (such as playgrounds)
- Exterior paths of travel
- Accessible on- and off-street parking
- Service counters and waiting areas

The City is already in compliance with many of these standards, as it has been building to comply with its Facility Accessibility Design Standards (FADS) since 2001. Organizations are not required to retrofit their public spaces.

Accessibility requirements in the built environment inside buildings will be addressed with amendments to the Ontario Building Code, which governs new construction and renovations in buildings. The new Code regulations will likely take effect in 2014.

3. AODA Steering Committee

The AODA Steering Committee is comprised of senior staff from City service areas. It was formed to assist in the development of the City of London Accessibility Plan, as well as to contribute to the review and implementation of the AODA standards. Current members of the Steering Committee include:

Robin Armistead, Culture Office	Dave O'Brien, Emergency Management
Kate Graham, City Manager's Office	Bill Coxhead, Parks and Recreation
Grant Hopcroft, City Manager's Office	Dianna Clarke, Parks Operations
Cathy Saunders, Clerk's Office	Pina Sauro, Ontario Works
Jim Purser, Clerk's Office	Nancy Santos, Ontario Works
Elaine Gamble, Communications	Bill Campbell, Facilities
John Freeman, Finance	Jim Barber, Legal
Veronica McAlea Major, HR	Kelly Dawtrey, Legal
Stephen Bahm, Human Resources	Larry Ducharme, London Transit
Cristin Keller, Human Resources	Kelly Paleczny, Transit

4. Accessibility Advisory Committee (ACCAC)

Under the *Ontarians with Disabilities Act, 2001* (ODA), municipalities of 10,000 or more residents are required to establish an Accessibility Advisory Committee. The Committee shall advise Council about the preparation and implementation of the Accessibility Plan.

The City of London Accessibility Advisory Committee (ACCAC) was created in 2002. The Committee advises City Council and affiliated City Agencies, Boards, and Commissions on promoting and facilitating a barrier-free London for citizens of all abilities, including persons with disabilities. The Committee's role in helping foster a community approach to accessibility and inclusion includes: the review of municipal policies, programs and services; and the identification, removal, and prevention of barriers faced by persons with disabilities.

The majority of ACCAC members are persons with disabilities. The Committee also includes non-voting resource members that represent various sectors in the community.

Accessibility Advisory Sub-Committees

There are three Accessibility Advisory Sub-Committees:

- Education and Awareness
- By-Laws, Policy and Training
- Built Environment and Facilities

Each Sub-Committee is comprised of at least two voting members, and is actively involved with the City in developing strategies to assist the City in becoming more accessible.

Voting Members

Michael Dawthorne
Leonard G. Fluhrer
Kelly MacDonald
Peninah Mutinda
Kim Rusticus
Robin Booth
Gary Doerr
Kathy Lewis
Lorin MacDonald
Bonnie Quesnel
Brenda Ryan

Non-Voting Members

Ashfaq Husain
Valarie Waines
Rob Campbell

5. Accessibility Achievements in 2012

Accessibility Advisory Committee Achievements

- The 18th Annual Empowerment and Action Day; 'Active Living for Persons with a Disability' was hosted on October 24th in partnership with March of Dimes Canada and sponsored by MV-1 Canada. It featured a keynote address by the Honourable David C. Onley, Lieutenant Governor of Ontario. The event drew 100 attendees, in addition to the involvement from approximately 20 community agencies, businesses and organizations. This year's conference was ACCAC's largest undertaking ever offering 4 general session speakers, a keynote address and 10 breakout sessions throughout the day. There were 7 interactive sessions allowing participants to gain some hands-on experience.
- Updated Accessibility information on the City's website.
- Networked with other local and regional Accessibility groups (schools, colleges, universities, hospitals).
- Within one year of the City starting to accept the Easter Seals Canada Access 2 Entertainment card at all municipal venues, the program has grown by approximately 20%. London remains the only municipality in Canada to accept the card at all municipal venues.
- Worked with the City's Parks and Recreation service area to ensure children with disabilities could more easily access programs offered through Spectrum. ACCAC is continuing to work with city staff to make recreation subsidies easier to access for persons with disabilities.
- Continued public education about accessible parking stalls.
- ACCAC became a founding member of the new Trails Advisory Group at the City, meaning any new trail upgrades will be done with accessibility as a concern.
- ACCAC made great efforts to reach the community this year, taking part in the South East Summer Fest, and in two week-long mental health exhibits hosted by the Central Library. Members of ACCAC have provided numerous radio and TV interviews related to: employment, transportation, recreation, education, and the Accessibility Advisory Committee's role and undertakings.

City of London Achievements

- Delivered Accessible Customer Service training to all new employees.
- Consultation with the ACCAC on City issues including accessible taxis, emergency preparedness, the Cultural Prosperity Plan, ReThink London, and accessible trails.
- Continued to use feedback methods for accessibility related feedback online, by email, by telephone, and TTY.
- Began the re-design of the City's external website including accessibility improvements.
- Age Friendly London – The City was the first in Canada to join the World Health Organization Global Network of Age Friendly Cities. The Age Friendly 3-Year Plan was approved by Council and includes many accessibility improvements.
- Submitted a response letter to the Ministry of Community and Social Services on the proposed accessibility standards for Public Spaces.
- Mayor Joe Fontana accepted the position of Honorary Chairperson for the Ability First Coalition in 2012.
- Continued to build linkages with other municipalities and organizations including the Ontario Network of Accessibility Professionals (ONAP) and the Association of Municipalities of Ontario (AMO) to share knowledge and best practices.
- Implemented provisions in the Integrated Accessibility Standards including providing accessible emergency and public safety information; ensuring employees are given accessible workplace emergency response information; and making sure all taxis are able to provide registration information in an accessible manner.

Facility Upgrades

- Kiwanis Senior Centre – Installed supplementary handrails to improve washroom accessibility
- East Lions Artisans – Installed new grab bars in washrooms
- Farquharson Arena – Replaced walkway to eliminate elevation changes
- Canada Games Aquatic Centre – Replaced front doors with automatic openers
- Optimist Community Centre – Replaced interlocking stones with concrete slab to reduce changes in elevation
- Westminster Pool – Barrier free upgrades
- Argyle Arena – Barrier free upgrades

6. Moving Forward

This plan demonstrates the City of London's ongoing efforts to eliminate barriers to its programs, services and facilities. The City has made many accessibility improvements to its policies, by-laws, facilities, and services over the past year. The City will remain actively engaged in incorporating accessibility into all aspects of its work in the future. Though we are obligated to meet the standards of the AODA, we recognize that creating a city where everyone can participate fully is necessary to respect the rights and dignity of all citizens.

As we move forward, the City will continue to work with its Accessibility Advisory Committee and local organizations to educate the public and to remove barriers. As we further embark on the implementation of the Integrated Accessibility Standards Regulation, annual status updates will be completed and posted on the City's website at www.london.ca.

7. A Final Word

It is clear that strong partnerships between persons with disabilities, the City of London Accessibility Advisory Committee, and organizations that represent the interested of persons with disabilities in our community are extremely important to developing solutions that will lead to full inclusion.

The City of London remains committed to the objectives and intent of the AODA. Removing barriers improves the quality of life for people of all ages and abilities. The City has been recognized as a leader in accessibility for many years, and continues to serve as an example for other municipalities.

Feedback on the accessibility of the City's facilities, public spaces, and services is welcome. Contact the Accessibility Plan Coordinator at:

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APPENDIX A – ACCESSIBILITY ACTION PLAN FOR 2013-2017

Service Area	Barrier	Action	Timeline
GENERAL POLICIES AND PROCEDURES			
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 AODA 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

Service Area	Barrier	Action	Timeline
EMPLOYMENT			
Human Resources	Attitudinal Barriers	Conduct "It Starts With Me" enhanced employee training regarding harassment and discrimination	Beginning 2013
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)	Ongoing
Human Resources	Barriers to Inclusion and Safety	Continue to partner with the London Diversity and Race Relations Advisory Committee to identify opportunities to meet the needs and protect the safety of persons with disabilities	Ongoing
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	Ongoing
Human Resources	Barriers to Employment	Continue to accommodate employees with disabilities	Ongoing
Human Resources	Barriers to Communication and Safety	Provide individualized workplace emergency plans and response information to employees with disabilities	Ongoing
Human Resources	Attitudinal Barriers, Barriers to Employment	Deliver Inclusive Recruitment and Selection training to hiring managers	Ongoing

Service Area	Barrier	Action	Timeline
INFORMATION AND COMMUNICATIONS			
Corporate Communications	Communication Barriers	Print City's TTY number on all promotional materials	Ongoing
Corporate Communications	Communication Barriers	Notify the public about availability of alternate formats and communication supports upon request	2013
Corporate Communications	Communication Barriers	Launch new website with content conforming with WCAG 2.0 Level A	2013
All Service Areas	Barriers to Services and Facilities	Provide notice of temporary disruptions	Ongoing
Corporate Communications, Information Technology, ACCAC, Human Resources	Communication Barriers	Launch Accessible document and PDF training	2013
ACCAC, Corporate Communications	Communication Barriers	Work with Communications to test the City's website for accessibility	2013
Parks	Barriers to Participation	Update the general park database and the City's website with listing of accessible park facilities	Ongoing
Aquatic Services	Barriers to Participation	Update the general aquatic website with a listing of accessible aquatic facilities and features	Ongoing
ACCAC	Barriers to Accessibility	Continue to conduct annual Accessibility Conference	Ongoing
ACCAC	Barriers to Inclusion	Annually nominate a candidate for the Mayor's New Year's Honor List under the Persons with Disabilities category	Ongoing

Service Area	Barrier	Action	Timeline
ACCAC	Attitudinal Barriers	Continue to develop and distribute pamphlets to inform the public about issues related to persons with disabilities	Ongoing
ACCAC	Accessible Parking	Continue to educate the public about accessible parking issues such as signage, etc.	Ongoing
PUBLIC SPACES/BUILT ENVIRONMENT			
Housing and Social 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	2013-2017
Housing and Social Services /ACCAC	Barriers to Accessible Housing	Create a more extensive check list of existing social housing units to ensure applicant households are aware of the level of modifications available.	2015
Housing and Social Services	Barriers to Accessible Housing	Continue to encourage more affordable units to be available through a Convert to Rent Program	2013-2017
Housing and Social 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	Ongoing
ACCAC	Barriers to Accessible Housing	Develop a summary of standards to assist landlords and property owners	2015
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	Ongoing

Service Area	Barrier	Action	Timeline
Facilities/ACCAC	Inaccessible Facilities	Update prioritized list of City facilities to target for upgrades	Ongoing
Facilities	Inaccessible Facilities	Implement 'quick fix' accessibility upgrades issued through work orders	Ongoing
Facilities	Inaccessible Facilities	Barrier free upgrades to East Lions Pool and South London Community Pool	2013
Facilities	Inaccessible Facilities	Consult ACCAC on annual review of FADS	Ongoing
Facilities	Inaccessible Facilities	Maintain an inventory of accessibility features in City facilities	Ongoing
Facilities	Inaccessible Facilities	Apply FADS to all current and future City of London new and/or renovated facilities	Ongoing
Facilities	Inaccessible Facilities	Following budget approval, provide a list of approved capital projects to ACCAC	Annually
Facilities	Inaccessible Facilities	Continue to disseminate FADS to other municipalities, architects, contractors, and students. Maintain a record of those requesting its use/adoption	Ongoing
Facilities	Inaccessible Facilities	Use the Facilities register to assess 5-year Facilities Capital Forecast to set priorities for retrofitting	Ongoing
Facilities	Inaccessible Facilities	Barrier free upgrades to Carling Arena	2013
Facilities	Inaccessible Facilities	Install door operators in Council Chambers and handrails in the public gallery	2013
Facilities	Inaccessible Facilities	Barrier free upgrades at No. 1 Fire Station entrance and washrooms	2013
Facilities	Inaccessible Facilities	Accessibility upgrades to 2 nd and 3 rd floor of Market Tower (automatic door operators)	2013
Facilities	Inaccessible Facilities	Accessibility upgrades to public area counters and circulation at POA building	2013
ACCAC/Parks	Inaccessible Play Spaces	Develop an Accessibility Guide for playgrounds and outdoor recreation	2013-2015

Service Area	Barrier	Action	Timeline
Parks	Inaccessible Play Spaces	Provide one play structure per year with a variety of accessible features in each of the 22 district parks.	Ongoing
Parks	Environmental Barriers	Continue to develop accessible pathway systems in all City parks	Ongoing
Storybook Gardens	Inaccessible Public Spaces	Upgrade spray pads with accessibility as a key design feature	2014
Parks	Inaccessible Public Spaces	Spray Pad Development Plan	Pending Council budget approval
Parks/ACCAC	Inaccessible Public Spaces	Audit existing parks for accessibility	Ongoing
Parking Enforcement	Inaccessible Parking	Continue to provide 2-hour free parking to persons with accessible parking permits in Off Street Municipal Parking Lots	Ongoing
Roads/ACCAC	Barriers to Pedestrians	Continue dialogue regarding temporary sidewalks during construction, the timing of pedestrian signals, snow removal practices, and other pedestrian concerns	Ongoing
Roads/ACCAC	Barriers to Pedestrians	Develop a retrofitting priority system for implementation of accessible pedestrian signals and curb cuts	Annually
Facilities, Parks and Rec, ACCAC, Parking, Roads	Barriers to Public Spaces	Continue to implement the new Public Spaces Standards	2013-2016
CUSTOMER SERVICE			
City Clerk, ACCAC	Municipal Election Accessibility	Work to make elections more accessible for both voters and volunteers	2013-2014
Human Resources	Attitudinal Barriers	Continue to conduct Customer Service Training	Ongoing

Service Area	Barrier	Action	Timeline
COMMUNITY SERVICES			
Neighbourhood, Children, and Fire Services	Attitudinal Barriers	Provide training on inclusion to organizations that run children/youth Camps programs	Ongoing
Neighbourhood, Children, and Fire Services	Lack of equipment for children with disabilities	Invest in additional games equipment for summer programs	Ongoing
Neighbourhood, Children, and Fire Services	Attitudinal Barriers	Train summer staff in inclusion	Ongoing
Neighbourhood, Children, and Fire Services	Attitudinal Barriers	Sensitivity training for Spectrum instructors	Ongoing
Neighbourhood, Children, and Fire Services	Barriers to Participation	Partner with the community through a POS agreement to deliver a summer day camp program for persons with disabilities	Ongoing
Neighbourhood, Children, and Fire Services	Barriers to Participation	Track self-reported special needs of program participants in CLASS system (alerts instructors of special needs)	Ongoing
Neighbourhood, Children, and Fire Services	Barriers to Participation	Use accessible buses for summer program excursions	Ongoing
Neighbourhood, Children, and Fire Services	Barriers to Participation	Offer wheelchair tennis in partnership with the Thames Valley Children's Centre	Ongoing
Neighbourhood, Children, and Fire Services	Barriers to Participation	Make recreation centres available to community agencies who provide education, support, and advocacy for persons with disabilities	Ongoing
Neighbourhood, Children, and Fire Services	Barriers to Participation	Hire 2 summer "Inclusion Coordinator" positions each year	Ongoing
Neighbourhood, Children, and Fire Services	Barriers to Participation	Implement TRACKS (peer mediated supports for children with special needs) program in camps; introduce TRACKS to Fall/Winter/Spring programs	Ongoing

Service Area	Barrier	Action	Timeline
Aquatic Services	Participation	Summer staff trained in inclusion of children with disabilities, use of lifts	Ongoing
Aquatic Services	Barriers to Participation	Continue integrated swim program which was initiated in 2006 in partnership with the Thames Valley Children's Centre	Each Spring
Housing and Social Services	Systemic Barriers	Continue to include the needs of persons with disabilities in the Ontario Works Service Plan	Ongoing
Housing and Social Services	Barriers to Employment	Continue to assist Ontario Works participants with employment barriers, including disabilities through: Individualized Case Management, LEADS wraparound planning and employment supports, and supports by partner agencies	Ongoing
Housing and Social Services	Communication Barriers	Review protocols and practices regarding the TTY machine to ensure clients and staff are maximizing its use	2013
Housing and 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	2013
Housing and Social Services	Attitudinal Barriers	Partner with community agencies and organizations to raise awareness and understanding of the needs of persons with disabilities.	Ongoing

APPENDIX B – ACCESSIBILITY STANDARD COMPLIANCE

Standard	Compliance Date	Status
CUSTOMER SERVICE STANDARD		
Customer Service		
Customer Service Policy	2010	Compliant
Allow Service Animals and Support Persons	2010	Compliant
Notice of Temporary Disruptions	2010	Compliant
Training	2010	Compliant
Establish Feedback Process	2010	Compliant
Notice of Availability of Documents	2010	Compliant
Accessible Customer Service Documents	2010	Compliant
INTEGRATED ACCESSIBILITY STANDARDS		
Transportation		
Equal Taxi Fares	2011	Compliant
No Charge for Mobility Aid in Taxis	2011	Compliant
Accessible Taxi Registration Information	2012	Compliant
Consult on Design of Bus Stops and Shelters	2013	Compliant
Plan for Accessible Bus Stops and Shelters	2013	Compliant
Consult to Determine Proportion of Accessible Taxis	2013	Compliant
Information and Communications		
Accessible Emergency/Public Safety Information	2012	Compliant
Establish Accessible Feedback Processes	2014	In Progress
New Internet Websites and Web	2014	In Progress – New website to be

Standard	Compliance Date	Status
Content to Conform with WCAG 2.0 Level A		launched 2013
Accessible Formats and Communication Supports Upon Request	2015	In Progress – Planning for Accessible PDF training
Websites and Web Content to Conform with WCAG 2.0 Level AA	2021	In Progress – Several aspects of the new website will be compliant to Level AA
Employment		
Workplace Emergency Information	2012	Compliant
Accessible Recruitment	2014	In Progress
Employee Accommodation Plans	2014	In Progress
Return to Work Processes	2014	In Progress
Performance Management, Career Development, and Redeployment	2014	In Progress
Accessible Formats for Employees	2014	In Progress
Built Environment		
Public Spaces Standards	2016	In Progress
General		
Integrated Standards Policy	2013	Compliant
Multi-Year Accessibility Plan	2013	Compliant
Accessible Procurement	2013	Compliant
Training on Integrated Standard and Human Rights Code	2014	In Progress – Training currently being developed