
2022-2025 Accessibility Plan Outreach

Public Engagement Plan & Timeline



OUTREACH AND PLANNING FOR 2022-2025 ACCESSIBILITY PLAN

- **Summer 2021** – Work has begun connecting with employees with disabilities and Service Areas in the City to discuss goals and requirements for the accessibility plan
- **Our Employee Resource Group – Access Without Limits** – is working with me to release a survey for employees to participate in about workplace accessibility/inclusion
- We've been working with our Communications team to launch a **Get Involved Site** to help us with large outreach
- We will be leveraging as much use of digital billboard and advertising of this opportunity as possible, including working with community partners and advocates.
- **Evaluating all current feedback/concerns** and challenges logged for themes.

GET INVOLVED SITE

- Will launch October 15 – 3 months of active engagement/survey/brainstorming options
- This site will actively engage the public in a variety of ways.
- 1. Brainstorming accessibility solutions with a brainstorming feature. An example can be found here on our Get Involved Site for ideas around neighbourhood improvement projects.


Brainstorm ideas




about 1 month ago


CLOSED: Thank you for submitting your brainstorm ideas! Now that the Neighbourhood Decision Making idea submission portal is open, we encourage you to share your brainstorm ideas through the button above so they can officially be entered as idea submissions. The brainstorm ideas widget is now closed.

Have a cool idea for a project in your neighbourhood? Share photos, videos, and information related to your project idea with others in your community and build momentum around your idea. Brainstorm ideas are not official submissions for ideas. The ideas submission registration portal will open August 16, 2021.


 **Dad**
about 1 month ago


Touring Farmers Market
Build some Outdoor Farmers Market Shelters, towable, have each major neighborhoods host at least once per year, Let private Land owners pitch to

1 Comment 4 


 **sdemidow**
about 2 months ago


Upgrade at Heritage Park
The park is very small but there is a lot of space. The kids would LOVE monkey bars and some climbing areas. A splash pad in this area would

0 Comment 3 


 **Katie**
about 1 month ago


Pavilion in Lorne Ave Park
A pavilion in our new park in OEV to provide shade and have picnics in.

4 Comments 1 


 **Sharon**
about 1 month ago

Clean up and maintain Fairmont Old oak forest
The forest has become a very unsafe place for the neighborhood children and families. It needs to be cleaned

0 Comment 0 

 **nicollette519**
about 2 months ago

Splash pad
A splash pad for foxfield at wonderland and Fanshawe

0 Comment 14 

THE SURVEY

- Can you tell us about your experience with accessibility/inaccessibility in the city of London?
 - How do you define accessibility?
 - Have you read the previous accessibility plan (2018-2021)? What should we include in our new plan that we did not address previously?
 - Have you seen interesting accessibility projects in other municipalities or areas that you think might work to benefit the City of London? Please describe them in as much detail as you can.
 - How would you make the City of London more accessible?
 - Is there anything else that you want to tell us about accessibility or inaccessibility in London?
 - Would you like to be part of a focus group on accessibility in the City as part of our research for this plan? Y/N if Y Please leave your email and name below and we will reach out shortly.
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PHOTO IDEA SHARING

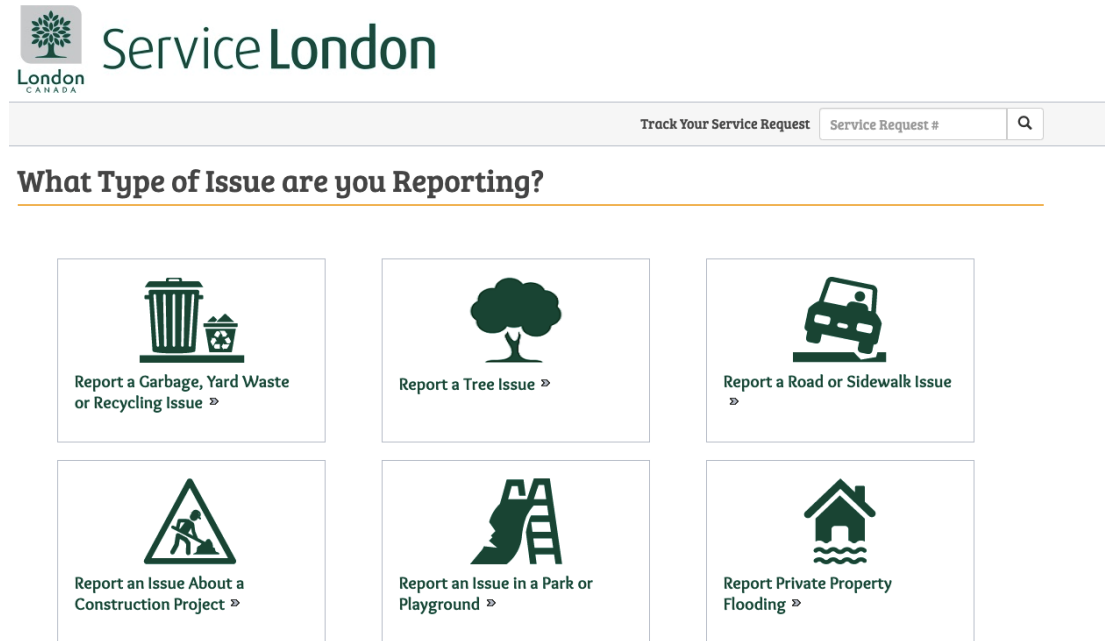
- Through the get involved site we're also offering the ability for people to share a photo or drawing of an idea they have to improve accessibility in the community. This opens up contributions and ideas to folks who may not be as interested in a survey.
 - It also opens up sharing of great ideas in new ways.
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OTHER WAYS TO CONNECT

- We have a designated voicemail for this project and our new accessibility intern and myself will be calling those who connect with us via phone to ensure as much participation as possible.
 - I will be visiting (likely all virtually but “visiting”) community partners upon request to share details of the plan and do focus group work throughout the fall and winter.
 - We will be holding virtual interviews and focus groups for those who want to share in more detail.
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WE ARE NOT USING THIS SITE AS A REPORTING TOOL FOR CURRENT ISSUES

- Active inaccessibility concerns still need to be logged through Service London and myself.
- Service.London.ca
- It is the fastest way to report an issue with a variety of City Services and it is logged properly.



The screenshot shows the Service London website interface. At the top left is the logo for "London CANADA Service London". To the right of the logo is a search bar with the text "Track Your Service Request" and a "Service Request #" input field with a search icon. Below the search bar is a heading "What Type of Issue are you Reporting?" followed by a horizontal line. Underneath the heading are six reporting options, each with an icon and a text label with a right-pointing arrow:

- Report a Garbage, Yard Waste or Recycling Issue >
- Report a Tree Issue >
- Report a Road or Sidewalk Issue >
- Report an Issue About a Construction Project >
- Report an Issue in a Park or Playground >
- Report Private Property Flooding >

MAKE NEW CONNECTIONS

- There are really good areas of connection in the City in our previous Accessibility plan, however I'm hoping that this plan can challenge us to creatively engage with areas in the City we haven't had as much connection with previously.
 - We are aiming to have contributions from all service areas to broaden our connections and make sure that we're forging new partnerships (example: cycling, climate, etc...) in areas that have often been left out of these efforts.
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CONNECTING TO OTHER IMPORTANT PLANS

- There are a lot of plans at the City and ensuring accessibility is built into all of them is part of this project as well.
 - Our 2022-2025 Accessibility plan will be ambitious and creative with significant input from the community, our employees here at the City and different service areas.
 - It will not be prescriptive, however. Many of our ideas that emerged over the past three years (Accessible Halloween, Ambassador Program, Toolkits etc...) were not part of the original plan. So, while it will act as a guide, an encouragement and push for increased support and connection to access, we can continue to improve, continue to push as new technology and new supports are available)
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RECOGNIZING OUR LIMITATIONS

- It will be vital to keep expectations clear throughout our planning stage.
 - For example, we do not have control over the accessibility of local businesses/AODA requirements.
 - We can certainly focus on educational outreach if we hear a lot about this in our feedback but we will be focusing on the areas that the City can support.
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ANTI-RACISM & ANTI-OPPRESSION

- New Anti-Racism & Anti-Oppression Division will provide enhanced perspective on the plan and our office will set its own goals related to accessibility work
 - Our team will be broadly reviewing the plan and ensuring connections in each of our areas of work.
 - Teamwork makes this planning so much easier and less stressful. It also welcomes a variety of perspectives on the plan, on language and on presentation
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AODA REQUIREMENTS

- The plan must have public engagement – which continues through until early New Year
 - We must present the plan publicly for feedback. Using the get involved site we will be sharing the draft plan with evaluation survey and sending it to those involved as community partners, yourself, CDIS, etc... Once the plan is drafted we will be sharing it on the same Get Involved Site and through our website for feedback.
 - On the Get Involved Site people can register to receive updates. This means every time the site changes/updates or there's a new feature everyone who has signed up will receive that information.
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DISABILITY STUDIES – POLICY

- I have connected with Dr. Erika Katzman who teaches a disability policy course, I will be sharing the plan in draft form with these students as well for analysis as part of her course in February/march as part of this feedback. This is a really exciting opportunity.
 - We may ask the program more broadly to share their feedback as well as there are hundreds of DS students in the program who have lived experience
 - Connecting with student groups on campus as well (USC, SOGS etc...) to ensure thoughtful and timely feedback.
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FINAL LAUNCH OF THE PLAN

- Goal is to finalize the plan in April at presentation to ACCAC
 - Launch the new plan with outreach activities during Accessibility Awareness Week 2022
 - Week of **Sunday, May 29 to Saturday, June 4** – **sharing widely on social media and with as many as possible that the plan is launched and finalized and that we're ready to go.**
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FINAL TIMELINE

- **Summer 2021** – Research Begins internally
 - **Fall 2021** – Get Involved Site externally & community meetings
Data analysis ongoing
 - **January 2022-March 2022** – Drafting the plan
 - **March 2022-April 2022** – Sharing the draft
 - **May 2022** – Launching the final plan
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A LONDON FOR ALL THEME



A LONDON FOR ALL
A multi-year accessibility plan



ACCAC INVOLVEMENT

- Finally I'm going to be reporting back on the feedback we're receiving regularly as well as the plan in its many phases.
 - I will need your input and your support with sharing outreach opportunities broadly
 - And as always I will need your insights into the plan as we move forward.
 - Please take your time to review the survey. Respond to me in the next two weeks if you have any suggestions/input. You don't need to rush that today. mstone@London.ca is my email or ext. 2425 to connect with me about the survey or other parts of the plan.
 - As soon as the get involved site is ready, it will be ASL interpreted and then made public. I will be sharing that with you first before launch via email.
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