

Report to Corporate Services Committee

To: Chair and Members
Corporate Services Committee
From: Rumina Morris, Director-Anti Racism and Anti-Oppression
Subject: 2021 Accessibility Compliance Report
Date: December 13, 2021

Recommendation

That, on the recommendation of the Director Ant-Racism and Anti-Oppression, and with the concurrence of the City Manager, the following Report **BE RECEIVED** for information purposes.

Executive Summary

The City of London's 2021 Accessibility Compliance Report has been completed. All areas are in full compliance with the exception of web accessibility (Appendix A: 14).

Throughout 2020 and into 2021, Civic staff engaged with extensive work to ensure all public-facing apps and websites are WCAG 2.0 AA compliant. Despite the significant operational impacts of the response to COVID-19, the majority of the applications and websites are compliant, however, there are five remaining applications and one website left to remediate. For this reason, the submission to the province is a report of the progress to date, including the list of remaining applications and website which will become compliant in 2022.

Once submitted, a copy of the report is made publicly available on the City's accessibility webpage.

1.0 Background Information

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, a compliance report is required to be submitted to the Accessibility Directorate of Ontario ('ADO') by a designated public sector organization, such as the City of London, every two years and the reports must be made available to the public.

The compliance report format is determined by the ADO and released to organizations in advance for review, certification, and submission by the deadline associated with each organization. The compliance report was released in June 2021. At this time Civic Administration reviewed the report and connected with each Service Area responsible for the administration of accessibility.

The purpose of this report is to provide Council with the completed 2021 Accessibility Compliance Report (Appendix A) which has been completed and which will be submitted to the Province by December 31, 2021.

As noted in the executive summary above, all areas are in full compliance with the exception of web accessibility (Appendix A: 14). Throughout 2020 and into 2021, Civic staff engaged with extensive work to ensure all public-facing apps and websites are WCAG 2.0 AA compliant. Despite the significant operational impacts of the response to Covid-19, the majority of the applications and websites are compliant, however, there are five remaining applications and one website left to remediate.

The submission to the province reports on the progress to date and indicates the list of remaining applications and website will become compliant in 2022. Once the website and applications are compliant, another report will be filed to the Accessibility Directorate of Ontario and made publicly available on the City's accessibility webpage.

Prepared by: Melanie Stone, Accessibility, and Inclusion Advisor
Submitted by: Rumina Morris, Director, Anti-Racism and Anti-
Oppression
Recommended by: Rumina Morris, Director, Anti-Racism and Anti-
Oppression
Concurred by: Lynne Livingstone, City Manager

Appendix A: Accessibility Compliance Report 2021



Organization category [Designated Public Sector](#) | Number of employees range [50+](#)

Filing organization legal name [The Corporation of the City of London](#)

Filing organization business number (BN9) [119420883](#)

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

I certify that all the information is accurate and I have the authority to bind the organization *

Certification date (yyyy-mm-dd) * [2021-12-02](#)

Certifier information

Last name *		First name *		
Livingstone		Lynne		
Position title *	Position title other *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Other	City Manager	519-661-2489	7207	
Email *		Alternate phone number	Extension	Fax number
llivings@london.ca				

Primary contact for the organization(s)

Check if the primary contact is same as the certifier

Last name *		First name *		
Livingstone		Lynne		
Position title *	Position title other *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Other	City Manager	519-661-2489	7207	
Email *		Alternate phone number	Extension	Fax number
llivings@london.ca				

D. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Municipal Accessibility Advisory Committees

1. Is your organization a municipality with a population of 10,000 or more? * Yes No
(If Yes, you will be required to answer additional questions.)
[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#) [Learn more about your requirements for question 1](#)

1.a. Has your organization established an accessibility advisory committee as outlined in section 29 of the AODA? * Yes No
(If Yes, you will be required to answer additional questions.)
[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#) [Learn more about your requirements for question 1.a](#)

Comments for question 1.a

2. Are the majority of the members of the committee persons with disabilities? * Yes No
[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29 \(3\): Municipal Accessibility Advisory Committees](#) [Learn more about your requirements for question 2](#)

Comments for question 2

3. Has the committee provided advice to council about site plans and drawings (as described in S.41 of the *Planning Act*) as well as advice on the requirements and implementation of accessibility standards? * Yes No
[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29 \(4\): Municipal Accessibility Advisory Committees](#) [Learn more about your requirements for question 3](#)

Comments for question 3

Foundational requirements

4. Does your organization have written accessibility policies that include a statement of commitment? * Yes No
[Read O.Reg. 191/11 s. 3: Establishment of accessibility policies](#) [Learn more about your requirements for question 4](#)

Comments for question 4

5. Does your organization have a document or documents of your accessibility policies publicly available and, on request, provide them in an accessible format? * Yes No

[Read O. Reg. 191/11 s. 3 \(3\): Establishment of accessibility policies](#) [Learn more about your requirements for question 5](#)

Comments for question 5

6. Has your organization established, implemented, maintained and posted a multi-year accessibility plan on your organization's website? * Yes No

[Read O. Reg. 191/11 s. 4: Accessibility plans](#) [Learn more about your requirements for question 6](#)

Comments for question 6

7. Has your organization completed a review of its progress implementing the strategy outlined in its accessibility plan and documented the results in an annual status report posted on the organization's website? * Yes No

[Read O. Reg. 191/11 s. 4 \(1\), 4\(3\): Accessibility plans](#) [Learn more about your requirements for question 7](#)

Comments for question 7

8. Did your organization consult with people with disabilities when establishing, reviewing and updating its multi-year accessibility plan? * Yes No

[Read O. Reg. 191/11 s. 4 \(2\): Accessibility plans](#) [Learn more about your requirements for question 8](#)

Comments for question 8

9. Does your organization provide the appropriate training on the Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to persons with disabilities? * Yes No

[Read O. Reg. 191/11 s. 7: Training](#) [Learn more about your requirements for question 9](#)

Comments for question 9

10. Were all persons that require training trained as soon as practicable? Under Section 7(1) of the Integrated Accessibility Standards Regulation, the following persons require training: (a) all persons who are an employee of, or a volunteer with, the organization; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. * Yes No

[Read O. Reg. 191/11 s. 7 \(3\): Training](#) [Learn more about your requirements for question 10](#)

Comments for question 10

11. Does your organization provide training in respect of any changes to your accessibility policies on an ongoing basis? * Yes No

[Read O. Reg. 191/11 s. 7 \(4\): Training](#) [Learn more about your requirements for question 11](#)

Comments for question 11

12. Does your organization keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided? * Yes No

[Read O. Reg. 191/11 s. 7 \(5\): Training](#)

[Learn more about your requirements for question 12](#)

Comments for question 12

13. Does your organization ensure that its public feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy? Yes No

Note: "public" can include customers, clients, third parties, or businesses. *

[Read O. Reg. 191/11 s. 11: Feedback](#)

[Learn more about your requirements for question 13](#)

Comments for question 13

Information and communications

14. As of January 1, 2021, do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)? Please indicate in the comment box provided the complete names and addresses of your publicly available web content, including websites, social media pages, and apps *
- Yes No

[Read O. Reg. 191/11 s. 14 \(4\): Accessible websites and web content](#)

[Learn more about your requirements for question 14](#)

Publicly available web content and comments for question 14

The following websites and apps have been updated to be WCAG 2.0 Level AA compliant

www.london.ca
www.careers.london.ca
<https://www.dundasplace.ca>
<https://getinvolved.london.ca>
<https://www.servicelondonbusiness.ca>
<https://parking.london.ca/visitorpass/london>
<https://www.movetolondonmiddlesex.ca>
<https://london.ca/immigration>
<https://apps.london.ca/marriagepublic>
<https://pub-london.escribemeetings.com/>
<https://london.ca/government/property-taxes-finance/property-tax-installment-look>
<https://collection.museumlondon.ca>
<https://cityoflondon.perfectmind.com/>
<https://apps.london.ca/GENERATEFORM/DEFAULT.ASPX?FORM=FEEDBACKFORM>
<https://maps.london.ca/renewlondon>
<https://service.london.ca>
<https://opendata.london.ca/>

Due to significant operational impacts during COVID-19, the following website and applications are actively under revision for site/application improvements and WCAG compliance and will be completed in 2022:

<https://apps.london.ca/ZoneFinder/>
<https://extweb.london.ca/ltcdriverinfo/>
<https://apps.london.ca/PropertyInquiryMVC>
<https://apps.london.ca/EPermitsMVC/>
<https://apps.london.ca/MunicipalConsents/>
<https://www.storybook.london.ca/>

Our social media pages are listed below as requested:

<https://www.facebook.com/LondonCanada/>
<https://www.instagram.com/cityoflondonont/?hl=en>
<https://twitter.com/CityofLdnOnt>
<https://www.youtube.com/user/CityofLondonOntario>

Employment

15. Does your organization notify successful applicants of its policies for accommodating employees with disabilities during offers of employment? *
- Yes No

[Read O. Reg. 191/11 s. 24: Notice to successful applicants](#)

[Learn more about your requirements for question 15](#)

Comments for question 15

16. Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities? * Yes No

[Read O. Reg. 191/11 s. 28: Documented individual accommodation plans](#)

[Learn more about your requirements for question 16](#)

Comments for question 16

Transportation

17. Does your organization provide transportation services? * Yes No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 17](#)

17.a. Does your organization conduct employee and volunteer accessibility training on the safe use of accessibility equipment and features of your transportation vehicles? * Yes No

[Read O. Reg. 191/11 s. 36: Accessibility training](#)

[Learn more about your requirements for question 17.a](#)

Comments for question 17.a

Design of public spaces

18. Since your organization last reported on its accessibility compliance, has your organization constructed new or redeveloped existing off-street parking facilities that it intends to maintain? * Yes No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 18](#)

18.a. When constructing new or redeveloping off-street parking facilities that your organization intends to maintain, does it ensure that the off-street parking facilities meet the accessibility requirements as outlined in the Design of Public Spaces standards? * Yes No

[Read O. Reg. 80.32-37: Accessible parking](#)

[Learn more about your requirements for question 18.a](#)

Comments for question 18.a

19. Since your organization last reported on accessibility compliance, has your organization constructed new or redeveloped existing outdoor play spaces that it intends to maintain? * Yes No
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 19](#)

19.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers, and if you represent a municipality did your organization consult with the municipal advisory committee where one was established as outlined in s. 80.19 of the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 s. 80.19: Outdoor play spaces](#)

[Learn more about your requirements for question 19.a](#)

Comments for question 19.a

20. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements required under the Integrated Accessibility Standards Regulations Part IV are not in working order? * Yes No

[Read O. Reg. 191/11 s. 80.44: Maintenance of accessible elements](#)

[Learn more about your requirements for question 20](#)

Comments for question 20

Confirmation questions

21. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Information and Communications Standards** under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part II: Information and communications standards](#)

[Learn more about your requirements for question 21](#)

Comments for question 21

22. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Employment Standards** under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part III: Employment standards](#)

[Learn more about your requirements for question 22](#)

Comments for question 22

23. Other than the requirements cited in the above questions, is your organization complying with all other requirements for **Transportation Standards** under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 23](#)

Comments for question 23

24. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Customer Service Standards** under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 Part IV.2: Customer service standards](#)

[Learn more about your requirements for question 24](#)

Comments for question 24

25. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Design of Public Spaces Standards** under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 101/11 Part IV.1: Design of Public Spaces standards](#)

[Learn more about your requirements for question 25](#)

Comments for question 25

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