

**APPENDIX 1**

**CITY OF TORONTO**

**DIVISIONAL ACCESSIBILITY PLANS**

2007 – 2008 Status Report  
and Update of the City of Toronto's  
Accessibility Plan

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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ Policy	Systemic Physical Architectural Attitudinal Communication Information Technological Practice/Policy	Coordinates the development and reporting of the Accessibility Plan and the City’s Action Plan on access, equity and human rights through an interdivisional staff team.  Improves communication and assessment of accessibility for people with disabilities, access and equity in programs, policies and practices through the designation of staff leads in the City Manager’s office.	Ongoing	Achievements are reported annually through the Accessibility Plan submissions as well as the Access, Equity and Human Rights Action Plan process.
Practice/ Policy	Physical Architectural Attitudinal Communication Information Technological Systemic Practice/Policy	Conducts a pilot project to include an Equity Impact statement in reports from the City Manager’s Office and also applies the equity lens to program reviews.	In progress	Using the Equity Lens tool will result in equitable outcomes for all populations and will also increase/improve access for target populations (such as people with disabilities, youth, women) or for specific groups within a target population.
Practice/ Policy	Information Communication	Developing and implementing strategies for web accessibility and assistive technology.	Ongoing	

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		Active participation in a working group to improve accessibility for City employees using City computers and for those browsing the City's websites.		
Practice/ Policy	Information Communication Practice/Policy Access to civic government	Provides support and coordination of the City's Disability Issues Committee (the City's accessibility advisory committee under with ODA, 2001). The Committee is an advisory body and participates in monitoring legislation, advocacy to other orders of government, consultations with City divisions, as well as, the external community and works towards an accessible City.	Ongoing	Recent accomplishments include:  Consultation on: Toronto By-law project; Redesign of Nathan Phillips Square; Accessible Taxis, Street Furniture, Web Accessibility and Assistive Technology Group; Use of Segways; accessible participation in elections, etc.
Practice/ Policy	Physical Architectural Attitudinal Communication Information Technological Systemic Practice/Policy	Supports and promotes the use of the City of Toronto Accessibility Design Guidelines as an advocacy tool as well as a resource tool for conducting accessibility audits.  Eg. Design of the office and meeting rooms of the City's Ombudsperson.	Ongoing  2007-2008	Highlights of the Guidelines continue to be incorporated into City initiatives and public documents. In April 2007, a presentation on the development of the City of Toronto's Accessibility Design Guidelines was presented to the National Conference of the American Planning Association in Philadelphia, PA.

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Practice Physical	Architectural Physical Communication	Accommodates employee needs in the workplace.  Assessment, design and retrofit of an accessible washroom using the Accessibility Design Guidelines.	Work is complete with ongoing review.	
Practice/ Policy	Communication Information Attitude Physical Systemic Access to civic government	Partner division of the event, International Day for People with Disabilities. The event provides opportunity to recognize successes of people with disabilities while advocating for the elimination of accessibility barriers.	Ongoing  Next IDPWD event is Dec. 3/07	This is a unique collaboration of the disability community in Toronto, community organizations, financial, public and education sectors/ organizations.
Practice/ Policy	Funding and Economic participation	The Access, Equity and Human Rights Grants program provides funding to increase the capacity of organizations and communities, including that of people with disabilities to address racism and discrimination through outcome focussed, time-limited projects.	Ongoing	

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Type	Barrier	Strategy for Removal/Prevention	Status
Practice / Policy	Employment barriers - attitudinal	<p>The City actively encourages the participation of persons with disabilities in the employment selection process with the statement:</p> <p>“Committed to employment equity, the City of Toronto encourages applications from Aboriginal people, people with disabilities, members of visible minority groups and women” when posting or advertising job openings.</p> <p>Starting 2007, the following statement regarding accommodation is added to all posted and advertised job openings: “Accommodation will be provided in all parts of the hiring process as required under the City’s Employment Accommodation policy. Applicants need to make their needs known in advance.”</p>	Procedure established and practice ongoing
Practice / Policy	Attitudinal Physical Sensory Communication	When all applicants are invited to participate in the staffing process (e.g., interview or testing process) they are made aware that the City will accommodate individuals with special needs in the selection process and that individuals must make their needs known.	Procedure established and practice ongoing

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		<p>Accommodations are made as appropriate throughout the selection process (e.g., testing, interviews). At the time of a job offer candidates are also informed that should they need an accommodation in the workplace that they should make their needs known.</p> <p>Arrangements are then made to meet the needs of the employee as appropriate.</p>	
Practice / Policy	Attitudinal Physical Sensory Communication	<p>Inclusion of human rights and employment equity sections in all staffing guidelines, policies and tools provided to managers and human resources staff. These include guidelines for developing qualifications &amp; screening applications, recruitment advertising, internet job postings, use of executive search firms, guidelines for practical and written assessments, interview panel procedures, hiring process, employment references, and job offer guidelines.</p>	Procedure established and practice ongoing
Practice / Policy	Communication	<p>A number of City divisions send copies of job postings to community groups to ensure wide distribution of job opportunities to equity/diversity groups including persons with disabilities.</p> <p>City divisions attend speciality job fairs that target persons with disabilities.</p>	Procedure established and practice ongoing
Practice / Policy	Communication	Participants in corporate training courses offered through the	Procedure established and practice ongoing



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		<p>calendar are requested to advise if they require accommodation in order to participate.</p> <p>Accommodations have included the provision of ASL interpreters and materials in Braille.</p>	
Practice / Policy	Communication	<p>The Employees Training Centre on King St. E. has 19” monitors available in all computer rooms. Participants are advised of the scented product guideline practiced in the TPS Learning Centre and they are requested to notify the Centre of this accommodation requirement. The Employees Training Centre and the Staffing, Workforce Transition and Employment Equity Unit have TTY capability.</p>	Procedure established and practice ongoing.
Practice/ Policy	Human Rights Discrimination  Attitudinal	<p>The City’s workplace Human Rights &amp; Harassment policy, modelled after the Ontario Human Rights Code, prohibits discrimination of protected groups, including persons with disabilities, in services, accommodation, contracts and employment.</p> <p>The City has a Human Rights Office, which is set up to provide impartial expert advice and guidance on human rights issues (e.g., accommodation of employees with disabilities), provide support to employees and managers in resolving human rights complaints, mediate disputes and investigate human rights complaints. The office handles inquiries and</p>	Procedure established and practice ongoing

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		<p>complaints from City employees about the workplace as well as the public concerning receipt of City services and employment accommodation at the City. The Human Rights Office submits annual reports to City Council.</p> <p>The Human Rights office delivers human rights training to employees, managers, and union representatives.</p>	Ongoing delivery of training
Practice/ Policy	Employment Equity  Attitudinal	In 2000, Council approved the City’s Employment Equity policy, setting out the process for ensuring equitable employment systems. This includes collecting employment equity information from applicants to City jobs and the City workforce (including whether or not the individual is a person with a disability); identifying and removing barriers to full employment; setting objectives for equitable representation, developing proactive equity plans including special programs to support the objectives; measuring and monitoring outcomes and results, publicly reporting on the results through an Annual Report, and hiring and promoting on the basis of merit and potential.	Procedure established and practice ongoing
Practice / Policy	Employment Policy	Part of the development/ approval process for human resources policies/guidelines includes the review of the document by Employment Equity and Human Rights staff who identify impact and issues that affect protected human	Procedure established and practice ongoing

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		rights and employment equity groups and make recommendations.	
Practice/ Policy	Hiring Process  Attitudinal	The inclusion of human rights and employment equity considerations in all staffing policies/guidelines helps ensure that barriers to employment are prevented in the recruitment and staffing process or identified and removed.	Procedure established and practice ongoing
Practice/ Policy	Employee Health and Safety  Physical Architectural Communication Technological	Occupational health staff, ergonomists, employee rehabilitation and employee assistance counsellors provide advice/assistance and training to managers and employees to optimize health & safety and employee wellness and prevent injuries and illnesses. In addition, the Integrated Disability Management policy and procedures facilitates return to work of injured workers and those who have been off due to illness including assisting with accommodation in the workplace.	Procedure established and practice ongoing
Information	Incomplete information about the workforce; representation in specific jobs and job levels.	Conduct a workforce survey and prepare a report on the results, including the representation of people with disabilities in the City workforce.	The survey has been distributed between 2003 and 2005 throughout the entire organization. As a result of a low participation rate, a follow-up is being done, commencing June, 2007. In progress

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		<p>Summary data on the representation of people with disabilities across divisions and occupational groups will be provided to City divisions to develop equity plans to improve the representation of people with disabilities in areas where there is under representation. A corporate plan will also be developed to address corporate wide issues of under representation of people with disabilities.</p>	
<p>Practice/ Policy  Information</p>	<p>Need for a harmonized workplace accommodation policy &amp; guidelines that will replace the accommodation policies of the former municipalities.</p>	<p>Development and implementation of a workplace accommodation policy and guidelines</p> <p>Develop guidelines for managers and human resources staff on how to accommodate employees and potential employees.</p> <p>Develop guidelines for employees on how to participate in the accommodation process including their rights and responsibilities.</p> <p>Develop and deliver information session for human resources community on the policy and guidelines to assist them in providing advice and guidance to managers and employees on the interpretation of the policy and the accommodation process.</p>	<p>The Employment Accommodation policy was approved by Council in July 2004. The policy has been posted on the City's intranet site.</p> <p>Completed in 2006 and posted on the City's intranet site</p> <p>Completed in 2006 and posted on the City's intranet site</p> <p>Session delivered in March 2007. Session attendance was mandatory for all HR staff at the Consultant level and above.</p>

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Information Communication	Better access to employment opportunities with the City of Toronto.	<p>Participate in the Ontario March of Dimes Strategic Employment Solutions Program to increase outreach to people with disabilities.</p> <p>March of Dimes is one of the organizations included in the Fax Senior database (see below).</p>	<p>HR staff were made aware of the March of Dimes Program and encouraged to send their job postings to the Employment Solutions Program. In addition, CNIB also made a presentation to Human Resources representatives about CNIB's employment program.</p> <p>A similar presentation was made by the Canadian Council on Rehabilitation and Work (CCRW).</p>
Information Communication	Better access to employment opportunities with the City of Toronto.	<p>Use of fax broadcast software (Fax Senior, or, FaxSr) to ensure City job postings are sent to employment agencies that serve people with disabilities to maximize outreach strategies.</p> <p>In August of 2007, FaxSR will be replaced by XmediusFax. It is expected that the "phone books", previously created, will be updated and migrated to the new system</p>	<p>A database of contact information was created for all agencies that provide employment services to people with disabilities. The HR staffing community have been provided with these databases as well as an orientation on how to use fax senior.</p>
Attitudinal	Awareness of employment barriers faced by people with disabilities and employment accommodations	Provide training to the HR community to increase their understanding of employment barriers faced by people with disabilities and how to accommodate people with disabilities in the hiring process.	Completed

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Type	Barrier	Strategy for Removal/Prevention	Status
Information/ Communication	Readability of Council, Committee, CCO and City documents	Initiate use of clear language at the City: <ul style="list-style-type: none"> <li>• Develop clear language writing standards, new templates and other tools to help report writers</li> <li>• Train close to 1,000 report writers and report approvers on clear language standards and the new templates and tools for reports</li> </ul>	Ongoing  Training will be incorporated into corporate learning program in 2008
Information/ Communication	Participation/observation by those who cannot attend a Council or Committee meeting	Provide web streaming of videos of Council meetings. Install a Meeting Monitor on the internet, listing items and decision status of Council and committee meetings in real-time	Ongoing  Web streaming of Council meetings available on internet. Improved meeting monitor to be launched in June, 2007
Information/ Communication	Participation/observation on election finances by those who cannot visit City Clerk's Office	Allow the public to review candidate financial statements on-line, with release of the election financial disclosure component of the Electronic Financial Filing System.	Disclosure component released April 2007
Information/ Communication	Access to information about Councillor's expenses	Provide information about Councillor's office budgets, salary and benefit entitlements, travel expenses on the web	Launch in June, 2007
Information/ Communication	Access to claims forms	Post claims forms for filing with the Clerk on the web	Launch in July 2007

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Information/ Communication	Understanding of the decision-making process	Write the new Procedures By-law and user guides in clear language	Ongoing  New Procedures By-law in place since the start of the new term of council in 2007. User guides ready by 2008
Information/ Communication	Ability to find and understand information relating to Council, committees and services provided by CCO	<ul style="list-style-type: none"> <li>• Re-write CCO's internet site in clear language</li> <li>• Provide one-click access to Council/ committee information through "window on council" link</li> <li>• Re-organize website for easier navigation</li> <li>• Continually update the website with information on how Council / committees work. Include information about the City's agencies, boards, commissions and Task Forces, including mandate, schedule of meetings, appointments, contact info and links</li> <li>• Post the CCO policies and procedures on the website</li> </ul>	Underway  CCO units currently reviewing website. Launch of new site late in 2007. Link to policies and procedures available in 2008
Information/ Communication	Participation in public meetings of City Council committees	<ul style="list-style-type: none"> <li>• Include in public notices for public meetings of committees of City Council that special assistance is available for members of the public including a TTY reference number. Write notices in clear language. Include this information in all agendas instructions with note on first page of agendas. Include contact numbers</li> <li>• Use accessible locations for committees and Community Councils that address items of</li> </ul>	Ongoing

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		great public interest	
Information/ communication	Availability of Council/ committee documents and by-laws (current and legacy)	<ul style="list-style-type: none"> <li>• Provide copies of Council/ committee documents and by-laws on the City's web site and in print form</li> <li>• Waive charges for print copies for not-for-profit groups</li> <li>• Identify phone, fax and e-mail contacts on print material and on the web site</li> </ul>	Initiated
Information/ communication	Inclusion in notification lists of interested persons	Increase use of e-mail notice lists where possible. This allows a more immediate and accessible communication for some people with disabilities	Ongoing
Physical Access	Physical accessibility of CCO office and public spaces	<ul style="list-style-type: none"> <li>• Conduct further accessibility audit to ensure access to offices, staff and services. Create questionnaire and conduct survey to determine accessibility requirements</li> <li>• As part of its ongoing 5-year capital plan, the Archives will investigate ways to provide better physical access to people with disabilities</li> <li>• Ensure new office location on the 9<sup>th</sup> floor, West tower is fully accessible</li> <li>• New location for the Print Shop will be fully accessible</li> </ul>	<p>Ongoing</p> <p>Will commence in late 2007 or in 2008</p> <p>Assessments will be made in 2007-2008. but modifications will take longer</p>
Policy/Practice	Public presentations at Council or Committee	<ul style="list-style-type: none"> <li>• Allow committees to establish their own deadlines for agenda and have public presentation confirmed earlier</li> <li>• Schedule agenda items as time specific whenever possible and deal with such matters on time</li> <li>• Public will have more time to</li> </ul>	Initiated with new Procedures By-law at the start of the new term of Council



<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
		request a public presentation and to arrange transit	
Policy/ Practice	Participation by persons with a disability at Council or committee meetings	Create accessibility manual for CCO staff, including a list of contacts that can provide accessibility assistance during Council/ Committee meetings and protocol events. Timelines for requesting assistance will be outlined and these will be made known to the public. The manual will also contain a procedure for accommodating persons needing special assistance arriving unexpectedly at meetings or events. The CCO will continually update and expand the manual.	Available at the end of 2007
Policy/ Practice	Access to CCO services	Conduct customer service surveys at all frontline offices. Review existing operations and make changes based on clients' response	Will commence in 2007 or 2008
Practice/ Policy	Services meeting the needs of those with accessibility issues	Continue team building and recognition retreats on accessibility issues. Staff better equipped to perform their own jobs and fill in for others as needed	2007-2008
Practice/ Policy Physical Access	Accessibility of all CCO events and services for people with disabilities	<p>Staff will be better informed and encouraged to contribute to the development of better policy and service deliveries for the public:</p> <ul style="list-style-type: none"> <li>• Conduct interviews/ survey of randomly selected staff to assess their understanding of common policy and practices</li> <li>• Examine any existing policies and procedures</li> <li>• Review current services provided to the public for</li> </ul>	Will commence in 2007 or 2008

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		events <ul style="list-style-type: none"> <li>• Ensure accessibility when choosing venues for events/ meetings/ conferences</li> <li>• Note on invitations the accessibility contact number to make arrangements to accommodate people with disabilities when attending events/ meetings/ conferences</li> <li>• Provide sign language interpreters and attendant care staff as required</li> <li>• Put up proper directional signage to ensure easy access</li> </ul>	
Practice/ Policy	Full access to electoral process	<ul style="list-style-type: none"> <li>• Undertake analysis, including stakeholder consultation, to determine effectiveness of the 2006 election initiatives</li> <li>• Identify and remove barriers that prevented electors, candidates and the public from participating in previous municipal elections</li> <li>• Implement a strategy for electors with disabilities for 2010</li> </ul>	Ongoing
Practice/Policy	Access to political process	Implement Council-approved public appointments policy. Include diversity surveys in application kits as set out in the policy	Ongoing
Practice/Policy Information technology	Access to database information	Design database for boards/ appointments with non-mouse users in mind and for eventual internet posting of information	Implementation initiated
Practice/Policy Information Communication	Access to Archives exhibits	Provide sign language interpreters and accessibility assistance as required for staff meetings, etc.	Ongoing

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Practice/Policy Information Communication	Access to the Archives Research Hall	Archives clients with sight impairment have free access to equipment that provides a magnified and colour enhanced image of text or photographs on a close circuit TV monitor.	Installed in April 2007

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Type	Barrier	Strategy for Removal/Prevention	Status
Practice/ policy	Information Communication Resources	The SDF&A Division provides policy and community development support to several advisory committees and voluntary organizations (e.g. Toronto Seniors Forum and the Toronto Youth Cabinet) which play an advocacy role within the city on issues related to accessibility as well as to access, equity, and human rights issues, in general. This work is supported by SDFA's policy and community development staff.	Ongoing
Physical Architectural	Access to Meetings and Public Events	Venues for events / public meetings are selected on the basis of accessibility (e.g. ensure that venue is wheel-chair accessible).	Ongoing
Practice/ policy	Communication Information	To the greatest possible degree, materials targeted at audiences with visual challenges (e.g. seniors) are printed in larger font sizes.	Ongoing
Practice/ policy	Communication Information Access for people who are deaf or deafened and people with a hearing loss.	When required, American Sign Language and multilingual interpretation are made available at public meetings and community consultations that the unit coordinates on behalf of clients.	Ongoing
Physical	Employee Needs	Ergonomic assessments are undertaken to ensure	Ongoing

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		workstations are appropriate for employees with disabilities.	
Practice/ Policy	Employee Needs	Specialized equipment such as headsets and workstation design are made available as required.	Ongoing
Practice/ Policy	Information Communication Community partnership	Linkages are created with people with disabilities and advocacy organizations to raise issues and celebrate advances in accessibility through public events.	Ongoing

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Type	Barrier	Strategy for Removal/Prevention	Status
Physical	<p>Assessment of physical accessibility limitations</p> <p>Lack of access in field offices</p>	All new field offices are fully wheelchair accessible.	Completed
Physical	Accessibility in new design and construction	<p>All new centres being developed as part of the capital plan are designed and constructed to be totally accessible.</p> <p>Broad Operational Support unit will ensure newly constructed Child Care centres are designed to meet current Accessibility Design Guidelines.</p>	Ongoing
Physical	Retrofit projects	As funding has permitted, accessibility has been improved on an incremental basis in existing Municipal Child Care Services (MCCS) through retrofit projects, eg. elevator and ramp installed at Jesse Ketchum Child Care Centre and Coxwell Childcare Centre.	
		MCCS will renovate the centres to allow access to the centre main entrance, office and will upgrade current accessible washrooms. When a centre requires full access,	Ongoing

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		MCCS will retrofit to meet required need at that centre at that time.	
Practice/ Policy	Ability of all community child care programs to support children and families with special needs.	<p>An “Every Child Belongs” brochure was developed and distributed to child care centres throughout Toronto.</p> <p>Development of a “Supported Inclusion” website to provide web-based training and support for child care programs.</p>	<p>Completed</p> <p>Completed</p>
	Income Support – support to access child care programs	<p>Directed an additional \$2.5 million of provincial (Best Start) funding towards special needs resources in 2006/7 to assist children with special needs to attend child care programs.</p> <p>Increased funding in 2006 for Child Care Support Fund (One to One) program support for children with special needs.</p> <p>Policy for all programs to include children with special needs is being developed. Training and special needs resources provided.</p>	<p>Completed</p> <p>Ongoing</p> <p>Ongoing</p>
Practice/ Policy	Workplace Accommodation	<p>City’s Operation Criteria, a tool which measures quality. It sets clear expectations, service standards and guidelines to childcare providers supporting inclusion.</p> <p>MCCS will provide support and opportunities to people</p>	Ongoing

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		with disabilities by providing a barrier free facility.	
		Occupational Health staff, ergonomists, employee rehabilitation and employee assistance optimizes health and safety of staff. The integrated Disability Management Policy and Procedures facilitates return to work of injured staff that have been off work due to illness and includes assisting with accommodation in the workplace.	Ongoing
		Ensures that a TTY number is included in all communications materials produced by the division.	Ongoing
		Continue to work towards greater use of plain/clear language and simpler rules within the policy handouts to clients.	Ongoing
	Employee needs	Specialized equipment such as headsets and workstation design are made available as required.  Issues addressed by Web Accessibility and Assistive Technology workgroup.	Ongoing  Ongoing
Practice/ Policy	Information Communication	Public consultation meetings (wherever possible) are held in building such as community centres and schools which provide access for people with disabilities.	Ongoing



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		For meetings, information advising that support such as interpreters, and childcare is provided in multiple languages.	Ongoing

Note: The first Children’s Action Plan included a multi-year funding plan to address physical accessibility barriers in childcare centres, but the necessary funding was not approved.

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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
Physical / Architectural	Ensuring the safety of people who are deaf, deafened or hard of hearing in the event of fire alarm activation	Install visual signal system to notify of fire activation.	Pending work order issuance
Policy/ Practice	Improved access to information  Communication Technology	Complete recruitment of qualified bilingual staff in frontline positions at court offices.  Language Lines are available at service counters to ensure that counter staff can communicate with persons from diverse communities.  Continue to provide interpreter coordination services.	Ongoing  Ongoing  Ongoing
Information Technology	Improving access to the justice system	The division is exploring more efficient systems than the current Provincial ICON system to enhance the management of provincial offence violations handled by the division.  Planning to set up an "e-court" that will allow defendants who require particular services of a Justice of the Peace to connect at a distant location via a video link, creating greater accessibility to the justice system.	Ongoing  Planning in conjunction with Provincial review

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Practice / Policy	Attitudinal Communication	<p>Training on customer service and working with the public to be provided to all counter/cash staff.</p> <p>Provide training to staff in Human Rights and Harassment awareness.</p>	<p>Ongoing</p> <p>Ongoing</p>

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Practice/ Policy	Information Communication Attitudinal	Provide ongoing training to staff required in applying the Accessibility Design Guidelines.	Ongoing	There may be future budget implications.
Practice/ Policy	Information Communication Attitudinal	As required by the City Grants policy, Arts and Culture, and Museum grant applicants are required to develop Anti-Racism, Access and Equity Policy and Human Rights Complaint Procedures.	Ongoing	Compliance with Toronto Corporate Grants Standards
Practice/ Policy	Information Communication Attitudinal	Through the revised Exhibit Policy and Interpretation and Education Policy (2004), the Culture Division ensures that : Exhibition of restored spaces in all museums are wheelchair accessible and equipped with supplemental media when such spaces are not physically accessible.	Ongoing	In compliance with the provincial museum grant program requirements:  Provide opportunities for interaction and experiences adapted to a range of abilities and skills.
Practice/ Policy	Information Communication Attitudinal	Provide training and facilitate creative partnerships to:	Ongoing	

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		<ul style="list-style-type: none"> <li>• Enhance staff’s interaction with individuals with developmental, emotional and mental disabilities</li> <li>• Ensure staff make the appropriate referrals for these individuals to specialized services and supports that can assist them with program accessibility</li> <li>• Facilitate partnerships with arts and culture groups and specialized services and agencies to provide training for staff</li> </ul>	Ongoing	Inclusion and abilities training for staff
Practice/ Policy	Attitudinal Information Communication	Proactive and targeted staff training on accessibility issues.	Ongoing	<p>Training on:</p> <p>How to recruit and orient new staff with disabilities in the work environment</p> <p>How to better serve persons with disabilities in all cultural facilities.</p>
Practice/ Policy	Information Communication	Provide accessibility to program information via internet	Ongoing	

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
		<p>Ensure programs responsive to people with accommodation needs.</p> <p>Community partnerships to outreach to diverse groups to enhance accessibility</p>	<p>Ongoing</p> <p>Ongoing</p>	
Practice/ Policy	Communication Program	<p>Facilitate partnerships with arts and culture groups to:</p> <ul style="list-style-type: none"> <li>• Enhance program accessibility</li> <li>• Develop programs that include accessibility-related themes as possible</li> </ul>	Ongoing	
Practice/ Policy	Physical Architectural	<p>The program for the Culture Division will need to be flexible, accommodating a possible combination of physical retrofits and virtual exhibit design in order to deliver a fulfilling experience to all patrons.</p>	Ongoing	
Practice/ Policy	Information Communication	<p>To provide access to the collections, a permanent virtual exhibit has been included on the City of Toronto Web page: a Bibliography, online history and online exhibits.</p>	Ongoing	<p>The Bibliography is expanded annually. Two new virtual exhibits are added annually.</p>
Practice/ Policy	Information Communication	<p>Art and Artifacts Collections will be</p>	Ongoing	<p>Will continue to add more works of</p>

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
		inventoried and digitized.		art when possible
Practice/ Policy	Information Communication	Webpage enhancement to include the Bibliography of Toronto History	Ongoing	
Physical	Ease of exit for motorized wheel chair participants in East Room at The Assembly Hall, Lakeshore's Community Cultural Centre  Architectural	To convert large window adjacent to East Room to an exit door with low profile	Construction process initiated	
Practice/ Policy	Physical Program equipment and accessories	Ensure that appropriate equipment and accessories are in place in all art centres	Ongoing	There may be future budget implications
Practice/ Policy	Communication	Improved signage in gallery space of all art centres (e.g. Braille, typeface, etc.) with a multi-year approach.	Ongoing	There may be future budget implications

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Type	Barrier	Strategy For Removal/Prevention	Status
Practice/ policy	Attitudinal Communication Information	<p>Sessions on “Human rights: due diligence for managers” are delivered annually.</p> <p>The “Leading through Excellence” management program for Works and Emergency Services delivered by George Brown College includes training on human rights issues, employment equity, and workplace harassment policies.</p> <p>Support Services customer service staff are provided Language Line and TTY Training.</p> <p>New recruits receive training on human rights and workplace harassment policies; Diversity training includes area on disabilities.</p> <p>Orientation for all staff in EMS includes discussion on the City’s human rights and workplace harassment policies.</p> <p>Toronto Emergency Medical Services: New employees/management staff receive orientation to corporate human rights policies by the HR division. These policies are also available on the intranet.</p> <p>All EMS staff receives cultural diversity training in house and is</p>	Ongoing



Type	Barrier	Strategy For Removal/Prevention	Status
		offered opportunities at Corporate training level.	
Practice/ policy	Access to services	<p>Emergency Medical Services has an Ethnocultural Access Co-ordinator/ Multicultural Health Consultant on staff; mandate of position includes addressing issues on all disabilities.</p> <p>EMS makes information pertaining to the Action Plan on the Elimination of Racism and Discrimination, and the Access, Equity, and Human Rights available to all staff</p> <p>EMS has a representative on the interdivisional staff team on access, equity and human rights. The mandate of this group includes the preparation of the Accessibility Plan.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
Architectural	Access to services and facilities	<p>Emergency Medical Services headquarters, the Rubes Centre for EMS Studies, and all EMS administrative buildings are accessible.</p> <p>Development of Portland Waterfront for 2012, fully accessible site and pilot for future development or renovations for all future development.</p> <p>Increased number of accessible parking spaces at all facilities and parking accommodation developed for pregnant women.</p> <p>TTY and multi-lingual access capability to all public lines/departments in EMS, implemented 2006. 911 is accessible.</p>	<p>Completed</p> <p>Ongoing</p> <p>Ongoing</p>
Architectural	Physical	EMS has established an advisory committee with agencies representing	Ongoing

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>
		<p>all aspects under disabilities definition to assist in developing guidelines and policy/program development. Civic engagement and advocacy in service and employment aspects of EMS</p> <p>Research and assessment for Web Access for people with visual disabilities, to access information on the Internet about EMS; large font, multilingual access in three languages etc.</p> <p>Current status is working with other city divisions to incorporate accessibility and design process. Pilot of three languages completed for 2007.</p> <p>Supporting a recommendation to Corporate Services to make all web information accessible.</p> <p>4330 Dufferin Street and the Rubes Centre for Emergency Medical Services studies are wheelchair accessible.</p> <p>Accommodations in vehicles/ambulances for persons barriered by height. Easier access for stretchers into ambulances and retro fit for comfort and safety in driver area.</p> <p>Accommodation for staff with allergies, with implementation of Green Plan in partnership with City. All vehicles changed from diesel to gasoline fuels.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>In progress</p>
Practice/ policy	Information Communication	Emergency Medical Services proposes the Anti-Hate line be re-established as the Community Access line marketed to all diverse groups in the City of	Ongoing

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>
		Toronto. Mandate of telephone line is to address incidents perceived as motivated by racism, sexism, anti-Semitism, bigotry and homophobia. Anti-Hate line dropped in its present format and blended to the already existing Professional Standards Unit as community access for the public to direct complaints on service delivery of EMS, equipped Multi-lingual Access and development considered for TTY capability; training provided.	
Practice/ policy	Information Communication	Toronto Emergency Medical Services staff set up information booths at various community events including the Jobs Market for People with Disabilities.	Ongoing
Practice /policy	Information Communication	Community Medicine Program provides emergency preparedness and emergency management seminars to groups representing diverse populations, including all aspects of disabilities.  Pilot project development for teaching First Aid/CPR and/or Trainers in First Aid/CPR focused specifically for persons with disabilities. Incorporate ASL in training where required. Modification of delivery of training to address the needs of people with visual and/or physical disabilities.	Ongoing
Practice/ policy	Information Communication	Emergency Medical Services provides translation services in approx. 150 languages through the language line services. This service is used by EMS Emergency Medical Dispatchers and is also available for paramedics in the field, if they encounter language barriers while trying to treat patients.	Ongoing

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>
		<p>EMS Ambulance Liaison officers have attended several ESL classes to educate them about 911 procedures, and the availability of multilingual services.</p> <p>Research and assessment for Web Access for people with visual disabilities, to access information on the Internet about EMS; large font, multilingual access in three languages etc. Current status is working with other city departments to incorporate accessibility and design process.</p>	Ongoing
Architectural	Physical	<p>Accessibility needs are incorporated into all future renovations of Emergency Medical Services.</p> <p>Accessibility guidelines and design are incorporated into all applicable projects that are dealt with through Technical Services.</p> <p>Communication Centre (911 Centre) for EMS modified with work stations to accommodate persons with disabilities; e.g. new work stations to accommodate wheelchair access.</p>	Ongoing  Ongoing
Practice/ policy	Employment processes	<p>EMS, the recruitment equity policy is in place to provide opportunity to achieve a workforce that reflects the population. Recruitment events estimated at over 200 each year.</p> <p>Emergency Medical Services implemented an outreach program, contacted community colleges to address potential barriers for applicants, restructured physical demands criteria and have established opportunities to provide experience for youth wishing to explore a career</p>	Ongoing  Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>in health care.</p> <p>Established a Scouts Canada group, a Medical Venturer programme and high-school coop to attract participants from diverse communities. Through this program, participants are mentored and encouraged to apply to community colleges for a career in paramedicine. The MEDVENT program can sponsor applicants. EMS also works with the Association of Immigrant Healthcare Workers to assist in providing experience.</p>	
Practice/ policy	Employee Accommodation	<p>Accommodations/support provided for employees that have a disability and/or acquire a disability during employment.</p> <p>Accommodation is provided for staff with visual disabilities: seeing eye dog, staff escort to sites not accessible, transportation arrangements made to assist duties as required.</p> <p>Security and all staff trained to ensure accommodations and protocols for employees with disabilities requiring assistance, e.g. Accommodation for guide or service dogs.</p> <p>Modified staff – redirected to other job duties as per temporary/permanent disabilities. Job Status protected under EMS Accommodation policy Specifically in mobility issues such as on job injury and pregnancy.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
Practice/ policy	Partnership Development	<p>Policy and program development under interdivisional, provincial and agency partnership.</p> <ul style="list-style-type: none"> <li>• Facilities and Real Estate</li> </ul>	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		<ul style="list-style-type: none"> <li>• Toronto Fire Services</li> <li>• Toronto Police Services</li> <li>• Homes for Aged</li> <li>• TTC</li> <li>• Emergency Management Office</li> <li>• Centre for Addictions and Mental Health</li> <li>• Shelter Support and Housing</li> <li>• Ontario Ministry of Health &amp; Long Term Care</li> </ul> <p>Development under CREMS initiative – Community Referrals by EMS - modification of service to non-hospital sites such as community care centres, sobering centres and detoxify centre etc. to accommodate specific cases.</p>	Ongoing
Practice/ policy	Information Communication	Emergency Medical Services has reviewed physical testing and new processes have been put in place. Barriers that may preclude admissions to community college are under review. All operational and administrative policies have been reviewed and amended. Report Completed and follow-up pending.	Ongoing
Practice/ policy	Information Communication	<p>Community Access and Equity initiatives are discussed at senior management team meetings as priority items to ensure consistent interpretation and compliance with Corporate direction.</p> <p>Implementation of General Manager’s Advisory Committee to incorporate needs assessment in service and employment for persons with disabilities as defined under The Ontarians with Disabilities Act.</p> <p>EMS will continue to provide service excellence to staff and to our public</p>	Ongoing

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>
		and will continue to be responsive to the changing needs of our diverse communities.	

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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/Policy	Lack of Information/Communication	<p><i>Just for Families</i> is a series of information brochures created to provide important information for family member of residents living in Toronto's Homes for the Aged and for community clients and their families. Fifteen new topics have been written including Advocacy, Palliative Care, Coping with Loss, Resolving Conflict with Families. Additional topics will be written for 2007 – 08.</p>	Ongoing	Feedback from families and residents is positive and other organizations request the use of the brochures.
Practice/Policy	Design Standards	<p>The deficits of dementia can be modified by using physical space to support the ability to navigate the world. The concepts central to <i>Gentlecare</i> continue to be implemented. New bathrooms are being installed in one Home to assist residents to employ their residual cognition, and renovated bathrooms in another Home will allow wheelchair accessibility to private resident</p>	Ongoing	Other improvements are being planned for 2008



Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		<p>bathrooms.</p> <p>Several homes have installed wheelchair accessible ramps to garden areas and landscaped areas and have added additional automatic doors and wheel chair push buttons. One Home repaved the driveway, parking lot and side walk and made ramp repairs. One home had 3 gazebos built in front of the facility to allow residents and families easy and safe access to the outdoors. This project also included the installation of planters which are at a height accessible to residents in wheelchairs.</p>		
	Restructuring programs to meet needs	<p>Specialized services (i.e. Medical Speciality Services, Behavioural Response, Gay, Lesbian, Bi-sexual and Transgender, Young Adults and Young Adults with Developmental Disabilities) and Convalescent Care have been developed in HFA's to meet the changing and emerging needs of a variety of target groups within LTC. Also, one of the HFA's has expressed interest in providing</p>	Ongoing	<p>HFA continues to work with the Ministry of Health and Long-term Care to evolve programs designed to meet the needs of clients.</p>

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		dialysis and a program to serve clients with Acquired Brain Injury (ABI).		
	Communication Advocacy	The Division established a Resident/Client Advocate to assist residents/clients/families with choices and/or difficult decisions and to develop strategies to deal with systemic advocacy issues.	Completed	This position has offered a positive avenue for residents and families and will continue.
	Information Communication	HFA completed a three year Strategic Planning process involving contacting and receiving input from community organizations. This processes involved input from people with disabilities.	Completed	The HFA Strategic Plan will provide direction to the division for the next three years.
	Lack of Information/ Communication	Placing a loved one in a Home for the Aged can be an overwhelming experience for family members. Family members are most often the primary contacts and many persons have disabilities themselves. Initial contacts are easily forgotten. Business cards are now available at the Customer Service desks for all Managers and Social Work Counsellors.	Ongoing	Families indicate this is helpful.

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The Parks, Forestry and Recreation division is comprised of six branches: Divisional Coordination and Community Engagement, Parks Development and Infrastructure Management (PDIM), Community Recreation, Parks, Urban Forestry, and Strategic Services.

Our vision is that Toronto becomes known as the “city within a park.” Our mission is to provide a wide variety of leisure and recreational opportunities that welcome everyone. Our strategic plan, entitled “Our Common Grounds” identifies a target to increase participation of people with disabilities in Parks, Forestry and Recreation programs by 1000% by 2009.

The Parks, Forestry and Recreation division provides services to the residents of Toronto through its many parks, recreational facilities, programs, and special events, and is responsible for over 640 structures, 7,300 hectares of parkland, 1,500 parks, and 3,000 hectares of ravines and urban forests. In 2006 we also offered over 60,000 recreational programs for over 160,000 individual participants which accounted for approximately 453,300 program registrations to the general public.

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
<b>DIVISIONAL (all branches)</b>				
Practice/ Policy	Staff unfamiliar with City of Toronto Accessibility Design Guidelines  Attitudinal Information Communication	Provide ongoing orientation to staff required to apply the Accessibility Design Guidelines in the daily operation of Parks and Recreation facilities.	2004 and ongoing	There may be future budget implications.
Practice/ Policy	Limited division -wide training on accessibility issues for staff  Attitudinal Information Communication	Sensitivity training for Departmental staff: full time, Administration and Customer Service staff.	2004 and ongoing	Pending financial availability
Practice/ Policy	People with disabilities do not have full access to Parks, Forestry and	Development of a Parks, Forestry and Recreation service model for people	2004 and ongoing	Completed consultations with division

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
	Recreation Programs	with disabilities.		staff, working groups, disability community agencies and partners.
Practice/ Policy	City parks, playgrounds trails, natural areas and facilities are not fully accessible	Develop a strategy to ensure that divisional parks, playgrounds trails, natural areas, and that facilities and programs meet the accessibility standards outlined in the ODA and AODA legislation, City Accessible Design Guidelines, and Ontario Trails standards.	2007 and ongoing	
Practice/ Policy	Maintenance and safety of City parks, trails, natural areas and facilities	Greater attention to keeping outdoor and indoor areas well-maintained and safe.	2007 and ongoing	Pending additional resources
Practice/ Policy	Transportation to and from parks and recreational opportunities  Information	Begin dialogue with the TTC to investigate alternative transportation arrangements.	2007 and ongoing	Will require creative and collaborative interdivisional solutions
Practice/ policy	Staffing and employment practices  Attitudinal Information Communication	Review current practices and consult with Human Resources to determine both gaps and strategies to increase representation of people with disabilities.  Purchased Disability Awareness Series (DAS) training resource	2005 and ongoing	

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Practice/ Policy	Inaccessible information to the public  Information Communication	Increase web access by developing an accessible web design  Developing a standardized brochure/booklet on adapted programs and integrated services for the disability community	2005 and ongoing  2005-2007	Also part of 3-1-1 Initiative  Pilot in 2005 City-wide in 2007
Practice/ Policy	Lack of demographic information and services needs for people with disabilities  Information Communication	Following a 2 year process to collect demographic information, "Getting Services Right" findings and report to be vetted through Parks, Forestry and Recreation.	2007	Results reflect existing gaps in service delivery to people with disabilities. Results to be reported through Disability Issues Committee and City Council
Practice/ Policy	Affordability of municipal recreation opportunities  Communication	Increase the accessibility of the current Welcome Policy (recreational subsidy) program for people with disabilities (Community Recreation Branch).	2007/ 2008	Pending City Council approval
Practice/ Policy	Lack of interdivisional coordination of information to maximize effective decision making  Information	Begin dialogue between Toronto Community Housing and Parks, Forestry and Recreation to determine the location of affordable housing units for people with disabilities. Then align with available demographic and recreation program locations to prioritize	2008	Will help to determine where adapted programs and integrated services should be concentrated, and prioritize future retrofits

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
		facility accessibility improvements.		
Practice/ Policy	Lack of a comprehensive strategic plan to address current information barriers  Information Communication	Develop strategic communication plan to improve access to information in a variety of forms.	2004 and ongoing	
Practice/ Policy	City of Toronto meetings are not fully accessible  Information Communication	Provide Sign language interpreters, attendant care and materials in alternative format on request.	2007 and ongoing	
Practice/ Policy	An inaccessible Parks, Forestry and Recreation web site  Information Communication	Create a disability services link with an accessible interface off the Divisional web site.	2007 and ongoing	Initiative has been undertaken by Corporate Communications
Practice/ Policy	Information about available Parks, Forestry, and Recreation opportunities is not effectively reaching people with disabilities  Information Communication	Widen distribution through external partnerships, regular mail, divisional website; information available city-wide and in accessible file formats; advertise in more locations, in multiple languages, and using additional media.	2008-2009	Knowledge of what is being offered is a key to increasing public participation. May be dependent on additional funding.
Practice/ Policy	Inadequate staff awareness on the needs and benefits of increasing employment opportunities for people with disabilities	Develop a strategic plan (outlining the rationale, targets and success indicators) on increasing employment opportunities for people with disabilities within	2009	Strategic plan will be the initial step towards achieving greater representation

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
	Information Communication	the Division.		of people with disabilities in the Division's workforce
Practice/ Policy	Lack of public awareness of accessible facilities  Information Communication	Develop divisional publications to indicate fully accessible and partially accessible City facilities (i.e. maps and trails).	2010	
<b>COMMUNITY RECREATION BRANCH</b>				
Practice/ Policy	Training on accessibility issues for staff  Attitudinal Information Communication	Develop a resource manual for staff and volunteers, considering such information as policies, guidelines, procedures, and necessary modifications for people with disabilities.	2005 - 2009	Pending financial availability
Technology	Lack of information manual	Develop resource manual for new staff on the confidential A.I.M.S. registration database which contains information concerning people enrolled in adapted programs and integrated services.	2008	
Practice/ Policy	Difficulties in registering for programs for people who are deaf, deafened or hard of hearing  Attitudinal Communication	Provision of a TTY line that connects directly with customer service representatives, to assist the hearing impaired register for programs. This service provides equal opportunity on a city-wide basis for those who are deaf, deafened, or hard of hearing.	Sept. 2007	TTY line has been set up.  Training of customer service staff to be done.

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice/ Policy	Limited participation  Attitudinal Communication	Preparing a 2008 budget proposal, which includes the necessary resources to provide increased opportunities and achieve Our Common Grounds target of 1000% increase in persons with a disability enrolled in programs by 2010.	2008	Pending Council approval Staffing improvements will be needed
Practice/ Policy	Cumbersome & inconsistent program registration for people with disabilities  Attitudinal Communication	Reviewing current registration methods, to develop a simplified and consistent registration process that is more customer-centred (e.g. use clear language on forms, and encourages over-the-telephone registration).	2009	
Practice/ Policy	Lack of opportunity for parent involvement in program and service development.  Attitudinal Communication	Toronto/East York District formed a parent advisory group. Each of the other districts will work towards developing advisory groups.	2009	Additional resources are required in order to provide staff the time for community development.
Practice/ Policy	Recreational opportunities are not equitably accessible to all community members  Communication	Provide interpreter services at municipal recreation programs on request.	2010	Pending budgetary considerations.
Practice/ Policy	Lack of sports facilities catering to the needs of people with disabilities  Attitudinal	a) Researching the possibility of a potential initiative with the Miracle League in building a custom	2015	Currently, there is no such outdoor facility in Ontario.



Type	Barrier	Strategy For Removal/Prevention	Status	Comments
	Communication	<p>designed turf field to accommodate wheelchairs and other assistive devices</p> <p>b) Seeking to develop partnerships with other organizations, in order to run a baseball program for children and youth with disabilities.</p>		This would provide people with disabilities the opportunity to participate in some physical activity, while also making new friends and building self esteem.
<b>PARKS BRANCH</b>				
Practice/ Policy	<p>Limited awareness of the practical use of City of Toronto Accessibility Guidelines</p> <p>Information Communication Attitudinal</p>	Provide ongoing training to staff in applying the Guidelines in the daily operation of City of Toronto Parks.	Ongoing	
Practice/ Policy	<p>Lack of demographic information and services needs for people with disabilities</p> <p>Information Communication</p>	Use resources of Access and Diversity section and staff to identify needs.	2007	
Practice/ Policy	<p>Lack of information regarding physical barriers in parks</p> <p>Information Communication</p>	Identifying a small working group of staff to document barriers and a process for eliminating the barriers.	2007	
Practice/ Policy	<p>People with disabilities do not have full access to parks</p> <p>Information Communication</p>	Using the working group identify one park each year in each District that could be modified to accommodate people with disabilities.	2007	Could be considerable budget implications in some cases, including

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
		Develop implementation strategy for park modifications.	2008	capital and operating.  Dependent on budgetary considerations.
Practice/ Policy	Lack of adequate information about the location of parks and the accessible amenities in them  Information Communication	Create digitized base maps of parks.  Partner with the 3-1-1 initiative so that information about park accessibility can be more readily available.	2007/ 2008  2007/ 2008	
<b>PDIM BRANCH</b>				
Practice/ Policy	Standardized accessibility guidelines	Develop an implementation strategy for the City of Toronto Accessibility Design Guidelines.	2004 and ongoing	
Practice/ Policy	Training of the City of Toronto Accessibility Guidelines  Information Communication Attitudinal	Provide ongoing training to staff required in applying the Accessibility Design Guidelines.	2004 and ongoing	There may be future budget implications
Program Physical	Existing inaccessible Parks and Recreation Facilities  Insufficient accessible facilities	Develop a prioritized work plan for areas that require improvement  Proposed ongoing specific capital budget line to address accessibility issues, and meeting the required targets of a fully	2005 and ongoing  2007 and ongoing	Monitoring and ongoing implementation  For 2007, the approved budget line is \$ 500,000 Additional resources are

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
		accessible City by 2020.		required to meeting physical accessible targets by 2020
<b>STRATEGIC SERVICES BRANCH – ENTERPRISE/GOLF</b>				
Program Physical	<p>Inaccessible buildings and washroom facilities.</p> <p>1) Physical access to Dentonia Park Golf Course</p> <p>2) Physical access to Tam O’Shanter Golf Course</p> <p>3) Physical access to Scarlett Woods Golf Course</p> <p>4) Physical access to Humber Valley Golf Course</p> <p>5) Physical access to Don Valley Golf Course</p>	<p>All buildings at the 5 courses are planned for renovation. This will be done as needed. Future considerations of increased access (i.e. automatic doors, water fountains)</p> <p>To be done as part of branch strategic plan.</p> <p>This renovation is complete.</p> <p>This renovation is complete.</p> <p>To be done as part of branch strategic plan.</p>	<p>2007 and ongoing in capital planning</p> <p>2007 and ongoing</p> <p>2006</p> <p>2005</p> <p>2007 and ongoing</p>	<p>All courses need to change the physical access to the buildings and parking lots but the game is set with standards of play that will need the RCGA body to change.</p> <p>Access to building is available. Washroom access is needed</p> <p>Accessible building and washrooms</p> <p>Accessible building and washrooms</p> <p>Access needed for building entry and</p>

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
		To be done as part of branch strategic plan.	2007 and ongoing	washroom facilities.  Access needed for building entry and washroom facilities. Pro Shop is accessible.

**Accomplishments**  
Parks, Forestry and Recreation  
2003-2007

The following chart reflects accomplishments achieved between 2003 and 2007. Please note that an additional appendix has been provided on specific Capital Projects (Appendix 1).

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice/ Policy	Lack of communication plan  Information Communication	Update main Parks, Forestry and Recreation brochure to indicate fully accessible and partially accessible City facilities	Completed 2003	This information has been available in the Toronto Fun Guide since 2000
Practice/ policy	Ineffective communication method to reach people who are deaf, deafened, or hard of hearing	TTYs are available in all Parks, Forestry and Recreation district offices for recreational programming.	Completed 2004	
Practice/ Policy	No standardized accessibility design guidelines	Participated in the development of the City of Toronto Accessibility Design Guidelines.	Completed 2004	
Policy/ Practice	No standardized accessibility design guidelines or compliance	Request for Proposals to include requirements for compliance with new Accessibility Design Guidelines	Completed 2004	
Practice/ Policy	Insufficient training on accessibility issues for staff  Attitudinal Information Communication	Human rights training for managerial and supervisory staff	Completed 2004 & 2006	

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Practice/ Policy	<p>No standardized accessibility design guidelines city-wide</p> <p>Information Communication Attitudinal</p>	<p>Distributed and made City of Toronto Accessibility Design Guidelines available online to staff and external resources</p> <p>Develop the implementation strategy for the City of Toronto Accessibility Design Guidelines.</p>	<p>Completed 2004</p> <p>Completed 2005</p>	<p>Adopted by City Council in February 2005</p>
Practice/ Policy	<p>Lack of accessible communication plan to reach the public</p> <p>Information Communication</p> <p>Identifying people with a disability in our community and the supports they require.</p> <p>Insufficient access to services for people who are deaf, deafened, and hard of hearing</p>	<p>Offered four separate public consultation sessions for People with Disabilities through ReActivate TO!</p> <p>Offered fourteen public consultations on “Getting Services Right for People with Disabilities”</p> <p>Partner with agencies; develop questionnaires and surveys to send to existing customers.</p> <p>Promote TTY further (Develop a strategic plan)</p>	<p>Completed 2004</p> <p>Completed 2005</p> <p>Completed 2005</p> <p>Completed 2005</p>	<p>Ontario Works grant received</p> <p>TTY advertised in the Canadian magazine “Vibes” through the Canadian Hearing Society who, in turn, distributed to the deaf community</p>

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice/ Policy	Inconsistent access to Parks, Forestry and Recreation programs	Development of a recreation strategy for disabled youth.	Completed 2005	4 Youth Outreach Workers - Disability hired (one for each district)
Technology	No secure, confidential automated monitoring information system for registrants who have disabilities	Develop an IT system that will be compatible with the City's CLASS registration system while maintaining confidentiality of customer health records  Develop Implementation Strategy for the harmonized IT system	Completed 2005  Completed 2005	Roll-out February 2005  Roll-out February 2005; Evaluation November 2005
Program Physical	Inaccessible Parks and Recreation Facilities	Conduct accessibility audits for Parks and Recreation facilities  Proposal to add a budget line item to the upcoming capital budget submission for retrofits	Completed 2005  Completed 2005	Analysis of the audit results being conducted  Council approved a budget line of \$1 million in each of 2005, 2006, and 2007
Practice/ Policy	Inconsistent identification of stakeholders and partnerships  Information Communication	Develop a database of stakeholders.	Completed 2006	

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice/ policy	Not enough representation of people with disabilities on City committees  Information Communication	City-wide advisory council made up of representative from the community	Completed 2006	
Practice/ Policy	Inequitable allocation of resources across the City, specifically staff assigned to work with people with disabilities  Attitudinal Communication	Each district has been assigned the following staff: <ul style="list-style-type: none"> <li>a) a Youth Outreach Worker for persons with a disability</li> <li>b) a recreationist and</li> <li>c) supervisor – all focusing on people with a disability (partial job responsibility)</li> </ul>	Completed 2007	



**Appendix 1**  
**Parks Development and Infrastructure Management (PDIM)**  
**Completed Accessibility Improvements**

Pine Point C.C.	2006	Provide general accessibility upgrades.
Pine Point Arena	2006	Provide accessibility upgrades to the interior doors, floors, electrical components, and entrance.
Ourland C.C.	2006	Provide a barrier-free front entrance and vestibule doors to the community centre.
Harwood Hall C.C.	2006	Upgrade existing barrier-free washrooms.
Elm Park	2006	Construct an accessible playground.
Trinity C.R.C./Pool	2006	Complete the required renovation to make the facility accessible.
Duncan Creek Park	2006	Construct a wheelchair accessible asphalt walkway (8% slope) to an accessible playground.
Cummer C.C./Arena/Pool	2006	Construct 2 new barrier-free washrooms and shower areas.
Wanless Park Fieldhouse/Washroom	2006	Install a new wheelchair ramp and make both washrooms fully accessible.
Trinity Square/Labyrinth	2006	Construct an accessible ramp.
Stan Wadlow (Tot-Structure)	2006	Replace existing play structure with new accessible equipment.
East York Curling Club	2006	Install an elevator lift for wheelchair users and construct a barrier-free washroom.
Dunlop Park Splash Pad	2006	Construct a new properly-graded asphalt pathway from park entrance to splash pad for wheelchair users.
Rouge Bridge	2006	Modify existing pedestrian bridge in the park to make it wheelchair accessible.

Division: Shelter, Support and Housing Administration; and  
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Type	Barrier	Strategy for Removal/Prevention	Status
Practice	Address accessibility issues	<p>The AHO is currently working with successful applicants that were selected under the Canada-Ontario Affordable Housing Program (AHP) in response to a Request for Proposals (RFP). The RFP required successful applicants to demonstrate that their projects promote accessibility and maximise the potential for social interaction in the use of the building.</p> <p>The selected projects include conversion of existing buildings to residential, additions to residential buildings or new construction. Without exception, these projects are designed to be partially or fully accessible. Selected housing projects that plan to house an aging population and individuals with physical disabilities include unit layouts and amenity space that is barrier free.</p>	New
Practice/ Policy	<p>Design principles for tenant satisfaction and housing management</p> <p>User Guide for Housing Development</p>	A City of Toronto User Guide, 'Design Consideration in Developing Alternative Housing' has recently been completed and distributed. This guide was commissioned by the City of Toronto through funding from SCPI to assist those planning to develop alternative housing. The	New

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
		<p>guide identifies design principles that affect tenant satisfaction and management of housing, and gives some practical suggestions to ensure tenants can age safely and in comfort. Suggestions include installation of fixtures and devices to assist those who require them.</p>	
<p>Practice/ Policy Physical</p>	<p>New construction / Renovation</p>	<p>In all new Affordable Housing/Homelessness Partnership Initiative (HPI) and in upcoming Provincial/Federal program housing, there is (and will be) attention paid to needs of the people with disabilities. Aside from required compliance with both Ontario and National Building Codes as regards accessibility, most (if not all) projects contemplate addressing the needs of the people with disabilities as there is often a high incidence of disability in the homeless and lower-income populations that these projects serve. Many of the successful applicants (particularly non-profit groups) insist upon enhanced facilities for people with disabilities and incorporate accessible features in their building designs. The capital cost associated with accessible design is eligible for funding. Those that do not are generally advised by staff as to the need and are taken through the process of incorporating accessible design into their project.</p>	<p>Ongoing</p>
<p>Physical</p>	<p>Lack of physical accessibility</p>	<p>The terms and conditions of HPI funding are essentially the same</p>	<p>Ongoing</p>

Type	Barrier	Strategy for Removal/Prevention	Status
		as Supporting Communities Partnership Initiative (SCPI) funding. The RFP process is underway and a number of capital projects will address accessibility issues similar to those completed with SCPI funds	
Physical	New construction	New shelters under construction would include barrier free design. Where financially and structurally feasible, renovations of existing buildings for new shelters would also include barrier free design.	Ongoing
Practice/ policy	Varying degrees of accessibility in shelters	Accessibility in Purchase of Service shelters varies with some sites being completely accessible, others partially accessible and others not accessible at all. Hostel Services has completed a Building Condition Assessment that looked at 56 shelter facilities. A number of the essential building renovations identified will result in some impacts on accessibility.	Ongoing
Practice/ policy	Access to resources	All directly operated shelters have experience in working with clients with physical and developmental disabilities. Staff will make the appropriate referrals for these individuals to specialized services and supports that can assist them (if they are not already connected) and will assist them, as needed, in accessing the assistive devices that they may require (wheelchairs, canes, hearing aids, etc.)	Ongoing
Practice/ Policy	Awareness and education	Staff are trained on the City's Human Rights policies.	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
	Information Communication		
<b>Completed Projects:</b>			
Physical	Lack of physical accessibility	<p>Through the first round of SCPI, small capital projects were funded, many of which addressed accessibility issues. This included: installation of a stairway wheelchair lift in a shelter, ramps to access washrooms in a shelter, upgrades to a wheelchair ramp in a shelter, installation of an elevator in a shelter allowing access to all floors, installation of wheelchair ramps allowing access to program space in a drop-in/overnight shelter, rebuilding of wheelchair ramps in a shelter, installation of an elevator and wheelchair ramps in a community agency serving the homeless. A City of Toronto User Guide, 'Design Consideration in Developing Alternative Housing' has recently been completed and distributed. This guide was commissioned by the City of Toronto through funding from SCPI to assist those planning to develop alternative housing. The guide identifies design principles that affect tenant satisfaction and management of housing, and gives some practical suggestions to ensure tenants can age safely and in comfort. Suggestions include installation of fixtures and devices to assist those who require them.</p>	Completed
Physical	Lack of physical accessibility	The terms and conditions of SCPI II funding are essentially the same	Completed

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>as the first round of SCPI funding. A number of capital projects addressed accessibility issues through renovations similar to those completed in the first round.</p> <ul style="list-style-type: none"> <li>• Major renovations at an Aboriginal VAW Shelter were configured to ensure enhanced accessibility to the entire complex.</li> <li>• The rebuilding of a new site for a new women’s drop-in was designed and executed to enable accessible access to all areas of the building.</li> <li>• Improved access to washrooms and group kitchen at a Youth shelter</li> <li>• Numerous small capital projects enhanced access through the provision of accessible washrooms and showers, improved circulation with enlarged corridors/doorways, improved hardware, new lighting, ventilation, heating, air conditioning,</li> <li>• New kitchens were built in three shelters specifically incorporating barrier free design.</li> <li>• The provision, through SCPI funding and city staff support, of two new Health Buses to Sherbourne Heath Centre has dramatically improved access for vulnerable homeless individuals to co-ordinated health care.</li> </ul>	

Type	Barrier	Strategy for Removal/Prevention	Status
Physical	Retrofitting directly operated shelters	<p>Over the years, the directly operated shelters have addressed the issue of accessibility through various renovation projects that have taken place. Accessibility issues are always considered in retrofitting or renovating a directly operated facility:</p> <ul style="list-style-type: none"> <li>• during the renovation of Robertson House in 1998 a ramp to the front door was installed, a lift was provided to the basement and second floor, a wheelchair accessible staff washroom was provided on the first floor and two clients bedrooms were designed with wheelchair accessible showers</li> <li>• Women’s Residence has elevator access to all floors and there is one wheelchair accessible washroom. A TTY phone is provided for those requiring it</li> <li>• During a recent renovation of Seaton House the entire building was made wheelchair accessible including the provision of accessible washrooms, elevators and the addition of a second wheelchair ramp</li> <li>• Family Residence has two onsite rooms that have accessible washrooms and the building and day-care are accessible.</li> <li>• Birkdale is wheelchair accessible on the main floor and has an elevator to other floors. When clients with restricted movement are</li> </ul>	Completed

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
		living in the facility, staff work out an evacuation plan with them with the participation of the joint Health and Safety Committee	



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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ Policy	Physical  Specific employee needs to address barriers	Address needs as identified by staff and ergonomic assessments; equipment purchased such as voice activated systems, track ball mouse, special chairs, workstation modification, workload accommodation, sloped desks, desk lights, etc.  Designated accessible parking spot created for staff. During the winter arranged to have parking lot shovelled and salted for staff before they enter and leave the building. Hand railing installed adjacent to rear staff entrance to accommodate staff.	Ongoing  Completed	TSS is committed to supporting employees.  Modifications made to accommodate a new staff member transferring to work location at 455 Dovercourt.
	Preventing RSI (repetitive strain injury) incidents at the Application Centre (AC)	Rotation of staff, formal policy implemented.  Customized training for staff and management at the AC to increase awareness and encourage ongoing monitoring of safe ergonomic practices.  Yearly review and refresher with all AC staff	Ongoing	TSS is committed to supporting staff at the AC.

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
	Change of elevation/ stairs	<p>to prevent injuries.</p> <p>Where needed to address change of elevations, ramps have been installed at client entrances.</p> <p>Elevators in offices provide access between floors as required.</p>	TSS will address all issues of accessibility as they arise.	<p>All Social Services locations have elevator &amp; ramp access as needed.</p> <p>455 Dovercourt needs a major capital investment to address accessibility issues.</p> <p>Accessibility audit has been completed.</p>
	Access to interview booths		Completed	
	Doors	<p>Door operator hardware is being installed at TSS sites as needed.</p> <p>Access card readers have been placed in accessible locations.</p> <p>At one site, a large proximity card reader is provided that allows staff in wheelchairs to open the door without actually swiping their access card (greater range).</p> <p>Additional door hardware has been placed on certain doors to allow easy access</p>	Any identified accessibility /barrier issues at TSS offices are rectified appropriately	TSS is working with Real Estate/ Landlord to address door operator needs at 1450 O'Connor Dr.

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		for staff in wheelchairs. Mechanism allows staff in wheelchairs to pull doors shut behind them.		
	Specific employee needs to address barriers	<p>Offices have made the following physical plant changes to accommodate specific needs of employees with a disability, as follows:</p> <p>Washroom available specifically for the employee.</p> <p>Enlarged and equipped workstation (e.g. One area office has installed automated platform on work surface to allow staff with severe back problems to raise their computer and work standing as required).</p> <p>Outdoor shelter installed to provide protection during Wheel Trans drop-off and pick-up.</p>	Completed	<p>Any issues identified with access/barriers at work are addressed and rectified expediently.</p> <p>Many of physical plant changes/ accommodations were implemented years ago.</p>
Practice/ Policy	Information/ Communication  Increasing Staff Knowledge/ Awareness	Divisional Information Session held for staff and community agencies on Homelessness, Mental Health and Addictions.	One session completed in January	Another session planned for the fall.
	Increasing Divisional Awareness	Annual Report based on the Work Modification Survey to SMT. The report addresses number and types of accommodations and recommendations.	Ongoing	A strategy to track yearly and Divisional trends.

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
	Increasing Knowledge/Awareness	Partner Division of the event held annually for the United Nations' designated International Day for People with Disabilities on or near December 3rd. An opportunity for all stakeholders to celebrate and recognize successes, while continuing to advocate for the elimination of accessibility barriers.	Ongoing annual event	Follow-up report made to the Disability Issues Committee  2006 event well attended by all stakeholders  Planning is underway for the December 2007 event.
Practice/Policy	Information Communication Technology  Increasing Staff Knowledge/Awareness	Installation of WorkSafe Sam software on all user desktops in the Division to prevent RSI injuries.  RSI Guard software being tested by few staff at present.	Completed	Well received by all staff as a gentle reminder to practice safe ergonomics while working.
Practice/Policy	Employee Health and Physical Safety	City staff provide assistance / advice to optimize employee wellness and prevent injuries and illness.	Ongoing	Referrals made to EAP, Ergonomists, Occupational Health & Safety Reps, etc. as required.
	Employee Health and Physical Safety	Wellness Committee Initiatives  - Monthly newsletter - Website updates - Nutrition at Work in partnership with Toronto Public Health - Fitness Challenge - Discounted Fitness Club Memberships	Ongoing	Well received by staff as a way of addressing preventable health issues and promote a healthy lifestyle. Activities also increase morale, therefore providing some

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		- Guest speakers / Lunch & Learn		stress relief in the workplace.
	Employee needs	<p>Training provided to supervisors and managers addressing ‘duty to accommodate’ in the workplace.</p> <p>Roadshows presented at local office management team meetings to address WSIB and accommodation issues.</p>	Ongoing	Corporate training available to all management staff. New supervisors are encouraged to take course as they assume new role and responsibilities.
	Access to healthy snacks	<p>Vending machines at local offices to provide healthy choice options.</p> <p>When food/beverages are provided at meetings, they include healthy options of water &amp; fruit.</p>	<p>Pending</p> <p>Ongoing</p>	<p>RFP in progress, with a ‘healthy snack’ clause.</p> <p>In place for sometime</p>
	Client Service	Active Client Advisory Committees at each local office.	Ongoing	Barriers discussed at meetings are actioned for timely resolution.

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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Barrier Free Audits	Accessibility to city-owned facilities	Facilities & Real Estate (F&RE) Division have contracted a company to complete barrier free audits for Toronto Public Health Locations	Audits completed in 2006 for: 146 The East Mall 524 Oakwood Ave 662 Jane St 821 Progress Ave 1300 Sheppard Ave W 160 Borough Dr  <b>For 2007:</b> 175 Memorial Park Ave 2696 Eglinton Ave W	F&RE to provide TPH with proposed implementation plan
Practice/ Policy Attitudinal	Access to information and communication	Promote public health practices that are inclusive, and consistent with the standards of ODA & AODA	DAE Training roll-out in June 2007	

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
		Incorporate issues related to disabilities in Divisional Diversity, Access and Equity (DAE) Training to all staff		

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Type	Barrier	Strategy For Removal/Prevention	Status
Practice/ policy	Attitudinal Communication Information	<p>Sessions on “Human rights: due diligence for managers” are delivered annually.</p> <p>Orientation for new staff in Technical Services includes discussion on the City’s human rights and workplace harassment policies.</p> <p>Technical Services staff receive cultural diversity training from Human Resources.</p>	Ongoing
Practice/ policy	Access to services	Technical Services Division has a representative on the interdivisional staff team for ‘Access, Equity and Human Rights’ as well as being represented on the ‘Accessibility Design Guidelines’ committee	Ongoing
Architectural	Access to services and facilities	As required by the City of Toronto’s ‘Accessibility Design Guidelines’, Technical Services is ensuring that City facilities are implementing the guidelines.	Ongoing
Architectural	Physical	Technical Services utilizes the ‘Accessibility Design Guidelines’ as required.	Ongoing
Practice/ policy	Information Communication	Technical Services enlists the assistance of the Public Consultation Unit as well as the	Ongoing



<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>
		Operating Division they are working for to ensue that Public Notifications are prepared and distributed in the affected area and have notices provided in languages associated with the affected area.	
Practice/ policy	Information Communication	Outreach is a regular part of the hiring/recruitment process in Technical Services.	Ongoing
Practice/ policy	Information Communication	<p>Technical Services division is aware of the Community Access and Equity Report Recommendations and of the Plan for the Elimination of Racism and Discrimination.</p> <p>Community Access and Equity initiatives are discussed at senior management team meetings as priority items to ensure consistent interpretation and compliance with Corporate direction</p> <p>Technical Services will continue to provide service excellence to staff and to our public and will continue to be responsive to the changing needs of our diverse communities.</p>	Ongoing

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Type	Barrier	Strategy For Removal/Prevention	Status/Comments
Practice/ policy	Information Communication	<p>Cluster B divisions are aware of the Community Access and Equity Report Recommendations and of the Plan for the Elimination of Racism and Discrimination.</p> <p>Community Access and Equity initiatives are discussed at senior management team meetings as priority items to ensure consistent interpretation and compliance with Corporate direction.</p> <p>Cluster B will continue to provide service excellence to staff and to our public and will continue to be responsive to the changing needs of our diverse communities.</p>	Ongoing
Physical	Employee needs	Ergonomic assessments are undertaken to ensure workstations are appropriate for employees with a disability.	Ongoing. Assessments are provided on an “as needed basis” when new staff are hired or where existing staff develop a disability.
Practice/ policy	Information Communication	<p>Communications staff from F&amp;A work with and support client divisions in Cluster B to communicate services via Television, Radio, Brochures, Pamphlets, Newsletters, Internet, and e-mail.</p> <p>Examples follow below:</p>	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status/Comments
		Solid Waste Management Services and Toronto Water provides educational materials in a number of different languages. Customer service staff use the Language Line Service to respond to inquiries in various languages.	
		Solid Waste Management Services, Toronto Water provides literature to community organizations in a number of different languages, as required, and leads/assists with educating communities/residents on services provided by the Division and solid waste issues.	
		The Toronto Environment Office and the City's Climate Change, Clean Air Plan : advertising for public consultations included some ethnic papers; options for public feedback included an online form, email, telephone and mail .	A public education program is being developed to include communication in multiple languages, and will include print, web, and other media.  This division is leading the initiative to provide access to online registration.
		Issuance of Construction Notices and Construction Updates prepared and distributed in English as well as the predominant language of the construction area  Outreach is a regular part of the hiring/recruitment process in Cluster B.	Ongoing

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Type	Barrier	Strategy For Removal/Prevention	Status
Practice/ Policy	Physical Architectural	<p>City of Toronto’s Official Plan</p> <p>As a statutory document, the Official Plan guides City actions and provides direction to Council’s day-to-day decision making. The Plan sets out a 30 year vision for the City and establishes policies around key city-building principles. Ensuring all public spaces, buildings, parks and facilities are universally accessible is one of those principles enshrined in OP policies 2.4.9 (Transportation), 3.1.1.11 (Built Form – Public Realm), 3.2.3.1b) (Parks and Open Space).</p>	In force
Practice/ policy	Physical Architectural	<p>Official Plan Amendment incorporating accessibility requirements and design guidelines into the Plan’s Site Plan Control policies.</p> <p>The City’s Site Plan Control powers are now contained within Sec 114 of the <i>City of Toronto Act, 2006</i>. Matters related to accessibility remain within the <i>Planning Act</i>. All municipalities in Ontario, including Toronto now have an additional site plan condition requiring applicants to provide to the satisfaction of and at no expense to the</p>	2007 workplan

Type	Barrier	Strategy For Removal/Prevention	Status
		municipality, facilities designed to have regard for accessibility for persons with disabilities.	
Practice/ policy	Information Communication	<p>A full-time Accessibility Planner within Policy and Research reviews policy proposals and serves as an information and advisory resource for development approval issues related to universal accessibility. Tasks include:</p> <ul style="list-style-type: none"> <li>• updating accessibility Action Plans;</li> <li>• following up with City Manager's office re accessibility issues - such as commenting on the <i>Ontarians with Disabilities Act</i> and the Act that will replace it</li> <li>• monitoring disability and equity issues;</li> <li>• liaising with Buildings re code issues;</li> <li>• reviewing individual development applications (either as part of circulation or on a pre-need basis);</li> <li>• undertaking staff training re accessibility and/or equity issues;</li> </ul> <p>Acting as City Planning's rep on various committees (City, GTA, Province etc.).</p>	Ongoing
Practice/ policy	Information Communication	Public consultation meetings (wherever possible) are held in buildings such as community centres and schools which provide access for people with disabilities.	Ongoing

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>
Practice/ policy	Accessible public meetings	Meeting Notices (in multiple languages) advise that support such as ASL interpreters, attendant care, or documents can be provided in alternate formats with adequate prior notification.	Ongoing
Practice/ policy	Implementation of the City's Official Plan.  Implementation of the City's Accessibility Design Guidelines.	Identify methods through which accessibility issues may be addressed through the City's zoning by-law.  In March 2007, Council adopted a series of parking zoning standards including standards for accessible spots to be released for public discussion and consultation. Proposed standards for accessible parking spots are based on recommended requirements contained within the Accessibility Design Guidelines.	2007/2008
Practice/ policy	Implementation of Accessibility Design Guidelines.  Information Communication	Consider incorporating highlights of the Accessibility Design Guidelines into the <i>Building Toronto Together: A Development Guide</i> . This is a resource tool which outlines the building, planning and applications process.	2007/2008
Practice/ Policy	Implementation of Accessibility Design Guidelines. Information Communication	Policy and Research to undertake information and training sessions regarding implementation of the Accessibility Design Guidelines for planning staff.	2007/2008

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Type	Barrier	Strategy for Removal/Prevention	Status
Practice/ Policy	Attitudinal Communication Information	Human Rights and Harassment in the Workplace training given to all staff and new recruits	Ongoing
	Juvenile Fire Setters	TAPP – C (the Arson Prevention Program for Children) Fire Service Program offers assessment, treatment, and fire safety education for young fire setters and their families through a unique partnership between fire service and mental health professionals	Ongoing
Practice/ Policy	Information/ Communication  Attitudinal/ Stereotypes	Toronto Fire Services staff participate in various job fairs/Community events and present career information and /or fire prevention information reaching people with disabilities	Ongoing
Practice/ Policy	Employees not able to perform full or essential duties of his/her job as a result of injury or illness	Modified Work Program Policy which includes modified work assignments and flex time	Ongoing
Physical	Architectural	By 2009, all fire facilities will have women washrooms	Ongoing
	Accessibility	Accessibility is reviewed and improved with all major renovations	Ongoing

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
Practice/ Policy	Information/ Communication  Languages other than English	Implemented language line services for TFS which provides telephone interpretation services in up to 150 languages	Ongoing
Practice/ Policy	Information/ Communication  Accessibility	<p>Recruitment Drives are advertised in various Community papers and media coverage for the Recruitment Drives is requested from media representing the various diverse Communities</p> <p>Fire Safety materials printed in various languages</p> <p>Fire Safety presentations such as the “Older and Wiser” program are held in various institutions including Senior Centres and Nursing Homes</p> <p>Continue to form partnerships with agencies serving people with disabilities</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
Practice/ Policy	Information/ Communication	High School Co-op program provides opportunities for placement and included students from a Special Education Class	Ongoing
Practice/ Policy	Information/ Communication Attitudinal/ Stereotypes	Recruitment materials such as the poster, career guide, bookmark and fold-over card encourages applications from people with disabilities	Ongoing



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Type	Barrier	Strategy for Removal/Prevention	Status
Practice/ policy	Information Communication	<p>Public consultation meetings (wherever possible) are held in buildings such as community centres and schools which provide access for people with disabilities.</p> <p>Meeting Notices (in multiple languages) advise that support such as ASL interpreters, attendant care, or alternative formatted documents can be provided with adequate prior notification.</p>	Ongoing
Practice/ Policy	Physical	<p>Licensing Services of ML&amp;S offers a specialized Accessible Program to taxicab operators who wish to provide dedicated service to persons with disabilities. These licences are issued under Subsection 132(M) of Chapter 545 of the City of Toronto Municipal Code.</p> <p>The goal of the program is to supplement accessible transportation to persons with disabilities. It is tied to the Toronto Transit Commission's Accessible Transit Services Plan.</p> <p>The Accessible Taxicab Training Program allows for the licensing and regulation of wheelchair accessible vans for use by</p>	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>persons with disabilities. The Program is reviewed on an ongoing basis in consultation with people with disabilities and the taxi industry.</p> <p>Accessible vehicles (vans) are ramp-equipped, require specialized plates and must conform to the requirements set out by the Canadian Standards Association's D409-02 and the Province's Regulation 629 Highway Traffic Act.</p>	
Practice/ policy	<p>Information Communication</p> <p>Training for operators</p>	<p>The program originally required operators to successfully complete a four-day course. In 2006, the course was extended to five days, which includes additional, practical hands-on training. Other topics focus on customer service, sensitivity awareness and human rights issues.</p> <p>A new amendment to Chapter 545 of the City of Toronto Municipal Code, section 131 (B) (1) (a.1), requires drivers who have their licence endorsed as accessible to attend an additional day of training to review accessible taxicab operator best practices.</p>	<p>Ongoing</p> <p>Expected Completion 2007</p>
Practice/ policy	<p>Communication</p> <p>Effective partnerships with transportation providers.</p>	<p>The TTC has contracted a portion of its Wheel Trans service to Toronto taxi brokerages.</p> <p>Contracted services are used at all times of the day. The number of accessible taxis required for</p>	<p>Ongoing since 2000.</p>

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>this program is determined by forecasted projections made by the TTC.</p> <p>Currently, there are 92 Accessible vehicles in service, with ten pending issues in the fall of 2007.</p> <p>In addition, there are 21 standard taxicab licences that are being operated as accessible vehicles.</p> <p>Currently, there are 356 drivers who have the "Accessible Trained" endorsement on their taxicab licence.</p>	
Practice/ policy	<p>Communication Attitudinal</p> <p>Training for prospective and licensed taxicab drivers and owners</p>	<p>The Training Unit trains and re-trains approximately 4,500 prospective and licensed taxicab drivers and owners in the City of Toronto annually. Training is provided under Subsections 131(A), 131(B), and 132(F) of Chapter 545 of the City of Toronto Municipal Code.</p> <p>All prospective taxicab drivers must attend a 17-day training course that includes a full-day session of accessibility training. This session includes sensitivity awareness, human rights and practical assessments with respect to handling mobility equipment.</p> <p>All licensed drivers are required to attend a 3 day refresher course every four years. In 2007, the third session of courses commenced, and one module</p>	<p>Ongoing</p> <p>Expected completion 2011</p> <p>Completed 2005</p>

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>specifically focuses on disability awareness, human rights and equipment handling.</p> <p>All Ambassador licensed taxicab owner-operators have also attended a full day of accessibility training which included sensitivity awareness and practical assessments with respect to equipment handling.</p> <p>All taxicab accessibility modules have been designed with the standards for training established by a number of provincial and federal organizations, including the Canadian National Institute for the Blind, the Canadian Council of Blind People, the Advisory Committee for Accessible Transportation, and the Senior's Secretariat.</p>	Ongoing
Practice/ Policy	Physical/ Architectural Access to Boulevard Cafés	<p>Boulevard cafés are currently required to have a fence that defines the perimeter of the licensed area. The opening in the fence must be at least 1.0 metres wide in order to accommodate access to a person in a wheelchair. In addition, all decks constructed on the café area must include a ramp that provides access to the elevated area and the ramp must be in accordance with accessibility criteria for slope and handrails. These provisions are currently defined in Section 36 of Chapter 313 of the City of Toronto Municipal Code.</p>	Ongoing

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
Practice/ policy	<p>Information Communication Attitudinal</p> <p>Co-ordinated reporting strategy for annual accessibility plans.</p>	<p>A workgroup was established to evaluate Accessible taxicab services within the City of Toronto. Several workshops held in 2005 led to several changes in the Municipal Code, including: better service standards for people with disabilities, an increase in the number of taxicab licences to be issued to owners, and more and extended training for new and current accessible taxicab drivers.</p> <p>Continued consultations and information sessions with people with disabilities is on going.</p>	Ongoing

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Type	Barrier	Strategy for Removal/Prevention	Status
Architectural	Physical	Solid Waste Management Services provides Front/Side Door collection services for residential customers who provide medical certification that they have a medical condition that deems them unable to carry their garbage/recyclables to the curb. In 2006, 540 customers were eligible for this service.	Ongoing program since 1999
Practice/policy	Information Communication	Solid Waste Management Services provides educational materials in a number of different languages. Annual collection calendars are available in 6 languages, recycling cards in 23 languages, <i>Waste Watch</i> in 5 languages and Green Bin information cards in 18 languages.	Ongoing
Practice/policy	Information Communication	Customer service staff use the Language Line Service to respond to inquiries in various languages. TTY line is also available for people who are deaf, deafened or who have a hearing loss.	Ongoing
Practice/policy	Information Communication	Solid Waste Management Services provides literature to community organizations in a number of different languages, as required, and leads/assists	Ongoing

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
		with educating communities/residents on services provided by the Division and solid waste issues.	

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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ Policy	Information/ Communication	The Ontario Building Code standards are developed and regulated by the provincial government. The Ontario Building Code has accessibility requirements that go beyond requirements in other Canadian provinces. The Building Division continues to support the City of Toronto’s Community Advisory Committee on Disability Issues, to improve the accessibility requirements in the Ontario Building Code.	Ongoing	
Practice/ Policy	Information/ Communication	In fall 2007, Toronto Building will be reporting to the Planning and Growth Management Committee on requirements necessary to provide the public with electronic access to building permit information	Ongoing	
Practice/ Policy	Information/ Communication	Toronto Building is developing an Integrated Voice Recognition (IVR) system for building permit inspection requests that will recognize the diverse	Ongoing	



Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		accents of its clients.		
Practice/ Policy	Information/ Communication	Meeting notices for the annual “Renovations Forums” will be developed in languages other than English and will advise that support such as ASL, interpreters, attendant care can be provided with adequate notice.	Ongoing	
Practice/ Policy	Information/ Communication	Key pamphlets available to the public on Toronto Building Services will be translated into languages other than English.		
Practice/ Policy	Information/ Communication	Renovation forums held in district offices which provide access for people with disabilities.	Ongoing	
Practice/ Policy	Information/ Communication  Accessibility or Barrier Free Built Environment	In 2006, Toronto Building reported to the Planning and Transportation Committee on the 2006 Ontario Building Code, including the barrier-free amendments to the Code.  Toronto Building staff have been trained on the changes to the Code.	Complete	The report noted that staff had reviewed the changes and conducted a comparison with the Accessibility Design Guidelines. Staff identified that there were no areas of conflict between the new code requirements and the City’s Accessibility Design Guidelines
Practice/ Policy	Improved understanding, implementation of Accessibility	In 2007, staff from the Chief Building Official’s office and the City Manager’s Office spoke at	Complete	

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
	Design Guidelines	the American Planning Association Conference on the development of the City's Accessibility Design Guidelines.		

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Type	Barrier	Strategy for Removal/Prevention	Status
Practice/policy	Attitudinal Communication Information	<p>Sessions on “Human rights: due diligence for managers” are delivered annually.</p> <p>The “Leading through Excellence” management program for Works and Emergency Services delivered by George Brown College</p> <p>Identify all customer access points and review for accessibility requirements.</p> <p>Diversity courses available to Toronto Water staff through Human Resources.</p>	<p>Ongoing. Performance measures to be developed in 2007</p> <p>To be reviewed</p> <p>To be reviewed in 2007</p> <p>Review status in 2007</p> <p>Review Participation and application in 2007</p>
Architectural	Physical	<p>Water Services’ locations which encourage public attendance for water service grants &amp; applications are wheelchair accessible. It is anticipated that these services will be consolidated to one location at a newly purchased facility, 60Tiffield Road. Costs have been included in the 2005 budget for building renovations in accordance with the City’s Accessibility Design Guidelines.</p> <p>Conduct a building assessment for all Water Services’ facilities.</p>	<p>In progress</p> <p>To be undertaken in 2007</p> <p>To be carried out in 2007</p>

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
		Accessibility needs are incorporated into all future Renovations of Water Services.	
Practice/policy	Information/ Communication	Water Services has dedicated communications staff who are responsible for the communication of services via Television, Radio, Brochures, Pamphlets, Newsletters, Internet, and e-mail.	Ongoing
Practice/policy	Information/ Communication	Community Access and Equity initiatives are discussed at senior management team meetings as priority items to ensure consistent interpretation and compliance with Corporate direction	Ongoing

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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ Policy	Access to facilities	Continue to work with Accessible Pedestrian Signals (APS) Advisory Committee to identify priority locations & review policy/practice.	Ongoing	Backlog of requests
		Work with Transportation Association of Canada to develop national APS Guidelines.	Completed	
		Bring City policy/practice in line with new TAC Guidelines Continue to install APS.	In process  10 to 15 per year	
Architectural	Access to information	Install high visibility street name signs on arterial roads for improved visual access.	Substantially completed	As needed to replace damaged signs
		Redesign street name sign for local streets	Completed	
		Install signs on local streets.	Ongoing	
Architectural	Access to facilities	Continue to install sidewalk ramps to enable access for wheelchair users.	Ongoing	Ramps are routinely installed, repaired for all capital projects

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		Review existing ramp design – feasibility of incorporating truncated dome design.	To begin late 2007	
Practice/ Policy	Access to facilities	<p>Continue to review current traffic signal operations policy and practice to ensure they meet needs of most vulnerable pedestrians – e.g. elderly, people with disabilities.</p> <p>Pedestrian Countdown Signals adopted as city standard / being implemented city-wide over 5 years</p>	<p>Ongoing</p> <p>Ongoing</p>	
Architectural Policy	Access to facilities	<p>Develop Vibrant Streets Guidelines to establish consistent placement of street furniture.</p> <p>Select Integrated Street Furniture vendor.</p> <p>Begin 20-year Street Furniture Program to improve look and accessibility of sidewalks.</p>	<p>Completed</p> <p>Completed</p> <p>Fall 2007</p>	<p>Accessibility Design Guidelines a key criteria in guidelines, furniture design and vendor selection</p>
Practice/ Policy	Physical	<p>Continue to provide winter maintenance of sidewalks where width allows mechanical operation.</p> <p>Continue to provide special service to residences for</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Budgetary considerations</p>

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
		seniors & people with disabilities.		

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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
Physical	Accommodation of employees in the workplace	Assistance and assessment is provided by a City ergonomist in order to provide specialized equipment requested by staff with a disability.	Completed  Practice is ongoing.



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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal / Prevention</b>	<b>Status</b>
Practice/ Policy	Accommodation of employee needs in the workplace	Responding to requests for accommodations; specialized equipment is made available upon request	Practice Ongoing
Practice/ Policy	Access to public consultations	Venues for events are selected on the basis of accessibility	Practice Ongoing
Practice/ Policy	Awareness of barriers and employment accommodations  Attitudinal	Managers and Supervisors participate in City operated courses to enhance their understanding and improve awareness of City support tools.	Practice Ongoing
Practice/ Policy	Awareness of barriers and employment accommodations	Appoint a lead and maintain representation on the City's Inter-Divisional Staff Team on Access & Equity	Practice Ongoing
Practice/ Policy	Information / Communications  Civic Participation  (external)	Participants in public consultations are requested to advise the City if they require accommodation to participate (ie, ASL interpreters, Braille materials, etc.)	Practice Ongoing
Practice/ Policy	Accessibility to City services / information  (external, internal)	Communication unit maintains responsibility for the cluster's Web site content to ensure information is accessible for people with visual disabilities.	Practice Ongoing
Practice/ Policy	Accessibility to City services / information  (external)	Communication unit will work with Access Toronto to communicate through the use of the TTY line to respond to requests for service / information	Practice Ongoing

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal / Prevention</b>	<b>Status</b>
Practice/ Policy	Accessibility to City services / information  (external)	To provide ASL interpreter services as required at all DCM/CFO-planned events and ensure that these events are held in accessible locations.	Practice Ongoing
Practice/ Policy	Accessibility to City services / information  (internal)	To build awareness amongst F&A employees about programs and services available to staff	Practice Ongoing

Division: Revenue Services  
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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ Policy	Attitudinal Communication	Ongoing customer service training to be provided for all call centre/counter/cashier staff. Training does include awareness of customers and staff with disabilities	Ongoing	
Practice/ Policy	Employment	Division adheres to all HR guidelines in the recruitment and employment and in the provision of accommodation. Where necessary, workstations and work-hours have been modified to accommodate staff with disabilities.  For example: Installation of a tile floor to accommodate environmental sensitivity.  Ear adaptors for the call centre phones to assist with hearing issues.	Ongoing	
Physical	Architectural  Accessibility at Customer Service Counters	Revenue Services has recently completed renovations ensuring accessibility is available at all counter operations by ensuring each one is equipped with an accessible counter.	Completed	

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		Whenever possible, staff are also requested to attend to people with visible disabilities immediately should they see them in a line-up.		
Policy/ Practice	Improved access to information  Information Communication Technology	<p>Implementation of web site providing e-mail address for water E-post complaints and questions</p> <p>Web site outlines several payment options for customers which avoids the necessity of having to attend a counter in person.</p> <p>Parking Tag operations will mail out “Supervisory Review” forms and “Notice of Intention to Appear” (trial request) to people with disabilities so they do not have to appear in person.</p> <p>Revenue Service’s contact information is printed in 16 languages on brochures included with tax bill mailings.</p> <p>In addition, in house staff can converse in 17 languages, and Language Lines are available at our customer service counters and call centres to assist staff in communicating with persons from diverse communities.</p>	<p>Completed</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Will re-visit once new census figures are available</p> <p>Working with I&amp;T to develop more on-</p>

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		<p>Newspaper ads are placed in 5 of the top non English newspapers notifying of tax due dates.</p> <p>Currently 6 application forms are available on the web for Revenue Services' programs.</p> <p>Investigating the possibility of printing tax and water bills in Braille.</p>		<p>line forms so people won't have to come in or call in to receive these items</p>

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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Physical	Inaccessible Entrances  Architectural	Renovate existing entrances and ensure new facilities comply with City's Accessibility Design Guidelines	Civic Centres - completed	Ongoing for Old City Hall and 1530 Markham Rd.
Physical	Inaccessible Washrooms  Architectural	Renovate existing washrooms and/or provide new Unisex washroom facilities.	Civic Centres complete.	Ongoing for Old City Hall and 1530 Markham Rd.
Policy/ Practice	Employee and Public needs	Design/Architectural/ Engineering staff to ensure renovations/new construction comply with City of Toronto Accessibility Design Guidelines	Ongoing upgrades	
Practice/ Policy Physical	Signage and wayfinding	Installation of exterior wayfinding signage for 5 Civic Centres	Ongoing	
Physical Practice/ Policy	Access to Fire/ Emergency Systems and Signals	Upgrade existing Fire Alarms, Audible/Visual Strobe Lighting	City Hall, 1530 Markham, complete	Metro Hall is on-going.
Physical	Access from one floor to another  Architectural	Install new LULA elevators at North York Civic Centre	Design and Tender Documents being prepared. Construction in 2008	

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Policy/ Practice	Accessible City facilities	30 additional City facilities being audited for ADG compliance	Audits being conducted	
Policy/ Practice	Attitudinal  Information/ Communication	“Accessibility Awareness Workshop: ADG and the AODA”-Two sessions are being delivered in 2007.	Ongoing	
Policy/ Practice	Signage and Wayfinding  Public Safety	Install life safety wayfinding products in stairwell and underground parking garage	Ongoing at 1530 Markham Road	
Policy/ Practice	Public/Staff Needs	Asset Preservation now includes Accessibility retrofits in state of good repair reports.	Ongoing	
Policy/ Practice	Public/Staff Needs	Asset Preservation request/secure funding to implement upgrades based on audits.	Ongoing	
Policy/ Practice	General  Physical  Architectural	Operations continue to address accessibility when the opportunity arises for replacement.	Ongoing	
Physical	General	Real Estate Operations works with the client (City division) and DCAP (Design Construction Asset Preservation) to ensure that the space being bought or leased meets the client’s needs. Barrier free retrofits are done by the City of Toronto to meet client/city needs.	Ongoing	

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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Policy/ Practice	Information & Communication	Ensure accessibility standards and definitions are included in technology RFP's	Ongoing	Discussions between Information and Applications Services (IAS), Contracted Management Office (CMO) and Purchasing and Materials Management Division (PMMD)
Policy/ Practice	PDF files that are not easily accessible to persons with disabilities	Educate/train staff, and investigate/ acquire new tools for creating accessible PDF files	Ongoing	Reviewing different software to be used as corporate standard. Licensed software is the ideal solution but comes at a cost. Acrobat Element could be implemented with site license. Freeware has its limitations and is not preferred as a corporate standard.
Policy/ Practice	City websites that are not easily accessible to people with disabilities	Address accessibility comprehensively as part of the City Website Redevelopment project	Ongoing	
Policy/ Practice	Application interfaces that are not easily	Incorporate accessibility testing of online applications to the	Ongoing	



<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
	accessible to people with disabilities	application development lifecycle		
Information Technology	Improve accessibility for employees using City computers and for employees and the public browsing the City's Web sites.	Actively participate in the City's Web Accessibility & Assistive Technology working group. Provide technical assistance and consult, assist with and recommend technologies to remove barriers	Ongoing	

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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
<b>Public Information</b>				
Practice/ Policy	Accessibility to City services and Information	Public Information, through the Multilingual Services unit, maintains responsibility for the corporate TTY line to assist public enquiries from individuals who are deaf, deafened or hard of hearing. Ensures that TTY number is included in all communications materials produced by Public Information.	Ongoing	
Practice/ Policy	Participation in civic engagement activities	In response to a recommendation by the Disability Issues Committee (2004), Public Information developed and is in the process of implementing a communications plan to increase awareness among City staff about responding to the needs of individuals who are deaf, deafened or hard of hearing as well as those who are blind or who have low vision. The communications plan will have a permanent placement on the intranet and a powerpoint presentation will be provided to division heads.	In progress	

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Physical/ Architectural	Internal Corporate Signage	Established a corporate signage committee with Facilities and Real Estate to review all interior, exterior and wayfinding signage in key corporate buildings. Corporate signage standards include accessibility considerations such as appropriate installation heights for wheelchair users and font size/weight specifications for those with low vision.	Near completion	Key corporate buildings include City Hall, Civic Centres and Metro Hall
<b>Web Services</b>				
Practice/ Policy	Accessibility to City services and information	<p>Maintains responsibility for the corporate Web site content to ensure information content is accessible for people with visual disabilities.</p> <p>A staff group of staff from various divisions had been established to ensure accessible City website and appropriate assistive technologies for accessibility needs. Web accessibility statement adopted by Council in May 2006.</p>	<p>Ongoing</p> <p>Ongoing</p>	
<b>PICS (Public Information / Creative Services)</b>				
Physical	Employee needs	Ergonomic assessments are undertaken to ensure workstations are appropriate for employees with disabilities.	Ongoing	

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice/ Policy	Employee needs	Specialized equipment such as computer software, voice activated system to operate computer, specialized monitors with zoom text, headsets and workstation design are made available as required.	Ongoing	