

Appendix B

Reporting to Council

City Clerk's Office Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

The City Clerk's Office's Access, Equity and Human Rights Action Plan focuses on increasing participation in local government, improving access to information and services, and improving physical accessibility. The plan makes improvements for all groups, but in particular focuses on persons with disabilities and persons whose first language is not English or those who have limited reading skills.

The City Clerk's Office will improve its service delivery by making services available through different channels, such as the internet and the 3-1-1 call centre. This will allow persons who are unable to come to City offices to access our services. The clear language initiative will make Council and Committee decision processes accessible to a much wider audience and City documents will be easier to read.

The Division will help build strong communities by improving physical accessibility of its own offices and the meeting spaces of Council and Committees. This will allow for full participation in the decision making process. The City Clerk's Office is also introducing electronic information systems to allow persons easy access to information. The Meeting Monitor allows the public to track the status of meetings and particular items. The public will also be able monitor issues through the outstanding staff reports tracking system.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	City Clerk's Office
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Strategic Direction:	Leadership
Action Plan Objectives:	<ul style="list-style-type: none"> • To establish a City Clerk's Office Access and Equity Group • To make City Clerk's Office policies, procedures, standards, guidelines more available • To train staff on diversity issues

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<ol style="list-style-type: none"> 1. Access & Equity work group to identify Access and Equity needs <ol style="list-style-type: none"> a. Work group will present on the action plan and resulting initiatives at a division wide extended management retreat 2. Have all managers trained on human rights 3. Encourage all staff to attend the various HR awareness training programs 	<ol style="list-style-type: none"> 1. Develop a work plan to break down existing barriers <ol style="list-style-type: none"> a. Extended management will be aware of upcoming access and equity initiatives for the division 2. Managers aware of human rights and their impact on the workplace 3. Staff dealing with the public will be more sensitive to diversity issues
		<p>INDICATORS</p> <ol style="list-style-type: none"> 1. - Group meets regularly, with participation from each City Clerk's Office unit. <ol style="list-style-type: none"> - Number of meeting a year <ol style="list-style-type: none"> a. % of CCO staff aware of Access, Equity and Human Rights Action Plan 2. Number of staff attending training sessions

	ACTIVITIES	EXPECTED OUTCOMES
2008	1. Continuation of 2007 activities 2. Create a domino site for policies, procedures, standards and guidelines available on the internet and intranet	2. Staff and public more aware of division's policies and services
		Indicators
ACTUAL OUTCOMES <ul style="list-style-type: none"> • Access and Equity group has met regularly in 2007 to develop the Access, Equity and Human Rights Action Plan and the Divisional Accessibility Plan • Staff currently writing/updating policies for later inclusion in the domino website 		

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Strategic Direction:	Advocacy
Action Plan Objectives:	<ul style="list-style-type: none"> To support greater diversity on boards through appointments procedures

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	1. Implement the Council-approved public appointments policy. Policy requires City Clerk's Office to include diversity surveys in application kits	1. Board membership will be more diverse and special needs accommodated
		INDICATORS 1. % of Board members who self identify from a minority group or require special needs

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	1. Continuation of 2007 activities	
		INDICATORS
ACTUAL OUTCOMES <ul style="list-style-type: none"> • Diversity surveys included in 2007 application kits for board membership 		

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Strategic Direction:	Public Education
Action Plan Objectives:	<ul style="list-style-type: none"> • To communicate services available and decision making process in clear language • To make information about City Clerk's Office services available through 3-1-1 call centre and internet • To promote the City's clear language initiative • To communicate and provide services to diverse communities through translated documents and the language line

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<ol style="list-style-type: none"> 1. The new Procedures Bylaw and City Clerk's Office internet site will be written in clear language 2. City Clerk's Office will identify which services can be integrated into the 3-1-1 project. Develop scripts for these services for use by the 3-1-1 call centre team 3. Staff will support conferences/events promoting clear language programs in the public sector 4. Make information available in other languages: <ol style="list-style-type: none"> a. Multi-lingual brochures/pamphlets outlining some services (ex. claims process) when possible and 	<ol style="list-style-type: none"> 1. Greater section of the public will understand the services available to them and the decision making process 2. Information about City Clerk's Office services available via 3-1-1 call centre 3. Increased outside knowledge of the City's clear language initiative 4. <ol style="list-style-type: none"> a. Public has forms and directions available to them to access services (e.g. filing a claim) b. Ensure people, whose first language is not English, are aware of the services provided c. Public and staff more aware of language line to access the City's services

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	<p>appropriate</p> <p>b. Translation of some protocol documents (ex. Scrolls, proclamations, letters of greeting, some correspondences from the Mayor) and Archives brochures</p> <p>c. Refer to the language line on Clerk's internet site</p>	<p>INDICATORS</p> <p>2. % of calls to 3-1-1 centre for City Clerk's Office Services</p> <p>4. b. % of documents translated</p> <p>c. % of calls in City Clerk's Office through the language line</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>2008</p>	<p>1. Continuation of 2007 activities</p>	<p>INDICATORS</p>

ACTUAL OUTCOMES

- New Procedures Bylaw written in clear language launched at the beginning of the Council term in 2007
- CCO won the Canadian Association of Municipal Administrators Award 2007 National Award for Excellence for its clear language initiative. The award was accepted at CAMA's AGM and is noted on their website and in publications.
- The Meeting Management Initiative provided a clear language training session at the City's 2007 Learning Summit and an educational seminar at the 2007 Showcase Ontario
- Translation of some protocol documents
- Translation of two brochures about the Archives into French, Italian, and Chinese is currently underway
- CCO contributed to the content development stage of 3-1-1 implementation

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Strategic Direction:	Service Delivery
Action Plan Objectives:	<ul style="list-style-type: none"> • To make the City's decisions and reports easier to understand through the clear language initiative • To make information readily available to the public

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<ol style="list-style-type: none"> 1. Commence a clear language initiative for the entire organization: <ol style="list-style-type: none"> a. Train report writers and approvers on clear language standards and the new templates and tools b. Develop clear language writing standards, new templates and other tools to help report writers 2. Review and provide a clear language edit of the Procedures Bylaw and develop clear language user guides to the Procedures Bylaw 3. Post claims procedure for filing with the City Clerk on the web 4. 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 	<ol style="list-style-type: none"> 1. Meetings and decision making easier to understand 3. Greater access to service 4. Sight impaired persons able to view images at the Archives

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
		INDICATORS 1. Number of staff trained in 2007 on clear language 1. % of reports at the appropriate reading level 4. Number of people using the new equipment at the archives

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	1. Launch the bylaw status on the web (2008) 2. Continuation of 2007 activities	1. Public, staff, and Councillors have bylaw information readily available
		INDICATORS

ACTUAL OUTCOMES
<ul style="list-style-type: none"> • Approximately 950 report writers and approvers took clear language training in 2007 • Claims procedure for filing with the City Clerk posted on the web • Archives clients with sight impairment have free access to equipment that provides a magnified and colour enhanced image

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Part 1 – 2007-2008

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Strategic Direction:	Service Delivery
Action Plan Objectives:	<ul style="list-style-type: none"> • To make City Clerk's Office services more available • To improve service delivery

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<ol style="list-style-type: none"> 1. City Clerk's Office will evaluate the accessibility of all events and services for people with disabilities. Staff will be better informed and encouraged to contribute to the development of better policy and service deliveries for the public: <ol style="list-style-type: none"> a. Conduct interviews/ survey of randomly selected staff to assess their understanding of common policy and practices b. Examine any existing policies and procedures related to access and equity issues. Create new policies for division where gaps exist c. Inform and train staff of any new policies d. Review current services provided to the public for events e. Ensure accessibility when choosing 	<ol style="list-style-type: none"> a. Identification of any key accessibility issues and development of greater awareness among staff b. Review and creation of policies and procedures to address accessibility issues, starting with corporate policies as a basis c. Increased staff awareness of new policies d.-i. Enhanced services based on customers needs
		<p>INDICATORS</p> <ol style="list-style-type: none"> a. % of staff participating in survey b. # of policies and procedures for division relating to accessibility c. # of staff informed of/trained on new policies d.-i. % of customer complaints

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	venues for events/ meetings/ conferences f. Note on invitations the accessibility contact number to make arrangements to accommodate people with disabilities when attending events/ meetings/ conferences g. Provide sign language interpreters and attendant care staff or other accommodation upon request h. Put up proper directional signage to ensure easy access i. Conduct customer service surveys at all frontline offices. Review existing operations and make changes based on clients' response	

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES		
2008	1. Continuation of 2007 activities	<table border="1" style="width: 100%; height: 100%;"> <thead> <tr> <th data-bbox="1018 1003 1934 1040">INDICATORS</th> </tr> </thead> <tbody> <tr> <td data-bbox="1018 1040 1934 1221"></td> </tr> </tbody> </table>	INDICATORS	
INDICATORS				

ACTUAL OUTCOMES
<ul style="list-style-type: none"> • Accessible sites chosen events/ meetings/ conferences • Secretariat notes on invitations to events other than meetings the accessibility contact number to make arrangements to accommodate people with disabilities when attending events/ meetings/ conferences • Sign language interpreters and attendant care staff or other accommodation provided at meetings and civic events upon request

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Part 1 – 2007-2008

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Strategic Direction:	Accountability
Action Plan Objectives:	<ul style="list-style-type: none"> • To make databases accessible to non-mouse users • To provide information about election finances available on the web • To provide information about Councillors' office budgets, etc. available on the web

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<ol style="list-style-type: none"> 1. Design database for boards/ appointments with non-mouse users in mind and for eventual internet posting of information 2. <ol style="list-style-type: none"> a. Undertake analysis, including stakeholder consultation, to determine effectiveness of the 2006 election initiatives b. Identify and remove barriers that prevented electors, candidates and the public from participating in previous municipal elections 3. Candidates will electronically file their financial statements and contribution receipts through the Electronic Financial filing System. Manual entry of campaign information from those candidates not participating in EFFS 	<ol style="list-style-type: none"> 1. Appointments process accessible and accountable 2. Enhanced strategies implemented for the 2010 election. Full access to electoral process by the City's diverse communities 3. Municipal election campaign finances viewable online 4. Public and media will be able to search information relating to Councillors' expenses online
		<p>INDICATORS</p> <ol style="list-style-type: none"> 4. # of public visits to webpage containing Councillors' office budgets etc.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	4. Provide information about Councillors' office budgets, salary and benefit entitlements, travel expenses on the web	

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	1. Continuation of 2007 activities	
		INDICATORS

ACTUAL OUTCOMES

- The Electronic Financial Filing System is up on the CCO internet site
- All Councillors budget summaries are on the CCO internet site

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Strategic Direction:	Economic Participation
Action Plan Objectives:	<ul style="list-style-type: none"> • Make employment reflect diversity of the community

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	1. Directors made aware of Career Bridge Program	1. Hiring and professional development of new immigrants in CCO
		INDICATORS 1. # of new immigrants hired in CCO

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	1. Continuation of 2007 activities	
		INDICATORS

ACTUAL OUTCOMES
<ul style="list-style-type: none"> • Corporate Access and Privacy have hired through Career Bridge prior to hiring freeze

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Strategic Direction:	Building Strong Communities
Action Plan Objectives:	<ul style="list-style-type: none"> • Improve physical access to City Clerk's Office common areas • Support the full participation of all communities at protocol events

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<ol style="list-style-type: none"> 1. Physically modify meeting spaces for Council and committees 2. As part of its ongoing 5-year capital plan, the Archives will investigate ways to provide better physical access to people with disabilities 3. Ensure that any future relocation of CCO offices will be reviewed for accessibility 4. Continue supporting civic events, such as Remembrance Day Service, D-Day Service, Toronto Book Awards 5. Continue flag raising ceremonies on various public education campaigns and National/Independence Days. Provide letters of greetings to community groups for their events 	<ol style="list-style-type: none"> 1. Meetings will run smoother. New technology in and outside meeting rooms keep public and media better informed of meeting proceedings 2. Archives will install push button access to handicapped washroom on the main floor in 2008. Will review the feasibility of installing a ramp 3. Any new office spaces will be fully accessible 4. Bring together communities on common issues 5. Bringing together communities to celebrate their culture and history
		INDICATORS <ol style="list-style-type: none"> 1. # of meeting spaces physically modified

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	1. Continuation of 2007 activities 2. Conduct another accessibility audit to ensure public's access to offices, staff and services. Create a questionnaire and conduct a survey to determine accessibility requirement	2. City Clerk's Office space will be in compliance with City of Toronto Accessibility Design guidelines (Clerk's will budget for necessary upgrades)
		INDICATORS
		3. Compliance with Toronto Design Guidelines
ACTUAL OUTCOMES <ul style="list-style-type: none"> • Council Chamber and Committee rooms physically modified • Protocol supported civic events and flag raising ceremonies 		

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Part 1 – 2007-2008

Division:	City Clerk's Office
CM/DCM	Ulli Watkiss
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Strategic Direction:	Building Strong Communities
Action Plan Objectives:	<ul style="list-style-type: none"> To ease participation in public meetings, strengthening community voices To make meeting related documents more accessible to the public

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007		INDICATORS
		7. % Increase in e-mail notices 8. % Increase in submission of presentation requests by e-mail 11. % Increase in traffic for City Clerk's Office website 12. Repeat visits by those with accessibility needs at annual protocol events

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	1. Continuation of 2007 activities 2. Create outstanding staff reports tracking system and integrate it with the Meeting Management Information System. Make available on the web for public to track issues/reports 3. Meeting Monitor expanded to include meetings of Council	2. Decision making process is more accessible 3. Public can observe status of Council meetings and decisions on the web
		INDICATORS

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>ACTUAL OUTCOMES</p> <ul style="list-style-type: none"> • Notices for public meetings of committees and City Council state that special assistance is available for members of the public. Contact numbers included. This information is repeated in all agenda instructions • Outstanding staff reports tracking system has been created, but not yet integrated with MMIS • Review of procedures for citizen-based advisory bodies took place early in 2007 • Web streaming of Council meetings underway • Meeting monitor available to the public on the internet (for committee and community council meetings) • Increase use of e-mail notice lists • Public can request to make presentation at committee by mail, e-mail, fax, telephone, or in person. The request can be made as late as 12:00pm the business day prior to the meeting • The use of a translator is not counted in public presenter's time limit as stated in the new Procedures By-law introduced in January 2007 • "Window on council" webpage provides one-click access to Council/ committee information • City Clerk's Office internet site updated in August with new information about Council and Committees 		

Legal Services Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context – Legal Services

The Legal Services Division routinely addresses access, equity and human rights issues in the advice it provides to other City divisions, particularly in the areas of human rights and employment law (for example, same-sex spousal benefits and access for people with disabilities in the boulevard cafe issue), so continuing education is a main focus of the action plan.

Within this context, Legal Services action plan makes a difference by facilitating other divisions' Service Delivery, while at the same time assisting the other divisions in their plans to meet the City's two priority strategic directions of Economic Participation (City's role as employer) and Building Strong Communities. These services could impact on all priority groups, while Legal Services other outreach efforts have focussed on children and youth.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Legal
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Strategic Direction:	Service Delivery Economic Participation (City in the Role as Employer) Building Strong Communities (Civic Engagement / Community Participation)
Action Plan Objectives:	To assist all divisions in addressing access, equity and human rights issues

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007 & 2008	Staff training: (a) Continuing education on legislative changes relating to access and human rights (b) Diversity training - Toronto Public Service Guide highlighted and handed out at 2007 divisional meeting - Equity Lens training	Increased awareness among staff that will also be reflected in advice provided to client groups
	Articling Program committee review of application of City access policies and the resources available for short term accommodation Community outreach (subject to limitations re insurance coverage and conflict of interest): - lawyers participation in programs such as OJEN (Ontario Justice in Education Network)	INDICATORS Number of employees receiving training Feed back from outreach programs

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	and U of T Law School's LAWS (Law in Action Within Schools) program - annual "Leading to Reading" sale in support TPL children's literacy programs and which also provides reading material to a City hostel	
ACTUAL OUTCOMES		