

Appendix D

Reporting to Deputy City Manager Richard Butts

City Planning Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

In Toronto, the City Planning Division helps guide the way the city looks and grows by providing a regulatory framework and protocols for managing growth within the City and the physical development of the urban environment (city-building). City Planning works with the City's communities, special interest groups and other City Divisions to set goals and policies for development, while keeping important social, economic and environmental concerns in mind. Planning staff gather public input and study issues in order to develop plans, policies and projects that protect and improve our urban environment and quality of life. They provide support and advice as well as make recommendations to City Council.

As is the case for all City divisions and Council, the City Planning Division's actions are guided by the policies and vision of Toronto's Official Plan. With respect to matters of access and equity, the Official Plan contains policies that have the objective of building a city that is universally accessible, barrier free and safe, one in which all groups have equitable access to affordable housing, green spaces, public transportation and community services.

Current City Planning priorities, reflected in the Divisional Action Plan for the period covering 2007 and 2008, with respect to access and equity, include:

- Enhancing accessibility of the urban environment; barrier-free paths of travel, buildings and facilities;
- Expediting the approval of new affordable housing and preserving existing rental housing through implementation of Official Plan housing policies and rental housing protection and preservation by-laws;
- Improving the quality of life for Toronto's diverse residents and workers through the adoption of the principles of universal design, barrier-free accessibility, timely provision of community services, access to affordable housing and sustainable development practices;
- Integrating equity lens and diversity management principles in policy formulation and the delivery of services and programs, including the development approvals process;

- Encouraging equitable citizen participation in the development review and approval process as per the customer service regulation released under the *Accessibility for Ontarians with Disabilities Act, 2005* and coming into effect in 2010;
- Linking sustainable design to access and equity by incorporating key performance standards stemming from the City's *Accessibility Design Guidelines* into the City's *Green Development Standards*, in the desire to convey the message that green and sustainable design is also barrier free design;
- Incorporating the *Accessibility Design Guidelines* as part of the information provided by the "Building Toronto Together" Development Guide, used to inform the development community about the planning and development and building permit approvals process;
- Encouraging the expansion of the public transit network through the completion and approval of ongoing Transit Environmental Assessments (EAs);
- Developing Urban Design Guidelines for Community Safety which will improve accessibility to and safety within individual development projects and the public realm, parks, commercial and institutional areas which surround them;
- Encouraging the timely provision of community services in Toronto's neighbourhoods, including priority neighbourhoods, and as a part of large scale re-development applications, by conducting Community Needs Assessments and by participating on the Neighbourhood Action Teams (NATs);
- Implementing protocols for enhanced subdivision and site-plan approval powers, stemming from recently enacted legislation (amended *Planning Act* and new *City of Toronto Act*) which explicitly permit municipalities to address accessibility issues (barrier-free design) as part of the development review and approvals process;
- Amending the Division's civic engagement strategy by implementing earlier public consultation meetings during the development review process;
- Continuing to conduct research and present findings regarding matters affecting the equitable distribution of City resources amongst its citizens and neighbourhoods;
- Protecting the City's designated employment lands for employment uses, as per the City's Official Plan policies and direction established by provincial legislation;
- Increasing staff awareness through staff training and mentoring with regard to the equity lens as a tool for the planning, development and evaluation of Divisional policies, services and programs.

Depending on the issue at hand, priority groups with regard to the Division's Action Plan may include: The general public (homeowners, tenants, businesses) who live and/or work in the City; NGOs (housing or environmental groups, residents' associations, professional associations and others); the development and construction industry; other orders of government; City Council; other City Divisions and the media.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	City Planning
CM/DCM	Richard Butts
Contact Information:	
Helen Bulat	
Project Manager	
hbulat@toronto.ca	

Strategic Direction:	To continue compiling and adopting best practices that remove systematic barriers in employment, goods, services and facilities.
Action Plan Objectives:	Building Strong Communities

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	Activities commence in 2008.	
		INDICATORS

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>2008</p>	<p>Commence Equity Lens training sessions for Divisional staff. Training sessions will incorporate training material introduced at the corporate level but will also provide examples and application techniques that are relevant to City Planning Division’s core business practices activities.</p> <p>Provide an ongoing support system for staff with regard to the application of the equity lens, including mentoring for new staff.</p> <p>Evaluate opportunities to establish a permanent “Divisional Access, Equity and Barrier-Free Design” staff reference group</p>	<p>Increased awareness will allow staff to integrate evaluation methodology provided by the equity lens training into day-to-day activities thereby improving:</p> <ul style="list-style-type: none"> - quality of evaluation provided during the development approvals process - confidence and awareness on the part of staff to address issues relating to access and equity and barrier-free design at public meetings held as part of the development approvals process <hr/> <p>INDICATORS</p> <p>Initiate a monitoring system and a methodology to track progress regarding the application of the equity lens across the Division.</p> <p>Establish benchmarks for gauging the number of files and applications reflecting the principles established by the equity lens.</p>
<p>ACTUAL OUTCOMES</p>		

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	City Planning
CM/DCM	Richard Butts
Contact Information:	
Helen Bulat	
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Strategic Direction:	To facilitate members of the public in participating in the public consultation and advisory process by continuing to seek improvements in the notification process and public meeting formats and locations, such as providing information in alternate formats, languages, arranging for attendant care or child care, and by using accessible locations.
Action Plan Objectives:	Building Strong Communities

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	Continue to hold public consultation meetings in accessible locations and to place notices in ethno-specific and community press (City Planning Division). Continue design and publication of ward profiles and other research tools, using concise and clear language.	Continuous improvement to service delivery and positive feed-back regarding the public consultation process.
		<p>INDICATORS</p> <p>Number of public meetings held and the number of development approval matters resolved and approved at the municipal level in a timely fashion.</p> <p>Number of community based advisory committees participating in the development approvals process.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>2008</p>	<p>Same as 2007, and also:</p> <p>Change in Divisional protocol regarding the timing of public meetings related to the development approvals process, i.e. holding public meetings earlier in the approvals process and providing clear and concise materials at these meetings.</p> <p>Initiate evaluation of the customer service regulation released under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>, coming into effect in 2010, in terms of impacts on the Division.</p>	<p>Public consultation process that is more responsive to the public and a process that allows for earlier identification and options for resolution of community concerns and issues.</p> <p>More accessible customer service standards as these pertain to City Planning Division's core business practices.</p> <hr/> <p>INDICATORS</p> <p>Number of public meetings held and the number of development approval matters resolved and approved at the municipal level in a timely fashion.</p> <p>Number of community based advisory committees participating in the development approvals process.</p> <p>Incorporation of the evaluation process required to implement the customer service regulation, stemming from AODA, into the Division's work program in 2008.</p>
<p>ACTUAL OUTCOMES</p>		

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	City Planning
CM/DCM	Richard Butts
Contact Information:	
Helen Bulat Project Manager hbulat@toronto.ca	

Strategic Direction:	To make housing services for refugees a priority by working co-operatively with other levels of government and other City departments to develop comprehensive housing policies and related strategies aimed at ensuring the availability of quality, affordable housing stock.
Action Plan Objectives:	Building Strong Communities and Economic Participation

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<p>City Planning Division has undertaken a number of initiatives to encourage availability of affordable housing. Ongoing activities include:</p> <ul style="list-style-type: none"> - Research, housing profiles and studies - Comprehensive housing policies in the new Official Plan that deal with protecting and enhancing neighbourhoods, supporting retention of existing affordable rental housing and development of new affordable housing - Related strategies such as the <i>Rental Housing Action Plan</i> - Implementation of <i>Second Suites, Municipal Shelter and Municipal Housing Facility Bylaws</i> 	<p>Systematic and comprehensive response to monitoring and encouraging the production, preservation and availability of affordable housing in the City, thereby influencing the way that the development community and Council responds to this issue.</p>
		<p>INDICATORS</p> <p>Number of successful interventions in the development approvals process that result in: new affordable housing projects being built and rental housing units being preserved.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	<ul style="list-style-type: none"> - Participation in major city-building and housing initiatives such as <i>Regent Park Revitalization</i> and other TCHA projects - Implementation of housing policies through ongoing review of individual development applications - Defending housing policies at the Ontario Municipal Board - Securing of Section 37 agreements related to individual development applications for matters such as replacement of affordable rental housing as part of residential intensification schemes - Applying the City's <i>Homes First</i> policy and working co-operatively with other city Departments - Assisting in the development of affordable housing through the <i>Let's Build</i> program and participation in inter-departmental project teams - Advocacy involving community and other non-profit agencies and regional municipal governments and participation in ad hoc committees - Applying the City's rental housing demolition and conversion control by-law in order to preserve the City's rental housing stock - Commenting on the City's harmonized demolition control by-law reports addressing the demolition of residential properties across the City 	

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	(Activities are the same as 2007)	
		INDICATORS
ACTUAL OUTCOMES		

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	City Planning
CM/DCM	Richard Butts
Contact Information:	
Helen Bulat Project Manager hbulat@toronto.ca	

Strategic Direction:	To ensure that the City’s new Official Plan, development review and licensing practices continue to respond to the notion of universal accessibility in the City, including improvements to the built environment.
Action Plan Objectives:	Building Strong Communities

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<p>The new Official Plan includes policies that speak to:</p> <ul style="list-style-type: none"> - Enhancing the accessibility of sidewalks, including positioning entrances at the same grade as the sidewalk, ensuring curb cuts at all corners, and having wide sidewalks to assist persons with mobility aids; - Retrofitting of civic buildings and promoting retrofitting of private buildings; - Ensuring universally accessible parks design. <p>The implementation of the new OP includes tools such as urban design guidelines. Citywide consolidation of urban design</p>	The incorporation of barrier-free design as an integral and mandatory component of the development approvals process.
		INDICATORS
		<p>Completion of the approvals and implementation process and procedures for subdivision and site-plan control.</p> <p>Incorporation of accessibility design standards into the development approvals process.</p> <p>Tracking of development agreements incorporating accessible and barrier-free design.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	<p>guidelines has taken place and the next phases of the project will seek ways of incorporating principles of accessibility and safety embodied in the City's <i>Accessibility Guidelines</i> and <i>Guidelines for Community Safety</i> (currently in draft form).</p> <p>Incorporating key performance standards stemming from the City's <i>Accessibility Design Guidelines</i> into the City's <i>Green Development Standards</i>, in the desire to convey the message that green and sustainable design is also barrier free design.</p> <p>Implementing protocols for enhanced subdivision and site-plan approval powers, stemming from recently enacted legislation, (an amended <i>Planning Act</i> and a new <i>City of Toronto Act</i>), which explicitly permit municipalities to address accessibility issues (barrier-free design) as part of the development review and approvals process.</p> <p>Finalizing Urban Design Guidelines for Community Safety (mentioned above) which improve accessibility to and safety within individual development projects, and the public realm, parks, commercial and institutional areas which surround them.</p>	

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	(Activities continuing into 2008)	
		INDICATORS
ACTUAL OUTCOMES		

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	City Planning
CM/DCM	Richard Butts
Contact Information:	
Helen Bulat Project Manager hbulat@toronto.ca	

Strategic Direction:	To continue recognizing the ethno-racial and cultural heritage and needs of the diverse communities in the City in the background work associated with the new Official Plan, in the Official Plan policies and in the review of the City's zoning by-laws.
Action Plan Objectives:	Building Strong Communities

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	The City's approved Official Plan has policies which deal with: the built environment (the public realm, public art, heritage resources); the human environment (housing, community services and facilities, parks and open spaces); the natural environment; economic health, diversity of cultural expression; archeological heritage; universal accessibility and so on.	Ongoing adherence to the City's Official Plan policies.
		<p>INDICATORS</p> <p>Ongoing use and incorporation of relevant Official Plan policies into Council reports dealing with planning studies and development applications.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>2008</p>	<p>(Activities continue into 2008)</p> <p>City Planning Division's ongoing review and harmonization of its Zoning By-laws.</p>	<p>Recognition of the ethno-racial and cultural heritage and needs of the diverse communities in the City in the harmonizing and updating of the City's zoning by-laws.</p> <p>Zoning by-laws that conform with the Official Plan.</p> <hr/> <p>INDICATORS</p> <p>Specific zoning by-law provisions that reflect the ethno-racial and cultural heritage of the diverse communities in the City, such as provisions dealing with places of worship.</p> <p>Zoning by-law provisions which set an acceptable minimum standard for zoning matters related to enhancing barrier-free design.</p>
<p>ACTUAL OUTCOMES</p>		

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	City Planning
CM/DCM	Richard Butts
Contact Information:	
Helen Bulat Project Manager hbulat@toronto.ca	

Strategic Direction:	To work in partnership with appropriate Departments to change or improve the mobility and access of people with disabilities including all forms of transportation services in the City.
Action Plan Objectives:	Building Strong Communities

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	Ongoing encouragement of the expansion of the public transit network through the completion and approval of ongoing Transit Environmental Assessments (EAs).	Improved mobility and access of people with disabilities to public transit and other forms of transportation services in the City.
	Ongoing monitoring and assessment of transportation related services as these relate to the development approvals process by City Planning staff.	<p>INDICATORS</p> Number of studies and projects initiated and approved that improve mobility and access for people with disabilities in reference to different forms of transportation across the City.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	(Activities continue into 2008)	
		INDICATORS
ACTUAL OUTCOMES		

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	City Planning
CM/DCM	Richard Butts
Contact Information:	
Helen Bulat	
Project Manager	
hbulat@toronto.ca	

Strategic Direction:	To use the City’s adopted Accessibility Guidelines as a basis for determining accessibility gaps and implement an action plan addressing these gaps.
Action Plan Objectives:	Building Strong Communities

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	Including references and links to <i>Accessibility Guidelines</i> in <i>City’s Building Toronto Together – Development Guide</i> and to the Division’s “complete application” process.	Development community will be better informed about the Accessibility Guidelines and advantages of incorporating barrier-free design as part of development projects.
	<p>Acknowledging and making use of the <i>Guidelines</i> as part of site plan reviews of development applications.</p> <p>Incorporating key performance standards stemming from the City’s <i>Accessibility Design Guidelines</i> into the City’s <i>Green Development Standards</i>, conveying the message that green and sustainable design should also be barrier free design.</p>	<p>INDICATORS</p> <p>Increased number of site plan submissions and agreements which reflect accessibility standards.</p> <p>Incorporation of accessibility design standards into the development approvals process.</p> <p>Tracking of development agreements incorporating accessible and barrier-free design.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	(Activities continuing into 2008)	
		INDICATORS
ACTUAL OUTCOMES		

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	City Planning
CM/DCM	Richard Butts
Contact Information:	
Helen Bulat Project Manager hbulat@toronto.ca	

Strategic Direction:	To ensure that the Official Plan responds to the barriers and specific needs identified during the consultations held by the Task Force on Community Access and Equity.
Action Plan Objectives:	Economic Participation

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	Protecting the City’s designated Employment Districts exclusively for employment uses, as per the City’s Official Plan policies and direction established by the Province in its recently established Provincial Policy Statements and enactment of provincial legislation which had the effect of enabling municipalities to better protect their employment lands.	Improved opportunities to preserve the City’s Employment Districts (which are key to nurturing Toronto’s diverse economic base, and which provide a balance between population and employment growth by creating well-paid, stable, safe and fulfilling job opportunities for Toronto residents).
		<p>INDICATORS</p> <p>Continued successful preservation of the City’s employment lands</p> <p>Increased employment opportunities reflective of the city’s diverse population.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	(Activities continuing into 2008)	
		INDICATORS
ACTUAL OUTCOMES		

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	City Planning
CM/DCM	Richard Butts
Contact Information:	
Helen Bulat	
Project Manager	
hbulat@toronto.ca	

Strategic Direction:	To encourage staff to participate in corporate and community programs to help staff better understand the City's diverse communities.
Action Plan Objectives:	Economic Participation

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	Encouraging the timely provision of community services in Toronto's neighbourhoods, including priority neighbourhood, and as part of large scale development applications, by conducting Community Needs Assessments, by participating on the City's Neighbourhood Action Team on an ongoing basis and by evaluating neighbourhoods that should be designated as Community Improvement Areas under the <i>Planning Act</i> .	Building social cohesion and reducing the disparity gap between diverse neighbourhoods.
		<p>INDICATORS</p> <p>Number of community needs assessments conducted in priority neighbourhoods and as part of large scale development applications.</p> <p>Number of community benefits secured reflecting priorities identified by community needs assessments, in the approval of site and area specific development applications.</p> <p>Number of Community Improvement Areas (CIPs) designated across the City.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	(Activities continuing into 2008)	
		INDICATORS
ACTUAL OUTCOMES		

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

Divisional Context

Toronto Fire Services continues to make TFS careers an accessible choice by working in partnership with the many communities to best deliver information about the recruitment process which includes liaising with communities through Council initiatives, inter-departmental programs, association memberships, attendance at networking meetings, participation in group and youth initiatives and partnerships with agencies and Boards. Presentations are made to various community groups, elementary, secondary and post-secondary institutions along with participating in numerous Career/Job Fairs. Whenever possible, staff at these events represent the community and in some cases speak the language of the group. Over the years, flyers and letters have been translated into various languages other than English. Toronto Fire Services continues to develop and participate in various programs to assist members of all designated groups including youth from the 13 Priority Neighbourhoods.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Fire Services
CM/DCM	Richard Butts
Contact Information:	
David Sheen Division Chief 416-338-9101, dsheen@toronto.ca	

Strategic Direction:	Economic Participation and Building Strong Communities
Action Plan Objectives:	Improve the diversity of hires to Toronto Fire Services

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<p>Continue to consult with School Boards, community advisory boards and community-based organizations</p> <p>Continue to strengthen partnerships with other uniformed services, city divisions and boards such as libraries, parks, recreation and forestry, EMS, and Strategic and Corporate Policy/ Healthy City Office</p> <p>Continue to participate in numerous community events such as Latino Youth Conference, Aboriginal Festivals, New Canadians Job Fairs, Vietnamese Tet Festival, Canadian Arab Federation and Jamaican Canadian Association</p>	<p>Consultations and research will help identify barriers and ways of removing barriers to increase diversity representation</p> <p>Dedicated outreach to designated groups (including residents of the 13 Priority Neighborhoods) will increase awareness of employment opportunities with Toronto Fire Services</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	<p>Strengthen partnerships with youth/outreach workers and career /guidance counsellors</p> <p>Continue to review selection process for systemic discrimination</p> <p>Continue to outreach to designated groups</p> <p>Continue to participate in the Co-operative Education Programs operated by the Catholic and Toronto Boards of Education with emphasis on encouraging more students from the designated groups to participate in placement offered in Toronto Fire Services</p> <p>Continue to encourage more members of the designated groups to enroll in the Career Preparation Course offered by Toronto Fire Services</p> <p>Leader in North America in the implementation of the Risk Watch program, a comprehensive injury prevention curriculum for children in preschool through grade 8</p> <p>Safety brochures with 10 different languages – Punjabi, Italian, Vietnamese, Farsi, Korean, Portuguese, French, Spanish, Tamil, and Chinese</p> <p>Continue to provide resources and assistance to other countries which in the past included Cuba, Grenada, Jamaica and the Dominican</p>	<p>INDICATORS</p> <p>Barriers identified and process implemented to remove barriers</p> <p>Increase in number of attendees from the designated groups at Toronto Fire Services Career Information Sessions</p> <p>Increase in number of Co-op students from the designated groups</p> <p>New registration process for Career Preparation Course requires students to self- identify to increase number of members from designated groups</p> <p>Questionnaires are distributed to attendees at our Career Information Sessions to gather information in order to better serve future attendees and to follow-up with individuals who leave their contact information for one-on-one counselling</p> <p>RiskWatch delivered in over 250 schools to reach out to the diversity of nationalities.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	<p data-bbox="401 233 520 261">Republic</p> <p data-bbox="401 310 978 444">Continue with Annual Toronto Fire Fighters Toy Drive where toys are collected at all fire stations, sorted and distributed to children in need across the City of Toronto</p> <p data-bbox="401 493 989 628">Continue with Daily Bread Food Drive where Toronto Fire Services regularly partners with others to reach out to the community and assists by collecting food at all fire stations</p>	

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>2008</p>	<p>Continue with all activities described in 2007 and if actively recruiting (i.e. accepting applications) in 2008 then the focus will be on job –ready candidates and to conduct diversity analysis by collecting data on gender, race and other characteristics from applicants to determine representation of designated groups</p>	<p>Results of diversity analysis will identify under-represented groups and where actions are needed to address issues</p> <p>Consultation and research will identify barriers and ways of removing barriers to increase diversity representation</p>
	<p>Review data and depending on the outcomes develop further strategies for outreach</p>	<p>INDICATORS</p>
	<p>Increases in number of designated groups employed with Toronto Fire Services</p>	

ACTUAL OUTCOMES

Received Certificates of Appreciation from the City of Toronto Board of Education for our active participation in Co-operative Education Programs and in recognition of our contribution to the promotion of workplace opportunities for students

Received numerous Appreciation Awards from individual high schools in recognition of our partnership in the Co-operative Education Program

Received numerous Thank You letters and Certificates of Appreciation from community groups including Immigrant Women on the Move & Youth Boost, Toronto Social Services, O’Connor Community Partners, Centre for Information and Community Services (CICS), Human Resources Centre of Canada for Students, the Tamil Eelam Society of Canada, the Jane-Finch Neighbourhood Action Team and Chesswood Employment Resource Centre (CERC).

Municipal Licensing and Standards Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

Municipal Licensing and Standards (ML&S) Division will be focusing on two priority groups: women and racial minorities. The strategic directions focus on service delivery and building strong communities. Through the activities we have identified for 2007-2008, we wish to lay the foundation to achieve a greater level of diversity amongst our staffing complement to better reflect the community served, as well as enhance our ability to communicate with those we serve who do not speak English. Further, through our training program for business licensee students we are hopeful that, by providing self-assessment tools, will improve the rate of the students successfully completing the program.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Municipal Licensing and Standards Division
CM/DCM	Richard Butts
Contact Information: Lance Cumberbatch Executive Director (Acting) 416-397-4649	

Strategic Direction:	Service Delivery; Building Strong Communities
Action Plan Objectives:	Enhance the diversity of languages spoken by Municipal Standards Officers Develop a human resource plan Develop and implement a self-assessment in English proficiency for potential students of the business license training program

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	a) Indicate on Municipal Standards Officers job competitions that “a second language is an asset” b) Develop a human resource plan for the Division	a) Enhance the linguistic skills available within the bylaw enforcement staff group to better meet the needs of the communities served b) Alignment of human resource strategies to meet operational needs and service demands
		INDICATORS a) Increase the number of staff capable of communicating in more than one language b) Planning process commenced (completion expected in 2008)

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>2008</p>	<p>Implement a self-screening/assessment English proficiency test for students wishing to attend business license training to determine their English proficiency prior to enrolling in the program</p>	<p>Increase the percentage of students successfully completing the business licensee training program</p>
		<p>INDICATORS</p>
		<p>Increase the percentage of students successfully completing the program by 10%</p>
<p>ACTUAL OUTCOMES</p>		

Policy, Planning, Finance and Administration Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

Policy, Planning, Finance and Administration provides support and strategic advice to divisions within the Citizen Focused Cluster B group to assist them in providing efficient and effective services to their customers and clients.

Since we are an internally focused support division, our priority groups are found principally among our own employees. Within PPF & A we have two sections that deal directly with the public in their day-to-day operations; Communications & Consultation and Customer Service. Our remaining internal sections, Financial Services, Financial Planning, Financial Planning (Toronto Water), Revenue Services, Administrative Services, Business Systems and Information Technology serve primarily internal Cluster B staff.

Within the two sections that serve external clients, we will concentrate on providing customer service to the public that is accessible and inclusive as part of the strategic direction of *Building Strong Communities*. In our Customer Service unit, this would mean ensuring that calls to our customer service lines can be translated either by our own staff or through use of the City's language line. In our Communications & Consultation Unit, this would include such things as providing access to information in venues and publications that are both physically accessible and presented in a language accessible to those in the community.

Within the remaining sections of PPF & A, our focus will be on training and recruitment of staff to reflect the community we serve internally and externally, as part of the strategic direction of Economic Participation. As well, once cost containment restrictions are lifted and we can begin to fill positions, we can work with Human Resources to ensure that some outreach is done with people identified in priority groups. This would apply not only to permanent and temporary positions, but to any student hires we have.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Policy, Planning, Finance & Administration
CM/DCM	Richard Butts
Contact Information:	
Laurel Flieger Administrative Project Coordinator 397-4600/lflieger@toronto.ca	

Strategic Direction:	<ul style="list-style-type: none"> ➤ Economic Participation ➤ Building Strong Communities
Action Plan Objectives:	<ul style="list-style-type: none"> ➤ Participation by a more diverse workforce in the Policy, Planning, Finance and Administration Division. ➤ Increased citizen participation in community meetings. ➤ More satisfactorily resolved customer service calls.
<ul style="list-style-type: none"> ➤ Economic Participation (PPF & A as an employer) ➤ Building Strong Communities 	

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	<p><u>Economic Participation</u> (PPF & A as an employer)</p> <ul style="list-style-type: none"> – Provide job training and career planning opportunities for all staff, including those from the corporately identified priority groups. – Work with Human Resources to recruit and provide outreach to ensure our workforce is reflective of the community we serve. This would 	<p>The expected outcome of our approach would be an increased sensitivity and awareness of the diversity of the workplace and a more diverse workforce.</p> <hr/> <p>INDICATORS</p> <p>Indicators that our expected outcomes have been met would be an increase in the number and percentage of staff from priority groups in</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	<p>include not only permanent and temporary positions, but summer students as well.</p> <ul style="list-style-type: none"> - Provide soft skills training in courses for new supervisors/managers (including, but not limited to, such courses as Human Rights, Basics of Staffing, Equity Lens, Workplace Violence and Managing Across Generations) to increase awareness and sensitivity in a diverse workplace. 	<p>permanent, temporary and summer hires.</p> <p>An indicator of more understanding and awareness of our employees' needs would be evidenced by the number of staff participating in training courses that address diversity in the workplace. This training will also provide another tool toward better opportunities for employment advancement through better understanding of all staff.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>2007</p>	<p><u>Building Strong Communities</u></p> <ul style="list-style-type: none"> - Produce communications-related materials in various languages (based on census data) - Use advertising and media relations with ethnic newspapers - Produce visual advertisements depicting people of visible minorities, women and those with disabilities - Continue to offer a public consultation 24 hour comment line that will be serviced by staff having translation capabilities - Use the Language Line to provide translation for callers to the Customer Service staff lines. 	<p>Any communications media will use text and graphics that represent a broader view of the community we serve. For example, advertisements will show people from different ethnic backgrounds, physical capabilities and type of employment. As well, any publications such as community newsletters, open house announcements and public notices will be translated into other languages that are represented within a particular community. Meetings that are open to the public will be at locations that are both physically accessible and near transit and will, where possible, not be held in places of worship to be most inclusive to all residents.</p> <p>INDICATORS</p> <p>The visual measurement of success would be increased participation by a larger cross-section of the community at open meetings. The goal within our Customer Service unit is that no call is unable to be put in the system due to a language barrier. The access to the language line for translation services is a tool to help meet this goal.</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	Same as 2007.	Same as 2007.
		INDICATORS Same as 2007.
ACTUAL OUTCOMES		

Solid Waste Management Services Action Plan on Access, Equity and Human Rights 2007-2008

Solid Waste Management Services

Solid Waste Management Services (SWMS) is responsible for collecting, transporting, processing, composting and disposing of municipal and private sector solid waste and recyclables as well as household hazardous waste. The division has four sections: two District Solid Waste Collection sections, a Transfer, Processing and Disposal Operations section, and a Policy and Planning section. Together, they manage 13 maintenance and operating yards, two composting facilities, seven transfer stations and household hazardous waste depots, two materials recovery facilities, the recently purchased Green Lane Landfill site as well as closed former landfill sites.

In June 2007, City Council approved a new plan to achieve 70% waste diversion from landfill by 2010. The plan included a new funding system, the volume-based rate structure, to pay for the required additional programs and services. A key feature of the plan included delivering new Blue Bins and Garbage Bins, which will replace current blue/grey coxes and garbage bags/cans, to all single family households starting with the Scarborough community in December 2007 working westward across Toronto during 2008. This new program will form the basis of the Division's Access, Equity and Human Rights 2007-2008 Plan.

As an operations division, we work closely with our corporate partners to ensure all access, equity and human rights issues are assessed and addressed and follow all corporate policies and related legislation. We strive to ensure our staff complete the necessary training, both legislative and corporately mandated, to provide the most efficient and effective services to the public in a safe manner. We rely on our Human Resources partners to assist in the hiring process and employee relations area to ensure all corporate policies and procedures are followed with respect to staffing. SWMS staff call upon the Facilities and Real Estate Division when any changes to our facilities are required to comply with all accessibility requirements. Policy, Planning, Finance and Administration (PPFA) provide, among other services, communications, customer service and public consultation functions to Solid Waste Management Services. Staff in PPFA provide advice and expertise when the division communicates with the public ensuring that all diverse groups are included in any public awareness and education programs that promote divisional initiatives.

The 2007/2008 Access, Equity and Human Rights Plan for Solid Waste Management Services will focus on the city-wide roll out of the Blue Bin and Garbage Bin program to residential customers. The plan will focus on three priority groups: people with disabilities, seniors and youth. The communications strategy for the Blue Bin/Garbage Bin program will provide the tools necessary to educate the public on the program highlights to all residents of the City of Toronto, regardless of language spoken. In addition, disability and mobility issues with the introduction of the bins will be addressed with the continuation of the Front/Side Door collection

services. Persons with disabilities, including seniors, will be eligible to apply for this special collection service if they are unable to wheel their bins to the curb. Youth will also play an important role in the bin program roll out. Solid Waste Management Service will be hiring summer students and coop students, including at risk youth and the disadvantaged, to assist with the roll out of the program. This opportunity will assist these students in gaining skills, income and possible future employment.

The Division's 2007-2008 Access, Equity and Human Rights Plan supports the principle of inclusion of all groups to the services provided by Solid Waste Management Services.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Solid Waste Management Services
CM/DCM	Richard Butts
Contact Information:	
Cindy Harrison Senior Projects Coordinator 416-392-8219 / charris@toronto.ca	

Strategic Direction:	Economic Participation
Action Plan Objectives:	<ul style="list-style-type: none"> To continue to provide mentoring and job demonstrating programs assisting youth in gaining skills, income and possible future employment.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007-2008	<ul style="list-style-type: none"> Continue to partner with St Stephen’s House to hire summer students and coop students from at risk and the disadvantaged to assist with the public awareness and educational programs related to the Blue/Garbage Bin program. Continue to hire students to deliver annual collection calendars city-wide. 	<ul style="list-style-type: none"> Hire 40 students in 2008 to assist in the promotion of the new Blue Bin and Garbage Bin program to the public. Work with the St. Stephen’s staff to recognize individual needs and foster skills development. Provide employment experience to youth, disadvantaged and new Canadians to assist in securing gainful employment. Hire 40 students from May to August 2007 to deliver calendars.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
		<p data-bbox="1018 235 1186 259">INDICATORS</p> <ul data-bbox="1018 308 1911 527" style="list-style-type: none"> • # of students recruited in 2007 and 2008 • # of students securing employment following participation in the program • # of recruits from designated groups • recognition by St Stephen's House as 'Employer of the Year' for our participation in the program
<p data-bbox="147 682 483 706">ACTUAL OUTCOMES</p> <p data-bbox="147 714 1921 1006">Since 2004, Solid Waste Management Services (SWMS) has hired over 50 students through St Stephen's House, a Provincial Government skills development and placement agency, to work on special projects such as the city-wide roll out of the Green Bin and the Yellow Bag program and the Blue Bin/Garbage Bin program. During this period, St. Stephen's subsidized SWMS up to \$1,200 per student hired. Participation in this program has helped facilitate employment and related Canadian experience for new immigrants to Canada and to the City of Toronto. To date, seven of these students have continued to work for SWMS as casual or contract employees. SWMS has received recognition from St. Stephen's and awarded Employer of the Year for our participation in their program. In 2008, over 40 students will be hired through our partnership with St Stephen's to assist with the Blue Bin/Garbage Bin roll out program, going door to door speaking with residents and educating the public on the program</p> <p data-bbox="147 1047 1669 1079">In 2007, 40 college and university students were hired between May and August to deliver annual collection calendars.</p>		

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Solid Waste Management Services
CM/DCM	Richard Butts
Contact Information:	
Cindy Harrison Senior Projects Coordinator 416-392-8219 / charris@toronto.ca	

Strategic Direction:	Building Strong Communities
Action Plan Objectives:	<ul style="list-style-type: none"> To provide equitable opportunities for residents and the business community to participate in the decision-making process on emerging solid waste issues.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007-2008	<ul style="list-style-type: none"> Build strategic partnerships, alliances and networks among community-based organizations and the business community to provide effective services and advocacy. Establish advisory committees for policy development and program/service delivery. Attend community organization meetings to provide information and gain input. 	<ul style="list-style-type: none"> Establish and lead the ‘In-Store Packaging Work Group’. Establish, participate and coordinate the ‘Community Environmental Advisory Team (CEAT)’. Establish, participate and lead the ‘Multi-Residential Working Group’. Establish, participate and coordinate the ‘3-R’s Working Group’. Establish, participate and coordinate the ‘Residual Waste Working Group’.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
		<p data-bbox="1035 232 1203 264">INDICATORS</p> <ul data-bbox="1035 310 1902 570" style="list-style-type: none"> <li data-bbox="1035 310 1325 342">● # of meetings held <li data-bbox="1035 347 1818 418">● # of reports submitted by the various working groups and advisory groups to Committee and Council <li data-bbox="1035 423 1902 495">● # of recommendations submitted by the various working groups and advisory groups and implemented <li data-bbox="1035 500 1850 570">● results of annual reports submitted by working and advisory groups
<p data-bbox="151 686 480 719">ACTUAL OUTCOMES</p>		

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Solid Waste Management Services
CM/DCM	Richard Butts
Contact Information:	
Cindy Harrison Senior Projects Coordinator 416-392-8219 / charris@toronto.ca	

Strategic Direction:	Public Education and Awareness
Action Plan Objectives:	<ul style="list-style-type: none"> To continue to provide awareness and public education programs which support the principle of inclusion of all groups regarding the services provided by Solid Waste Management Services.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007-2008	<ul style="list-style-type: none"> Track the demand and usage of services in various languages and formats for planning and evaluation purposes. Ensure venues used for public events meet accessibility standards. Use demographic and other data to identify needs and anticipate future needs. Maintain and enhance multilingual capacity among staff by using the multi-lingual telephone service, providing printed materials in various languages and continue to use liaison staff. Use ethno-specific and alternative media for advertising as well as for news. 	<ul style="list-style-type: none"> Results of the demand and usage of services will identify under-represented groups and where actions are needed. Increased civic participation and attendance at a public meetings and focus groups. Increased awareness among the public of the services provided by Solid Waste Management Services. Increased participation by the public in waste reduction initiatives.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	<ul style="list-style-type: none"> • Develop communications strategies sensitive to the specific needs of various communities, including the need for accommodation and which address various levels of literacy. 	<p>INDICATORS</p> <ul style="list-style-type: none"> • # of public or community meetings that provide accommodation to people with disabilities • # of public materials available in alternate languages • # of presentations and/or workshops to diverse groups and communities • # of ads in ethnic papers for public meetings, or invitations to participate in the City’s decision making process • # of ads in community papers for public meetings, or invitations to participate in the City’s decision making process

ACTUAL OUTCOMES

In partnership with Policy, Planning, Finance and Administration (PPFA), Solid Waste Management Services provided communication materials in a variety of languages such as annual collection calendars (7 languages), recycling cards (24 languages), *Waste Watch* (6 languages) and Green Bin information cards (19 languages) and directed residents to the Language Line Service for inquiries. In partnership with PPFA, public notices, advertisements and media relations activities were provided to ethnic media (print and radio) and posted on the City’s web site. Advertisements featured strong visuals that delivered key messages rather than using lengthy copy to ensure wider comprehension by all audiences. Graphic design and advertising included depictions of visible minorities and persons with disabilities. Translators were provided at public meetings or during focus groups when required.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Solid Waste Management Services
CM/DCM	Richard Butts
Contact Information:	
Cindy Harrison Senior Projects Coordinator 416-392-8219 / charris@toronto.ca	

Strategic Direction:	Service Delivery
Action Plan Objectives:	<ul style="list-style-type: none"> To continue to provide barrier free collection services to the public.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007-2008	<ul style="list-style-type: none"> Provide Front/Side Door Collection Services for residential customers unable to carry their garbage/recyclables to the curb. Review the collection bylaws and eligibility requirements for special front/side door collection services offered. Pilot new Garbage Bins and Recycling Bins in areas with a high concentration of seniors. Develop a communications strategy to educate the public on the new Blue/Garbage Bin program in a variety of languages and alternate formats. Conduct public information sessions. 	<ul style="list-style-type: none"> Front/Side Door services allow residents with mobility or disability issues to receive collection services and participate in the city's waste diversion initiatives. The review of the bylaws will identify any changes, amendments or updates required to ensure persons with mobility or disability issues will continue to receive front/side door collection services. Specific provisions in the new bylaws will recognize the need to continue the Front/Side Door Collection service. Results of the pilot will indicate any difficulties that may be experienced by seniors and persons with disabilities in maneuvering the new bins. Bins will have handles and wheels.

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
		<ul style="list-style-type: none"> • Establish an investigative team to work one-on-one with residents to assess and address special needs in using the new bins. • All print and media communications with the public are provided in a variety of languages. • Locations for pick up of collection containers (green bin, blue boxes, etc.) meet accessibility standards.
		INDICATORS
		<ul style="list-style-type: none"> • Collect and analyze program data to monitor the use of special collection services by the disabled and to guide service planning. • Providing options in service delivery. • Providing services in different languages and providing accommodations to people with disabilities. • Survey pilot participants on ease of use and address any issues prior to city-wide roll out of the bin program. • Identify barriers and actions implemented to remove barriers.
<p>ACTUAL OUTCOMES Since 1999, Solid Waste Management Services provides Front/Side Door collection services for residential customers who provide medical certification that they have a condition that deems them unable to carry their garbage/recyclables to the curb. In 2007, over 500 customers were eligible and received this service. In 2007/2008 with the city wide roll out of the new Blue Bins and Garbage Bins, SWMS will continue to work with the community to address mobility and disability issues as it relates to collection services offered.</p>		

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

Divisional Context

Key Issues addressed by Technical Services:

- Delivery & Service: effectiveness, safety & timelines
- Process & Operational: efficiency, computing, alignment (diversity management)
- Community: satisfaction, access (workforce reflecting the City)
- Funding: budget process
- Legislation: awareness of existing legislation
- Changing Environment: (changes at the top of the organization structure)

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Technical Services
DCM	Richard Butts
Contact Information:	
John Bryson, P.Eng. Manager-Structures and Expressways 416-392-9182/jbryson@toronto.ca	

Strategic Direction:	Economic Participation
Action Plan Objectives:	<p>Ensure Staff of Technical Services are updated on all current and new policies of the City of Toronto with respect to workplace policies relating to Racism and Harassment</p> <p>Will ensure that staff, not only management staff, but union staff learn what is expected of them in the work place and what actions they are expected to follow in certain situations</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007	Ensure distribution to all employees of the City, policies with respect to their work place and within the City. Ensure all new employees partake in the Orientation seminars for new employees.	<p>Improved attitude in the work place Increased respect for others Better understanding by staff members of other staff members Issues raised at staff meeting</p> <hr/> <p>INDICATORS</p> <p>More pleasant atmosphere in the work place more congeniality in the work place improved attitude more open discussions at staff meetings more listening respect by staff to public and their concerns</p>

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
<p>2008</p>	<p>To continue to encourage management and union staff to enroll and partake in the courses on 'Harassment in the Work Place' along with 'Human Rights' training. In addition, management will be enrolled and partake in 'Hiring and Staffing Training programme'. It will also be emphasized that the city will hire the best suited for the position</p>	<p>[Again, as noted in the 2007 'Expected Outcome', a more pleasant and respectful work place. In addition, a more open to discussion atmosphere</p> <hr/> <p>INDICATORS</p> <p>Indicators would be distinct visible respect for others, more congenial work place, understanding of others and a pleasant work place</p>
<p>ACTUAL OUTCOMES Staff have been enrolled and partaken in Human Rights and Harassment in the Work Place training. This training has contributed to the development of a congenial and respectful workplace in Technical Services.</p>		

Toronto Building Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

Toronto Building

Challenge: To increase access and knowledge about the Division's services and meet the needs of the City's diverse community for these services.

Previous Initiatives/ Current Plans:

- Contributed to the development of the City's Accessibility Design Guidelines.
- Supports the expansion of Barrier Free Accessibility requirements currently in the code.
- Supports the City's Disability Issues Committee.
- Ensure translation services and attendant care are available for public outreach programs such as our annual Renovation Forums and that programs are offered in barrier free facilities.
- Provision of Toronto Building Information brochures in multiple languages.
- The diversity of Toronto Building staff enables us to respond to clients in languages other than English.
- Customer Service counters designed to be accessible to disabled clients.

Access and Equity Priorities:

- Continue to identify barriers faced by our diverse client groups.
- Ensure that all policies are developed in a manner that achieves equity to all user groups

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Toronto Building
CM/DCM	Richard Butts
Contact Information:	
Dylan Aster	
Technical Advisor, Office of the Chief	
Building Official	
416.338.5737 / daster@toronto.ca	

Strategic Direction:	Leadership and Advocacy
Action Plan Objectives:	Continue to advocate for the expansion of barrier free accessibility requirements in the Ontario Building Code

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007-2010	<ul style="list-style-type: none"> Toronto Building staff will identify potential amendments to improve the accessibility requirements in the Ontario Building Code and respond to any provincial code consultations. Support the City's participation in the Accessible Built Environment Standards Development Committee 	<ul style="list-style-type: none"> Improved barrier free requirements for use in the construction and renovation of buildings in the next edition of the Ontario Building Code, expected in 2010.
		<p>INDICATORS</p> <ul style="list-style-type: none"> Amendments to the Ontario Building Code.

Toronto Water Action Plan on Access, Equity and Human Rights 2007-2008

Divisional Context

The Toronto Water Division (TW) is responsible for all aspects of water production, supply and distribution as well as the collection and treatment of waste and storm water. The Division includes six sections: District Operations, Water Treatment & Supply, Wastewater Treatment, Water Infrastructure Management, Operational Support, and Business Operations Management. Together, they manage and operate a large infrastructure across the city including treatment plants, pumping stations, watermains and sewers, laboratories and yards.

Toronto Water organizes internal courses for staff and encourages enrolment in Corporate Learning & Leadership Development courses in order to respond to and provide effective service to the community. The Division also relies upon support services from other corporate divisions to assist in assessing and addressing access, equity and human rights issues and following all corporate policies and required legislation. Facilities and Real Estate Division provide guidance to comply with accessibility requirements at the facilities. Policy, Planning, Finance and Administration (PPFA) provide services that require contact with the public (our customers) including media communications, call centre customer service and public consultation. Human Resources assist in the hiring process and employee relations area to ensure all corporate policies and procedures are followed with respect to staffing. Revenue Services issues the Water Bill on behalf of TW and provides an inquiry line for matters related to billing.

Toronto Water's current Action Plan highlights efforts to engage several priority groups including youth, new Canadians, persons with disabilities and low income communities. TW has placed emphasis on service delivery to the residents and businesses of the City by focusing on customer service through the development and improvement of programs and practices.

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Toronto Water
CM/DCM	Richard Butts
Contact Information:	
Ian McDowell	
Business Management Analyst	
416 397-4939 / imcdowe@toronto.ca	

Strategic Direction:	Economic Participation
Action Plan Objectives:	Assist priority groups in gaining job experience, skills, income, and possible future employment

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2007 - 2008	<ul style="list-style-type: none"> • Summer hiring program – Previously for students but has now been opened up to all groups in order to remove barriers. Approximately 50 summer positions in office and field. Positions advertised on City web site and recruitment facilities set up in shopping malls and community centres in priority neighbourhoods • Engineer Internship Program – formerly Engineer in Training (EIT) • Profession to Profession Mentorship • Career Bridge Internships provides access to international professionals • Succession Planning Committee created to examine future staffing issues and encourage developmental opportunities for staff 	<ul style="list-style-type: none"> • More diverse group of summer program employees bringing broader perspective to current TW staff • Job experience for youth and priority groups which will improve opportunities to secure employment within the City • Bring international experience and broader skills to TW workplace while sharing cultural perspectives and assisting new professionals to understand and contribute to Canadian workplace culture • Development of succession strategies and identification of key positions across all sections of TW
		INDICATORS

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
		<ul style="list-style-type: none"> • Number of summer staff hired in 2007 and 2008 • Number of summer staff securing employment following participation in the program • Number of Engineering Internship positions filled in 2007 and 2008 • Continued involvement by TW staff as mentors for the professional mentorship program • Establishment of formal Succession Planning strategies in various sections of TW

ACTUAL OUTCOMES

- In 2007, seven (7) Engineer Internship positions created – interns began first work term in Sept 2007 – 3 were external, 2 existing staff and 2 were former TW summer students
- In 2007, two (2) TW staff participated in the mentoring of new Canadians in the engineering field
- Had four (4) Career Bridge Internship positions but this year’s cost containment effort has suspended activity
- Succession Planning Committee and Charter created in 2007 and includes representatives from all sections of TW

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Toronto Water
CM/DCM	Richard Butts
Contact Information: Ian McDowell Business Management Analyst 416 397-4939 / imcdowe@toronto.ca	

Strategic Direction:	Building Strong Communities/Public Education and Awareness
Action Plan Objectives:	Provide information and services to the community while gaining input and participation from diverse groups into issues that affect the whole community

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	<ul style="list-style-type: none"> • Participation in community meetings on water issues to provide information and receive input from the community • Provide financial assistance to low-income households through various programs including: the Water Rebate for low income seniors and low-income disabled persons; and Drain Grant Additional Funding for low income households • In participation with Communications and Public Consultation, ensure accessibility for public events/meetings including: <ul style="list-style-type: none"> ○ Venues should be accessible to disabled persons as well as to public transit ○ Use of non-religious buildings to ensure comfort for all members of the public • Publications on behalf of TW (Water Watch, Water Works) include information on high profile water issues/projects and/or 	<ul style="list-style-type: none"> • Increased awareness by more community groups around water issues including water efficiency, infrastructure renewal and water quality • Assist persons from these priority groups to access an essential service as well as assist in times of financial hardship in order to maintain home ownership • By enhancing access, garner a broader range of community input for projects that will directly affect the residents of the City • More inquiries and input from diverse community groups

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	contact information in five (5) languages	<p data-bbox="1020 272 1192 302">INDICATORS</p> <ul data-bbox="1020 313 1915 456" style="list-style-type: none"> <li data-bbox="1020 313 1915 383">• Number of public meetings and improved attendance by members of the community <li data-bbox="1020 386 1915 456">• Increased participation by the public in the various Service Programs offered by TW
<p data-bbox="151 464 478 493">ACTUAL OUTCOMES</p> <ul data-bbox="151 500 1915 644" style="list-style-type: none"> <li data-bbox="151 500 1915 570">• Numerous public meetings in 2007 on a range of TW issues (including water rate, infrastructure renewal, basement flooding, facility expansion liaison committees, Ashbridges Bay landscaping, etc) <li data-bbox="151 573 1915 644">• Through PPFAs, TW provides content for issues of Water Watch and Water Works, which informs of programs and directs residents to the Language Line Service for inquiries in six (6) different languages 		

Access, Equity and Human Rights Action Plan

Part 1 – 2007-2008

Division:	Toronto Water
CM/DCM	Richard Butts
Contact Information:	
Ian McDowell	
Business Management Analyst	
416 397-4939 / imcdowe@toronto.ca	

Strategic Direction:	Service Delivery
Action Plan Objectives:	Continuous improvement of service delivery to promote accessibility by diverse groups within the community

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
2008	<ul style="list-style-type: none"> • Design and renovation of facilities to accommodate persons with physical disabilities in accordance with City Accessibility Guidelines • Continue to provide and improve TW Service Programs • Encourage staff to attend corporate courses on diversity – Staff from various areas including plants, business support and field locations, have attended or will attend “Human Rights in the Workplace” and/or “Managing Human Rights in Workplace” • Use the services of Communications and Public Consultation (PPFA) including: <ul style="list-style-type: none"> ○ multi-lingual 24 Hour Comment Lines where public can express their concerns about specific projects ○ interpreters for public meetings to enhance communication with 	<ul style="list-style-type: none"> • Ongoing renovations to facilities - including offices at the Clark Water Treatment Plant and Dee Avenue laboratory operations. Future renovations will be done for TW Service Programs at 275 Merton • Review various TW Service Programs in order to better serve a more diverse community • An increased sensitivity and awareness of the diversity of the workplace as well as staff providing improved customer service to a more diverse community • Receive more input (concerns) from stakeholders in the broader community so projects outcomes will better reflect needs of community as a whole

TIMEFRAME	ACTIVITIES	EXPECTED OUTCOMES
	<ul style="list-style-type: none"> ○ multilingual groups ○ translation of materials and in some circumstances advertisements purchased in community newspapers that reflect the diversity of the City ○ apply “clear language” principles in written communications with the public ● Update the TW Accessibility Plan 	<ul style="list-style-type: none"> ● Provides direction and objectives in order to continually improve access to TW facilities by physically disabled persons in both the public and staff <hr/> <p>INDICATORS</p> <ul style="list-style-type: none"> ● Ongoing modernization/updating of facilities to meet City Accessibility Guidelines ● Improved public participation in Service Programs ● Staff participation in Corporate courses dealing with diversity training
<p>ACTUAL OUTCOMES</p> <ul style="list-style-type: none"> ● In 2007, TW Technical Training held 24 half-day internal training sessions of "Human Rights in the Workplace" for approximately 290 plant technicians and maintenance staff ● In 2007, TW Training organized General Education Development sessions (Secondary School Diploma) resulting in 28 participants writing the final exam ● Recent successful completion of renovations to the Data Centre at 60 Tiffield Rd ● Recent successful reorganization of the Drain Grant Program to better serve the community ● Updated TW Accessibility Plan in 2007 		