

### City of Toronto Corporate Accessibility Policy

**Date:** June 5, 2018  
**To:** Executive Committee  
**From:** Interim City Manager  
**Wards:** All

#### SUMMARY

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This report recommends City Council adopt the City of Toronto Corporate Accessibility Policy, as recommended by the Toronto Accessibility Advisory Committee.

The City of Toronto is required by the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) to have accessibility policies governing how the organization achieves accessibility and meets legislated requirements. The City of Toronto Corporate Accessibility Policy unifies policies that address AODA requirements and City accessibility commitments into one umbrella policy. It will simplify and improve awareness and understanding of requirements and help embed accessibility into all City operations. The Corporate Accessibility Policy provides a strong framework for the City's Multi-Year Accessibility Plan and related Accessibility Guidelines.

#### RECOMMENDATIONS

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The Interim City Manager recommends that:

1. City Council adopt the City of Toronto Corporate Accessibility Policy as contained in Appendix A.

#### FINANCIAL IMPACT

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There are no financial implications to the 2018 Council Approved Budget resulting from approval of this report.

Financial impacts arising from meeting the AODA compliance requirements and the City of Toronto's accessibility commitments associated with capital or operational activity will be submitted for consideration through the Budget Process.

The Interim Chief Financial Officer has reviewed this report and agrees with the financial impact information.

## **EQUITY IMPACT STATEMENT**

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The City of Toronto Corporate Accessibility Policy affirms and strengthens the City's capacity to identify, remove and prevent barriers to access in services, policies, programs and facilities for people with disabilities, in accordance with the requirements of the *Accessibility for Ontarians with Disability Act, 2005*.

The City's commitment to provide accessible, equitable and barrier-free services to all residents, visitors and employees helps to enhance the City's capacity to achieve customer service excellence, meet legislative and policy obligations, and make Toronto an equitable, inclusive and prosperous city.

## **DECISION HISTORY**

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The Toronto Accessibility Advisory Committee at its meeting on April 19, 2018 recommended that City Council, through Executive Committee, adopt the City of Toronto Corporate Accessibility Policy  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.DI19.8>

The Toronto Accessibility Advisory Committee at its meeting on October 25, 2017 requested that the Employment and Communications Working Groups be consulted on the Draft Corporate Accessibility Policy.  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.DI17.6>

Toronto City Council on August 5 and 6, 2009 adopted and endorsed a Statement of Commitment to Creating an Accessible City.  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2009.EX33.4>

Staff Report, Statement of Commitment on Disability Issues:  
<http://www.toronto.ca/legdocs/mmis/2009/cc/bgrd/backgroundfile-22615.pdf>  
<http://www.toronto.ca/legdocs/mmis/2009/ex/bgrd/backgroundfile-21489.pdf>

## COMMENTS

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The City of Toronto Corporate Accessibility Policy establishes a framework for compliance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), the requirements of the *Integrated Accessibility Standards Regulation* (IASR) under the AODA, and additional City requirements.

The City of Toronto is committed to building an inclusive society that values the contributions of people with disabilities. It is committed to providing an accessible environment in which people with disabilities can access the City's services and facilities, including all buildings, public spaces, information and communications, in a way that meets their individual needs. The City is committed to the identification, removal and prevention of accessibility barriers, including attitudinal, systemic, information, communications, technology, and built environment/physical barriers.

AODA provides for development, implementation and enforcement of accessibility standards in order to achieve accessibility for persons with disabilities in all aspects of society. All City policies, procedures, bylaws, standards and guidelines must comply with legislation, and provide for dignity, independence, integration and equal opportunity for people with disabilities. As required by AODA, the City must:

- identify, prevent and remove barriers people with disabilities face in accessing the City's goods, services, and facilities
- accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from City goods, services, and facilities, and that they can do so in a timely manner, at a cost no greater than cost for people without disabilities
- develop and train City employees on providing accessible goods, services, and facilities.

The City of Toronto Corporate Accessibility Policy is supported by the City's Multi-Year Accessibility Plan which is a living document that provides a road map of how the City of Toronto will implement the Policy. A component of the Multi-Year Accessibility Plan is the development or update of several Accessibility Guidelines, including but not limited to: Customer Service, Purchasing, Information and Communications, Employment and Accommodation, Complete Streets and Accessibility Design. Together, the Corporate Accessibility Policy, the Multi-Year Accessibility Plan and the Accessibility Guidelines, ensure accessibility is embedded in all City operations.

The City of Toronto Corporate Accessibility Policy supports the City of Toronto's motto "diversity our strength" and demonstrates commitment to accessibility, inclusion, equity and human rights.

In 2009, City Council made a commitment to creating an accessible City: "The City of Toronto supports the goals of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and will establish policies, practices and procedures which are consistent with the accessibility standards established under the AODA, including accessible customer

service, information and communication, employment, the built environment and transportation.” The goal is to align with the Province’s goal of full accessibility by 2025.

## **CONTACT**

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## **SIGNATURE**

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Giuliana Carbone  
Interim City Manager

## **ATTACHMENTS**

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Appendix A: City of Toronto Corporate Accessibility Policy