

## **City of Toronto Corporate Accessibility Policy**

**Date:** April 5, 2018  
**To:** Toronto Accessibility Advisory Committee  
**From:** Director, Equity, Diversity and Human Rights Division  
**Wards:** All

### **SUMMARY**

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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. (City of Toronto Council, 2009)

The City of Toronto is required by AODA to have accessibility policies governing how the organization achieves accessibility and meets legislated requirements. The City of Toronto Corporate Accessibility Policy will unify 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. A Corporate Accessibility Policy provides a strong framework around the City's Multi-Year Accessibility Plan and related Accessibility Guidelines.

### **RECOMMENDATIONS**

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The Director, Equity, Diversity and Human Rights Divisions recommends that:

1. The Toronto Accessibility Advisory Committee recommend to Executive Committee that City Council adopt the City of Toronto Corporate Accessibility Policy.

### **FINANCIAL IMPACT**

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There are no financial implications to this report.

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

Any future financial impact arising from meeting the AODA compliance requirements and the City of Toronto's accessibility commitments associated with capital or operational activity will be addressed and forwarded to Council for consideration with the capital and operating budgets.

## **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 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 is committed to building an inclusive society that values the contributions of people with disabilities, and to providing an accessible environment in which people with disabilities can access the City's goods, 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. The City of Toronto Corporate Accessibility Policy establishes an overarching framework for compliance with the requirements of the *Accessibility for Ontarians with Disabilities Act*,

2005 (AODA), the *Integrated Accessibility Standards Regulation* (IASR), and additional City requirements.

The AODA is a statute that provides for the 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 the 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 (MYAP) which is a living document that provides a road map of how the City of Toronto will implement the Policy. A component of the MYAP 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 Policy, the Plan and the 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.

## **CONTACT**

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## **SIGNATURE**

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Director, Equity, Diversity and Human Rights Division (Acting)

## **ATTACHMENTS**

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Appendix A: Draft Corporate Accessibility Policy