

**Consolidated Clause in Policy and Finance Committee Report 5, which was considered by City Council on June 27, 28 and 29, 2006.**

**9**

**2005 Implementation Status Report and Update  
of the City of Toronto Accessibility Plan**

*City Council on June 27, 28 and 29, 2006, adopted this Clause without amendment.*

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**The Policy and Finance Committee recommends that City Council adopt the staff recommendations contained in the Recommendations Section of the report (June 5, 2006) from the City Manager.**

Purpose:

To report on the status of implementation and to update the City of Toronto's Accessibility Plan as required by the *Ontarians with Disabilities Act*.

Financial Implications and Impact Statement:

There are no financial implications arising from the recommendations in this report.

Recommendations:

It is recommended that:

- (1) this report be approved as the City of Toronto's Status Report and that the new initiatives outlined in this report be integrated into the 2003 Accessibility Plan (Appendix 3) and submitted as the 2006 City of Toronto Accessibility Plan;
- (2) this report be filed with the Ontario Accessibility Directorate and forwarded to the City's Disability Issues Committee for information; and
- (3) the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

Background:

Toronto City Council approved its Accessibility Plan in September 2003, which was filed with the Province as a requirement of the 2001 (ODA) Ontarians with Disabilities Act. An implementation update was filed in 2004. This 2005 status report also fulfills the obligation to

update the City's Accessibility Plan. The Accessibility Plan is an integral component of the City's Plan of Action for the Elimination of Racism and Discrimination.

The Accessibility Plan commits the City to review, identify and remove barriers to access in services, policies and programs. Barriers cited in the Plan includes those which are found in the environment – physical and architectural, communication and technological barriers, as well as those which are attitudinal and systemic in nature.

#### Comments:

The City's 2003 Accessibility Plan provided a baseline and framework for achieving the City's goal of becoming a barrier-free City. The Plan supports and strengthens the City's commitment to respond to the needs of people with disabilities in its multiple roles as employer, service provider, grants provider, purchaser of goods and services, and in its role in providing equality of access, opportunity and outcomes for all members of Toronto's diverse population.

Last year, the government of Ontario passed additional accessibility legislation, the *Accessibility for Ontarians with Disabilities Act (AODA)* which received Royal Assent on June 13, 2005. The AODA is significantly different from the existing ODA, 2001 in terms of its requirements and coverage.

The AODA will require the public and private sectors to jointly develop standards to be achieved in stages of five years or less, leading to a fully accessible Ontario in 20 years. Standards will be set in all sectors to address the full range of disabilities. The *Ontarians with Disabilities Act, 2001 (ODA)* will remain in effect and accessibility planning continues to be a requirement until accessibility standards have been developed under the AODA, 2005. The City's Accessibility Plan may change depending on the accessibility standards which are being developed under the new accessibility legislation.

#### A Process to Optimise Accessibility:

Implementation of the Accessibility Plan has resulted in making city facilities, programs, information and services more accessible; and in providing a more accessible workplace.

To date, the City has made steady progress in the implementation and successful completion of many of its accessibility initiatives. In some cases, as in Council's 2004 adoption of the Employment Accommodation policy, the initiative continues as implementation guidelines are developed along with training on policy interpretation and the accommodation process.

#### Key Initiatives:

Three new major initiatives are being implemented and will be incorporated under the Accessibility Plan. They are (a) Accessibility Design Guidelines, (b) Assistive Technology and Web Accessibility and (c) Web Accessibility and Link to the 311 project.

(a) City of Toronto Accessibility Design Guidelines and Application:

For many people with disabilities who live, visit or work in the City, the physical environment can present obstacles that limit one's ability to move about freely and safely. Toronto City Council saw the need to develop accessibility standards to achieve its goal of becoming a barrier free city and included the *City of Toronto's Accessibility Design Guidelines* as a component of the City's Accessibility Plan.

In May 2004, Toronto City Council endorsed the resource guide which provides practical examples of solutions that can optimize accessibility to buildings owned or operated by the City of Toronto. The Design Guidelines can be used by all sectors to conduct accessibility audits and to guide the design, planning, construction and renovation of facilities to optimize independent access for persons with disabilities. It is a resource tool detailing best practices for the design of barrier free indoor areas; exterior routes and special facilities/areas.

City Council endorsed the principles and workplan for implementing the Design Guidelines in February 2005.

Toronto's Accessibility Design Guidelines have been successfully applied in various city initiatives including the *Coordinated Street Furniture Program* launched in 2006, and is also a component of *Toronto City Council's Clean and Beautiful City Initiative*. The Accessibility Design Guidelines are directly linked to the project and The City of Toronto's Disability Issues Committee is involved as a key stakeholder group.

(b) Assistive Technology and Web Accessibility:

The City of Toronto is committed to improve the readability and accessibility of its websites and to correct or remove existing barriers that impede usage. A Web Accessibility Statement (Appendix 1) has been adopted by Council (May 2006) in keeping with the City's Vision Statement on Access, Equity and Diversity.

In response to a request from the City's Disability Issues Committee, a staff working group led by the Strategic Communications Division is developing accessibility strategies which will provide a model for addressing communications and technological barriers in city policy or practice and in making the transition to compliance with accessibility standards.

The process to provide web accessibility has been initiated with an assessment of the City's intranet and internet sites as measured against international standards; identification of existing barriers with respect to the intranet site; and, an investigation of current processes for posting content and compliance with corporate standards.

A web accessibility protocol and related guidelines have been developed and were endorsed by the Disability Issues Committee in February 2006. The protocol and guidelines are consistent with international accessibility standards and are intended for staff that create the City's web content and design pages. The goal is to provide web

users including civic employees and the general public with information that is clear, concise and logical.

Accessibility guidelines for the development and posting of online content to the City's website will be communicated to staff through a comprehensive communications plan.

(c) Web Accessibility and Links to the City's 3-1-1 Project:

The City's web accessibility protocol will have direct links to City initiatives such as the 3-1-1 and meeting management projects where accessibility is a significant feature. The City's 3-1-1 customer service will offer Toronto residents, business and visitors one-stop shopping for City information and access to non-emergency City services.

The goal of 3-1-1 customer service is to increase the City's effectiveness in responding to public inquiries, to plan for and fulfill accessibility-related requirements to City services.

Implementation and Update of Divisional Accessibility Plans:

Appendix Three of this report provides the status of the implementation of Divisional Accessibility Plans which were developed as part of the submission made by the City as its Accessibility Plan under the ODA.

The City has successfully met and in many cases, exceeded the goals set in its initial Plan, achieving greater accessibility in its facilities, services, policies and programs. The divisional initiatives in the City's Accessibility Plan are either completed or are underway with completion expected for 2006-7. The Plans have laid the groundwork for more accessibility enhancements in future years.

This report includes updates to the Accessibility Plan to continue the City's progressive work to identify, remove and prevent barriers for people with disabilities.

Conclusion:

The City of Toronto continues to demonstrate its leadership in bringing forward strategies and tools aimed at removing and preventing barriers for people with disabilities. This experience of fulfilling the goals set out in the Accessibility Plan has led to additional initiatives to address barriers in the built environment as well as for addressing communications and technological barriers in business policy or practice and in making the transition to meet provincial targets.

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Attachments:

Appendix 1 – Web Accessibility Statement.

Appendix 2 – Components of the 2003 City of Toronto Accessibility Plan.

Appendix 3 – Divisional Accessibility Plans: Status Report on Implementation.

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Appendix 1

Web Accessibility Statement:

The City of Toronto has a long-standing commitment to building an inclusive society and becoming barrier free. Toronto City Council adopted the City's Accessibility Plan in 2003 which has the central focus to make city facilities, information and activities more accessible, to identify and eliminate disparities and to create an accessible workplace.

The City intends to provide Web users with information which is clear and in plain language and concise and logical. The City is taking the steps to address accessibility in its business practices and to make the City's website and online content accessible to the greatest number of users.

By using the measures required by the Ontarians with Disabilities Act and by the internationally-recognized standards established by the W3C (World Wide Web Consortium), the City will always strive to provide all Web users with an informative, intuitive and enriching Web experience.

As adopted by Toronto City Council, May 2006.

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Appendix 2

Components of the 2003 City of Toronto Accessibility Plan:

(Report adopted by Toronto City Council and filed with the Ontario Accessibility Directorate, September 2003.)

- (1) to achieve the full implementation of the recommendations of the Final Report of the City of Toronto Task Force on Community Access and Equity;
- (2) to pursue its goal of access, equity and diversity through the implementation of the City of Toronto Plan of Action for the Elimination of Racism and Discrimination;

- (3) to develop effective consultation strategies with the City's Advisory Committee on Disability Issue, so that they can fulfil their responsibilities under the *Ontarians with Disabilities Act*;
- (4) to organise planned and systemic reviews by establishing or continuing departmental accessibility advisory committees and working groups to address accessibility issues, develop strategic plans and co-ordinate reports for the annual accessibility plans;
- (5) to complete an Action Plan Guide on access, equity and diversity to be used by departments and agencies, boards and commissions in developing action plans;
- (6) to explore the role and options for an Office of Disability Issues;
- (7) to complete the Accessibility Design Guidelines for submission to Council in 2004. The Accessibility Design Guidelines are based on Universal Design principles and will provide practical examples of solutions for optimising accessibility. The Guidelines will guide the design, planning and construction of public space and buildings and the preparation of accessibility audits;
- (8) to implement a Building Condition Assessment to assess shelter facilities for barrier-free adaptation;
- (9) to implement the City's Official Plan and ensure that the needs of people with disabilities are considered during the zoning by-law review and preparation of amendments;
- (10) to develop a protocol to ensure that accessibility issues are addressed in new development projects;
- (11) to develop an accessibility audit of Parks, Recreation and Culture facilities and programs;
- (12) to review customer services operations for accessibility and continue to be responsive to the changing needs of the City's diverse communities and workforce;
- (13) to address accessibility issues when issuing business licences with the goal of barrier elimination;
- (14) to increase accessibility for 2003 and develop a comprehensive municipal election strategy to provide accessibility for electors with disabilities;
- (15) to seek and maintain improvements to accessibility for all public meetings and events hosted by the City of Toronto;
- (16) to complete the employment equity workforce survey and report on the results of the survey;
- (17) to complete a policy and guidelines on workplace accommodation;

- (18) to continue to improve access to the purchasing process and enhancing business opportunities for people with disabilities; and
- (19) to identify stakeholders and potential community partners in developing new service delivery models which address accessibility for people with disabilities.

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Appendix 3

City of Toronto

Divisional Accessibility Plans

Status Report on Implementation  
June 2006

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List of Divisions

Note: The City's Accessibility Plans were developed in 2003 based on the former departmental structure. The new administrative structure was approved in 2005. Except for Emergency Medical Services which reports through Group 2, this report on implementation aligns the previous plans with the new structure.

- (1) City Manager's Office and Toronto City Council  
Strategic and Corporate Policy/Healthy City Office  
Human Resources  
Strategic Communications  
City Clerk's Office  
Toronto Public Health
- (2) Deputy City Manager  
Children's Services  
Court Services  
Economic Development, Culture and Tourism  
Homes for the Aged  
Parks, Forestry and Recreation  
Shelter, Support and Housing Administration  
Social Development, Finance and Administration  
Social Services

- (3) Deputy City Manager:  
 Emergency Medical Services  
 Fire Services  
 Solid Waste Management Services, Support Services  
 Technical Services  
 Transportation Services  
 Toronto Water
- City Planning  
 Building  
 Municipal Licensing and Standards  
 Building Support Services
- (4) Deputy City Manager and Chief Financial Officer  
 Facilities and Real Estate  
 Fleet  
 Purchasing and Materials Management

Strategic and Corporate Policy/Healthy City Office

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ policy	Standardized Accessibility Guidelines Required	Coordinated the completion of the City's Accessibility Design Guidelines for adoption by City Council.	Completed and adopted by Council in May 2004.	Design Guidelines were launched in celebration of NAAW on June 1, 2004 at City Hall.  Completed by interdepartmental team led by Corporate Services staff.  Guidelines are available on the City's website, at Toronto Public Libraries, in publications centre and are also posted on the Ontario Accessibility Directorate website. Available in large print format.  Ongoing training is delivered in lead divisions including Facilities and Real Estate; and, Parks, Forestry and Recreation.



Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		<p>Training on use of Guidelines To conduct accessibility audits.</p> <p>Interdepartmental team will report to Council on implementation strategy with financial implications by early 2005.</p>	<p>Sessions delivered in June and September 2004.</p> <p>2005</p>	<p>Completed, report adopted by City Council February 2005</p>
Practice/ Policy	Physical Architectural Attitudinal Communication Informational Technological Policy/practice	<p>Develop an Action Planning Guide on access, equity and human rights to be used by departments and agencies, boards and commissions in developing 3-year action plans.</p> <p>Develop and deliver orientation strategy to City departments.</p>	<p>Action Planning Guide completed.</p> <p>Completed May 2004.</p>	<p>The Access, Equity and Human Rights Action Planning process incorporates the recommendations of City Council's Action Plan on access and equity as well as the recommendations of the Plan of Action to Eliminate All Forms of Racism and Discrimination.</p> <p>The completion and filing of Accessibility Plans is included in these processes.</p>
Practice/ Policy	Physical Architectural Attitudinal Communication Informational Technological Policy/practice	<p>Departments develop three year access, equity and human rights action plans which include the identification, removal and prevention of barriers to people with disabilities.</p>	<p>Completed</p>	<p>Divisional Access, Equity and Human Rights Action Plan 2004-6 adopted by City Council in Fall 2004.</p> <p>Report on implementation of Action Plans will be considered by City Council in 2006.</p>
Practice/ Policy	Communication Informational Attitudinal Systemic	<p>Establishment of interdivisional networks to complete access, equity and human rights action planning.</p>	<p>Ongoing</p>	<p>Creates opportunities for greater personal and professional development on disability issues, accessibility, access, equity and human rights.</p>

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		Designation of staff responsible for accessibility issues has improved communication and assessment of accessibility in programs, policies and practices.		Continue to work with changing divisional representation due to changes in administrative structure.
Practice/ policy	Physical Architectural Attitudinal Communication Informational Technological Policy/practice	All City divisions continue to achieve full implementation of the recommendations of the Final Report of the Task Force on Community Access and Equity.	Ongoing	Achievements are reported annually through the Accessibility Plan submissions as well as the 3 year Access, Equity and Human Rights Action Planning process.
Practice/ policy	Physical Architectural Attitudinal Communication Informational Technological Policy/practice  Systemic	Implementation of the City's Plan of Action for the Elimination of Racism and Discrimination.  Stemming from what the City has already accomplished in diversity management, the Plan of Action takes a step further to focus on the elimination of racism and discrimination. The POA ensures that accessibility and equity, non-discrimination, and anti-racism policies and programs are integrated in the operations of the City.	Ongoing.	The City's Plan of Action was adopted by City Council in April 2003.  Achievements are reported annually through the departmental Accessibility Plan submissions as well as the 3 year Access, Equity and Human Rights Action Planning process.
Practice/ policy	Practice/policy	Establishment of Mayor's Roundtable on Access, Equity and Human Rights	Ongoing	Key initiatives include the development and testing of a corporate Equity Lens and mentorship program.
Practice/ policy	Access to civic government	New Disability Issues Committee has been established with an expanded membership.	Completed October 2004.	As requested by City Council, the Disability Issues Committee was re-established in January 2004.

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		<p>The Disability Issues Committee fulfills the mandate of the accessibility advisory committee as required by the Ontarians with Disabilities Act (2001).</p> <p>The City Manager's office provides support to the Disability Issues Committee.</p>		<p>Council further recommended that the membership be expanded to include representatives from local disability organizations and include members of the previous committee. Term ends November 2006.</p>
Practice/ policy		Establishing a Disability Issues Office.	Functional needs are currently being met.	<p>Functional roles of a Disability Issues Office are currently being met within the approved budget and staffing resources of the Diversity Management unit in the City Manager's office and supported by a network of divisional staff with accessibility expertise. (Toronto City Council, June 1999) Options will be reviewed on an ongoing basis.</p>
Practice/ policy	Information Communication	Report on the proportion of expenditure the City spent with businesses owned by employment equity designated groups including businesses owned by people with disabilities; and the report to include information on the employment equity policies of firms who are suppliers to the City.	Ongoing	<p>Following Council adoption, recommendations would require divisional follow-up and implementation.</p> <p>Report to Council in 2006.</p>
Practice/ Policy	Information Communication	Better coordination of providing accessible public meetings through direct consultation with staff and the development of a guidebook providing tips of holding accessible meetings.	Ongoing	Demonstrated through large civic engagement and public engagement activities.
Practice/ Policy	Information and Communication	Development of an accessible city website and strategy for assistive technology.	Ongoing	Initiative resulted from request from the Disability Issues Committee.

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
				<p>Interdivisional staff group developing corporate strategy which will make the City's website accessible to the greatest number of users.</p> <p>Assessment of the City's internet and intranet sites completed; web accessibility protocol and guidelines have been developed with endorsement by the Disability Issues Committee; web accessibility statement adopted by Toronto City Council in May 2006.</p>

Human Resources

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/Policy	Employment barriers - attitudinal	<p>The City actively encourages the participation of persons with disabilities in the employment selection process with the statement:</p> <p>“Committed to employment equity, the City of Toronto encourages applications from Aboriginal people, people with disabilities, members of visible minority groups and women” when posting or advertising job openings.</p>	Procedure established and practice ongoing
Practice / Policy	Attitudinal Physical Sensory Communication	<p>When all applicants are invited to participate in the staffing process (e.g., interview or testing process) they are made aware that the City will accommodate individuals with special needs in the selection process and that individuals must make their needs known.</p> <p>Accommodations are made as appropriate throughout the selection process (e.g., testing, interviews). At the time of a job offer candidates</p>	Procedure established and practice ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>are also informed that should they need an accommodation in the workplace that they should make their needs known.</p> <p>Arrangements are then made to meet the needs of the employee as appropriate.</p>	
Practice/Policy	Attitudinal Physical Sensory Communication	Inclusion of human rights and employment equity sections in all staffing guidelines, policies and tools provided to managers and human resources staff. These include guidelines for developing qualifications and screening applications, recruitment advertising, internet job postings, use of executive search firms, guidelines for practical and written assessments, interview panel procedures, hiring process, employment references, and job offer guidelines.	Procedure established and practice ongoing
Practice/Policy	Communication	A number of departments send copies of job postings to community groups to ensure wide distribution of job opportunities to equity/diversity groups including persons with disabilities. Departments attend speciality job fairs that target persons with disabilities.	Procedure established and practice ongoing
Practice/Policy	Communication	Participants in corporate training courses offered through the calendar are requested to advise if they require accommodation in order to participate. Accommodations have included the provision of ASL interpreters and materials in Braille.	Procedure established and practice ongoing
Practice/Policy	Communication	The Employees Training Centre on King Street E. has TTY capability and Career Development Services has TTY capability and a counsellor provides services to employees who are deaf, deafened or hard of hearing.	Procedure established and practice ongoing.
Attitudinal Practice /Policy	Human Rights Discrimination	The City's workplace Human Rights and Harassment policy, modelled after the Ontario Human	Procedure established and practice ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>Rights Code, prohibits discrimination of protected groups, including persons with disabilities, in services, accommodation, contracts and employment.</p> <p>The City has a Human Rights Office, which provides expert advice and guidance on human rights issues (e.g., accommodation of employees with disabilities), provides support to managers in resolving human rights complaints, meditates disputes and investigates formal human rights complaints. The office handles inquiries and complaints from City employees about the workplace as well as the public concerning receipt of City services and access to employment at the City. The Human Rights Office submits annual reports to City Council.</p> <p>The Human Rights office also delivers human rights and equity training to employees, managers, and union representatives.</p> <p>Delivery of training program to elected officials and senior management concerning access, equity and human rights obligations.</p>	<p>Ongoing delivery of training</p>
<p>Attitudinal Practice/Policy</p>	<p>Employment Equity</p>	<p>In 2000, Council approved the City's Employment Equity policy, setting out the process for ensuring equitable employment systems. This includes collecting employment equity information from applicants to City jobs and the City workforce (including whether or not the individual is a person with a disability); identifying and removing barriers to full employment; setting objectives for equitable representation, developing proactive equity plans including special programs to support the objectives; measuring and monitoring outcomes and</p>	<p>Procedure established and practice ongoing</p>

Type	Barrier	Strategy for Removal/Prevention	Status
		results, publicly reporting on the results through an Annual Report, and hiring and promoting on the basis of merit and potential.	
Practice/Policy	Employment Policy	Part of the development/ approval process for human resources policies/guidelines includes the review of the document by Employment Equity and Human Rights staff who identify impact and issues that affect protected human rights and employment equity groups and make recommendations.	Procedure established and practice ongoing
Attitudinal Practice/Policy	Hiring Process	The inclusion of human rights and employment equity considerations in all staffing policies/guidelines helps ensure that barriers to employment are prevented in the recruitment and staffing process or identified and removed.	Procedure established and practice ongoing
Practice/Policy	Employee Health and Safety Physical Architectural Communicational Technological	Occupational health staff, ergonomists, employee rehabilitation and employee assistance counsellors provide advice/assistance and training to managers and employees to optimize health and safety and employee wellness and prevent injuries and illnesses. In addition, the Integrated Disability Management policy and procedures facilitates return to work of injured workers and those who have been off due to illness including assisting with accommodation in the workplace.	Procedure established and practice ongoing
Information	Incomplete information about the workforce; representation in specific jobs and job levels.	Conduct a workforce survey and prepare a report on the results, including the representation of people with disabilities in the City workforce.	The survey has been distributed in 2004 in most departments across the organization and follow-up is being done to increase survey response rate. In progress

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>Summary data on the representation of people with disabilities across divisions and occupational groups will be provided to departments to develop equity plans to improve the representation of people with disabilities in areas where there is under representation. A corporate plan will also be developed to address corporate wide issues of under representation of people with disabilities.</p>	
<p>Practice/Policy Information</p>	<p>Need for a harmonized workplace accommodation policy and guidelines that will replace the accommodation policies of the former municipalities.</p>	<p>Development and implementation of a workplace accommodation policy and guidelines</p> <p>Develop guidelines for managers and human resources staff on how to accommodate employees and potential employees.</p> <p>Develop guidelines for employees on how to participate in the accommodation process including their rights and responsibilities.</p> <p>Develop and deliver information sessions for human resources community on the policy and guidelines to assist them in providing advice and guidance to managers and employees on the interpretation of the policy and the accommodation process.</p>	<p>The Employment Accommodation policy was approved by Council in July 2004. The policy has been posted on the City's intranet site.</p> <p>In progress</p> <p>In progress</p> <p>To be initiated pending approval of guidelines.</p>
<p>Information Communication</p>	<p>Better access to employment opportunities with the City of Toronto.</p>	<p>Participate in the Ontario March of Dimes Strategic Employment Solutions Program to increase outreach to people with disabilities.</p> <p>March of Dimes is one of the organizations included in the Fax Senior database (see below).</p>	<p>HR staff were made aware of the March of Dimes Program and encouraged to send their job postings to the Employment Solutions Program.</p>



Type	Barrier	Strategy for Removal/Prevention	Status
			In addition, CNIB also made a presentation to Human Resources representatives about CNIB's employment program. The City wide staffing freeze made it difficult to participate in these programs on a large scale.
Information Communication	Better access to employment opportunities with the City of Toronto.	Use of fax broadcast software (Fax Senior) to ensure City job postings are sent to employment agencies that serve people with disabilities to maximize outreach strategies.	A database of contact information was created for all agencies that provide employment services to people with disabilities. The HR staffing community have been provided with these databases as well as an orientation on how to use fax senior.
Attitudinal	Awareness of employment barriers faced by people with disabilities and employment accommodations	Provide training to the HR community to increase their understanding of employment barriers faced by people with disabilities and how to accommodate people with disabilities in the hiring process.	Completed

Strategic Communications

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/Policy	Accessibility to City services and Information	Division maintains responsibility for the corporate TTY line to assist public enquiries from individuals who are deaf, deafened or hard of hearing. Ensures that TYY number is included in all communications materials produced by division.	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/Policy	Accessibility to City services and information	<p>Maintains responsibility for the corporate Web site content to ensure information content is accessible for people with visual disabilities.</p> <p>A staff group of staff from various divisions has been established to ensure accessible City website and appropriate assistive technologies for accessibility needs.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Assessment of the City's internet and intranet completed; web accessibility protocol and guidelines have developed; web accessibility statement adopted by City Council, May 2006.</p>
Physical/ Architectural	Internal Corporate Signage	Established a corporate signage committee with Facilities and Real Estate to review all interior, exterior and wayfinding signage in key corporate buildings. Corporate signage standards include accessibility considerations such as appropriate installation heights for wheelchair users and font size/weight specifications for those with low vision	Ongoing
Physical	Employee needs	Ergonomic assessments are undertaken to ensure workstations are appropriate for employees with disabilities.	Ongoing
Practice/Policy	Employee needs	<p>Specialized equipment such as computer software, voice activated system to operate computer, specialized monitors with zoom text, headsets and workstation design are made available as required.</p> <p>Issues also addressed by Assistive Technology and Web Accessibility workgroup</p>	Ongoing
Practice/Policy	Employee needs Attitudinal	In response to concerns expressed by respondents in the Employee Communications Survey (2003) and addressed by the Disability Issues Committee (2004) the	Initiated

Type	Barrier	Strategy For Removal/Prevention	Status
		Division is developing and implementing a communications plan to increase awareness among City staff about responding to the needs of individuals who are deaf, deafened and people with hearing loss.	

City Clerk's Office

Type	Barrier	Strategy For Removal/Prevention	Status
Information/ Communication	Accessibility Municipal Elections	Hold accessible 2006 elections, using strategies and experiences from 2003 election process	In progress
Information/ Communication	Public Meetings of City Council committees	Reference in public notices, published by the City Clerk's Office for public meetings of committees of City Council that special assistance available for members of the public including a TTY reference number. Notices also indicate that attendant care services can be made available with some advance notice to the City Clerk's Office.  Use of accessible locations for some committees and Community Councils that address items of great public interest late in the day or in the evening, to accommodate work or travel schedules.	Ongoing
Practice / Policy	Information Communication	Availability of copies of Council/Committee material on the City's web site and in print form. Charges for print copies have been waived for not-for-profit groups; phone, fax and e-mail contacts are identified on print material and on the web site.  The web site is continually updated with information on how Council / Committees work; about the City's agencies, boards, commissions and Task Forces, including mandate, schedule of meetings, appointments, contact info and links.	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/Policy	Information Communication	Advertisements for those wishing to serve on Boards are printed in local and multi-ethnic media, as well as dailies.	Ongoing
Practice / Policy	Information Communication Technology	Increased use of e-mail notice lists where possible, using a communication tool that is immediate and enables the division to reach more people at low cost. This is also a more accessible form of communication for some people with disabilities.  Strategies are in place to provide information to those not familiar with Council and use of the City's website.	Ongoing
Practice/Policy	Information Communication Technology	Continue to work towards greater use of plain/clear language and simpler rules in committees.  During City Council meetings, there is a visual display of Council motions and speaker's name for home cable viewers.  The ongoing review of the meeting management process will lead to new ways for the public to access and participate in the decision-making process.	Plain language guidelines developed and implemented.  Plain Language course designed developed and provided to staff.  Staff aware of the need for plain language.
Practice/Policy	Information Communication  Public Meetings  Technology	Initiated Meeting Management Initiative to transform Council's decision-making process to make it more understandable, transparent and accessible to all citizens.	Project initiated and in progress. Accessibility issues to be addressed over term of project.
Practice/Policy	Access to political process	Nominating Committee conduct surveys to identify members of protected groups who are applying and being appointed to agencies, boards and commissions. Survey results assist in setting goals to increase diversity.	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/Policy	Information technology	Database for boards/ appointments are designed with non-mouse users in mind and for eventual internet posting of information. Division continues to review business process for clarity and access to information.	Implementation initiated
Practice/Policy  Information Communication	Protocol Events	For Protocol events, several activities are now undertaken and will continue, including:  TTY phone number provided on invitations to City events; menus designed to accommodate a variety of dietary needs and cultural sensitivities; event plans deliberately created to accommodate people with disabilities; availability of sign language interpreters and attendant care staff as required; appropriate accessibility symbols are placed on invitations; and materials translated into languages as required.	Ongoing  Staff has received training on Access and Equity issues.
Practice/Policy	Legislative Services Forms  Information Communication	Legislative Services application forms and instructions are being reviewed for plain language for ease of understanding. Sample forms are being developed for reference.  Reviewing and developing harmonized polling processes for the City of Toronto for easier access and consistency to the general public. Also exploring options available to providing Legislative Services function through City of Toronto e-government services.	Birth registration, travel letter application and Marriage license application forms and instructions have been updated and improved by using 'Plain Language'  Additional instructions written in 'Plain Language' have been made to the Lottery licenses.  Harmonization of policies and procedure to make things consistent, simple and easy to understand has

Type	Barrier	Strategy For Removal/Prevention	Status
			been implemented since November 2004.
Practice/Policy	Archives Exhibits  Information Communication	Sign language interpreters and attendant care staff are provided as required. Sign language interpreters and attendant care services are provided as required for staff meetings.	Ongoing

Toronto Public Health

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/Policy	Lack of a co-ordinated approach for planning and development of local health issues.	The Board of Health established six Local Health Committees. The members were recruited from the City's diverse population. One of the functions is to advise the Board of Health on emerging local health issues and policy planning and development for TPH including access for people with disabilities, literacy barriers, cultural and language barriers.  The local health committees work towards the planning of consultation activities. The consultation activities will lead to the identification, removal and prevention of barriers to persons with disabilities in the municipality's by-laws, policies, programs, practices and services.	Established in May 2001
Practice/policy	Need for enhanced community partnerships	Through the six Local Health Committees and community partnership initiatives, TPH will outreach, consult and integrate groups with access barriers into program/ services planning, identification of barriers/ concerns, implementation and evaluation to address systemic discriminations.	2004 and beyond
Practice/policy	Need for a decision-making review	TPH will work on how the decision-making process on issues related to Municipal Accessibility Plan will be reviewed. The internal Access and Equity Steering Committee will oversee this process.	2004 and beyond

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/policy	Physical access to Toronto Public Health facilities/clinics	As part of the diversity access and equity plan TPH, through the co-ordinated access system, will review all physical sites and assess for compliance with all codes governing requirements for accessibility (i.e., National/Provincial/ Municipal Building Codes, Accessibility Guidelines, etc.) A Capital plan will be submitted each year commencing in 2005 for building retrofits where standards are not met.)	

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### Accessibility Planning for 2004 and Beyond

#### Accessibility Audits of Toronto Public Health Facilities

##### Audits already completed:

160 Borough Drive  
175 Memorial Park Avenue  
1115 Queen Street West

##### Audits of the following facilities will be conducted pending approval of the 2005 Capital Budget:

30 Northline Road  
146 The East Mall  
1300 Sheppard Avenue West  
821 Progress Avenue  
2696 Eglinton Avenue West  
662 Jane Street  
524 Oakwood Avenue

##### Audits will also be conducted on the following locations pending budgetary approval:

850 Coxwell Avenue  
399 The West Mall  
666 Eglinton Avenue West  
5100 Yonge Street  
95 Lavinia Avenue

Once all of the audits have been completed, retrofit work will be prioritized and included in the budget starting in 2006.

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Children's Services Division

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/Policy	Assessment of physical accessibility limitations	A physical accessibility assessment of all directly operated childcare centres was conducted just before amalgamation, but only some of the barriers identified have been addressed, because of funding constraints.	Ongoing
Practice/Policy	Ability of all community child care programs to support children and families with special needs	Policy for all programs to include children with special needs is being developed. Training and special needs resourcing provided.	<i>New</i> Ongoing
Physical	New construction	All new centres being developed as part of the capital plan are being designed and constructed to be totally accessible.	Ongoing
Physical	Retrofit projects	As funding has permitted, accessibility has incrementally been improved in existing directly operated centres through retrofit projects, e.g., elevator and ramps installed at Jesse Ketchum Child Care Centre and Coxwell Childcare Centre.	Ongoing
Physical	Retrofit programs	Have used the multi-year playground retrofit program to make childcare centre playgrounds more accessible	Ongoing
Physical	Lack of access in field offices	All new field office sites are fully wheelchair accessible.	Completed

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

Court Services

Type	Barrier	Strategy for Removal/Prevention	Status
Physical/ Architectural	Accessibility in new court facilities	Construction of new court facilities is planned with regard for accessibility and built to Code. All courtrooms are accessible, and a courtroom at the York Civic Centre will be built to accommodate a Justice of the Peace with a disability.	Completed



Type	Barrier	Strategy for Removal/Prevention	Status
		Staff and public washrooms will be physically accessible in all future court facilities.	
Information Communication Technology	Improved access to information	Implementation of a web site providing an e-mail address for the public to submit complaints or questions.  Creation of an information pamphlet that is handed out in the appeal court for Provincial Offences Act matters has been translated into 12 different languages.  Language Lines are available at service counters to ensure that counter staff can communicate with persons from diverse communities.	Completed  Ongoing  Completed
Information Technology	Improving access to the justice system	The division is conducting a review to explore more efficient systems than the current Provincial ICON system. The new system will allow payments to be made over the Internet.  Planning to set up an “e-court” that will allow defendants who require particular services of a Justice of the Peace to connect at a distant location via a video link, creating greater accessibility to the justice system.	Pending Provincial Approval  Planning in conjunction with Provincial review
Practice/Policy	Attitudinal Communication	Training on customer service and working with the public to be provided to all counter/cash staff.	Ongoing

Economic Development, Culture and Tourism

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Practice/Policy	Developing effective responses to the City’s diversity	The development of an Access and Equity Work Plan to include disabilities is being completed for the department, covering the period January 2004, to December 2007 with an annual report on implementation.	2004 - 2007	

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Information Communication Attitudinal	Standardized accessibility guidelines needed	Participation in the development of the City of Toronto Accessibility Design Guidelines.	Completed (2004)	Council approved May 2004
<b>Culture</b>				
Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Information Communication Attitudinal	Standardized accessibility guidelines needed	Develop the implementation strategy for the City of Toronto Accessibility Design Guidelines.	Completed	Adopted by City Council February 2005
Information Communication Attitudinal	Training of the City of Toronto Accessibility Design Guidelines	Provide ongoing training to staff required in applying the Accessibility Design Guidelines.	2004 and ongoing	There may be future budget implications.
Practice/policy	Information Communication Attitudinal	As required by the City Grants policy, Arts and Culture, and Museum grant applicants are required to develop Anti-Racism, Access and Equity Policy and Human Rights Complaint Procedures.	2003 and ongoing	Compliance with Toronto Corporate Grants Standards
Practice/policy Architectural	Program Physical	The program for the Culture Division will need to be flexible, accommodating a possible combination of physical retrofits and virtual exhibit design in order to deliver a fulfilling experience to all patrons.	2005 and ongoing	
Practice/policy Architectural	Accessibility Study required	Conduct an accessibility study on Cultural facilities to identify and recommend accessibility solutions for heritage facilities.	2004 - 2005	

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Practice/policy	Physical Program equipment and accessories	<p>Assessment of current programs and sites to identify gaps in providing the appropriate equipment and accessories such as head sets, Braille materials, and audio cassettes.</p> <p>Address identified gaps to ensure that appropriate equipment and accessories are in place in all art centres with a multi-year approach.</p>	<p>2005 and ongoing</p> <p>2005 and ongoing</p>	Pilot implementation will begin in one art centre in 2005.
Practice/policy	Communication	Improved signage in gallery space of all art centres (e.g. Braille, typeface, etc.) with a multi-year approach.	2005	Pilot implementation will begin in one art centre in 2005.
Practice/policy	Communication Program	<p>Broker partnerships with arts and culture groups to:</p> <p>(i) enhance program accessibility;</p> <p>(ii) develop relevant themes such as the historical and current approaches to mental health in Toronto</p>	2004 and ongoing	
Practice/policy	Information Communication Program	<p>Through the revised Exhibit Policy and Interpretation and Education Policy (2004), the Culture Division ensures that :</p> <p>Exhibition of restored spaces in all museums are wheelchair accessible and equipped with supplemental media when such spaces are not physically accessible.</p>	2004 and ongoing	<p>In compliance with the provincial museum grant program requirements:</p> <p>Provide opportunities for interaction and experiences adapted to a range of abilities and skills.</p>

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Practice/policy	Information Communication	Art and Artifacts Collections will be inventoried and digitized.	2004	The digitized collections will be made available through the GORMS database project and made accessible to the public via the internet by 2005.
Attitudinal Information Communication	Training on accessibility issues for staff	Proactive and targeted staff training.	2004 and ongoing	Training on: How to recruit and orient new staff with disabilities in the work environment; and  How to better serve persons with disabilities in all cultural facilities.
<b>Economic Development Division</b>				
Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Practice/Policy Information Communication	Education/Awareness of Employers	The Labour Force Readiness Plan is a key component of the City's Economic Development Strategy. In meetings and presentations to employers, staff emphasizes the advantages of Toronto's diverse labour force including persons with disabilities, youth and immigrants.	2001 and ongoing	
Attitudinal Information Communication	Training on accessibility issues for staff.	Proactive and targeted staff training.	2005	

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
<b>Tourism (Special Events)</b>				
Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Practice/policy Information Communication	Accessibility at Events	Continue to provide events at fully accessible venues (e.g., wheelchair access and good viewing areas for people with disabilities.	2003 and ongoing	Continue to designate good and accessible viewing areas near stages to accommodate people who are wheelchair users.  Include wheelchair accessible viewing locations on marketing materials.  All Toronto Special Events produced events have accessible washrooms available on site.
Practice/policy Information Communication	Update communication plan	Include accessibility information in all marketing materials and on the Special Events website (e.g., Winterlicious and Summerlicious programs)	2004 and beyond	
Attitudinal Information Communication	Training on accessibility issues for staff	Human Rights training for Special Events staff and volunteers.  Developing a resource manual for staff and volunteers.	2004 – 2005  2004 – 2005	

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Practice/policy Attitudinal Communication Information	Employment practices to represent our diverse community	Continuation of recruitment of volunteers from the community, including people with physical and emotional disabilities.	2004 and on-going	Include recruitment practices in policy manual.

Homes for the Aged

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/policy	Lack of Information/ Communication	Just for Families is a series of information brochures created to provide important information for family member of residents living in Toronto's Homes for the Aged and for community clients and their families. Topics planned for completion in 2004 include but are not limited to: Advocacy, Abuse, Difference/Respect/Privacy	Ongoing
Practice/Policy	Lack of Understanding / Philosophy of Care	HFA has adopted the philosophy of Gentlecare which has introduced the notion of compensating for the deficits of dementia by modifying the approach of people, programs and physical space to support the individual's values, strength, desires and needs.	Ongoing
Practice/policy Physical	Design standards	All existing Homes are accessible. HFA redevelopment of two of the ten HFA LTC facilities meet compliance with the new provincial design standards/guidelines. The new standards are specifically intended to address accessibility barriers. The new design standards address the change in needs required for residents in the areas of care, program and service.	Ongoing
Practice/Policy	Community Access Communication	HFA/Community Care Access Centres (CCAC) and Emergency Services (EMS) have a voluntary agreement to receive vulnerable evacuees at one of the City Homes, in the event of an emergency situation at their place of residence.	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/Policy	Restructuring programs to meet needs.	<p>Specialized services (i.e., Medical Speciality Services, Behavioural Response, Gay, Lesbian, Bi-sexual and Transgender, Young Adults and Young Adults with Developmental Disabilities) to be developed in four of the HFA's to meet the changing and emerging needs of a variety of target groups within LTC. Also, one of the HFA's has expressed interest in providing Convalescent Care.</p> <p>The Division is currently having discussions with the MOHLTC regarding changes that might be made to the long term care system to better meet the needs of previously homeless seniors who require long-term care, but who view the current requirements regarding access and care to be barriers.</p> <p>There are plans to expand supportive housing at designed sites and to provide supportive housing at Albion Lodge (a former HFA), in alliance with the Toronto Community Housing Corporation to meet existing and future client need.</p>	2004  Ongoing
Practice/policy	Information Communication Attitudinal	Provided student placements to over 489 students in 10 various disciplines/programs; provided over 2600 on-site educational sessions to staff; supported 700 staff to attend outside educational opportunities.	Ongoing
Practice/Policy	Communication Advocacy	Resident/Client Advocate The Division will be creating a new position as advocate, to assist resident/clients/families with choices and/or difficult decisions and to develop strategies to deal with systemic advocacy issues.	Ongoing
Practice/Policy	Information Communication	Renewed Strategic Planning process. Involved contacting and receiving input from community organizations.	Completed

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/Policy	Information Communication Technology	Implementation of HFA Website for access by the general public for information about the programs and services offered by the HFA Division. E-mail address provided for inquiries.	Completed

Parks, Forestry and Recreation

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Information Communication Attitudinal	Standardized accessibility guidelines needed	Develop the implementation strategy for the City of Toronto Accessibility Design Guidelines.	Completed	Adopted by City Council February 2005
Information Communication Attitudinal	Training on the use of the City of Toronto Accessibility Design Guidelines	Provide ongoing training to staff required to apply the Accessibility Design Guidelines in the daily operation of Parks and Recreation facilities.	2004 and ongoing	There may be future budget implications.
Practice/Policy Information Communication	Identifying people with a disability in our community and the supports they require.  Identify stakeholders and partnerships.	Partner with agencies, develop questionnaires and surveys to send to existing customers.  Develop a database of stakeholders.  Conduct public consultations on services for people with disabilities in Parks and Recreation Programs	2005 Completed  Completed in 2005	Ontario Works grant received.  Results to be reported through City Council.
Practice/policy Information Communication	A greater voice for the disabled community is needed.	Develop district advisory councils with representatives from the disabled community.	2005/06	City-wide Steering Committee will assist with the formation of future local advisory councils.
Practice/policy	Communication	TTYs are available in all Parks and Recreation district offices for recreational programming.	Completed (2004)	



Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Practice/Policy	Standardized accessibility guidelines needed.  People with disabilities do not have full access to Parks and Recreation Programs	Participated in the development of the City of Toronto Accessibility Design Guidelines.	Completed 2004	Consult with staff working groups, disability community agencies and partners.  Pending additional funding
		Development of a Parks and Recreation service model for people with disabilities.  Development of a recreation strategy for disabled youth.	2004 and ongoing  2005 and ongoing	
Attitudinal Information Communication	Training on accessibility issues for staff	Human rights training for managerial and supervisory staff	Completed (2004)	
		Sensitivity training for Departmental staff: full time, Administration and Customer Service staff.	2004 – 2006	
		Develop a resource manual for staff and volunteers.	2005 - 2006	
Practice/policy Attitudinal/ Information/ Communication	Improve staffing and employment practices to represent our diverse community.	Review current practices and consult with Human Resources Department to determine both gaps and strategies.	2005 - 2006	
Technological	Registration and tracking systems for registrants with disabilities not in place.	Develop an IT system that will be compatible with the City's CLASS registration system while maintaining confidentiality of customer health records. Develop Implementation Strategy for the harmonized IT system.	2004 and ongoing	Roll-out October 2004.
			2005	

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Information Communication	Communication plan required	Update Toronto Fun Guide and other publications on fully accessible and partially accessible City facilities	2003 and ongoing	This information has been available in the Toronto Fun Guide since amalgamation.
Information Communication	Communication plan required	Develop strategic communication plan to improve awareness of accessible facilities within the City.	2004 – 2005	
<b>Policy And Development Division (Capital Projects)</b>				
Type	Barrier	Strategy For Removal/Prevention	Status	Comments
Information Communication Attitudinal	Standardized accessibility guidelines needed	Distributed and made City of Toronto Accessibility Design Guidelines available online to staff and external resources	Completed (2004)	
Policy/Practice	Standardized accessibility Guidelines	Request for Proposals to include requirements for compliance with new Accessibility Design Guidelines. Develop the implementation strategy for the City of Toronto Accessibility Design Guidelines.	Completed (2004)  Fall 2004	
Information Communication Attitudinal	Training of the City of Toronto Accessibility Guidelines	Provide ongoing training to staff required in applying the Accessibility Design Guidelines.	2004 and ongoing	There may be future budget implications.
Program Physical	Existing Inaccessible Parks and Recreation Facilities	Conduct accessibility audits for Parks and Recreation facilities.  Proposal to add a budget line item to the upcoming capital budget submission for retrofits.  Develop a prioritized work plan for areas that require improvement.	2004 - 2005  2005  2005 – 2006	Analysis of the audit results being conducted.  Council approval required.

Shelter, Support and Housing Administration

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/Policy Physical	New construction/ Renovation	In all new Let's Build/SCPI Large Cap and in upcoming Provincial/Federal program housing there is (and will be) attention paid to needs of the physically disabled. Aside from required compliance with both Ontario and National Building Codes as regards accessibility, most (if not all) projects contemplate addressing the needs of the disabled as there is often a high incidence of disability in the homeless and lower-income populations that these projects serve. Many of the proponents (particularly non-profit groups) insist upon enhanced facilities for the disabled and incorporate accessible features in their building designs (for which the City funds construction). Those that do not are generally advised by staff as to the need and are taken through the process of incorporating accessible design into their project.	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
Physical	New construction/ Renovation	Some proponents are serving a specifically high-need population as regards disabled individuals and these projects will have special design features and will often require capital funding in addition to the City's. The groups would go after this funding and bring it "to the table" as part of their pro forma. The City will continue to encourage attention to the subject in all new initiatives within the Let's Build portfolio.	Ongoing
Physical	Lack of physical accessibility	Through the first round of SCPI, small capital projects were funded, many of which addressed accessibility issues. This included: installation of a stairway wheelchair lift in a shelter, ramps to access washrooms in a shelter, upgrades to a wheelchair ramp in a shelter, installation of an elevator in a shelter allowing access to all floors, installation of wheelchair ramps allowing access to program space in a drop-in/overnight shelter, rebuilding of wheelchair ramps in a shelter, installation of an elevator and wheelchair ramps in a community agency serving the homeless.	Completed
Physical	Lack of physical accessibility	The terms and conditions of SCPI two funding are essentially the same as the first round of SCPI funding. The RFP process has been completed and a number of capital projects will address accessibility issues through renovations similar to those completed in the first round.	Ongoing
Physical	Retrofitting directly operated shelters	Over the years the directly operated shelters have addressed the issue of accessibility through various renovation projects that have taken place. Accessibility issues are always considered in retrofitting or renovating a directly operated facility:  (1) during the renovation of Robertson House in 1998 a ramp to the front door was installed, a lift was provided to the basement and second floor, a wheelchair	Completed

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>accessible staff washroom was provided on the first floor and two clients bedrooms were designed with wheelchair accessible showers.</p> <p>(ii) Women’s Residence has elevator access to all floors and there is one wheelchair accessible washroom. A TTY phone is provided for those requiring it</p> <p>(iii) During a recent renovation of Seaton House the entire building was made wheelchair accessible including the provision of accessible washrooms, elevators and the addition of a second wheelchair ramp.</p> <p>(iv) Family Residence has two onsite rooms that have accessible washrooms and the building and day-care are accessible.</p> <p>(v) Birkdale is wheelchair accessible on the main floor and has an elevator to other floors. When clients with restricted movement are living in the facility, staff work out an evacuation plan with them with the participation of the joint Health and Safety Committee</p>	
Physical	New construction	New shelters under construction would include barrier free design. Where financially and structurally feasible, renovations of existing buildings for new shelters would also include barrier free design.	Ongoing
Practice/policy	Varying degrees of accessibility in shelters	Accessibility in Purchase of Service shelters varies with some sites being completely accessible, others partially accessible and others not accessible at all. Hostel Services has completed a Building Condition Assessment that looked at 56 shelter facilities. A number of the essential building renovations identified will result in some impacts on accessibility.	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/policy	Access to resources	All directly operated shelters have experience in working with clients with physical and developmental disabilities. Staff will make the appropriate referrals for these individuals to specialized services and supports that can assist them (if they are not already connected) and will assist them, as needed, in accessing the assistive devices that they may require (wheelchairs, canes, hearing aids, etc.)	Ongoing
Information Communication	Awareness and education	Staff are trained on the City's Human Rights policies.	Ongoing

Social Development, Finance and Administration

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/policy	Information Communication Resources	The SDF&A Division provides policy and community development support to several advisory committees and Roundtables. The Mayor's Roundtable on Seniors and Toronto Seniors Forum will play an advocacy within the City on issues related to accessibility and are supported by both policy staff and community development staff.	Ongoing
Practice/policy	Information Communication Resources	CNS actively participated in the inter-divisional committee that oversaw the development of the City of Toronto Accessibility Guidelines (approved by Council in May 2004). CNS participates in the City's access and equity planning initiatives and has recently established a Departmental Committee.	Ongoing
Practice/Policy	Information Communication Advocacy Community partnership	Through the Community Safety Secretariat, a safety audit initiative works with relevant community partners to better understand safety audit issues. A safety audit website has been developed and a City-wide safety audit response system is being implemented. Barriers for persons with disabilities are being considered.	Ongoing
Physical Architectural	Access to Meetings and Public Events	Venues for events are selected on the basis of accessibility.	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/policy	Communication Information	To the greatest possible degree, material produced on behalf of seniors is printed in a larger font.	Ongoing
Practice/policy	Communication Information Access for people who are deaf or deafened and people with a hearing loss.	When required, American Sign Language interpreters are made available at community consultations.	Ongoing

Social Services

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Physical	Difficulty in accessing a Toronto Social Services office	Applications can be taken in a home/hospital or other medical facility when needed	Ongoing	On an ongoing basis, Toronto Social Services ensures that clients have access to Ontario Works assistance/services by visiting clients in facilities/homes where required when they are unable to come to their local office.
Physical	Lack of physical access to office	Ramps which meet current code have been installed at entrances of all offices where needed.	Completed	All Social Services locations are wheelchair accessible.
Physical	Lack of physical access between floors	Elevators in offices provide access between floors as required.	Completed	All Social Services locations have elevator access where required.
Physical	Lack of access to interview booth	Every office has at least one designated interview booth that is wheelchair accessible.	Completed	All Social Services locations provide for wheelchair access in designated interview booths
Physical	Employee needs	Ergonomic assessments are undertaken to ensure workstations are appropriate for employees with a disability.	Ongoing	Assessments are provided on an "as needed basis" when new staff are hired or where existing staff develop a disability.

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Physical	Employee needs	<p>Access card readers and associated door hardware have been installed at all TSS sites. Where necessary, doors where the card readers have been installed are automatic to allow easier access for staff in wheelchairs. Card reader placement is accessible.</p> <p>At one site, a large proximity card reader that allows staff in wheelchairs to open the door without actually swiping their access card (greater range).</p>	Completed	All Toronto Social Services offices are wheelchair accessible.
Physical	Employee needs	<p>Offices have made the following physical plant changes to accommodate specific needs of employees with a disability, as follows:</p> <ul style="list-style-type: none"> <li>(i) Bathroom available specifically for the employee.</li> <li>(ii) Additional door hardware has been placed on certain doors to allow easy access for staff in wheelchairs. Mechanism allows staff in wheelchairs to pull doors shut behind them.</li> <li>(iii) Enlarged and equipped workstation (e.g., One area office has installed automated platform on work surface to allow staff with severe back problems to</li> </ul>	Completed	<ul style="list-style-type: none"> <li>(i) Any issues identified with access/barriers at work are addressed and rectified expediently.</li> <li>(ii) Many of the physical plant changes/accommodations were implemented years ago.</li> </ul>



Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		<p>raise their computer and work standing as required).</p> <p>(iv) Accommodate Wheel Trans drop-off and pick-up times.</p> <p>(v) Redesigned staff entrance for better accessibility.</p> <p>Metro Hall Social Services and Head Office staff have access to evacuation chairs to facilitate evacuation of staff who require assistance.</p>		
Practice/ policy	Lack of financial resources to attend medical appointment	Clients who require taxis to attend medical appointments can have their costs covered (clients who are eligible for “Wheel Trans” should apply for that service).	Ongoing	Social Services clients may be eligible for transportation costs to attend medical appointments on an “as needed” basis.
Practice/ Policy	Employee needs	<p>(i) Specialised equipment such as computer software, voice activated system to operate computer, specialised monitors with zoom text, headsets and workstation design are made available as required.</p> <p>(ii) Enlarged and equipped interview booth with voice activated system.</p> <p>(iii) Attendant care costs are provided for an employee.</p>	Ongoing	Where need is determined, the appropriate equipment is provided in a timely manner

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Physical Practice/ policy	Employee needs	Training facilities are accessible and appropriate equipment is available, i.e.: provision of 21- inch computer monitor. Training will be designed to meet the specific needs of an individual.	Ongoing	Where identified, appropriate equipment is provided for training and staff are quipped with special devices, i.e.,) large monitor
Practice/ Policy	Support for employees	Employee Assistance Program: program available to employees for confidential short-term counselling, information and referral.	Ongoing	Where identified, employees are encouraged to avail themselves of E.A.P. and are being accommodated to attend appointments
Information Communica- -tion	Lack of ongoing forum to address needs	Local Operations Committee is in place in each office, where issues regarding the operation of the office can be raised.	Ongoing	Local Operations Committee management staff are advised of any operational issues and act upon them immediately
Practice/ Policy	Lack of financial resources to maintain necessary supports	Ensure disabled clients have access to services/supports	Ongoing	Social Services staff ensure that clients who have a disability have access to a variety of services where appropriate e.g.,) Guide Dog Allowance
Practice/ policy	Disabled clients participation in Ontario Works	Ensure that Ontario Works clients can fully participate in the program	Ongoing	Clients who participate in Ontario Works have access to the "Disability Access Fund" to cover the cost of items required to help them participate in Ontario works such as large print materials, escorts, sign language interpreters etc.

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ policy	Applicant needs	Ensure that employment practices are barrier free, fair and equitable in accordance with the Human Rights Code and City's policy	Ongoing	Candidates who are going through an assessment process are provided with appropriate equipment i.e.,) 21 inch monitor, large font on written materials, additional time to complete test if required
Practice/ policy	Employee Needs	Social Services continues to be aware of staff with disabilities and provides timely accommodations and support	Ongoing	Monthly case management meeting with WSIB/health consultant are scheduled to review all issues of accommodation to ensure all employees are able to participate to the best of their ability.

\* 455 Dovercourt (site for Strategic Program Development) is not currently wheelchair accessible. Long – term use of the facility is under review. TSS will address all issues of accessibility as they arise.

Emergency Medical Services  
Fire Services  
Solid Waste Management Services  
Support Services  
Technical Services  
Transportation Services  
Toronto Water

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/policy	Attitudinal Information Communication	On the Department's recommendation, City Council has approved a substantial increase in set fines (a minimum of \$300) for Disabled Permit Parking Offences	Adopted by Council, November 2002.  Completed – fines have been increased to \$350

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/policy	Attitudinal Communication Information	<p>Sessions on “Human rights: due diligence for managers” are delivered annually.</p> <p>The “Leading through Excellence” management program for Works and Emergency Services delivered by George Brown College includes training on human rights issues, employment equity, and workplace harassment policies.</p> <p>Support Services customer service staff are provided Language Line Training. Portuguese, Italian, and Greek are common second languages.</p> <p>Fire recruits receive training on human rights and workplace harassment policies.</p> <p>Orientation for all staff in WES includes discussion on the City’s human rights and workplace harassment policies.</p> <p>Toronto Emergency Medical Services:</p> <p>New employees/management staff receive orientation to corporate human rights policies by the HR division. These policies are also available on the intranet.</p> <p>Community advisors provide workshops to supervisory staff.</p> <p>WES staff receive cultural diversity training from Human Resources.</p>	Ongoing
Practice/policy	Access to services	<p>Emergency Medical Services has an Ethnocultural Access Co-ordinator/Multicultural Health Consultant on staff.</p> <p>EMS makes information pertaining to the Action Plan on the Elimination of Racism and Discrimination, and the Access,</p>	<p>Ongoing since September 2003</p> <p>Ongoing since August 2004</p>

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>Equity, and Human Rights available to all staff.</p> <p>EMS has a representative on the interdivisional staff team on access, equity and human rights. The mandate of this group includes the preparation of the Accessibility Plan.</p>	Ongoing
Architectural	Access to services and facilities	Emergency Medical Services headquarters, the Rubes Centre for EMS Studies, and all EMS administrative buildings are accessible.	Completed
Architectural	Physical	<p>Streetscaping amenities are included in the Accessibility Design Guidelines which was adopted by City Council as a resource guide of best practice. 10 to 15 audible pedestrian signals are being installed each year.</p> <p>Transportation Services has established an advisory committee representing the CNIB, National Federation of the Blind, Access and Mobility Instructors and the Toronto District School Board to assist in developing guidelines and priority locations for installation of audible pedestrian signals.</p> <p>Installation of oversized street signs with large font letters for improved visual access continues.</p> <p>Installation of pararamps at all intersections as part of road reconstruction.</p> <p>The Fire Services Academy is wheel chair accessible.</p> <p>Fire Services – Older stations are accessible on the apparatus floor.</p>	<p>Adopted by Council in May 2004.</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Completed</p> <p>Completed</p>

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>New stations are fully accessible on the ground floor. Accessibility is reviewed and improved as stations are renovated.</p> <p>Solid Waste Management Services provides front/side door collection services for people with disabilities.</p> <p>4330 Dufferin Street and the Rubes Centre for Emergency Medical Services studies are wheelchair accessible.</p> <p>Water Services' locations which encourage public attendance for water service grants and applications are wheelchair accessible. It is anticipated that these services will be consolidated to one location at a newly purchased facility, 60 Tiffield Road. Costs have been included in the 2005 budget for building renovations in accordance with the City's Accessibility Design Guidelines.</p> <p>Conduct a building assessment audit for all Water Services' facilities.</p>	In progress
Practice/policy	Information Communication	Emergency Medical Services proposes the Anti-Hate line be re-established as the Community Access line marketed to all multicultural groups in the City of Toronto. Mandate of telephone line is to address incidents perceived as motivated by racism, sexism, anti-Semitism, bigotry and homophobia.	Ongoing
Practice/policy	Information Communication	Toronto Emergency Medical Services staff set up information booths at various community events including the Jobs Market for People with Disabilities.	Ongoing as requested
Practice/policy	Information Communication	Fire Services provides fire safety seminars in various languages.	Ongoing as requested

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>Fire safety information is published in several languages.</p> <p>Fire Services Recruitment drives are advertised in numerous community newspapers.</p> <p>Solid Waste Management Services provides educational materials in a number of different languages. Customer service staff uses the Language Line Service to respond to inquiries in various languages.</p>	
Practice/policy	Information Communication	<p>Emergency Medical Services does presentations in the following five languages: Greek, Italian, Polish, Portuguese, and Spanish.</p> <p>Emergency Medical Services provides translation services in approx. 150 languages through the language line services. This service is used by EMS Emergency Medical Dispatchers and is also available for paramedics in the field, if they encounter language barriers while trying to treat patients.</p> <p>EMS Ambulance Liaison officers have gone to several ESL classes to educate them about 911 procedures, and the availability of multilingual services.</p> <p>Water Services has four dedicated communications staff who are responsible for the communication of services via Television, Radio, Brochures, Pamphlets, Newsletters, Internet, and e-mail.</p> <p>Fire Services pamphlets are provided in over 13 languages.</p>	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
Architectural	Physical	<p>Accessibility needs are incorporated into all future renovations of Emergency Medical Services.</p> <p>Technical Services, Accessibility guidelines and design are incorporated into all applicable projects that are dealt with through Technical Services.</p> <p>Accessibility needs are incorporated into all future renovations of Water Services.</p> <p>Fire Services – accessibility reviewed and improved with all renovations.</p>	<p>Ongoing</p> <p>Ongoing</p>
Practice/policy	Employment processes	<p>In Fire Services, the recruitment equity policy is in place to provide opportunity to achieve a workforce that reflects the population. The Recruitment Section develops programs, such as job fairs, targeted advertising, to assist designated group members on a regular basis. Recruitment staff attends over 200 outreach events each year.</p> <p>Fire Services – Recruitment drives are advertised in 27 community newspapers. Recruitment and outreach done in community centres serving diverse communities.</p> <p>Emergency Medical Services implemented an outreach program, contacted community colleges to address potential barriers for applicants, restructured physical demands criteria and have established opportunities to provide experience for youth wishing to explore a career in health care.</p>	Ongoing



Type	Barrier	Strategy For Removal/Prevention	Status
		<p>Established a Scouts Canada group, a Medical Venturer programme to attract participants from diverse communities. Through this program, participants are mentored and encouraged to apply to community colleges for a career in paramedicine. The program can sponsor applicants. EMS also works with the Association of Immigrant Healthcare Workers to assist in providing experience.</p>	
Practice/policy	Information Communication	<p>Solid Waste Management Services provides literature to community organizations in a number of different languages, as required, and leads/assists with educating communities/residents on services provided by the Division and solid waste issues.</p> <p>Issuance of Construction Notices and Construction Updates are prepared and distributed in English as well as other predominant languages of the construction industry.</p> <p>Outreach is a regular part of the hiring/recruitment process in WES.</p>	Ongoing
Practice/policy	Information Communication	<p>Emergency Medical Services has reviewed physical testing and new processes have been put in place. Barriers that may preclude admissions to community college are under review. All operational and administrative policies have been reviewed and amended.</p> <p>Fire Services has evaluated hiring policies to ensure there are no systemic barriers to designated groups. Statistics are reviewed at each step to ensure barriers are identified and corrected. They also conduct targeted recruitment sessions for women on a regular</p>	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>basis, and do more intensive work in this area when job calls are open</p> <p>Solid Waste Management Services updates communications and literature on a regular basis and evaluates human resources policies and programs regularly to eliminate barriers. Human Resources consultants provide accommodation for applicants as requested. Sessions for women in non-traditional jobs have been conducted since February 2002. This is an ongoing program conducted in conjunction with Support Services, Human Resources.</p>	
Practice/policy	Information Communication	<p>WES divisions are aware of the Community Access and Equity Report Recommendations and of the Plan for the Elimination of Racism and Discrimination.</p> <p>Community Access and Equity initiatives are discussed at senior management team meetings as priority items to ensure consistent interpretation and compliance with Corporate direction.</p> <p>WES will continue to provide service excellence to staff and to our public and will continue to be responsive to the changing needs of our diverse communities.</p>	Ongoing

City Planning – Building – Municipal Licensing and Standards – Building Support Services

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/Policy	Physical Architectural	<p>City of Toronto Accessibility Design Guidelines completed and adopted by Toronto City Council as resource guide of best practices in May 2004. UDS was a lead department with staff from Urban Design, Building Standards, and Research and Policy playing a significant role in the completion of the Guidelines.</p>	<p>Completed</p> <p>City departments are beginning to incorporate Guidelines in accessibility audits.</p> <p>Implementation strategy adopted by City Council, February 2005.</p>

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/policy	<p>Physical Architectural</p> <p>Review of site plans for accessible parking</p> <p>Requirements and access to sidewalks, buildings, etc.</p>	<p>Site plan review programs continue and incorporate the best practices of the Accessibility Design Guidelines.</p>	Ongoing
Practice/policy	Information Communication	<p>An Accessibility planner reviews policy proposals for applicability to Torontonians with disabilities, such as the drafts of the Official Plan, and who liaises with divisions to insure that accessibility issues are dealt with appropriately.</p> <p>Projects include:</p> <ul style="list-style-type: none"> <li>- Assisting Diversity Management and Community Engagement's Disability Issues Committee programme.</li> <li>- Participation on disability parking issues committee.</li> <li>- Staff resource to City's Disability Issues Committee.</li> <li>- Advises City divisions including: the Clerk's office, the WEB Master, and other city communication staff on appropriate communication formats for use by people with disabilities.</li> </ul> <p>Member of assistive technology and web accessibility work group.</p>	Ongoing
Practice/policy	<p>Information Communication</p> <p>Accessible public meetings</p>	<p>Public consultation meetings (wherever possible) are held in buildings such as community centres and schools which provide access for people with disabilities.</p>	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>Meeting Notices (in multiple languages) advise that support such as ASL interpreters, attendant care, or alternative formatted documents can be provided with adequate prior notification.</p>	
Practice/policy	<p>Information Communication Physical</p> <p>Implementation of the City's Official Plan.</p>	<p>The new Zoning By-Law project will review zoning regulations to identify barriers.</p> <p>The Accessibility Planner will work with the bylaw team to insure that the needs of people with disabilities are not overlooked in zoning bylaw preparation.</p> <p>The new Plan is a long-term policy document, strategic and high level in its approach to future development, but clear in its vision. As the document states,</p> <p>“The vision of the Plan is about creating an attractive and safe city that evokes pride, passion and a sense of belonging – a city where everybody cares about quality of life.” “A key city-building principle is that public buildings, parks and open spaces should be open and accessible to all members of the public including people with disabilities.”</p>	<p>The new Zoning By-law project will review the current regulations over the next year and beyond. Any changes will be forthcoming but will not take effect for two or three more years.</p> <p>The new Plan is approved by Council and will be before the Ontario Municipal Board.</p>
Practice/policy	<p>Information Communication</p> <p>Ensuring accessibility issues are included in the City's development projects.</p>	<p>Through the community consultation process, the division will develop a programme for insuring that accessibility issues are included in new development projects.</p> <p>For example: Plan to restore, develop and Operate Union Station:</p> <ul style="list-style-type: none"> <li>(i) Harbourfront Parks and Open Space;</li> <li>(ii) The Toronto Waterfront Scan and Environmental Improvement Strategy Study.</li> </ul>	2004 and beyond

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>(iii) Central Waterfront Plan Part II</p> <p>(i) Toronto's Port Lands and West Don Lands.</p> <p>(iii) Restoration of the mouth of the Don River.</p>	
Practice/policy	<p>Information Communication</p> <p>Improved understanding, implementation of Accessibility Design Guidelines.</p>	<p>Following adoption of Accessibility Design Guidelines by City Council, the division was involved in training sessions on the use of the Design Guidelines.</p> <p>Council recommended that a notice advising of the availability of the Accessibility Design Guidelines be placed in all permit applications for facilities larger than a single family dwelling.</p>	<p>Completed</p> <p>Completed</p>
Practice/Policy Information Communication	<p>Access to site plans for the purpose of review (section 41 of the Planning Act)</p>	<p>The Division will work with the City's Disability Issues Advisory Committee, as required, to review site plans. As part of this practice, the City would develop basic protocols governing confidentiality, skill profiles of participants, and contracts that fully outline the expectations of the committee volunteer and the Planning Division.</p>	Ongoing
Practice/policy	<p>Information Communication</p> <p>Support to accessibility advisory committee</p>	<p>The Ontario Building Code standards are developed and regulated by the provincial government. The Ontario Building Code has accessibility requirements that go beyond requirements in other Canadian provinces. The Building Division continues to support the City of Toronto's Community Advisory Committee on Disability Issues, to improve the accessibility requirements in the Ontario Building Code.</p>	Ongoing
Practice/policy	<p>Information Communication</p> <p>Support to City accessibility</p>	<p>Staff of the Building Division worked to ensure that the guidelines would not conflict with the Ontario Building Code requirements.</p>	Completed

Type	Barrier	Strategy For Removal/Prevention	Status
	initiatives.		
Practice/Policy	Accessible Taxicab Program	<p>The Taxi Industry Unit of ML&amp;S offers a specialised Accessible Taxicab Program to taxicab operators who wish to provide dedicated service to persons with disabilities. These licences are issued under Subsection 132(M) of Chapter 545 of the City of Toronto Municipal Code.</p> <p>The goal of the program is to supplement accessible transportation to persons with disabilities. It is tied to the Toronto Transit Commission's Accessible Transit Services Plan.</p> <p>Description: The Accessible Taxicab program allows for the licensing and regulation of wheelchair accessible vans for use by persons with disabilities, as well as, sedan service to persons with limited mobility.</p> <p>Accessible vehicles (vans) are ramp-equipped, require specialised plates and must conform to the requirements set out by the Canadian Standards Association's D409-02 and the Province's Regulation 629 Highway Traffic Act.</p>	The program is reviewed on an ongoing basis in consultation with people with disabilities and the taxi industry.
Practice/policy	Information Communication  Training for operators	The program requires operators to successfully complete a four and a half-day course focusing on customer service, sensitivity awareness, equipment handling, and human rights issues.	Ongoing
Practice/policy	Communication  Effective partnerships with transportation providers.	The TTC has contracted a portion of its Wheel Trans service to the City's taxi brokerage companies as well as to individual sedan operators. The initial tender was for five years with options to renew for two one-year terms.	Ongoing since 2000.

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>Contracted services are used at all times of the day. The number of accessible taxis required for this program is determined by forecasted projections made by the TTC. Over the five-year plan, the TTC determined there was a need for 73 accessible taxis. At the present time, there are 74 accessible vehicles in service, with one licence pending issue. There are also seven Standard Accessibles currently operating.</p>	
Practice/policy	Training for prospective and licensed taxicab drivers and owners	<p>The Taxi Industry Unit of ML&amp;S trains and re-trains approximately 4,000 prospective and licensed taxicab drivers in the City of Toronto. Training is provided under Subsections 131(A), 131(B), and 132(F) of Chapter 545 of the City of Toronto Municipal Code.</p> <p>All prospective taxicab drivers must attend a 17-day training course that includes a one full-day session of accessibility training that includes sensitivity awareness and practical assessments with respect to equipment handling. Prospective drivers must also attend training in human rights and diversity awareness.</p> <p>All licensed drivers were required to attend a five-day refresher course in 2001 and 2002, including a half-day refresher session on providing service to passengers with disabilities.</p> <p>All licensed and eligible taxicab drivers wishing to obtain an Ambassador taxicab owner's licence are required to attend a forty half-day-session training course which includes one full day of accessibility training that includes sensitivity awareness and practical assessments with respect to equipment handling.</p>	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>All taxicab accessibility modules have been designed with the standards for training established by a number of provincial and federal organisations, including the Canadian National Institute for the Blind, the Canadian Council of Blind People, the Advisory Committee for Accessible Transportation, and the Senior's Secretariat.</p>	
Practice/Policy	Access to Boulevard Cafés	<p>Boulevard cafés are currently required to have a fence that defines the perimeter of the licensed area. The opening in the fence must be at least 1.0 metres wide in order to accommodate access to a person in a wheelchair. In addition, all decks constructed on the café area must include a ramp that provides access to the elevated area and the ramp must be in accordance with accessibility criteria for slope and handrails. These provisions are currently defined in Section 36 of Chapter 313 of the City of Toronto Municipal Code.</p>	Ongoing
Practice/policy	<p>Information Communication</p> <p>Co-ordinated reporting strategy for annual accessibility plans.</p>	<p>ML&amp;S will form an Accessibility Workgroup to develop an Accessibility Plan for Municipal Licensing and Standards Division.</p> <p>The workgroup will identify and analyse barriers relating to the existing Accessible Taxicab Program. It will involve developing a methodology (using qualitative and quantitative measures) to:</p> <ul style="list-style-type: none"> <li>• evaluate the impact of the Accessible Taxicab Program;</li> <li>(i) address the rationale for supporting an increase in the number of accessible vehicles;</li> <li>(ii) develop a methodology to arrive at a proper number of accessible vehicles to meet the demand; and</li> </ul>	Ongoing



Type	Barrier	Strategy For Removal/Prevention	Status
		<p>(iii) investigate a proper fare structure to make the business opportunity a viable enterprise for the taxi industry.</p> <p>Consultations will be conducted with the Taxi Advisory Committee and persons with disabilities. In addition, the Accessibility Workgroup will also review Chapter 545, Licensing, as well as many other relevant Chapters and/or By-laws to:</p> <p>(i) assess and report on which types of licensed businesses may be required to make their premises, or part of their premises accessible;</p> <p>(ii) assess and report on what measures should be required of the identified businesses;</p> <p>(iii) assess and report on the financial impact on the identified businesses and, if deemed necessary, suggest strategies to address such impact; and</p> <p>(iv) assess and report on how the previous recommendations might be monitored and evaluated.</p>	

Facilities and Real Estate

Type	Barrier	Strategy for Removal/Prevention	Status
Physical/ Architectural	Accessibility for persons with disabilities to City facilities and services.	Two city departments, Corporate Services and Urban Development Services, jointly co-ordinated the development of the new Accessibility Design Guidelines for the City of Toronto.	City Council on May 18, 2004. Implementation Strategy Report adopted by City Council, February 2005.
Physical/ Architectural	Accessibility for persons with disabilities to City facilities and services.	ADGs used in all Facilities and Real Estates designs and are a mandatory requirement for all construction projects. Facility and Real Estate require consultants,	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
		contractors and staff to incorporate the Guidelines as part of their design and construction process for project implementation.	
Physical / Architectural	Initiatives to address identified physical barriers	<p>Accessibility audits of 68 city owned buildings and two civic centres are completed.</p> <p>Accessibility Retrofits:</p> <p>(i) Complete in four Civic Centres;</p> <p>(ii) In progress in three additional AOCC's and three Civic Centres.</p>	<p>24 accessibility audits are planned for 2006.</p> <p>Funding and implementation for accessibility audits and signage upgrades was provided for Corporate buildings in 2004, 2005 and 2006.</p>

Fleet Services

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/Policy	Employment	Division adheres to Human Resource guidelines in recruitment and employment and in the provision of accommodation where applicable.	Ongoing
Practice/Policy	Employment	Division adheres to provincial guidelines with respect to licensing, and to Ontario licensing requirements in terms of Fleet Safety Policy.	Ongoing

Purchasing and Materials Management

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/policy Information Communications	Provision of sensitivity and awareness training and materials on access, equity and human rights issues to all persons involved with the municipal structure including staff, contractors and persons appointed to city committees.	<p>All Finance Divisions communicate and remind staff of City Policies in the area of human rights and diversity.</p> <p>The Purchasing and Material Management Division ensures that all new bidders are given a copy of the City's Declaration of Non-Discrimination Policy.</p>	Ongoing
Practice/policy Information Communication	Encouraging employees to participate in corporate and community programs to help staff better understand the City's diverse communities.	The divisions have provided education and training to staff to understand better the needs of the City's diverse communities. Brochures and videos in various languages along with an interpretation service provided by	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		the department to assist the City's diverse communities.	
Practice/policy Information Communication	The City's Economic Development Strategy specifically outlines pro-active strategies that include the city's diverse communities.	Purchasing and Materials Management Division has and will continue to provide seminars to the City's diverse communities on how to access City business opportunities.	Ongoing
Practice/policy Information Communication	That the City implement the implementation strategy arising from recommendations of the Urban Aboriginal Economic Development Seminar and that it provide progress reports.	Purchasing and Materials Management Division has and will continue to provide seminars to the City's Aboriginal Community on how to access City business opportunities.	Ongoing
Practice/policy Information Communication	The City to use its purchasing process for communicating the City's leadership role on employment equity, anti-discrimination and against harassment in the workplaces of Toronto.	Suppliers are required to comply with the City's Anti-discrimination Policy and Fair Wage Policy.  The Purchasing and Materials Management Division provides seminars to suppliers where the need to comply with the policies are explained.	Ongoing
Practice/policy	Improve access to the City's purchasing process	Where possible and with the concurrence of the Departments, contract requirements are split so that firms can bid on all or part of the contracts.	Ongoing