

**APPENDIX 1**

**CITY OF TORONTO**  
**DIVISIONAL ACCESSIBILITY PLANS**

2008 Annual Report  
City of Toronto Accessibility Plan



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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ Policy	Systemic Physical Architectural Attitudinal Communication Information Technological Practice/Policy	Coordinates the development and reporting of the Accessibility Plan and the City's Action Plan on access, equity and human rights through an interdivisional staff team.  Improve communication and assessment of accessibility for people with disabilities, access and equity programs, policies and practices through the designation of staff leads in the City Manager's office.	Currently reporting on the 2008 – 2009 Accessibility Plan	Achievements are reported annually through the Accessibility Plan submissions as well as the Access, Equity and Human Rights Action Plan process.  A status report on A, E and HR Action Plan implementation is completed. In 2009, City divisions will report on 2008 implementation and submit new plans for 2009 -2011.
Practice/ Policy	Systemic Information Attitudinal Practice/Policy	Communicate expectations and requirements of the AODA Accessible Customer Service Standard and facilitate compliance process.	The Accessible Customer Service Standard has been in effect since January 2008 with compliance expected by 2010. Senior management and IDST have been briefed. Discussions have been initiated with HR re training strategies.	Communication process has been initiated. Strategy to meet compliance timelines is under development.

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ Policy	Physical Architectural Attitudinal Communication Information Technological Systemic Practice/Policy	Conduct a pilot project to include an Equity Impact statement in reports from the City Manager’s Office and also applies the equity lens to program reviews.  The CMO provides tools and resources to divisions through an interdivisional staff team.	The City Manager will report on the implementation of the Equity Lens Pilot Project in late 2008.	Using the Equity Lens tool will result in equitable outcomes for all populations and will also increase/improve access for target populations (such as people with disabilities, youth, women) or for specific groups within a target population.
Practice/ Policy	Information Communication Systemic Practice	Increase awareness and understanding of the Equity Lens through corporate training, delivered twice annually.	Sessions delivered in 2007 and in 2008	
Practice/ Policy	Information Communication Systemic Practice	Increase awareness and understanding of achieving inclusion in the workplace. New training module: Diversity at Work: Achieving Inclusion through Best Practices.	2 sessions to be delivered in 2008.	One segment, “Disabilities: Becoming Barrier Free” provides information on accessibility legislation. An orientation to the requirements of the Accessible Customer Service Standard is included.
Practice/ Policy	Information Communication	Developing and implementing strategies for web accessibility and assistive technology. (WAAT – web accessibility and assistive technology)  Active participation in a working group to improve accessibility for City employees using City computers and for those browsing the City’s	Continues to: -promote accessible web pages - participate in annual IT Showcase - review, assess and seek to remove barriers to web access, email documents, forms and	Work group established in response to inquiry from Disability Issues Committee.

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		websites.	templates	
Practice/ Policy	Information Communication Practice/Policy Access to civic government	Provides support and coordination of the City's Disability Issues Committee (the City's accessibility advisory committee under with ODA, 2001). The Committee is an advisory body and participates in monitoring legislation, advocacy to other orders of government, consultations with City divisions, as well as, the external community and works towards an accessible City.	New Chair appointed in 2007, Councillor A.A.Heaps	Participation in:  -2007 and 2008 IDPWD (International Day for People with Disabilities) event  - Launch of Toronto Accessible Sports Council  - Simply People  Advocacy: - OHRC on appropriate disability language and terminology - TTC – accessible website and schedules
Practice/ Policy	Attitudinal Systemic Information Communication Practice/Policy	Priority to appoint boards that reflect the diversity of the community they serve, including people with disabilities.  (Appointments to agencies, boards, commissions and corporation - ABCCs.)	Process implemented with each appointment schedule.	- Outreach to under-represented groups. - A self-identification form is included in application booklet to track representation of diverse groups. - ABCCs are provided direction and orientation on accommodation, needs of diverse groups and the City's objective of removing barriers to accessing services.
Practice/ Policy	Physical Architectural Attitudinal	Supports and promotes the use of the City of Toronto Accessibility Design	Used by the City of Toronto as well as	Highlights of the Guidelines continue to be incorporated

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	Communication Information Technological Systemic Practice/Policy	Guidelines as an advocacy tool as well as a resource tool for conducting accessibility audits.  e.g. Design of the office and meeting rooms of the City's Ombudsperson.	private sector organizations.  2007-2008	into City initiatives and public documents.
Practice Physical	Architectural Physical Communication	Accommodates employee needs in the workplace.	Work is complete with ongoing review.	Assessment, design and retrofit of an accessible washroom using the Accessibility Design Guidelines. Completed in 2007.
Practice/ Policy	Communication Information Attitude Physical Systemic Access to civic government	Partner division of the event, International Day for People with Disabilities. The event provides opportunity to recognize successes of people with disabilities while advocating for the elimination of accessibility barriers.	An annual event since 2005.  Next IDPWD event is Dec. 3, 2008.	This is a unique collaboration of the disability community in Toronto, community organizations, financial, public and education sectors/organizations.
Practice/ Policy	Funding and Economic participation	The Access, Equity and Human Rights Grants program provides funding to increase the capacity of organizations and communities, including that of people with disabilities to address racism and discrimination through outcome focussed, time-limited projects. This is a strategy for implementing the City's Plan of Action for the Elimination of Racism and Discrimination.	In 2008, the projects are funded from July 2008 – June 2009	Annual process which includes orientation/information sessions; applications; recommendation for allocations and appeals process.
Practice/ Policy	Information Systemic	Establish an access directory of businesses	Database continually	Currently, 16 businesses are listed



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	Economic Participation	owned by designated groups, including people with disabilities.	updated. Info is available on the participation level of designated groups in the City's procurement processes.	as owned by people with disabilities.
Practice/ Policy	Information Communication Recognition of People with Disabilities	<p>Communicating City's Commitment to Access, Equity and Human Rights</p> <ul style="list-style-type: none"> <li>- poster campaigns</li> <li>- Public education events on days of significance</li> <li>- Nomination and selection process for five Access, Equity and Human Rights Awards. The Access Award recognizes people or organizations that have contributed significantly toward improving the quality of life for people with disabilities in the City of Toronto.</li> </ul>	<p>Throughout the year.</p> <p>Access, Equity and Human Rights Awards are presented on or near December 10 of each year.</p>	



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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
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> <p>The following statement regarding accommodation is also included in all posted and advertised job openings: “Accommodation will be provided in all parts of the hiring process as required under the City’s Employment Accommodation policy. Applicants need to make their needs known in advance.”</p>	Procedure established and practice ongoing
Practice / Policy	Attitudinal Physical Sensory Communication	<p>All applicants who are invited to participate in the selection process (e.g., interview, testing) are notified that the City will accommodate applicants with special needs throughout the process.</p> <p>All applicants are encouraged to make their needs known. At the time of a job offer, candidates are also informed that</p>	Procedure established and practice ongoing

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		<p>should they need an accommodation in the workplace, 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	Human Rights and Employment Equity statements are included in all staffing guidelines, policies and tools provided to managers and human resources staff. These include guidelines for developing qualifications & 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	<p>A number of City divisions distribute job postings to community groups to ensure wide distribution of job opportunities to equity/diversity seeking groups including persons with disabilities.</p> <p>City divisions attend speciality job fairs that target persons with disabilities and make presentation to community agencies and organizations that cater to the needs of people with disabilities (e.g. – Canadian National Institute for the Blind, Canadian Council on Rehabilitation and Work).</p>	Procedure established and practice ongoing
Practice / Policy	Communication	Participants in the Courses for the Toronto Public Service program are requested to advise if they require accommodation in order to participate.	Procedure established and practice ongoing

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		Accommodations have included the provision of ASL interpreters and e-copies of materials for Braille transcription.	
Practice / Policy	Communication	<p>The Toronto Public Service Learning Centre on King St. E. has 19” monitors available in all computer rooms. Participants are advised of the scented product guideline practiced in the TPS Learning Centre and they are requested to notify the Centre of this accommodation requirement.</p> <p>The Organization Development and Learning Unit and the Staffing, Workforce Transition and Employment Equity Unit have TTY capability.</p>	Procedure established and practice ongoing.
Practice / Policy	Communication	The Courses for the Toronto Public Service program provides course materials that adhere to corporate clear language principles established by Council’s meeting Management Initiative.	Procedure established and practice ongoing.
Practice/ Policy	Human Rights Discrimination  Attitudinal	<p>The City’s workplace Human Rights &amp; Anti-Harassment policy, modelled after the Ontario Human Rights Code, prohibits discrimination of protected groups, including persons with disabilities, in services, accommodation, contracts and employment, and provides an internal complaints procedure to try to resolve concerns.</p> <p>The City has a Human Rights Office, which is set up to provide impartial expert advice and guidance on human rights issues (e.g., accommodation of employees with disabilities), provide support to employees and managers in resolving human</p>	Procedure established and practice ongoing

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		<p>rights complaints, mediate disputes and investigate 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 employment accommodation at the City. The Human Rights Office submits annual reports to City Council.</p> <p>Human Rights training is available to all employees covered by the Human Rights and Anti-Harassment Policy.</p>	Ongoing delivery of training
Practice/ Policy	Employment Equity  Attitudinal	<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 results.</p> <p>The Employment Equity Sub-Unit is in the process of sharing the information collected from the Workforce Survey, regarding non-union employees, with divisions. It was already presented to the Inter-Divisional Staff Team on Access &amp; Equity.</p>	

Type	Barrier	Strategy for Removal/Prevention	Status
		The Employment Equity Sub-Unit is prepared to offer support to divisions in utilizing the data when planning and designing customized initiatives related to Staffing and Equity issues.	
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
Practice/ Policy	Hiring Process Attitudinal	<p>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.</p> <p>Staffing representatives are partnering with operating divisions to develop divisional staffing plans, to address current and future recruitment challenges. Workforce Survey data will be relied upon to provide divisions with an understanding of their current representation and allow them to develop specific strategies (e.g. outreach, identification of any systemic barriers in the staffing process) that will increase representation of designated groups.</p>	Procedure established and practice ongoing
Practice/ Policy	Employee Health and Safety Physical Architectural	Occupational health staff, ergonomists, employee rehabilitation and employee assistance counsellors provide advice/assistance and training to	Procedure established and practice ongoing

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	Communication Technological	managers and employees to optimize health & 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.	
Information	Incomplete information about the workforce; representation in specific jobs and job levels.	<p>Conducted a workforce survey and prepared a report on the results, including the representation of people with disabilities in the City's workforce.</p> <p>Summary data on the representation of people with disabilities across divisions and occupational groups is being provided to City divisions to develop equity plans to improve the representation of people with disabilities in areas where there is under representation.</p>	<p>The survey has been distributed between 2003 and 2005 throughout the entire organization.</p> <p>As a result of a low participation rate, a follow-up had been completed among non-union staff.</p>
Practice/ Policy  Information	Need for a harmonized workplace accommodation policy & guidelines that will replace the accommodation policies of the former municipalities.	<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>The Employment Accommodation policy was approved by Council in July 2004. The policy has been posted on the City's intranet site.</p> <p>Completed in 2006 and posted on the City's intranet site</p> <p>Completed in 2006 and posted on the City's intranet site</p>



Type	Barrier	Strategy for Removal/Prevention	Status
		<p>Develop and deliver information session 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>Session delivered in March 2007. Session attendance was mandatory for all HR staff at the Consultant level and above.</p>
Information Communication	Better access to employment opportunities with the City of Toronto.	Participate in the Ontario March of Dimes Strategic Employment Solutions Program to increase outreach to people with disabilities.	<p>HR staff were made aware of the March of Dimes Program and encouraged to send their job postings to the Employment Solutions Program. In addition, CNIB also made a presentation to Human Resources representatives about CNIB's employment program. A similar presentation was made by the Canadian Council on Rehabilitation and Work (CCRW).</p>
Information Communication	Better access to employment opportunities with the City of Toronto.	Development and implementation of initiatives for a fax broadcast software (XMedius) to ensure City job postings are sent to employment agencies that serve people with disabilities to maximize outreach strategies.	<p>A database of contact information was created to include agencies that provide employment services to people with disabilities.</p> <p>The HR staffing community have been provided with this database as well as an orientation on how to use XMedius.</p>

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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

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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
Information/ Communication	Readability of Council, Committee, CCO and City documents	<p>Initiate use of clear language at the City:</p> <ul style="list-style-type: none"> <li>• Develop clear language writing standards, new templates and other tools to help report writers</li> <li>• Train close to 1,000 report writers and report approvers on clear language standards and the new templates and tools for reports</li> <li>• Initiate a pilot project on the readability of documents, starting with reports to Council and committees, then expanding to include more City documents</li> </ul>	<p>Ongoing</p> <p>Approximately 1070 report writers and approvers took clear language training in 2007</p> <p>Negotiation is currently underway to incorporate the clear language initiative into the corporate learning program. Due to cost containment, there are fewer sessions being offered. CCO staff are conducting sessions for Divisions and for the CCO learning program upon request.</p> <p>CCO staff are currently testing freeware for compatibility with this project. Staff are also working on the process for City staff to report on the readability of their documents.</p>
Information/ Communication	Participation/ observation by those who cannot attend a Council or Committee meeting	Provide web streaming of videos of Council meetings. Install a Meeting Monitor on the internet, listing items and decision status of Council and committee meetings in real-time	<p>Ongoing</p> <p>Web streaming of Council meetings available on internet. Meeting monitor (Council and Committees) available to the public on the internet. The 2<sup>nd</sup> release for the meeting monitor (including Council) is scheduled for Q3, 2008</p>

Type	Barrier	Strategy for Removal/Prevention	Status
Information/ Communication	Participation/ observation on election finances by those who cannot visit City Clerk's Office	Allow the public to review candidate financial statements on-line, with release of the election financial disclosure component of the Electronic Financial Filing System.	Disclosure component released April 2007
Information/ Communication	Access to information about Councillor's expenses	Provide information about Councillor's office budgets, salary and benefit entitlements, travel expenses on the web	All Councillors' budget summaries were made available on the CCO internet site in 2007.  Improvements are underway for expense information on the web. Phase I would allow the public to view the total budget and expenditures to date, as well as a breakdown of the expenditures by category (May timeframe). Phase II: includes the ability to drill down to the transaction listing and transaction details (No date for this as yet).
Information/ Communication	Understanding of the decision- making process	Write the new Procedures By- law and user guides in clear language	Ongoing  New Procedures By-law in place since the start of the new term of council in 2007. Amendments also need to be in clear language and accommodated by TMMIS. MMI project component completed in 2007.
Information/ Communication	Ability to find and understand information relating to	<ul style="list-style-type: none"> <li>• Re-write CCO's internet site in clear language</li> <li>• Provide one-click access to Council/ committee</li> </ul>	Initiated  "Window on council" webpage launched in 2007.

Type	Barrier	Strategy for Removal/Prevention	Status
	Council, committees and services provided by CCO	<p>information through “window on council” link</p> <ul style="list-style-type: none"> <li>• Re-organize website for easier navigation</li> <li>• Continually update the website with information on how Council / committees work. Include information about the City’s agencies, boards, commissions and Task Forces, including mandate, schedule of meetings, appointments, contact info and links</li> <li>• Post the CCO policies and procedures on the website</li> </ul>	<p>Provides one-click access to Council/ committee information</p> <p>City Clerk’s Office internet site updated in August 2007 with new information about Council and Committees</p> <p>Reorganization of CCO webpages is ongoing</p> <p>Link to policies and procedures will be available on the intranet in 2008.</p> <p>Launch on internet planned by late 2008 or 2009</p>
Information/ Communication	Participation in public meetings of City Council committees	<ul style="list-style-type: none"> <li>• Include in public notices for public meetings of committees of City Council that special assistance is available for members of the public including a TTY reference number. Write notices in clear language. Include this information in all agendas instructions with note on first page of agendas. Include contact numbers</li> <li>• Use accessible locations for committees and Community Councils that address items of great public interest</li> <li>• Provide sign language interpreters and attendant care staff as required</li> <li>• Put up proper directional signage to ensure easy access</li> </ul>	<p>Initiated</p> <p>Starting in 2007, Notices for public meetings of committees and City Council state that special assistance is available for members of the public. Contact numbers included. This information is repeated in all agenda instructions</p> <p>Accessible sites chosen events/ meetings/ conferences whenever possible</p> <p>ASL interpreters and attendant care provided to Disability Issues Committee members and to people with disabilities attending Committee</p>

Type	Barrier	Strategy for Removal/Prevention	Status
			meetings, when requested.  LED Display outside meeting rooms and Meeting Monitor in Committee Meeting Rooms now fully operational.
Information/ communication	Availability of Council/ committee documents and by-laws (current and legacy)	<ul style="list-style-type: none"> <li>• Provide copies of Council/committee documents and by-laws on the City's web site and in print form</li> <li>• Waive charges for print copies for not-for-profit groups</li> <li>• Identify phone, fax and e-mail contacts on print material and on the web site</li> </ul>	Initiated  Intranet launch of the bylaw status register on March 19. Internet launch planned for July.
Information/ communication	Inclusion in notification lists of interested persons	<ul style="list-style-type: none"> <li>• Increase use of e-mail notice lists where possible. This allows a more immediate and accessible communication for some people with disabilities</li> </ul>	Initiated
Physical Access	Physical accessibility of CCO office and public spaces	<ul style="list-style-type: none"> <li>• Conduct further accessibility audit to ensure access to offices, staff and services. Create questionnaire and conduct survey to determine accessibility requirements</li> <li>• New location for the MMPS group (including formerly Print Shop, Creative Services, Multilingual Services and Multimedia Services), will be fully accessible</li> <li>• New location for the Print Shop will be fully accessible</li> <li>• As part of its ongoing 5-year capital plan, the Archives will investigate</li> </ul>	Space needs being planned for 08/09 will incorporate access needs  The election offices at 3 Dohme Avenue made its washrooms wheelchair accessible in 2008  Located at 2, Hobson Avenue in Toronto, the new location will be fully accessible when it is completed at the end of 2009, start of 2010.  Archives assessments will be made in 2007-2008. but modifications will take

Type	Barrier	Strategy for Removal/Prevention	Status
		ways to provide better physical access to people with disabilities	longer
Policy/Practice	Public presentations at Council or Committee	<ul style="list-style-type: none"> <li>• Allow committees to establish their own deadlines for agenda and have public presentation confirmed earlier</li> <li>• Schedule agenda items as time specific whenever possible and deal with such matters on time</li> <li>• Public will have more time to request a public presentation and to arrange transit</li> </ul>	Initiated with new Procedures By-law at the start of the new term of Council
Policy/ Practice	Participation by persons with a disability at Council or committee meetings	Create accessibility manual for CCO staff, including a list of contacts that can provide accessibility assistance during Council/ Committee meetings and protocol events. Timelines for requesting assistance will be outlined and these will be made known to the public. The manual will also contain a procedure for accommodating persons needing special assistance arriving unexpectedly at meetings or events. The CCO will continually update and expand the manual.	Available at the end of 2007
Policy/ Practice	Access to CCO services	Conduct customer service surveys at all frontline offices and Secretariat offices. Review existing operations and make changes based on clients' response.	Commencing in 2008
Practice/ Policy	Services meeting the needs of those with accessibility issues	Team building and recognition retreats on accessibility issues.	2008-2009

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/ Policy	Accessibility of all CCO services for people with disabilities	<p>Staff will be better informed and encouraged to contribute to the development of better policy and service deliveries for the public:</p> <ul style="list-style-type: none"> <li>• Conduct interviews/ survey of randomly selected staff from all units to access their understanding of common policy and practices</li> <li>• Examine any existing policies and procedures</li> </ul>	Will commence in 2008
Practice/ Policy Physical Access	Accessibility of all CCO events for people with disabilities	<ul style="list-style-type: none"> <li>• Review current services provided to the public for events</li> <li>• Ensure accessibility when choosing venues for events/ meetings/ conferences</li> <li>• Note on invitations the accessibility contact number to make arrangements to accommodate people with disabilities when attending events/ meetings/ conferences</li> <li>• Provide sign language interpreters and attendant care staff when requested</li> <li>• Put up proper directional signage to ensure easy access</li> </ul>	<p>Initiated/Ongoing</p> <p>For Protocol events, if the location chosen is chosen by another division before their involvement, steps are taken to mitigate the impact – ramps obtained, etc.</p> <p>Protocol invitations provide a number for attendees to call who require attendant care as well as ASL/captioning assistance. The wheelchair logo is also included to show accessibility. A TTY number is also provided on invitations.</p> <p>Provide attendant care, ASL and captioning at protocol events when it is known clients require this. These services are also provided to Disability Issues Committee members and to people with disabilities attending Committee meetings, when requested.</p>



Type	Barrier	Strategy for Removal/Prevention	Status
			At all events directional signage is provided to assist access.
Practice/ Policy	Full access to electoral process	<ul style="list-style-type: none"> <li>• Undertake analysis, including stakeholder consultation, to determine effectiveness of the 2006 election initiatives</li> <li>• Identify and remove barriers that prevented electors, candidates and the public from participating in previous municipal elections</li> <li>• Implement a disabled elector strategy for 2010</li> </ul>	Ongoing  As part of its post-election analysis, Elections and Registry Services have with the John Howard Society in 2007 to discuss options for making it easier for eligible electors in the 3 Toronto jails (those awaiting trial or sentencing) to vote.
Practice/Policy	Access to political process	Implement Council-approved public appointments policy. Include diversity surveys in application kits as set out in the policy	Ongoing  Diversity surveys included in 2007 application kits for board membership
Practice/Policy Information technology	Access to database information	Design database for boards/ appointments with non-mouse users in mind and for eventual internet posting of information	Initiated Database for boards will be launched 2nd/ 3rd quarter 2008
Practice/Policy Information Communication	Access to staff meetings	Provide sign language interpreters and accessibility assistance as required for staff meetings, etc.	Ongoing
Practice/Policy Information Communication	Access to the Archives Research Hall	Clients with sight impairment have free access to equipment that provides a magnified and colour enhanced image of text or photographs on a close circuit TV monitor	Installed in April 2007
Practice/ Policy Physical Access	Access to government services	<ul style="list-style-type: none"> <li>• Registry Services implementation of a shared counter strategy with federal and provincial governments to improve one-stop service access for the public at City Hall</li> <li>• Negotiate with the</li> </ul>	Implemented April 2007

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		provincial and federal governments to expand the services provided offered at the shared counter	Negotiations underway
New work group	Access to translation, design, production and printing services	<ul style="list-style-type: none"> <li>Creation of the Multi-Media and Production Services group to centralize and streamline all services previously provided by Multimedia, Multilingual, Creative and Print Shop Services units, thus making them more accessible.</li> </ul>	Created in 2008
Practice/ Policy	Access to translation, design, production and printing services	<ul style="list-style-type: none"> <li>Standardise all forms used by previous units and create an electronic docket system. This system will include all stages of production: design, translation, production and printing and comprise a Project Request Form and specs, a Project Schedule and a Client Evaluation Form.</li> </ul>	Process initiated by MMPS

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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ Policy	Information Communication Systemic Policy Practice	Provide legal advice to City divisions on human rights and employment law, access for people with disabilities and related matters.	As required	Facilitates service delivery in City divisions.
Practice/ policy	Education	Staff receive continuing education on legislative changes relating to accessibility for people with disabilities; access, equity and human rights.	As required	



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Type	Barrier	Strategy for Removal / Prevention	Status	Comments
Practice /Policy	Information Communication	Community Resources section staff are increasing access for people with disabilities to SDFAs- administered grants through active outreach and support	Staff provided information on City grants at two disability discovery sessions, including outreach to community organizations, and actively worked with a disability organization to prepare City grant applications.	
Practice / Policy	Advocacy Community Partnership	Community Resources section staff are building City/community based agency partnerships on specific disability-related projects and are exploring incorporating disability-specific projects into neighbourhood action	<p>Staff outreached to and consulted with grassroots disability community leaders and prepared 2 disability discovery sessions to identify potential disability-related projects. Staff and discovery group members then developed a project to address community safety for people with disabilities. The Centre for Independent Living (CILT) submitted an application for funding and received funding from the Community Safety Investment program. City staff are currently working with CILT staff and other discovery group members to develop the project in at least one priority neighbourhood.</p> <p>In July, 08 a CRU staff member started meeting with</p>	

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal / Prevention</b>	<b>Status</b>	<b>Comments</b>
			<p>a multi-service agency in a priority neighbourhood to explore possible local disability projects. Staff developed a particular project model to link people with disabilities to income supports and other resources in conjunction with a local NAP – that model is being discussed by Community Resources Unit staff in terms of feasibility and potential location.</p>	
Practice / Policy	Information Communication Advocacy	<p>SDFA staff are collaborating with other City Divisions to provide opportunities for people with disabilities to identify barriers and develop strategies, through International Day of People with Disabilities and separate events.</p>	<p>Staff have been assisting with International Day of People with Disabilities activities for several years, including participating on the planning team, facilitating the discussion component, and working behind the scenes. In 2008, staff also assisted with forums on poverty and marginalization where people with disabilities have been profiled.</p>	
Practice / Policy	Information Communication	<p>The Community Resources Unit is increasing staff understanding of disability issues through training from City and external sources</p>	<p>The CRU section has a CDO staff disability lead who focuses on identifying and promoting disability issues within team. Since early 2008, staff have been sharing disability-related information and resources. In September or October, City staff from Diversity Management Community Engagement, Parks Forestry and Recreation and Social</p>	

Type	Barrier	Strategy for Removal / Prevention	Status	Comments
			<p>Services will do presentations to the Community Development Unit on their work related to people with disabilities. Later in the Fall, the team will invite at least one outside trainer to speak about a key disability issue.</p>	
Practice / Policy	Information Communication Resources	<p>The Community Resources section provides policy and community development support to several advisory committees. The Toronto Seniors Forum, which is supported by community development staff, will play an advocacy role within the City on issues related to accessibility.</p>	<p>Community Development staff assigned to the forum facilitate advocacy and other forum work. Forum is in initial stages of engaging city divisions regarding policies related to accessibility (e.g. TTC access for Seniors). As well, through the Advocacy Project, the group engages with seniors in targeted communities to support self advocacy of groups.</p>	
Practice / Policy	Information Communication Resources	<p>SDFA participates in the City's access and equity planning initiatives, including the Inter-divisional Staff Team on Access &amp; Equity (A&amp;E) which includes disability issues.</p>	<p>SDFA A&amp;E staff lead identified. Lead participates in quarterly team meetings and regularly communicates and shares AODA and other disability-related information with divisional staff. This person also is the lead on the Accessibility &amp; Access, Equity, &amp; Human Rights Plans and they work with staff to coordinate divisional report submissions and, in the process, making sure these issues are being considered and addressed in divisional efforts.</p>	

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal / Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice / Policy	Information Communication Advocacy Community partnership	Through the Community Safety Secretariat, a Community Safety Audits Partnership (CSAP) has been established to work with relevant City, academic, and community partners to better understand and support safety audit efforts across the city. The City safety audits website is also being updated to reflect on-going work. Barriers for persons with disabilities are being considered as part of this work.	CSAP team established in Mar. '08. SDFA staff leading this work. Staff advocating to partners to ensure accessibility issues are considered in audits process (e.g. including in audit tools/checklists questions to identify any physical barriers to accessibility and ensuring that audits team includes people with disabilities as key stakeholders in audit process).	
Practice / Policy	Information Communication Advocacy	As listed in its Access, Equity, & Human Rights Plan submission, SDFA plans to undertake staff training on diversity / anti-oppression issues including disability issues.  As well, the division plans to train/orient senior management on AODA and standards.	Staff A&E lead have contacted the City's Human Rights office re: appropriate training on access, equity, and human rights, including disability issues.  Staff lead will organize an orientation session on AODA for senior management staff.	
Physical	Access to Meetings and Public Events  Architectural	Venues for events are selected on the basis of accessibility.	Communications staff have developed a checklist to guide decision-making re: addressing accessibility needs for program areas.	
Practice / Policy	Communication Information	To the greatest possible degree, material produced on behalf of seniors is printed in a	Communications staff have developed a checklist to guide decision-making re: addressing accessibility	



<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal / Prevention</b>	<b>Status</b>	<b>Comments</b>
		larger font.	needs for program areas.	
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.	Communications staff have developed a checklist to guide decision-making re: addressing accessibility needs for program areas.	



Division: **Children's Services**  
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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Physical	All Renovations/Retrofit and new design that prevents full accessibility for children in care and staff are undertaken by Children Services	The design and specifications of all new projects (Childcare and District Offices) will follow the City of Toronto Accessibility Design	Future Projects for Accessibility compliance are: Crescent Town, Highfield, Regent Park Block 11, Thorncliffe and St. Andrews	
Physical	Assessment of physical accessibility limitations  Lack of access in District Offices	All new District Offices are fully wheelchair accessible	Completed	To make accessible for the visiting public and continue renovations to allow for complete accessibility for staff
Physical	Accessibility in new design and construction	All new Child Care Centres being developed as part of the capital plan are designed and constructed to be totally accessible  Broad Operational Support unit will ensure newly constructed Child Care Centres are designed to meet current Accessibility Design Guidelines	Common areas (washrooms, ramps, automated door operators, playground, office-entrance way) will be designed to allow for accessible features as funds become available	
Physical	Retrofit projects	Accessibility will continue to be improved on an incremental basis in existing Municipal Child Care Services (MCCS) with	All Child Care Centres will have an accessible entranceway to building, access to	

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		available funds. This will be achieved through retrofit projects. e.g.: elevator and ramp installation at Jesse Ketchum and Coxwell Child Care Centres. Annual plan of \$1 million for accessibility improvements	office and washroom	
		MCCS will renovate the Child Care Centres to allow access to the centre's main entrance and office and will also upgrade current accessible washrooms. As a Centre requires full accessibility to meet needs of children, family and staff, MCCS will renovate to meet the requirements	The following projects are to be undertaken in 2008: Falstaff entrance and washrooms, Jesse Ketchum elevator and ramp, Ancaster washroom, Glen Road washroom, Davisville washroom, Bellevue ramp and Firgrove Satellite accessible playground	
Practice/ Policy	Ability of all community Child Care programs to support children and families with special needs	An “Every Child Belongs” brochure was developed and distributed to Child Care Centres throughout Toronto  Development of a “Supported Inclusion” website to provide web-based training and support for Child Care programs	Completed  Completed	
	Income Support – support to access Child Care programs	Directed an additional \$2.5 million of provincial (Best Start) funding towards special needs resources in 2006/7 to assist children with special needs to attend Child Care programs	Completed	

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		<p>Increased funding in 2006 for Child Care Support Fund (One to One) program support for children with special needs</p> <p>Policy for all programs to include children with special needs developed. Training and special needs resources provided</p>	<p>Completed</p> <p>Completed</p>	
Practice/ Policy	Ability to support Child Care needs of the Francophone and Aboriginal communities	<p>Seventeen (17) Francophone Child Care Programs to support the Francophone community</p> <p>Two (2) Aboriginal Child Care Programs to support the Aboriginal community</p>	<p>Further development of additional sites needed</p> <p>In 2008 two (2) new Aboriginal Child Care Programs are being developed</p>	
Practice/ Policy	Workplace Accommodation	<p>City's Operating Criteria, a tool that measures quality, sets clear expectations, service standards and guidelines to Child Care providers supporting inclusion</p> <p>MCCS will provide support and opportunities to people with disabilities by providing a barrier free facility</p>	<p>Reviewed with Operators during Annual Assessment</p> <p>MCCS will provide an accessible facility to all people with disabilities</p>	Designs are reviewed to ensure new space meets the City Of Toronto accessibility Guidelines
		Occupational Health staff, ergonomics, employee rehabilitation and employee assistance optimizes health and safety of staff. The integrated Disability Management Policy and Procedures facilitate return	<p>Needed accommodations made when employee returns to work</p> <p>To prevent staff injury, within</p>	

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		to work of staff with accommodation needs	funding parameters, change tables with built in stairs will be purchased so that children can climb up with minimal assistance from staff	
		Ensures that a TTY number is included in all communications materials produced by the Division	Included in all new publications.	Will accommodate when necessary
		Use clear language in all communication materials/publications	All new communication Materials/publications	
	Employee needs	Specialized equipment such as headsets and ergonomic workstation design are made available as required. Keyboard trays and adjustable reception desks and seating provided for staff as needed  Issues addressed by Web Accessibility and Assistance Technology work group	Built into annual budget to update as needed	Available to staff when necessary
Practice/ Policy	Information Communication	Public consultation meetings (wherever possible) are held in buildings such as community centres and schools which provide access for people with disabilities	Accessible sites located when needed	
		For meetings, information advising that support such as interpreters, and Child Care is provided in multiple languages.	Included in all communication materials	

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Type	Barrier	Strategy for Removal/Prevention	Status
Physical / Architectural	<p>Ensuring the safety of people who are deaf, deafened or hard of hearing in the event of fire alarm activation or emergency situations</p> <p>Provide improved access to court offices for people with physical disabilities</p>	<p>Introduce “buddy system” whereby staff are designated to escort staff with disabilities safely out of office upon the activation of fire alarm or in the event of any emergency.</p> <p>Perform environmental scan of all court offices and work with appropriate City divisions (e.g. Facilities and Real Estate) to resolve identified gaps.</p>	<p>Install visual signal system to notify of fire activation</p> <p>Buddy system - ongoing</p> <p>Court offices are accessible to people with physical disabilities. Ongoing effort to identify gaps.</p>
Policy/ Practice	<p>Improved access to information</p> <p>Communication Technology</p> <p>Reduce time span between when</p>	<p>Complete recruitment of qualified bilingual staff in frontline positions at court offices.</p> <p>Continue to make Language Lines are available at service counters to ensure that counter staff can communicate with persons from diverse communities.</p> <p>Continue to provide interpreter co-ordination services.</p> <p>Introduce video interpreting service at court offices</p> <p>Increase court capacity</p>	<p>2 bilingual clerks hired. In process to hire a bilingual court monitor</p> <p>Service available at court offices          Provincially accredited interpreters are made available for defendants who request them.</p> <p>Preliminary information being gathered</p> <p>Working with other City Divisions to locate</p>

Type	Barrier	Strategy for Removal/Prevention	Status
	trial is requested and when hearing occurs	Develop and implement Alternative Dispute Resolution (ADR) process	additional courtrooms  Process expected to be implemented in 2009
Information Technology	Improving access to the justice system	<p>The division is exploring more efficient systems than the current Provincial ICON system to enhance the management of provincial offence violations handled by the division.</p> <p>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.</p>	<p>Ongoing:</p> <ul style="list-style-type: none"> <li>- Digital Audio Recording systems installed to replace analog audio systems</li> </ul> <p>Web payment functionality implemented; providing a 24/7 service to customers who wish to pay fines without travelling to a court office or sending in payment by mail.</p> <p>Planning in conjunction with Provincial review</p>
Practice / Policy	Attitudinal Communication	<p>Continue to train counter/cash staff on "customer service and working with the public".</p> <p>Provide training to staff in Human Rights and Harassment awareness.</p>	<p>Staff have received training.</p> <p>New staff are enrolled after they are hired.</p>



Division: **Economic Development  
(Economic Development, Culture & Tourism)**

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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice/Policy Information Communication	Education / Awareness of Employers	EDCT staff regularly speak to employers, associations, delegations, community groups, etc. emphasizing the advantages and economic imperative of incorporating persons with disabilities, youth, immigrants into the labour force.	2008 and ongoing	The Agenda <i>for Prosperity</i> , prepared by the Mayor's Economic Competitiveness Advisory Committee and unanimously endorsed by City Council includes "One Toronto" as one of its four Pillars. Specifically to enhance and expand Toronto's labour force and ensure that all residents have equitable access to the benefits of Toronto's enhanced economic competitiveness and growth.
Attitudinal Information Communication	Training on accessibility issues for staff	Proactive staff training on accessibility issues will be initiated in 2009.	2009	The Economic Development, Culture & Tourism Division was reorganized in 2008.



Division:

**Toronto Culture  
(Economic Development, Culture and Tourism)**

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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Physical	Physical Architectural	Remove rack from space to promote easier access for those with mobility aids.	Completed in 2008	Brochure rack impeded accessibility to rooms from entrance area at Colborne Lodge
Practice/ Policy	Information Communication Attitudinal	Provide ongoing training to staff required in applying the Accessibility Design Guidelines.	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.	Developed in 2004; implementation incorporated as part of the annual granting process	Compliance with Toronto Corporate Grants Standards
Practice/ Policy	Information Communication Attitudinal	Through the revised Exhibit Policy and Interpretation and Education Policy (2004), the Culture Division ensures that: Exhibition of restored spaces in all museums are wheelchair accessible and equipped with supplemental media when such spaces are not physically accessible.	Developed in 2004, current implementation as appropriate	In compliance with the provincial museum grant program requirements: Provide opportunities for interaction and experiences adapted to a range of abilities and skills.

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ Policy	Information Communication Attitudinal	Provide training and facilitate creative partnerships to: <ul style="list-style-type: none"> <li>• Enhance staff’s interaction with individuals with developmental, emotional and cognitive disabilities</li> <li>• Ensure staff make the appropriate referrals for these individuals to specialized services and supports that can assist them with program accessibility</li> <li>• Facilitate partnerships with arts and culture groups and specialized services and agencies to provide training for staff</li> </ul>	Proactive strategy in place to comply with the Accessibility Standards for Customer Service	Inclusion and abilities training for staff  Work with CAMH to develop partnership: CAMH provided training with staff – winter 2008.
Practice/ Policy	Attitudinal Information Communication	Proactive and targeted staff training on accessibility issues.	Proactive strategy currently in place to comply with the Accessibility Standards for Customer Service	Training on: How to recruit and orient new staff with disabilities in the work environment  How to better serve persons with disabilities in all cultural facilities.
Practice/ Policy	Information Communication	Provide accessibility to program information via	Proactive strategy currently in	Website information enriched to enhance access

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		internet  Ensure programs responsive to people with accommodation needs.  Community partnerships to outreach to diverse groups to enhance accessibility	place to comply with the Accessibility Standards for Customer Service	Partnership with inclusion and support + assistance providers to ensure access  Partnership with Neighbourhood Action to enhance access and accessibility
Practice/Policy	Communication Program	Facilitate partnerships with arts and culture groups to: <ul style="list-style-type: none"> <li>• Enhance program accessibility</li> <li>• Develop programs that include accessibility-related themes when possible</li> </ul>	Proactive strategy currently in place to comply with the Accessibility Standards for Customer Service	Outreach partnership programs developed to promote accessibility
Practice/Policy	Physical Architectural	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.	Strategy currently in place	Will be incorporated in the Room Restoration Capital project commencing 2008.
Practice/Policy	Information Communication	To provide access to the collections, a permanent virtual exhibit has been included on the City of Toronto Web page: a Bibliography, online history and online exhibits.	Strategy currently in place to encourage broad access	The Bibliography is expanded annually. Two new virtual exhibits are added annually.

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Practice/ Policy	Information Communication	Art and Artifacts Collections will be inventoried and digitized.	Strategy currently in place to provide alternative art appreciation experiences	Will continue to add more works of art when possible
Practice/ Policy	Information Communication	Webpage enhancement to include the Bibliography of Toronto History	Strategy currently in place to encourage broad access	
Physical/ Architectural	Physical/ architectural	To convert large window adjacent to East Room to an exit door with low profile	Completed Sept 2007	Ease of exit for motorized wheel chair participants in East Room at The Assembly Hall, Lakeshore's Community Cultural Centre
Practice/ Policy	Physical Program equipment and accessories	Ensure that appropriate equipment and accessories are in place in all art centres	Proactive strategy currently in place to comply with the Accessibility Standards for Customer Service	There may be future budget implications
Practice/ Policy	Communication	Improved signage in gallery space of all art centres (e.g. Braille, typeface, etc.) with a multi-year approach.	Proactive strategy currently in place to comply with the Accessibility Standards for Customer Service	There may be future budget implications

Division:  
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**Emergency Medical Services**  
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Type	Barrier	Strategy For Removal/Prevention	Status
Practice/policy	Attitudinal Communication Information	<p>Support Services and customer service staff are provided Language Line Interpretation and TTY capability as required.</p> <p>New recruits receive training on human rights and workplace harassment policies; Diversity training includes area on disabilities</p> <p>Orientation for all new staff in EMS includes discussion on the City’s human rights and workplace harassment policies.</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>All EMS staff have access to cultural diversity training as offered at Corporate training level.</p>	<p>Implemented in 2005 – standard service</p> <p>Implemented in May 2005 with paramedic recruits 2008 – propose to offer to all new staff at EMS</p> <p>Corporate Policy for New Employees</p>
Practice/policy	Accessible Customer Service Standards	<p>Emergency Medical Services has an Ethno cultural Access Co-coordinator/ Multicultural Health Consultant on staff; mandate of position includes addressing issues on all disabilities.</p> <p>EMS makes information pertaining to the Action Plan on the Elimination of Racism and Discrimination, and the Access, Equity, and Human Rights available to all staff</p>	<p>Hired 17/09/2003 Permanent Full-time position - Ongoing</p>

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>EMS has a representative on the interdivisional staff team on Access, Equity and Human Rights committee. The mandate of this group includes the preparation of the Accessibility Plan.</p>	
Practice/policy	Accessible Customer Service Standards	<p>Emergency Medical Services has an Ethno cultural Access Co-coordinator/ Multicultural Health Consultant on staff; mandate of position includes addressing issues on all disabilities.</p> <p>EMS makes information pertaining to the Action Plan on the Elimination of Racism and Discrimination, and the Access, 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 committee. The mandate of this group includes the preparation of the Accessibility Plan.</p>	Hired 17/09/2003 Permanent Full-time position - Ongoing
Architectural	Building Accommodation	<p>Emergency Medical Services headquarters, the Rubes Centre for EMS Studies, and all EMS administrative buildings are accessible.</p> <p>Development of EMS building located on Portland Waterfront for 2012, fully accessible site and pilot for future development or renovations.</p> <p>Increased number of accessible parking spaces at all facilities and parking accommodation developed for pregnant persons.</p> <p>TTY and multi-lingual access implemented in Professional Standards</p>	<p>Completed - 2007</p> <p>Project started 2006 and estimate time for completion 2012</p> <p>2 accessible spaces and 2 spots for pregnant drivers added in 2007. Ongoing policy to accommodate as need arises.</p> <p>Implemented 2007; public</p>



Type	Barrier	Strategy For Removal/Prevention	Status
		Unit (PSU); all additional public lines/departments in EMS to be revisited for 2009.	access lines to be explored as need arises.
Practice and Policy	Civic Participation and Accessible Customer Service Standards	<p>EMS established an advisory committee – General Manager’s Advisory Committee (GMAC) - with agencies representing all aspects of disabilities under the AODA definition to assist development of guidelines and policy/program. Employment Barriers addressed.</p> <p>Research and assessment for Web Access for people with visual disabilities, to access information on the Internet about EMS; large font, multilingual access in three languages etc. Disability access under jurisdiction of City Protocol. EMS developed own website.</p> <p>4330 Dufferin Street and the Rubes Centre for Emergency Medical Services studies is wheelchair accessible.</p> <p>Accommodations in vehicles/ambulances for person’s height barriers. Easier access for stretchers into ambulances and retro fit for comfort and safety in driver area.</p> <p>Accommodation for staff with allergies, with implementation of Green Plan in partnership with City. All vehicles changed from diesel to gasoline fuels.</p>	<p>May 2007 implemented with recruitment drive for agency membership. Standing committee with annual assessment.</p> <p>New Website and copy right established 2008, Access issue to be revisited in 2009.</p> <p>Completed 2006</p> <p>Completed 2006. Revisit issues as need arises.</p>
Practice/policy	Information Communication and Accessible Customer Service Standards	PSU acts as community access for the public to direct complaints on service delivery of EMS and is equipped Multi-lingual Access and with future development of TTY capability as required.	Multi-lingual access implemented 2007; TTY accessed in 2007, but analyzing need to have consistent

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		<p>Concerns related to diversity issues are forwarded to Ethno cultural Access Coordinator for follow up assessment in addition to PSU investigation.</p> <p>2007-2008 – three agencies addressed including Canadian Paraplegic Association.</p>	<p>access examined for 2009.</p> <p>2007 – Implemented additional service model for Coordinator to address diversity concerns.</p>
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.	Standing position since 1999, target to access for people with disabilities implemented 2008
Practice/policy	Accessible Customer Service Standards	<p>Community Medicine Program provides emergency preparedness and emergency management seminars to groups representing diverse populations, including all aspects of disabilities.</p> <p>2008 target outreach initiatives specifically to agencies serving disabilities – Canadian Paraplegic, Centre for Addiction and Mental Health (CAMH) etc. Market services access and Employment at EMS</p> <p>Pilot project development for teaching First Aid/CPR and/or Trainers in First Aid/CPR focused specifically for persons with disabilities. Incorporate ASL in training where required. Modification of delivery of training to address the needs of visual or physically impaired.</p>	<p>Facilitate seminars and multiple teaching sessions started 2003.</p> <p>Proposal submitted in 2006 with the development of the GMAC proposal.</p>
Practice/policy	Information Communication	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.	Standard practice 1999; marketing accessibility campaign 2004

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>EMS Ambulance Liaison officers have attended several ESL/LINC classes to educate them about 911 procedures, and the availability of multilingual services.</p> <p><b>New Initiative:</b> project developed in partnership with members of GMAC to create a public awareness DVD that will be voiced over in various languages. Discussion started to consider ASL and captioning on DVD to provide access for people who are deaf, deafened or who have a hearing loss. Project marketing and distribution to be analysed in 2008 with implementation date scheduled for January 2009.</p>	<p>Implemented 2004 with Ethnocultural Access Coordinator position. Standard practice.</p> <p>Project started February, 2008. Completion of DVD in English; addition of French June, 2008 and accessing services for Urdu, Spanish and Mandarin July 2008</p>
Architectural	Physical/ Building Accommodation; Information and Communication	<p>Accessibility needs are incorporated into all future renovations at administrative buildings in Emergency Medical Services.</p> <p>Accessibility guidelines and design are incorporated into all applicable projects that are dealt with through Technical Services.</p> <p>Communication Centre (911 Centre) for EMS modified with work stations to accommodate persons with disabilities; e.g. new work stations to accommodate wheel chair access.</p>	<p>Completed March, 2008.</p> <p>Standard Accommodation as per City policy on access and accommodation for staff.</p>
Practice/policy	Employment	<p>EMS, the recruitment equity policy is in place to provide opportunity to achieve a workforce that reflects the population. Recruitment events estimated at over 200 each year.</p> <p>Emergency Medical Services implemented an outreach program, contacted community colleges to address potential barriers for applicants,</p>	<p>Standard practice on outreach and networking initiatives.</p> <p>Standard practice with outreach initiatives centered on recruitment.</p>

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		<p>restructured physical demands criteria and have established opportunities to provide experience for youth wishing to explore a career in health care.</p> <p>Established with Scouts Canada group in 1999, a Medical Venturer program and high-school First Responder Team developed to attract participants from diverse communities. Continued implementation of high-school co-op program in partnership with TDSB.</p> <p>Through these programs, participants are mentored and encouraged to apply to community colleges for a career in paramedicine. The MEDVENT program can sponsor applicants. EMS also works with the Association of Immigrant Healthcare Workers to assist in providing experience.</p>	<p>Standing Program Development Model</p>
<p>Practice/policy</p>	<p>Employee Accommodation</p>	<p>Accommodations/support provided for employees that are disabled and/or become disabled during employment.</p> <p>Visually impaired – accommodation for seeing eye dog, staff escort to sites not accessible, transportation arrangements made to assist duties as required.</p> <p>Security and all staff trained to ensure accommodations and protocols for employees requiring further assistance because of disability; e.g. Accommodation for seeing eye or hearing dog.</p> <p>Modified staff – redirected to other job duties as per temporary/permanent disabilities. Job Status protected under EMS accommodations policy specifically in mobility issues such as on job injury and pregnancy.</p>	<p>Standing corporate policy on accommodations.</p> <p>Ongoing – as need arises to make special accommodation.</p> <p>Standing practice in place as need arises.</p> <p>Standing corporate policy on accommodations.</p>



<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>
		<p>as defined under The AODA.</p> <p>EMS 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>	meets quarterly.

Division: **Toronto Long-Term Care Homes and Services**  
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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/Policy	Design Standards	<p>All physical improvements made in the Toronto Long-Term Care Homes and Services Division include barrier-free design.</p> <p>Bathrooms in 4 Homes are being updated to include faucet replacement and wide paddle handles for easier use by residents with limited mobility.</p> <p>A new elevator with lower buttons, Braille and audible signals was replaced in one Home.</p> <p>A barrier free ramp replaced stairs to a back garden in one Home to make it fully accessible.</p> <p>Doorways in bathrooms were widened to increase accessibility and to increase the turning radius for wheelchairs in one Home.</p> <p>Four nursing stations were removed and renovated leaving open space for residents to move freely and increase accessibility.</p>	All itemized projects commenced in January 08 and will be completed by December 2008.	Other improvements are being planned for 2009
Practice/Policy	Lack of Information/	<i>Just for Families</i> is a series of information brochures	Fourteen new titles have	Feedback from families and

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
	Communication	created to provide important information for family members of residents living in Toronto Long-Term Care Homes and Services and for community clients and their families. Twelve new topics have been written in 2008. Topics included: The New Infection Control, Food Safety, Improving Continence, Sun Savvy and Pandemic Influenza.	been written to July 08 with 6 to be completed by December 08.	residents is positive and other organizations request the use of the brochures
Practice/Policy	Lack of Knowledge	The General Orientation offered to all new staff was revised to include additional information on assisting persons with disabilities and to support independence.	New material has be written and introduced.	Participants indicate the revised content and schedule assisted in improved learning.
Practice/Policy	Lack of Information/ Communication	<p>Although the Division has had a Strategic Plan for many years, the plan has not included an exhaustive Communication and a Human Resource Plan.</p> <p>Updating the current Strategic Plan will include strategies to meet the communication needs of clients and the human resource needs of the Toronto Long-Term Care Homes and Services Division.</p>	<p>Planning has commenced.</p> <p>The revised plan will be completed in the fall of 2008.</p>	The Strategic Plan will serve the Division for 3 years.



Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Information	Lack of Information/ Communication	Kiosks are being introduced into the Homes to assist visitors to access resident information.	One kiosk is being trialled at one Home with the intent of placing kiosks in all Homes within the next 2 years.	There are budget implications.
Information		<p>Customer Service Clerks are available in all Homes for 8 hours each day.</p> <p>The hours of service have been increased to a 12 hour day with the intent of increasing them again in the future.</p> <p>These positions are filled with “return to work” staff experiencing difficulty returning to their original positions.</p>	The initiative commenced in January 08 and will be ongoing.	There are budgetary considerations.
Policy/Practice	Restructuring programs to meet needs of residents with increased acuity.	The acuity of residents residing in the Toronto Long-Term Care Homes and Services is increasing. Staff are learning new skills and knowledge to provide specialized services and meet the needs of the clients. (i.e. Medical Speciality Services, Behavioural Response, Gay, Lesbian, Bi-sexual and Transgender, Young Adults and Young Adults with Developmental Disabilities). Convalescent Care have been developed in Toronto Long-Term Care Homes and Services to meet the changing and	Ongoing	Continue to work with the Ministry of Health and Long-Term Care and the Local Health Integration Networks (LHINs) to evolve programs designed to meet the needs of clients.

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
		emerging needs of a variety of target groups within LTC.		
Information	Communication Advocacy	The Division established a Resident/Client Advocate to assist residents/clients/families with choices and/or difficult decisions and to develop strategies to deal with systemic advocacy issues.	The responsibilities of this position continue to grow.	This position offers a positive avenue for residents and families to communicate their concerns.
Information	Lack of Information About Toronto Long-Term Care Homes and Services	Partner with 311 to increase accessibility to information about Homes and services	Completed	
Information	Lack of Information/ Communication	Business cards with Braille are being produced for senior managers to assist residents, families and community partners.	Senior Managers now have the new cards with additional cards to be produced within the year.	Families indicate this is helpful.

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Type	Barrier	Strategy For Removal/Prevention	Status	Comments
<b>DIVISIONAL (all branches)</b>				
Practice/ Policy  Attitudinal Information Communication	Staff unfamiliar with City of Toronto Accessibility Design Guidelines	Provide ongoing orientation to staff required to apply the Accessibility Design Guidelines in the daily operation of Parks and Recreation facilities.	Initiated in 2004	There may be future budget implications.  Training will be ongoing with new staff
Practice/ Policy  Attitudinal Information Communication	Limited division - wide training on accessibility issues for staff	Sensitivity training for Divisional staff: full time, Administration and Customer Service staff.  AODA customer service training	2004  2009	Pending financial availability  Mandatory training for all staff and volunteers who come in contact with, or provide goods and service to the public
Practice/ Policy	People with disabilities do not have full access to Parks, Forestry and Recreation Programs	Development of a Parks, Forestry and Recreation service model for people with disabilities.  Present to staff at all levels	2004  2010	Completed consultations with division staff, working groups, disability community agencies and partners.
Practice/ Policy	City parks, playgrounds trails, natural areas and facilities are not fully accessible	Develop a strategy to ensure that divisional parks, playgrounds trails, natural areas, and that facilities and programs meet the accessibility standards	2007  2008	Presentation to branches on "Getting Services Right for People with Disabilities"

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
		outlined in the ODA and AODA legislation, City Accessible Design Guidelines, and Ontario Trails standards.	2008	Improved the Parks Trail Map to incorporate some access features
Practice/ Policy	Maintenance and safety of City parks, trails, natural areas and facilities	Greater attention to keeping outdoor and indoor areas well-maintained and safe.	2007  2008	Pending additional resources  Presented “Getting Services Right for People with Disabilities to Branch staff
Practice/ Policy  Information	Transportation to and from parks and recreational opportunities	Begin dialogue with the TTC to investigate alternative transportation arrangements.	2008-2010	Will require creative and collaborative interdivisional solutions
Practice/ policy  Attitudinal Information Communication	Staffing and employment practices  Staffing and employment practices	Review practices and consult with Human Resources to determine both gaps and strategies to increase representation of people with disabilities.  Purchased Disability Awareness Series (DAS) training resource	2005-2007  2008	Increased employment in Recreation Branch Presentations and meetings with H.R. staff and disability employment agencies (CCRW)
Practice/ Policy  Information Communication	Inaccessible information to the public	Increase web access by developing an accessible web design    Adapted Programs and Integrated Services, from Community Recreation, is	2005    2008-2010	Also part of 3-1-1 Initiative  Access and Diversity Unit liaison between PF&R Web design and City web design

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
		<p>represented on a division wide web review committee being lead by Strategic Services Branch.</p> <p>Developing a standardized brochure/booklet on adapted programs and integrated services for the disability community</p>	<p>2005-2007</p> <p>2008</p>	<p>Pilot in 2005 City-wide in 2008</p> <p>Distribution</p>
<p>Practice/ Policy</p> <p>Information Communication</p>	<p>Lack of demographic information and services needs for people with disabilities</p>	<p>Following a 2 year process to collect demographic information, “Getting Services Right” findings and report to be vetted through PF&amp;R</p>	<p>2007</p> <p>2008</p>	<p>Results reflect existing gaps in service delivery to people with disabilities.</p> <p>Completed report through Division, Disability Issues Committee and City Council</p>
<p>Practice/ Policy</p> <p>Communication</p>	<p>Affordability of municipal recreation opportunities</p>	<p>Increase the accessibility of the current Welcome Policy (recreational subsidy) program for people with disabilities (Community Recreation Branch).</p>	<p>2007/ 2008</p>	<p>Pending City Council approval</p>
<p>Practice/ Policy</p> <p>Information</p>	<p>Lack of interdivisional coordination of information to maximize effective decision making</p>	<p>Begin dialogue between Toronto Community Housing and Parks, Forestry and Recreation to determine the location of affordable housing units for people with disabilities. Then align with available</p>	<p>2008</p>	<p>Will help to determine where adapted programs and integrated services should be concentrated and prioritize future retrofits</p>

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
		demographic and recreation program locations to prioritize facility accessibility improvements.		
Practice/ Policy  Information Communication	Lack of a comprehensive strategic plan to address current information barriers	Develop strategic communication plan to improve access to information in a variety of forms.	2004  2008- 2009	Will be working with PF&R communication to develop the plan
Practice/ Policy  Information Communication	City of Toronto Parks, Forestry & Recreation meetings are not fully accessible	Provide Sign language interpreters, attendant care and materials in alternative format on request.	2007	Started  Expansion of this service across the division has financial implications.
Practice/ Policy  Information Communication	An inaccessible Parks, Forestry and Recreation web site	Create a disability services link with an accessible interface off the Divisional web site.	2007  2008- 2009	Corporate Communications initiative.  PF&R now has specific money to fund web project
Practice/ Policy  Information Communication	Information about available PF&R opportunities is not effectively reaching people with disabilities	Widen distribution through external partnerships, regular mail, divisional website; information available city-wide and in accessible file formats; advertise in more locations, in multiple languages, and using additional media.	2008- 2009	Knowledge of what is being offered is a key to increasing public participation. May be dependent on additional funding.
Practice/ Policy  Information	Inadequate staff awareness on the needs and benefits of increasing	Develop a strategic plan (outlining the rationale, targets and success indicators) on	2009	Strategic plan will be the initial step towards achieving greater representation of

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Communication	employment opportunities for people with disabilities	increasing employment opportunities for people with disabilities within the Division.		people with disabilities in the Division's workforce
Practice/ Policy  Information Communication	Lack of public awareness of accessible facilities	Develop divisional publications to indicate fully accessible and partially accessible City facilities (i.e. maps and trails).	2010	Park/Trails Map- first phase 2008  More specific local maps will be developed in the future
<b>COMMUNITY RECREATION BRANCH</b>				
Practice/ Policy  Attitudinal Information Communication	Training on accessibility issues for staff	Develop a resource manual for staff and volunteers, considering such information as policies, guidelines, procedures, and necessary modifications for people with disabilities.  Provided awareness training opportunities and resources for recreation staff, both full time and part-time staff.	2005 – 2009  2008	Pending financial availability  A new and revised Part-time staff summer training manual has been developed and implemented
Practice/ Policy  Attitudinal Information Communication	Training on accessibility issues for staff		2008	Training needs are recorded in planning documents, with various initiatives being implemented annually.
			2008	Autism training made available to full and part time staff

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice/Policy	Inconsistent access to Parks, Forestry and Recreation programs	The Community Recreation Branch is taking steps to ensure all 29 Youth Outreach Workers across the City are trained and knowledgeable to provide services to youth with a disability.	2008	This will increase the Branch's capacity to provide exceptional service to youth with a disability.
Technology	Lack of information manual	Develop resource manual for new staff on the confidential A.I.M.S. registration database which contains confidential registration information.	2008	1 <sup>st</sup> draft of the AIMS "How To" staff manual is complete. To be finalized by December 2008
Practice/ Policy  Attitudinal Communication	Limited participation	Preparing a 2008 budget proposal, which includes the necessary resources to provide increased opportunities and achieve Our Common Grounds target of 1000% increase in persons with a disability enrolled in programs by 2010.	2008	Pending Council approval  Budget request was denied by Council. Staffing improvements will be needed
Practice/ Policy  Attitudinal Communication	Cumbersome & inconsistent program registration for people with disabilities	Reviewing current registration methods, to develop a simplified and consistent registration process that is more customer-centred (e.g. use clear language on forms, and encourages over-the-telephone registration).	2009	
Practice/ Policy	Lack of opportunity for parent involvement	Toronto/East York district formed a parent advisory group. Each of	2009	Additional resources are required in order to provide staff the



<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Attitudinal Communication	in program and service development.	the other districts will work towards developing advisory groups.  North York plans to form a parent advisory committee	2008  2010	time for community development.  Etobicoke/York and Scarborough district have formed advisory groups. North York district formed a staff committee.
Practice/ Policy  Communication	Recreational opportunities are not equitably accessible to all community member	Provide interpreter services at municipal recreation programs on request.	2010	Pending budgetary considerations.
Practice/ Policy  Attitudinal Communication	Lack of sports facilities catering to the needs of people with disabilities	a) Researching the possibility of a potential initiative with the Miracle League in building a custom designed turf field to accommodate wheelchairs and other assistive devices  b) Seeking to develop partnerships with other organizations, in order to run a baseball program for children and youth with disabilities.	2015	Currently, there is no such outdoor facility in Ontario.  This would provide people with disabilities the opportunity to participate in some physical activity, while also making new friends and building self esteem.
Practice/ Policy Program (TASC)	Lack of sports programs catering to the needs of people with disabilities	Through the Toronto Accessible Sports Council (TASC) initiative PF&R is committed to delivering a minimum of 8 different sports programs throughout the city	2009	

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice/Policy	Lack of sport technical expertise in sports programs to serve people with disabilities	Develop a fundraising strategy to acquire more resources  Partner with outside organization to further our resource capacity	2009	
Information Communication	Public awareness of resources and opportunities for people with disabilities	Offer 2 training sessions for volunteers and staff  Develop a network of members and sport organization	2009	
Practice/ Policy	Lack of staff with disabilities to role model and demonstrate sports for people with disabilities	Increase media attention to events and access sport opportunities. Hire athletes who have a disability to be sport leaders with their demonstrated sport	2008-2009	
Practice/ Policy	Lack of a comprehensive strategic plan to address current information barriers	Increased outreach initiatives and attendance at major disability trade shows and events increases our profile in the community.  Developing branch promotional materials in addition to detailed information resources to better market our current services.	2007 - 2008	Staff were involved with over 25 local and national events in 2007 with an estimated of 6,100 people in attendance.  Initiative is being undertaken with the Partnership Development Section in the Strategic Services Branch
Information Communication	Lack of accessible identification of family change room in	Update main Parks, Forestry and Recreation brochure to indicate availability of	2009	Working with Aquatic staff, who will incorporate this information into their

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
	promotional material	'accessible family change rooms' at City operated pools.		inventory lists.
<b>PARKS BRANCH</b>				
Practice/ Policy  Information Communication Attitudinal	Limited awareness of the practical use of City of Toronto Accessibility Guidelines	Provide ongoing training to staff in applying the Accessibility Design Guidelines in the daily operation of City of Toronto Parks.  Documents available to front line staff, when developing new parks, completing capital work or park rehabilitation and renovations. Discussed the type of training required at Supervisor level to increase awareness	2005       2008	Continuous use of the guidelines       By increasing awareness, staff can initiate and address accessibility issues when looking at park improvements and capital projects.
Practice/ Policy  Information Communication	Lack of demographic information and services needs for people with disabilities	Use resources of Access and Diversity (A&D) section and staff to identify needs.  Invite (A&D) to working group meeting to answer questions and provide additional information.	2007      2008	Have District reps attend training session to increase knowledge
Practice/ Policy  Information Communication	Lack of information regarding physical barriers in parks	Continue regular meetings with working group to identify additional accessible areas and facilitate documentation. Initiate site specific meetings to identify additional barriers and issues	2008	



Type	Barrier	Strategy For Removal/Prevention	Status	Comments
		Purchase additional accessible swings and picnic tables for park use as requests are forwarded	2008	No specific budget allocated for these items
Practice/ Policy  Information Communication	Lack of adequate information about the location of parks and the accessible amenities in them	Create digitized base maps of parks.  Partner with the 3-1-1 initiative so that information about park accessibility can be more readily available. As locations are continuing to be identified, notify Access Toronto to update their data base.  Start an information document, detailing current information we have on accessible locations or components.	2007 - 2008  2007 - 2008  2008  2008- 2009	Based on staff resources  Depending on when the program is implemented.
<b>PDIM BRANCH</b>				
<b>See attached Appendix 1 - Planned Accessibility Improvements</b>				
Practice/ Policy	Standardized accessibility guidelines	Develop an implementation strategy for the City of Toronto Accessibility Design Guidelines.	2004	
Practice/ Policy  Information Communication Attitudinal	Training of the City of Toronto Accessibility Guidelines	Provide ongoing training to staff required in applying the Accessibility Design Guidelines.	2004	There may be future budget implications
Program Physical	Existing inaccessible Parks	Develop a prioritized work plan for areas that	2005	Monitoring and ongoing

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
	and Recreation Facilities  Insufficient accessible facilities	require improvement  Proposed ongoing specific capital budget line to address accessibility issues, and meeting the required targets of a fully accessible City by 2020.	2007	implementation  For 2007, the approved budget line is \$ 500,000 Additional resources are required to meeting physical accessible targets by 2020
Policy/ Practice	No clear policy on accessibility in parks and trails	Parks Renaissance Strategy (PRS) Phase 1 will have guiding principles that identify accessibility as a key consideration in planning and design for parks and trails	2009	
Policy/ Practice	No current data to quantify accessibility conditions in parks and trails	During the second phase of PRS, parks & trail audits will be undertaken, which would include accessibility.	2009 Phase I 2010- 2012 Phase II	Audits will have financial implications and depend on budget and council approval
Policy/ Practice	No current accessibility strategy for parks and trails	PRS will recommend the development of an accessibility strategy. Parks and trails audits will be the base to determining the scope of the recommendations.	2009- 2010 starting	Development of strategy & implementation will have financial implications
Physical	Poor accessibility Neshama Accessible Park	A community driven joint initiative - universal accessible playground	2009 Spring/ Summer Starting	2008 design phase
Physical	Poor accessibility ABTP Pump House Kilgour Parkette	Construct wheelchair accessible pathways, field house, parking, playground	2009 Starting	2008 master plan phase

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Physical	Poor accessibility Portland Transition Sports field Kilgour Parkette	Construct new wheelchair accessible washroom facility and pathways	2008	in construction phase
Physical	Poor accessibility Kilgour Parkette	Addresses needs of visually impaired clients who use park walkways en route to CNIB building. Paths are also wheelchair accessible	2008	construction to begin shortly
<b>STRATEGIC SERVICES BRANCH – ENTERPRISE/GOLF</b>				
Program Physical	Inaccessible buildings and washroom facilities.	All buildings at the 5 courses are planned for renovation. This will be done as needed. Future considerations of increased access (i.e. automatic doors, water fountains)	2007	ongoing in capital planning  All courses need to change the physical access to the buildings and parking lots but the game is set with standards of play that will need the RCGA body to change.
	Physical access to Dentonia Park Golf Course	To be done as part of branch strategic plan.  Washroom cubicle to be made wider for wheelchair accessibility	2007	Access to building and to the washrooms has been completed.
	Physical access to Humber Valley Golf Course	The renovation is complete.	2005	Accessible building and washrooms have been completed
		Washroom cubicle to be made wider for wheelchair accessibility	2008	
Physical access to Don Valley Golf Course	To be done as part of branch strategic plan.	2007	Access needed for building entry and washroom facilities.	

Type	Barrier	Strategy For Removal/Prevention	Status	Comments
		Build ramps for washrooms to make accessible	2008-2009	Access needed for building entry and washroom facilities. Pro Shop is accessible.
<b>STRATEGIC SERVICES BRANCH – ENTERPRISE/TORONTO ISLANDS AND FERRIES</b>				
Physical	Sand – inaccessible beach access- Hanlan’s Point Beach	Installation of 30 metres of mobi- mat, from boardwalk to the water edge for wheelchair access to the beach	2008	July-Aug.



Parks Development and Infrastructure Management (PDIM)  
Planned Accessibility Improvements  
ODA Submission 2008

<b>Project Name</b>	<b>Approved Year</b>	<b>Objective</b>	<b>Anticipated Completion Date</b>
High Park (West Drive) Parking Lot	2008	Develop handicap parking stalls.	July 2008
Empringham Park/Shawn Blue Rose Park -New Water play	2007	Construct an accessible walkway to the splash pad.	August 2008
Beaumonde Heights Park Bridge 1	2008	At grade paving to the bridge	September 2008
Annette RC	2008	Various accessibility components to be updated and installed. Parking and signage.	September 2008
Goulding Park Arena Viewing Gallery Accessible Lift	2008	In order to make the viewing floor area (6 ft. high from grade) accessible, an open floor lift has been added to the new project design.	September 2008
Taylor Creek Parking Lot #2	2008	Develop handicap parking stalls.	November 2008
Dufferin Grove Park Wading Pool	2007	Provide at grade paving to the wading pool.	November 2008
Woodborough Play Enhancement	2008	Provide at grade paving to the playground and an inclusive child's seat.	November 2008
Sir Casimir Gzowski Park Playground	2008	Provide at grade paving to the playground and an inclusive child's seat.	November 2008
Kiwanis Pool Facility Renovation & New Splash pad	2007	Provide barrier free access to the seniors centre and a barrier free ramp into the pool.	November 2008
Pine Point Community Centre	2007	Modify the existing washroom on the main floor so that it is a barrier free. Install a barrier free automatic door operator on the main door. Construct a new concrete ramp at the main entrance.	December 2008

<b>Project Name</b>	<b>Approved Year</b>	<b>Objective</b>	<b>Anticipated Completion Date</b>
West Lodge Park Wading Pool	2008	Provide barrier free access to wading pool.	December 2008
Laughlin Park Play Enhancement	2008	Install an accessible swing, transfer station to senior play structure, and accessible wood carpet surfacing.	December 2008
Summerlea West Play Enhancement	2008	Install an accessible swing, transfer station to senior play structure, and accessible wood carpet surfacing.	December 2008
West Mall Park Play Enhancement	2008	Install an accessible swing, transfer station to senior play structure, and accessible wood carpet surfacing.	December 2008
Wincott Park Play Enhancement	2008	Install an accessible swing, transfer station to senior play structure, and accessible wood carpet surfacing.	December 2008
O'Connor Community Centre - Addition	2007	Install an elevator, barrier free entrance and washrooms.	December 2008
South Etobicoke CC - Construction	2008	Install an accessible exterior ramp and accessible washrooms.	December 2008
Fairfield Seniors' Centre	2008	Install barrier free automatic door operators and rework the washrooms for barrier free access.	December 2008
Riverlea Seniors Centre	2008	Construct a new barrier free ramp at Riverlea Seniors Centre.	December 2008
Albion CC & Pool	2008	Conversion of two lobby washrooms to be handicapped accessible.	December 2008
Downsview Arena	2008	Parking lot re-organization to provide handicapped accessible parking according to City of Toronto Accessibility Design Guidelines. Install sensor-activated entry doors and improve accessible viewing platform.	December 2008
Franklin Horner School	2008	Conversion of two public washrooms to be handicapped accessible. Install door openers and exterior railings.	March 2009

<b>Project Name</b>	<b>Approved Year</b>	<b>Objective</b>	<b>Anticipated Completion Date</b>
Queensway New Fieldhouse	2006	New Construction designed to conform to Barrier-Free requirements of the Ontario Building Code, and City of Toronto Accessibility Design Guidelines.	May 2009
Gus Ryder Sunnyside Out Door Pool	2008	Various accessibility components to be updated and installed.	May 2009
CP PS Lead - Phase Two (TBP T74)	2006	Accessible entrances to the path at Dundas Street, Randolph, Ernest, Wallace, Ruskin, and Cariboo Avenues.	June 2009
Stephen Leacock Arena- Replacement/renovate facility	2007	Install a barrier free ramp, elevator, washrooms and shower.	December 2009



Division: **Shelter, Support and Housing Administration; and  
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Type	Barrier	Strategy for Removal/Prevention	Status
Practice	Address accessibility issues	<p>Since 2000, the former Let's Build Unit and the current Affordable Housing Office have included design guidelines for new buildings in the RFP. Staff worked with successful applicants selected under the Canada-Ontario Affordable Housing Program (AHP) to satisfy the RFP requirements for promoting accessibility and maximising the potential for social interaction in the use of the building as part of the funding approval.</p> <p>The selected projects include conversion of existing buildings to residential, additions to residential buildings or new construction. Without exception, these projects are designed to be partially or fully accessible. Selected housing projects that plan to house an aging population and individuals with physical disabilities include unit layouts and amenity space that is barrier free.</p>	On-going
Practice/ Policy	<p>Design principles for tenant satisfaction and housing management</p> <p>User Guide for Housing Development</p>	<p>In September 2007, a City of Toronto User Guide, 'Design Consideration in Developing Alternative Housing' was completed and incorporated in the RFP and alluded to through public information sessions about the RFP. This guide identifies design principles that affect tenant satisfaction and management of housing, and gives some practical suggestions to ensure tenants can age safely and in comfort. Suggestions include installation of fixtures and devices to assist those who require them.</p>	User Guide completed in September 2007 and continues to be used as long as AHP funding is maintained.

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
Practice/ Policy Physical	New construction / Renovation	<p>In all new Affordable Housing/Homelessness Partnership Initiative (HPI) and in upcoming Provincial/Federal housing programs, there is (and will be) attention paid to needs of the people with disabilities.</p> <p>For example, a non-profit housing project was approved in 2003 to accommodate 100% tenants with physical disabilities. This building will be completed and occupied in 2008.</p> <p>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 people with disabilities as there is often a high incidence of disability in the homeless and lower-income populations that these projects serve. Many of the successful applicants (particularly non-profit groups) insist upon enhanced facilities for people with disabilities and incorporate accessible features in their building designs. The capital cost associated with accessible design is eligible for funding. 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.</p>	On-going
Physical	Lack of physical accessibility	The terms and conditions of HPI/AHP funding are essentially the same as Supporting Communities Partnership Initiative (SCPI) funding. About 11 projects have been selected through the RFP process and are moving forward in the development cycle. Allocated funding must be spent by March 31, 2009.	In 2008, 10% of AHP-funded projects will be completed; in 2009, about 40% to be completed and in 2010, 30% to be completed.
Physical	New construction	Newly opened shelters and shelters under construction include barrier free design. Where financially and structurally feasible,	On-going

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>renovations of existing buildings for new shelters also include barrier free design. For example:</p> <ul style="list-style-type: none"> <li>• The new shelter at 129 Peter Street will have an accessible unit on the main floor.</li> <li>• The Bethlehem United shelter is fully accessible.</li> <li>• Eva's Place is accessible in the public areas on the first floor and there is one unit with an en-suite handicapped accessible washroom.</li> </ul>	
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 completed a Building Condition Assessment of 56 shelter facilities a number of years ago. A number of the essential building renovations identified have resulted in improvements to accessibility, for example, bathroom renovations at Women's Shelter.	On-going
Practice/ policy	Access to resources	All directly operated shelters work with clients with physical and developmental disabilities. Staff make the appropriate referrals for these individuals to specialized services and supports that can assist them (if they are not already connected) and assist them, as needed, in accessing the assistive devices that they may require (wheelchairs, canes, hearing aids, etc.)	On-going
Practice/ Policy	Awareness and education  Information Communication	<ul style="list-style-type: none"> <li>• Hostels Services provides funding to the Toronto Hostels Training Centre to deliver training for hostels staff and board members in a variety of areas to meet shelter standards and develop skills. These include workshops on anti-racism, anti-oppression, cultural diversity, Aboriginal issues and culture, cultural competency approaches to mental health, immigration and refugee laws, refugee determination process, working with transsexual and</li> </ul>	On-going

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>transgender clients, managing racial incidents among children and managing diversity.</p> <ul style="list-style-type: none"> <li>• New staff members in Hostels Services are trained on the City’s Human Rights policy and employment equity issues.</li> <li>• The Shelter Standards are currently being translated into 11 other languages to improve multi-lingual access. The translated version will be available in Spanish, French, Swahili, Vietnamese, Somali, Russian, Cantonese, Tamil, Korean, Amharic, and Portuguese.</li> </ul>	
<b>Completed Projects:</b>			
Physical	Lack of physical accessibility	<p>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.</p>	Completed
Physical	Lack of physical accessibility	<p>A number of major renovations were completed with SCPI II funding that improved accessibility in emergency shelters. For example:</p> <ul style="list-style-type: none"> <li>• Enhanced accessibility to the entire building in an Aboriginal VAW Shelter and a new women’s drop-in centre;</li> <li>• Improved access to washrooms and group kitchen at a youth shelter;</li> <li>• provided accessible washrooms and showers, enlarged corridors and doorways, new kitchens were built incorporating barrier free design.</li> </ul>	Completed



<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
Physical	Retrofitting directly operated shelters	<p>Over the years, the City operated shelters have addressed the issue of accessibility through various renovation projects. These included:</p> <ul style="list-style-type: none"> <li>• installation of wheelchair ramps to the front door at Robertson House, Seaton House, Family Residence, and Birkdale Residence.</li> <li>• Installation of elevators in Robertson House and Women’s Residence, Seaton House and Birkdale Residence.</li> <li>• Provision of accessible washrooms in Seaton House, Women’s Residence and Family Residence.</li> <li>• Completion of an evacuation plan with input from residents with restricted mobility and the joint Health and Safety Committee at Birkdale Residence.</li> </ul>	Completed



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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Physical	Specific employee needs to address barriers	Address needs as identified by staff and ergonomic assessments; equipment purchased such as voice activated systems, track ball mouse, special chairs, workstation modification, workload accommodation, sloped desks, desk lights, adjustable free standing workstation, cordless headphones, foot rests, etc.	Ongoing	TSS is committed to supporting employees.  Issues identified with access/barriers at work are addressed and rectified expediently.
		Enlarged and equipped workstation (e.g. One area office has installed automated platform on work surface to allow staff with severe back problems to raise their computer and work standing as required).	Complete	Many physical plant changes/ accommodations have been implemented in previous years.
		City of Toronto Accessibility Design Guidelines followed for renovation projects.	Ongoing	Part of proposal process.
		Door operator hardware installed at 455 Dovercourt and card reader re-located.	Complete	Improved access for staff.
		Improved proximity card reader that allows staff in wheelchairs to open the door without actually swiping their access card (greater range).	Complete	111 Wellesley St E proximity card reader replaced at staff entrance, integrated with door operator for improved accessibility.

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		<p>Office Reception area redesigned to be more ergonomic.</p> <p>Purchased ergonomic chairs for supervisors at several offices.</p> <p>Increased number of disabled parking spaces for clients and staff and moved spots closer to office entry doors.</p> <p>Purchase of new Blinds for sun protection and minimize glare on screens to reduce eyestrain.</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p>	
	Preventing RSI incidents	<p>Rotation of staff at Application Centre (AC), formal policy implemented.</p> <p>Customized training for staff and management at the AC to increase awareness and encourage ongoing monitoring of safe ergonomic practices.</p> <p>Yearly review and refresher with all AC staff to prevent injuries.</p> <p>Keyboards replaced at various offices.</p>	Ongoing – yearly review	<p>TSS is committed to supporting staff at the AC.</p> <p>Keyboard tray upgrades to meet current City standards. Three offices completed with other offices to follow.</p>
	Change of elevation/ stairs	<p>Where needed to address change of elevations, ramps have been installed at client entrances.</p> <p>Elevators in offices provide access between floors.</p>	TSS will address issues of accessibility as they arise.	<p>TSS locations have elevator &amp; ramp access as needed.</p> <p>455 Dovercourt needs a major capital investment to address</p>

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
				<p>accessibility issues. TSS working with F&amp;RE to implement improvements to accessibility</p> <p>Renovation design for 1631 Queen St E includes new exterior ramp</p>
	Doors	5 new door operators installed at 1450 O'Connor Dr.	Complete	Improved staff accessibility to and around office
Information Communication	Increasing Staff Knowledge/Awareness	<p>Information presented to staff regarding Workstation Adjustment Guidelines, Workstation Adjustment Checklist and Workstation Adjustment Manual.</p> <p>Divisional Information Session held for staff and community agencies on Homelessness, Mental Health and Addictions.</p> <p>Bulletin Boards dedicated to health and safety policies, memos, educational materials, etc.</p> <p>Ergonomics Refresher training for staff throughout 2008.</p>	Ongoing	<p>North York East office has completed presentations for all staff, other offices to follow.</p> <p>Tips emailed to staff to maintain awareness.</p> <p>Several sessions provided in 2007 and continue to be provided in 2008.</p> <p>Boards are updated on a seasonal basis with new info.</p>
	Increasing Divisional Awareness	Annual Report based on the Work Modification Survey sent to the SMT. The report	Ongoing – annual report	A strategy to track yearly and Divisional trends.

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		addresses number and types of accommodations and recommendations.		
	Increasing Knowledge/Awareness	Partner Division of the event held annually for the United Nations' designated International Day for People with Disabilities. An opportunity for all stakeholders to celebrate and recognize successes, while continuing to advocate for the elimination of accessibility barriers.	Ongoing annual event	2007 event well attended by all stakeholders  Planning underway for the 2008 event
Information Communication / Technology	Increasing Staff Knowledge/Awareness	<p>Installed Mavis Beacon Typing Tutorial for staff</p> <p>Installation of WorkSafe Sam software on all user desktops in the Division to prevent RSI injuries.</p> <p>RSI Guard software being tested by few staff at present for potential future implementation.</p>	Ongoing	<p>Increase staff keyboarding skills to avoid RSI, available on a daily basis on desktop.</p> <p>Well received by all staff as a gentle reminder to practice safe ergonomics while working, available on desktop at each log-in.</p>
Practice/Policy	Employee Health and Physical Safety	City staff provide assistance / advice to optimize employee wellness and prevent injuries and illness.	Ongoing – as needed	Referrals made to EAP, Ergonomists, Occupational Health & Safety Reps, etc. as required.
		Two offices (Scarborough North and Metro Hall) have become Scent Free Workplaces	Completed	Request from staff accommodated and other staff trained on issue
		Wellness Committee	Ongoing –	Well received by

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		<p>Initiatives</p> <ul style="list-style-type: none"> <li>- Bulletin Boards dedicated to Wellness info</li> <li>- Monthly newsletter</li> <li>- Website updates</li> <li>- Nutrition at Work in partnership with Toronto Public Health</li> <li>- Fitness Challenge</li> <li>- Discounted Fitness Club Memberships</li> <li>- Guest speakers / Lunch &amp; Learn</li> </ul>	committee meets minimally on a quarterly basis	staff as a way of addressing preventable health issues and promote a healthy lifestyle. Activities also increase morale, therefore providing some stress relief in the workplace.
	Employee needs	<p>Training provided to supervisors and managers addressing ‘duty to accommodate’ in the workplace.</p> <p>Roadshows presented at local office management team meetings to address WSIB and accommodation issues.</p>	Ongoing – reviewed on an yearly basis	Corporate training available to all management staff. New supervisors are encouraged to take course as they assume new role and responsibilities.
	Access to healthy snacks	<p>Vending machines at local offices to provide healthy choice options.</p> <p>When food/beverages are provided at meetings, they include healthy options of water &amp; fruit.</p>	Ongoing	<p>Most recent RFP process included the requirement of a ‘healthy choice’ option.</p> <p>In place successfully for sometime.</p>
	Client Service	<p>Developing partnerships with community agencies (i.e. March of Dimes, George Brown College) that continue to advocate for the elimination of accessibility barriers.</p> <p>Service video introduced in the waiting room of Social Service</p>	Ongoing	<p>MCLM meets regularly with local agencies to create partnerships regarding training and other services.</p> <p>Information regarding divisional</p>

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		<p>offices.</p> <p>Caseloads dedicated to young adults dealing with physical and mental health barriers.</p> <p>Frontline service to those with accessibility barriers.</p> <p>Active Client Advisory Committees at each local office.</p> <p>Added participation of clients from the Deaf and Hard of Hearing caseloads to Client Advisory Committees.</p> <p>Over the past 2 years, all staff have been trained on the topic of Domestic Violence.</p> <p>Collaborating with CAMH to provide training to staff regarding mental health and addictions.</p> <p>The Division continues to provide service to OW clients thorough multi-lingual phone lines and referrals to interpreter services.</p>	<p>Complete</p> <p>Ongoing</p>	<p>services, feedback from Client Advisory Committees incorporated into final product.</p> <p>Staff dedicated and trained to provide service to this group.</p> <p>Service provisions via home visits and mail to reduce trips to local office.</p> <p>Barriers discussed at monthly meetings are actioned for timely resolution.</p> <p>Increase awareness of staff to support clients and/or co-workers experiencing related problems.</p> <p>Discussion under way to provide training sessions to staff in 2008-2009.</p> <p>In place for several years. The languages offered continue to be updated as needed.</p>



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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Barrier Free Audits	Accessibility to city-owned facilities	Facilities & Real Estate Division have contracted a company to complete barrier free audits for Public Health Locations	Audits completed in 2006 for:  146 The East Mall  524 Oakwood Ave  662 Jane St  821 Progress Ave  1300 Sheppard Ave W  160 Borough Dr  For 2007:  175 Memorial Park Ave  2696 Eglinton Ave W	F&RE to provide implementation plan
		Accessibility construction upgrades	For 2007:  821 Progress  146 The East Mall	F&RE tendering scope of work and overseeing construction
			For 2008:  821 Progress	Site undergoing renovations to

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
				accommodate accessibility construction upgrades
Practice/ Policy Attitudinal	Access to information and communication	Promote public health practices that are inclusive, and consistent with the standards of ODA & AODA  Incorporate issues related to disabilities in Divisional Diversity, Access and Equity (DAE) Training to all staff	DAE Training roll-out in Fall 2007 with estimated completion in 2010.	TPH to review case studies to address gaps in meeting requirements of accessibility standards.
Practice/ Policy		Review current TPH Access and Equity policies to ensure that they are consistent with the AODA Customer Service Standard	For Fall 2008	
Practice	Information and Communication  Access to public participation and enhanced civic engagement.	Participation in the International Day for People with Disabilities (IDPWD).	Annual	A Community Health Officer (CHO) participates in the planning and implementation of IDPWD event.

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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>Orientation for new staff in Technical Services includes discussion on the City’s human rights and workplace harassment policies.</p> <p>Technical Services staff receives cultural diversity training from Human Resources.</p>	<p>Managers to keep current for recording on their Performance Planners</p> <p>Managers are to ensure that all new employees register and receive this Orientation Training as soon as possible after being hired</p> <p>Retraining is as per City’s requirements and staff are to ensure that they register as required to keep training up-to-date.</p>
Practice/ policy	Access to services	Technical Services Division has a representative on the interdivisional staff team for ‘Access, Equity and Human Rights’.	Representative is continuing with attendance at the meetings and providing input when and where necessary
Architectural	Access to services and facilities	As required by the City of Toronto’s ‘Accessibility Design Guidelines’, Technical Services is ensuring that City facilities are implementing the guidelines.	Staff are constantly being reminded and they are ensuring that the design consultants are aware and adhere to the Accessibility Design Guidelines as required by the City
Architectural	Physical	Technical Services utilizes the ‘Accessibility Design Guidelines as required.	Reference in all RFP’s to consult the City’s Intranet site to confirm and incorporate into their design, the requirements of the Accessibility design Guidelines

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>
Practice/ policy	Information Communication	<p>Technical Services ensures that Public Notifications are prepared and distributed in the construction area of the works and anticipated schedule and will have notices provided in languages associated with the affected area, as required. This may include Public Consultation, the Operating Division and/or other Municipal Departments.</p> <p>The construction notices that are distributed for our construction projects indicate to the public that at least some sort of pedestrian movement will be allowed through the construction either by leaving an existing sidewalk in place, placing a temporary one or when the new one is installed it will be opened to the public. In the case of moving of a TTC regular stop, TTC will take care of the announcement.</p> <p>In the case of an extreme emergency, the office of the office of Emergency Management will take control and will attempted to advise the Public of closures, routes that are open, numbers to call to get specific information to help in getting people around.</p>	Ensuring that the Public Notices are being prepared and distributed in languages appropriate for the area and have participated in Public meeting where the language of the area has been used for the dialogue.
Practice/ policy	Information Communication	Outreach is a regular part of the hiring/recruitment process in Technical Services.	Ongoing
Practice/ policy	Information Communication	Technical Services division is aware of the Community Access and Equity Report Recommendations and of the Plan for the Elimination of Racism and Discrimination.	Continually working on the recommendations, ensuring compliance and keeping up to date on new recommendations, guidelines and/or policies

<b>Type</b>	<b>Barrier</b>	<b>Strategy For Removal/Prevention</b>	<b>Status</b>
		<p>Community Access and Equity initiatives are being discussed at senior management team meetings as priority items to ensure consistent interpretation and compliance with Corporate direction</p> <p>Technical Services 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>	



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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ policy	Information	<p>PPFA sections are aware of the City of Toronto Accessibility Plan.</p> <p>Updates/status reports regarding PPFA's plan are submitted to divisional management.</p>	Annually or as updated, as appropriate.	PPFA has a designated representative who sits on the Access, Equity and Human Rights Committee which also oversees the Accessibility Plan for the City.
Physical	Employee needs	<p>Ergonomic assessments are undertaken as requested to ensure workstations are appropriate for employees with a disability.</p> <p>Use the roll out of the corporate MSD policy to assist in identifying areas of need.</p>	Assessments are provided on an "as needed basis" when new staff are hired or where existing staff develop a disability.	With the City rolling out the policy on Musculoskeletal Disorder Prevention, hazard identification surveys will be done by job function. This may also assist in identifying physical barriers to staff or anyone in contact with our staff. All of our managers and supervisors will be trained in MSD prevention by the end of 2008.
Practice/ policy	Information (External)	<p>The division makes use of a 24 hour TTY answering line to serve clients who are deaf.</p> <p>We also make use of a comment line to leave voice messages if the written language is not a comfortable medium of communication.</p>	Ongoing	The TTY and the comment line are published as a means to respond to city initiatives.

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Practice/ Policy	Physical	<p>When planning public meetings the practice is to choose locations that are on or near a major transit route in order to make the meeting accessible to as many people as possible.</p> <p>As well, a location where there is wheelchair access not only to the building but to the meeting room and washroom facilities is preferred.</p>	Continuous practice	



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Type	Barrier	Strategy For Removal/Prevention	Status
Practice/Policy	Physical Architectural	<p>City of Toronto's Official Plan</p> <p>As a statutory document, the Official Plan guides City actions and provides direction to Council's day-to-day decision making. The Plan sets out a 30 year vision for the City and establishes policies around key city-building principles. Ensuring all public spaces, buildings, parks and facilities are universally accessible is one of those principles enshrined in OP policies 2.4.9 (Transportation), 3.1.1.11 (Built Form – Public Realm), 3.2.3.1b) (Parks and Open Space).</p>	In force
Practice/Policy	Physical Architectural	Incorporation of relevant accessibility design elements into the City's Green Development Standards	Completed – Incorporation disputed by City Building / discussions underway
Practice/policy	Physical Architectural	Addition of requirement for Accessibility Design Plan as part of the proposed Official Plan Amendment for Complete Applications	Completed – OPA going through Council approval process
Practice/Policy	Physical Architectural	Official Plan Amendment incorporating accessibility requirements and design guidelines into the Plan's Site Plan Control policies.	Initiated, to be completed in the 2008 OPA going through Council approval process.
	Information Communication	The City's Site Plan Control powers are now contained within Sec 114 of the <i>City of Toronto Act, 2006</i> . Matters related to accessibility remain within the <i>Planning Act</i> . All municipalities in Ontario, including Toronto now have an additional site	Upon approval of OPA – site plan protocols will be established to provide city staff with a common understanding of what to assess, comment on and

Type	Barrier	Strategy For Removal/Prevention	Status
		plan condition requiring applicants to provide to the satisfaction of and at no expense to the municipality, facilities designed to have regard for accessibility for persons with disabilities.	approve during the site plan approval process
Practice/Policy	Information Communication	Implementation of the <i>Accessibility Standards For Customer Service, Ontario Regulation 429/07</i>	Senior management and division head briefed
Practice/Policy	Review of procedures and policies	Establish policies, practices and procedures on providing goods or services to people with disabilities.	
	Information Communication	Document in writing all your policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.	2009
		Notify customers that documents required under the customer service standard are available upon request.	2009
	Accessible public meetings	Public consultation meetings are held in buildings such as community centres and schools which provide access for people with disabilities.	2009
Practice/Policy	Accessible notices	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.	Completed and ongoing (continuous improvement)
Information Communication	Accessible documents	Giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes	2009

Type	Barrier	Strategy For Removal/Prevention	Status
	Implementation of Accessibility Design Guidelines	<p>into account the person's disability.</p> <p>Policy and Research has undertaken information and training sessions regarding implementation of the Accessibility Design Guidelines and Site Plan Protocols for Planning staff.</p>	Ongoing 2008 - 2009
Practice/Policy	Information Communication	<p>A full-time Accessibility Planner within Policy and Research reviews policy proposals and serves as an information and advisory resource for development approval issues related to universal accessibility.</p> <p>Tasks include:</p> <ul style="list-style-type: none"> <li>• updating accessibility Action Plans;</li> <li>• following up with City Manager's office re accessibility issues - such as commenting on the <i>Ontarians with Disabilities Act</i> and the Act that will replace it</li> <li>• monitoring disability and equity issues;</li> <li>• liaising with Buildings re code issues;</li> <li>• reviewing individual development applications (either as part of circulation or on a pre-need basis);</li> <li>• undertaking staff training re accessibility and/or equity issues; acting as City Planning's rep on various committees (City, GTA, Province etc.).</li> </ul>	Temporary full-time position to be filled end of 2008
Practice/Policy	<p>Implementation of the City's Official Plan</p> <p>Implementation of the City's Accessibility</p>	<p>Identify methods through which accessibility issues may be addressed through the City's zoning by-laws, which are currently undergoing a review and consolidation</p> <p>In March 2007, Council adopted a series of parking zoning standards including standards for accessible</p>	Ongoing for 2008/2009

Type	Barrier	Strategy For Removal/Prevention	Status
	Design Guidelines	spots to be released for public discussion and consultation. Proposed standards for accessible parking spots are based on recommended requirements contained within the Accessibility Design Guidelines.	
Practice/Policy	Information Communication	Accessible Built Environment Standards Development Committee (ABE-SDC)	Next phase in the development of standards under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> . City Planning staff will continue to monitor progress throughout 2008 and into 2009 through the designated City representative on the Committee
Practice/Policy Information Communication	Implementation of Accessibility Design Guidelines.	Incorporate highlights of the Accessibility Design Guidelines into the <i>Building Toronto Together: A Development Guide</i> .	Ongoing for 2008/2009

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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice/Policy	Attitudinal Communication Information  Juvenile Fire Setters	Human Rights and Harassment in the Workplace training given to all staff and new recruits  TAPP – C Fire Service Program offers assessment, treatment, and fire safety education for young fire setters and their families through a unique partnership between fire service and mental health professionals	Approx 100 new recruits, 200 other staff and Ongoing  Ongoing as need arises	
Information/Communication	Attitudinal/Stereotypes	Toronto Fire Services staff participate in various job fairs/Community events and present career information and /or fire prevention information reaching people with disabilities	Attend in excess of 400 events.  Practice is ongoing	
Practice/Policy	Employees not able to perform full or essential duties of his/her job as a result of injury or illness	Modified Work Program Policy which includes modified work assignments and flex time	Approx 50 employees in the program in an ongoing basis	
Physical	Accessibility	By 2009, all fire facilities will have women's washrooms	Financial restraints – target completion date end of 2009	

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		Accessibility is reviewed and improved with all major renovations		
Information/ Communication	Languages other than English	Implemented language line services for TFS which provides telephone interpretation services in up to 150 languages		
Information/ Communication	Accessibility	<p>Use translators and interpreters when available to deliver Firefighter Community Information Sessions</p> <p>Recruitment Drives are advertised in various Community papers and media coverage for the Recruitment Drives is requested from media representing the various diverse Communities</p> <p>Increased use of e-mail notices to reach more people in a timely manner.</p> <p>Use accessible locations for Firefighter Career Information Sessions and Fire Prevention events</p> <p>Sessions/Events are scheduled in the evenings to accommodate work/travel schedules</p> <p>Fire Safety materials printed in 12 languages</p>	Ongoing	Includes live radio interviews with translators.

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice/ Policy	Information/ Communication	<p>A new Safety Tips Card and 22 Brochures available in PDF format for download at TFS internet site.</p> <p>Fire Safety presentations such as the “Older and Wiser” program are held in various institutions including Senior Centres and Nursing Homes</p> <p>2008 Alarmed For Life (AFL) Program is a community-based proactive smoke alarm education program where Firefighters interact directly with the community by going door-to-door providing vital information on smoke alarms and answering public inquiries.</p> <p>AFL Smoke Alarm brochures have 10 different languages on the cover.</p> <p>Continue to form partnerships with agencies serving people with disabilities</p>	<p>All publications are under constant review to ensure we are reaching the maximum audience</p> <p>Take presentations to an audience that is not mobile</p> <p>May 17- Sept. 28,2008 Get educational material to those who otherwise might not have access to it</p> <p>Ongoing and assessed yearly</p>	<p>English French Chinese Farsi Gujarati Italian Korean Portuguese Russian Spanish Tamil Urdu</p> <p>Estimated distribution to reach 60000 households</p>
Practice/Policy	Information/ Communication	High School Co-op program provides opportunities for placement and included students from a Special Education Class	Ongoing and assessed yearly	Average 10-15 students per semester
Information/ Communication	Attitudinal/ Stereotypes	Recruitment materials such as the poster, career guide, bookmark and fold-over card encourages applications from people with disabilities	Ongoing and assessed yearly	





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Type	Barrier	Strategy for Removal/Prevention	Status
Practice/policy	Information Communication	<p>Public consultation meetings (wherever possible) are held in buildings such as community centres and schools which provide access for people with disabilities.</p> <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>	Ongoing practice
Practice/Policy	Physical	<p>Licensing Services of ML&amp;S offers a specialized Accessible 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>The Accessible Taxicab Training Program allows for the licensing and regulation of wheelchair accessible vans for use by persons with disabilities. The Program is reviewed on an ongoing basis in consultation with people with disabilities and the taxi industry.</p> <p>Accessible vehicles (vans) are ramp-</p>	Ongoing (12 owners trained in 2007 and another 12 to be trained in 2008. 107 drivers trained in 2007 and another 92 to be trained in 2008.)

Type	Barrier	Strategy for Removal/Prevention	Status
		equipped, require specialized 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.	
Practice/policy	Information Communication  Training for operators	<p>The program originally required operators to successfully complete a four-day course. In 2006, the course was extended to five days, which includes additional, practical hands-on training. Other topics focus on customer service, sensitivity awareness and human rights issues.</p> <p>A new amendment to Chapter 545 of the City of Toronto Municipal Code, section 131 (B) (1) (a.1), requires drivers who have their licence endorsed as accessible to attend an additional day of training to review accessible taxicab operator best practices.</p>	<p>Ongoing (see below).</p> <p>Completed in 2007 (289 drivers trained).</p>
Practice/policy	Communication  Effective partnerships with transportation providers.	<p>The TTC has contracted a portion of its Wheel Trans service to Toronto taxi brokerages.</p> <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.</p>	<p>Ongoing since 2000.</p> <p>As of June 15, 2008, there were 101 accessible vehicles in service.</p> <p>In addition, there were 21 standard taxicab licences being operated as accessible vehicles.</p>

Type	Barrier	Strategy for Removal/Prevention	Status
			As at June 15, 2008, there were 356 drivers who had the "Accessible Trained" endorsement on their taxicab licence.
Practice/policy	<p>Communication Attitudinal</p> <p>Training for prospective and licensed taxicab drivers and owners</p>	<p>The Training Unit trains and re-trains approximately 3,500 prospective and licensed taxicab drivers and owners in the City of Toronto annually. 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 full-day session of accessibility training. This session includes sensitivity awareness, human rights and practical assessments with respect to handling mobility equipment.</p> <p>All licensed drivers are required to attend a 3 day refresher course every four years. In 2007, the third session of courses commenced, and one module specifically focuses on disability awareness, human rights and equipment handling.</p> <p>All Ambassador licensed taxicab owner-operators have also attended a full day of accessibility training which included sensitivity awareness and practical assessments with respect to equipment handling.</p> <p>All taxicab accessibility modules have been designed with the standards for training established by a number of provincial and federal organizations, including the Canadian National</p>	<p>Ongoing (1,521 new applicants and 1,945 licensees were trained in 2007. 1,409 new applicants and 2,222 licensees are expected to be trained in 2008.)</p> <p>Started April 2007 and is expected to be finished by April 2011</p> <p>Completed in 2005.</p>

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>Institute for the Blind, the Canadian Council of Blind People, the Advisory Committee for Accessible Transportation, and the Senior's Secretariat.</p>	
Practice/Policy	Physical/Architectural 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 (former) City of Toronto Municipal Code.</p>	<p>This is a bylaw requirement.</p> <p>Approximately 550 boulevard café permits are currently valid.</p>
Practice/policy	<p>Information Communication Attitudinal</p> <p>Co-ordinated reporting strategy for annual accessibility plans.</p>	<p>A workgroup was established to evaluate Accessible taxicab services within the City of Toronto. Several workshops held in 2005 led to several changes in the Municipal Code, including: better service standards for people with disabilities, an increase in the number of taxicab licences to be issued to owners, and more and extended training for new and current accessible taxicab drivers.</p> <p>Consultations and information sessions with people with disabilities are ongoing.</p>	<p>ML&amp;S expects to issue an additional 35-50 Wheelchair Accessible Taxicab licences in 2008 to assist the TTC in achieving their planned increase in service for their WheelTrans program. ML&amp;S is also waiting for the completion of the work of the AODA Transportation Standards</p>

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
			Committee considering the issue of on-demand accessible taxicab service.



Division: **Solid Waste Management Services**  
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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status/Comments</b>
Architectural	Physical	<p>Solid Waste Management Services provides Front/Side Door collection services for residential customers who provide medical certification that they have a medical condition that deems them unable to carry their garbage and recyclables to the curb.</p> <p>In 2007, with the introduction of the new Blue Bins and Garbage Bins, SWMS continued to offer this program. A total of 760 customers have been deemed eligible and receive this service.</p>	Ongoing program since 1999
Architectural	Physical	<p>With the introduction of the new volume based solid waste rate structure approved by City Council, residents are required to pay a fee based on the size of Garbage Bin chosen. A policy was implemented to provide an additional bin at no charge for home dialysis patients to accommodate their dialysis waste. Residents apply for the excess waste allowance by completing an application certified by a physician that they are on home dialysis treatment.</p>	New policy established in 2007
Architectural	Physical	<p>In 2007, with the introduction of the new Blue Bins and Garbage Bins, SWMS established a staff team to conduct site visits for residents who wanted the capacity of a larger recycle bin but were physically not able to manoeuvre the large bin. Options such as providing two smaller bins were offered in these situations to ensure the resident was able to fully participate in the program.</p>	Ongoing since 2007

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status/Comments</b>
Practice/policy	Information Communication	<p>Solid Waste Management Services provides educational materials in a number of different languages. Annual collection calendars are available in 6 languages, recycling cards in 23 languages, <i>Waste Watch</i> in 5 languages and Green Bin information cards in 18 languages.</p> <p>With the introduction of the new Garbage and Recycle Bin program, SWMS developed a number of new communications including How to Use your new Blue Bin, How to Use you new Garbage Bin and the order packages sent to residents to place their bin orders. These communications were available in a number of languages depending on the city ward and top languages understood/spoken.</p>	<p>Ongoing since early 1990's as per corporate standards.</p> <p>Available in alternate formats on request.</p>
Practice/policy	Information Communication	Customer service staff use the Language Line Service to respond to inquiries in various languages. TTY line is also available for people who use text telephones.	Ongoing since 1998
Practice/policy	Information Communication	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.	Ongoing since early 1990's as per corporate standards.
Practice/policy	Information Communication	As part of the city wide roll out of the new Bin Program, SWMS, in consultation with PPFA Public Consultation, conducted a number of public Open Houses throughout the city to introduce the new program. Multilingual interpreters ere available when necessary or when requested by the Councillor hosting the event.	<p>Ongoing since 2007</p> <p>Notice is provided that accommodation services are made available on request.</p>



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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ Policy	Information/ Communication	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.	Ongoing	
Practice/ Policy	Information/ Communication	Toronto Building is developing an Integrated Voice Recognition (IVR) system for building permit inspection requests that will recognize the diverse accents of its clients.	Ongoing	
Practice/ Policy	Information/ Communication	Key pamphlets available to the public on Toronto Building Services have been translated into 22 languages.	Completed	



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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Physical/ Practice/ Policy	Employee need	Ergonomic assessments undertaken to ensure workstations are appropriate for employees with a disability or special requirements (i.e. due to height, etc).	Ongoing	Assessments are provided on an “as needed basis” when new staff hired or as disabilities arise with existing staff.
Physical/ Practice/ Policy	Employee need/ Employment barrier	Work accommodation – Approximately a dozen staff at Ashbridges Bay Treatment Plant have various knee and back disabilities. Due to the large area of the plant, a procedure will be arranged to pick up these staff at the gate and have them taken to their work areas	Toronto Water will implement this policy/ practice in 2008	
Attitudinal Practice/ Policy	Information Communication	Provide ongoing training to staff to increase awareness.  Newly hired staff attend the City-wide Orientation Course	In 2007, 291 staff from facilities attended Human Rights course.  More staff to attend during 2008.	Staff is required to attend as part of their training schedule.
Architectural	Physical	Toronto Water locations which encourage public attendance for water programs are wheelchair accessible. It is anticipated that many of these services will be	To be completed and occupied by 2009	Treatment plants are off limits to the public due to security requirements

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		<p>consolidated into one location at Merton Street, which will be undergoing renovations in 2008. Costs have been included in the budget for building renovations in accordance with the City's Accessibility Design Guidelines.</p> <p>Accessibility guidelines are incorporated, according to City requirements and if feasible, into all future renovation and construction of Toronto Water locations</p>	2008 - 2009	2007 for Tiffield Rd. location; 2007-2008 at Clark and Harris Plants;
Practice/ policy	Architectural/ Attitudinal	<p>For public meetings, TW:</p> <ul style="list-style-type: none"> <li>• ensures locations have wheelchair accessible entrances, washrooms and are TTC accessible</li> <li>• avoids use of religious buildings to ensure comfort level for Torontonians of all faiths</li> </ul>	2008 - 2009	
Practice/ policy	Information/ Communication	Community Access and Equity initiatives are discussed at senior management team meetings as priority items to ensure consistent interpretation and compliance with Corporate direction	Established as a regular item since 2002 (Corporate directive)	
Practice/ policy	Standard Customer Service Accessibility Guidelines	It is anticipated that Diversity Management in the City Manager's Office will provide Corporate accessibility guidelines for customer service standards, and collaborate with Toronto Water in the implementation of divisional practices toward improving accessibility.	2008 to 2009	

Division: **Transportation Services**  
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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/ Policy	Access to facilities	Work with Accessible Pedestrian Signals (APS) Advisory Committee to identify priority locations & review policy/practice.  Bring City policy/practice in line with new Transportation Association of Canada Accessible Intersection Design Guidelines (TAC)  Continue to install APS.	Regular meetings with APS Advisory Committee  New policy adopted by Council  APS budget doubled in 2008	Backlog of requests to be eliminated by 2010
Architectural	Access to information	Install signs on local streets.	New design approved by Council	As needed to replace damaged signs
Architectural	Access to facilities	Continue to install sidewalk ramps to enable access for wheelchair users.  Review existing ramp design – feasibility of incorporating truncated dome design.	Included in all new construction  Deferred to 2009	Ramps are routinely installed, repaired for all capital projects
Practice/ Policy	Access to facilities	Pedestrian Countdown Signals adopted as city standard / being implemented city-wide over 5 years  Continue to review current traffic signal operations policy and practice to ensure they meet needs of most vulnerable	Year 3 of 6 completed  New practice to increase WALK time adopted in	

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		pedestrians – e.g. elderly, people with disabilities.	2008 – rollout over several years	
Architectural Policy	Access to facilities	Begin 20-year Street Furniture Program to improve look and accessibility of sidewalks.	June 2008 presentation of prototypes – summer 2008 commence rollout of new street furniture	
Practice/Policy	Physical	<p>Continue to provide winter maintenance of sidewalks where width allows mechanical operation.</p> <p>Continue to provide special service to residences for seniors &amp; people with disabilities.</p>	<p>Review of winter maintenance service level underway to identify potential improvements for pedestrians</p> <p>Service provided to all requesters in “Toronto -East York -York” areas</p>	Budgetary considerations

Divisions:

**Finance and Administration, Corporate Finance, Financial Planning and Special Projects**

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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal / Prevention</b>	<b>Status</b>	<b>Comments</b>
Physical	Accommodation of employee needs in the workplace	Assistance and assessment is provided by a City ergonomist in order to address special equipment requests	Implemented	Requests are accommodated as received
	Access to public consultations	Venues for events are selected on the basis of accessibility	Implemented	Standard planning criteria for public consultations
Practice / Policy	Awareness of barriers and employment accommodations	Managers and Supervisors participate in City courses to enhance their understanding and improve awareness of City support tools	Implemented	
Practice / Policy	Civic Participation	Participants in public consultations are requested to advise the City if they require accommodation to participate	Implemented	Standard planning criteria for public consultations
	Accessibility to City services / information	Communication Unit maintains responsibility for the cluster's Web site content to ensure information is accessible for people with visual disabilities	Implemented	
	Accessibility to City services / information  (external)	Communication Unit will work with Access Toronto to communicate through the use of the TTY line to respond to requests for service / information	Implemented	Requests are accommodated as received





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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Physical	Employee needs	As staff move from one unit into another, ergonomic assessments are undertaken to ensure workstations are appropriate for employees with physical restrictions and disabilities	Ongoing	
Information Communication Technology	Improved Access to information	<p>Creation of new forms available on our web-site allowing people easier access to forms relating to Property Tax Appeals, Tax and Water Certificates, and the Pre-Authorized Tax Payment Program</p> <p>Creation of an on-line e-mail address for the public wishing to write in regarding their new Utility Bill</p> <p>Explore the possibility of creating a dedicated e-mail address for tax inquiries</p>	<p>2008-2009</p> <p>2008</p> <p>2008-2009</p>	
Physical/Architectural	Accessibility at Revenue Service's counters	Construction to be completed late 2008 on new location of the North York Civic Centre's Tax, Water and Parking Tag counter, to include an accessible counter for people with disabilities	2008	

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice/Policy	Attitudinal Communications	Mandatory training on customer service and working with the public provided to all customer service staff  Staff in all front line positions encouraged to take Human Rights training	Ongoing	

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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
Physical/ Architectural	Inaccessible Entrances <ul style="list-style-type: none"> <li>• 455 Dovercourt Rd.</li> <li>• 1631 Queen St.E.</li> <li>• 821 Progress Ave.</li> <li>• 91 Front Street</li> </ul>	Renovate existing entrances for compliance with City’s Accessibility Design Guidelines. This encompasses ramps, stairs, handrails, automatic door operators, textured surfaces, parking, drop-off zones and lighting.	Construction start June 2008  Completion date December 2008
Physical/ Architectural	Inaccessible Washrooms <ul style="list-style-type: none"> <li>• 1631 Queen St.E.</li> <li>• 821 Progress Ave.</li> <li>• 91 Front Street</li> <li>• 60 Queen St. E.</li> </ul>	Renovate existing washrooms and/or provide new Unisex washroom facilities.	Construction start June 2008  Completion date December 2008
Policy/ Practice	Employee and Public needs	Training is provided to Design/Architect/ Engineering staff to ensure renovations/new construction comply with City of Toronto Accessibility Design Guidelines	Policy in place.
Practice/ Policy/	Signage <ul style="list-style-type: none"> <li>• Scarborough Civic Centre</li> <li>• Etobicoke C.C.</li> <li>• York C.C.</li> <li>• East York C.C.</li> <li>• North York C.C.</li> </ul>	Installation of exterior signage at various sites to facilitate wayfinding for people with disabilities	Project Start: Design 2007  Implementation and completion date: Dec. 2008
Physical Practice/ Policy	Access to Fire/ Emergency Systems and Signals <ul style="list-style-type: none"> <li>• Metro Hall</li> <li>• 91 Front Street</li> <li>• 1631 Queen St.</li> <li>• 821 Progress</li> </ul>	Upgrade existing Fire Alarms, Audible/Visual Strobe Lighting	Project Start: Design 2007  Completion date Dec. 2008

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>
Policy/ Practice	Public/Staff Needs	Asset Preservation now includes Accessibility retrofits in state of good repair reports. This practice was established in 2007.	Funding requested yearly to implement projects
Policy/ Practice	Public/Staff Needs	Asset Preservation request/secure funding to implement upgrades based on audits. This process was established since 2002.	Funding requested yearly to implement projects
Physical Policy/ Practice Architecture	Physical/Multiple	Operations continue to address accessibility when the opportunity arises for replacement.	Addressed as Work orders. Requested on a daily basis.
Practice	Physical/Multiple	As Real Estate acquires/leases properties, Design Construction and Asset Preservation is consulted to audit the space for accessibility in accordance with City of Toronto Design Guidelines.	Audits are performed yearly and budgets allocated for accessibility upgrades.
Practice/ Policy Physical Architectural	Drop off Zones, entrances, pathways, elevators, ramps, signage, circulation	Consultation stage on accessibility on the revitalization of Union Station to identify barriers for people with disabilities and provide strategies for removal.	Consultations began June 2008. Anticipated consultation phase completion is December 2009.

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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/policy	<p>Accessibility of driver safety courses for staff with hearing loss.</p> <p>Access to equipment operation jobs.</p>	<p>Fleet Safety Consultants provide advice on improving access and ASL services are provided as required.</p> <p>Modifications made to classroom and in-vehicle training.</p>	Current practice - reviewed annually	Successful in providing alternate work opportunities for staff experiencing hearing loss.
Practice/Policy	Access to employment opportunities by applicants who may have literacy issues, English proficiency and communication barriers such as dyslexia.	<p>Fleet Safety Consultants provide accessibility into driving and equipment operation jobs by assisting with:</p> <ul style="list-style-type: none"> <li>• Verbal testing</li> <li>• assistance</li> <li>• provide study material</li> <li>• hands on training focused to the driver's needs</li> </ul>	Current practice - reviewed annually	Successful in providing alternate work opportunities to staff with dyslexia and other language barriers.
Practice/Policy	Inaccessible City owned and operated divisional buses.	<p>Purchase ramped buses, with rear camera systems technology.</p> <p>Provide training to staff on wheelchair restraint systems and camera use.</p>	Practice in place. Reviewed annually	Purchasing specifications have been modified to include access requirements and any new vehicles are required to meet these specifications.
Practice/Policy	<p>Physical</p> <p>Specific employee needs</p>	Consult with Ergonomics to modify work requirements.	<p>Practice in place.</p> <p>Reviewed annually</p>	Completed

<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Practice/Policy	The impact of changing health on an aging workforce.	Enable staff to retain provincial “Classified Driver’s Licences” with restrictions through vision and medical waivers. This is successful in work transition situations where staff may require the designation in order to deliver training as opposed to actively driving under same conditions.	Practice in place. Reviewed annually	Assist staff in remaining healthy and productive in the workplace.
Practice/Policy	Physical  Accessible buildings  Accessible parking	Accessibility Design Guidelines used to enable access to Fleet Division buildings and to provide accessible parking spaces.	Practice in place.	Completed Following all guidelines.
Practice/Policy	Hiring Practice	Implement H.R Staffing Guidelines which reflect the City’s commitment to employment equity principles.	Practice in place.	

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<b>Type</b>	<b>Barrier</b>	<b>Strategy for Removal/Prevention</b>	<b>Status</b>	<b>Comments</b>
Technology	Electronic files (PDF) not accessible with assistive technology	Ensure Adobe Acrobat is the only PDF creator on City computers.  Current software will be uninstalled from City computers.	IT is in negotiations with the vendor about quantity and pricing.	
Technology	Scanned documents	Ensure that scanning technology (hardware and software) used in the City produces accessible documents	Inventory being done of hardware and software currently being used in the City for producing scanned documents	
City websites and online applications	City websites and online applications not fully accessible	Development and implementation of Accessibility Principles, Guidelines and How To's for inclusion in the City's Enterprise Architecture initiative and Web Revitalization project  Random review of web pages	The Accessibility Principles are in first draft and once completed will be shared with the Enterprise Architecture team.  Minor changes are being made as required to web pages pending an in-depth analysis of the entire City's website as part of the web content management project	
Web communications	Content created for the City's websites is not fully accessible	Educate and train staff in writing and developing accessible content for the Web.	Being delivered through the in-house City courses "Web Writing – Basic & Web Writing – Advanced"	The courses are very popular and fill up quickly. Together they are delivered

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
				<p>about 14 times a year.</p> <p>Response has been positive to understanding the importance of due diligence as a content provider</p>



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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice/Policy	Accessibility to City services and Information	Public Information, through use of the corporate TTY line, assists public enquiries from individuals who are deaf, deafened or hard of hearing. Ensures that TTY number is included in all communications materials produced by Public Information. Services provided will continue until assimilation into 3-1-1 (expected launch date June 2009).		
Practice/Policy	Employee needs	Ergonomic assessments are undertaken to ensure workstations are appropriate for employees with disabilities.	As required.	
Practice/Policy	Employee needs	Provide specialized equipment such as computer software, voice activated system to operate computer, specialized monitors with zoom text, headsets and workstation design.	Accommodations are made available as required.	



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Type	Barrier	Strategy for Removal/Prevention	Status	Comments
Practice / Policy	Accessibility to Purchasing Documents	<p>Build awareness amongst PMMD staff about online call document's PDF files not being accessible to persons with disabilities</p> <p>Provide softcopy of documents in word format to persons with visual disabilities when requested as an alternative to PDF</p> <p>Investigate and acquire new tools for creating accessible PDF files</p>	Anticipated implementation 2009	In consultation with I&T, review alternatives to make online call documents more accessible
Practice / Policy	Attitudinal Information, Communication and training on accessibility issues	Training and materials provided to management and staff on sensitivity and awareness, access, equity, human rights and diversity	To be incorporated into PMMD's 2008/09 divisional training plan	
Practice / Policy	Accommodation of employee needs in the workplace	Respond to requests for specialized equipment identified by staff and ergonomic assessments to employees with disabilities such as special chairs,	On an as required basis	

Type	Barrier	Strategy for Removal/Prevention	Status	Comments
		workstation modification, and lighting, etc.		
Practice / Policy	Communication Information	<p>When required, American Sign Language and multilingual translation services are available to communicate to individuals wishing to do business with the City and at supplier briefings</p> <p>Promote TTY to people who are deaf, deafened or hard of hearing as they apply to PMMD's information hotlines</p> <p>Multi-language brochures are currently being developed in various languages including for persons with visual disabilities.</p>	Anticipated implementation by end of 2008 or first quarter of 2009	<p>Investigate TTY usage and availability</p> <p>Under development with corporate communications</p>