



City of Toronto Accessibility

April 2015



Americas
Paralympic
Committee

TORONTO 2015 Parapan Am Games

TORONTO 2015 Parapan Am Games



Wheelchair rugby

- August 7-15, 2015.
- 28+ National Paralympic Committees participating.
- 2,700 athletes, coaches and team officials.
- 15 sports, 16 disciplines.
- 11 competition venues.
- Opening Ceremony at CIBC Pan Am/Parapan Athletics Stadium, Closing Ceremony at Nathan Phillips Square.
- 425 medal ceremonies.



Get involved



Parapan tickets on sale now!

- Tickets priced from \$20
- Half-price tickets for persons under 16 years of age, or 65 and over will start at \$10
- Learn more about [TORONTO 2015 tickets](#)

Parapan Am Torch Relay

- August 3–7, 2015
- Inspirational journey of two flames uniting in Toronto for the Opening Ceremony





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Legacy

Catalyst for Change

The opportunity is real!



Changing attitudes, getting youth involved in sport.

- World-class **accessible facilities** – a field of play that inspires excellence.
- Getting young people and **people with a disability, involved in sport.**
- Change of attitude, **perceptions** and behaviours.
- Impact across the **Americas.**



Accessibility



Parasport local legacy



- Group of 10+ partners including CPC, TO2015, parasport organizations and municipalities.
- Key objectives
 - Sport system alignment
 - Participation
 - Coaching
 - Awareness
 - Accessibility



International Legacy

Parapan American Development Program



First program of its kind.

Over 170 sport administrators, coaches and classified trainers across the Americas.

\$150,000 committed to sport equipment fund.

Key partnerships (Agitos Foundation, CPC, IFs).





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Games-Time Accessibility

Accessibility

Commitment:

- TO2015 venues and services will be designed, operated and delivered accessible to persons with a disability from the start of the Pan Am period to the end of the Parapan Am period.

Opportunity:

- ✓ To the extent possible, use the Games as a platform to **showcase accessibility and influence behaviours and attitudes.**
- ✓ Together with partner organizations, develop initiatives that will have **social legacy potential for Ontario.**



Venue accessibility audits

Objective

- Review all competition and key non-competition venues for accessibility and identify any outstanding issues.

Process

- Venue tours completed for 30+ venues
- All issues addressed in one of four ways:
 1. Venue: accessibility report provided to the venue owner (suggested upgrade opportunities).
 2. New builds: deficiencies identified and corrected by the contractors.
 3. Games time overlay: temporary design solutions.
 4. Operational: operational solutions.



Pan Am/Parapan Am Accessibility Guides

- A comprehensive guide for spectators outlining the accessible services and features available at the venue.
- Promote accessible tourism within the Golden Horseshoe Region.
- Separate guide for Pan Am and Parapan Am Games.



Launch date: May 20, 2015



Pan Am/Parapan Am Accessibility Guides

Accessible service highlights

- All-terrain manual mobility devices
- Accessible transit solutions for all venues
- Live audio description at Ceremony venues

Accessible services offered at venues across the Games footprint

Accessible entry and exits	Accessible washrooms, merchandise kiosk and concessions	Accessible seating	Wheelchair loan	Mobility device access	Assistive listening device loan	Service animal relief areas	Mobility assistance	Medical services
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Corporate Accessibility

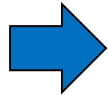
Pre-Games Accessibility

**AODA
Compliance**



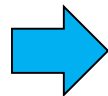
Corporate Policies

Engagement



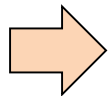
Accessibility Advisory Council

Workforce



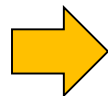
Recruitment and resources

Venues



Application of IPC Accessibility Guide requirements in all new venue builds.

Legacy



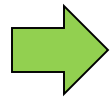
Local, Provincial and Global opportunities



**AODA
Compliance /
Corporate
Policy**



Promoting economic (workforce and business) opportunities for persons with a disability



Training:

- AODA Customer Service training
- Accessible meetings and events



Customer service policy available on request: accessibility@toronto2015.org



Website WCAG 2.0 level A compliant

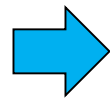


Engagement

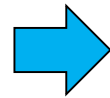
- ➔ Accessibility Advisory Council
- ➔ Athlete Advisory Council
- ➔ Supplier Diversity Advisory Council
- ➔ Arts and Culture Advisory Council
- ➔ Community Engagement Council
- ➔ Youth Advisory Council



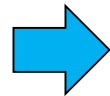
Workforce



Recruitment (staff and volunteers)
SEEDS Program



Leadership, Inclusion, Diversity,
Accessibility (LIDA) speaker series

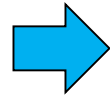


Resources:

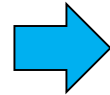
- Accessibility Resource Guide
- Accessible meetings and events



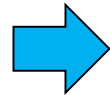
Volunteers



Outreach and Recruitment



Assignment



Training



Accessibility: A Key Theme

Each stage in the training journey includes an accessibility training component.

Accessibility Program
Content Description



**Games
Impact**

Online orientation course for all 23,000 TORONTO 2015 volunteers.

Core AODA customer service messaging and information.



**Leadership
Impact**

Leadership training for ~4,000 volunteers who will manage others.

Importance of removing barriers for team members



Role Impact

How to perform your role, developed and delivered by each department or “functional area”

Accessibility considerations of each particular role



**Venue
Impact**

Orientation to working in a particular venue

Accessible features and services in the venue



Games Impact - Update

As of April 15th, **~13,000 volunteers had completed the accessibility module!**



dana anderson @danaLanderson · Feb 23

Just finished online training for #TO2015 volunteers - impressive strong positive messaging and info on #accessibility & #Inclusion



Elliott Smith

11 hrs

I completed the first portion of my online training on the weekend and I wanted to thank those who prepared the program. My "real world" job is in environment, health, and safety, so I'm all about quality training - this is it, and I'm impressed. With changes to the definition of "worker" in Ontario, and the AODA requirements, those legislated portions of the training are spot on - thank you!

I've volunteered for PGA and LPGA events and not had the same positive, inclusive experience I've had so far with Toronto 2015.

1 like

-----Original Message-----

From: Sherry Parsley [<mailto:sparsley2@cogeco.ca>]

Sent: Thursday, February 12, 2015 7:27 PM

To: Toronto 2015 - Accessibility

Subject: Kudos

I'm doing my volunteer training right now and have just gotten into the accessibility pieces - I work in the disability field and am really impressed by the on-line accessibility training module. Well done!

Sherry Parsley



The Challenge

Take four steps towards being inclusive hosts!





Parapan Am

LEAD PARTNER
PARTENAIRE PRINCIPAL
SOGU PRINCIPAL



FUNDING PARTIES
BAILLEURS DE FONDS
PROVEEDORES DE FINANCIAMIENTO



Are You Ready Conference - FREE

Thursday May 7th

Ryerson Athletic Centre

Register: www.toronto2015.org/are-you-ready

email: areyouready@toronto2015.org for more information



Any questions?

Des questions?

¿Algunas preguntas?



Join the Conversation at #TO2015

Pan Am Games July 10 – 26, 2015

Parapan Am Games August 7 – 15, 2015

LEAD PARTNER
PARTENAIRE PRINCIPAL
SOCIO PRINCIPAL



FUNDING PARTIES
BAILLEURS DE FONDS
PROVEEDORES DE FINANCIAMIENTO





THANK YOU!

MERCI!

¡GRACIAS!