

Accessibility Team Update

People, Equity and Human Rights Division

June 4, 2019

Presentation to the
Toronto Accessibility Advisory Committee



Who are we?

- People, Equity and Human Rights Division
- Equity, Diversity and Human Rights Section
- Accessibility Team
- Equity and Diversity Unit
- Human Rights Office

What do we do?

Accessibility Guidance and Support

- Advise and support City divisions and staff on disability inclusion, AODA compliance and better practices to foster accessibility
- Work with members of the public to address concerns they have about accommodation needs and/or the accessibility of a city program or service

Awareness, Training and Capacity Building

- Toronto Accessibility Advisory Committee
- Employee Disability Network
- Inter-divisional Staff Team on Access and Equity
- Accessibility Forum for senior leadership staff
- Toronto for All Campaign

Compliance, Monitoring and Reporting

- AODA compliance report to the province
- Toronto Accessibility Design Guidelines (TADG)
- City of Toronto Corporate Accessibility Policy
- Multi-Year Accessibility Plan

Multi-Year Accessibility Plan

- The City's MYAP applies to City divisions but not agencies and commissions. (For example, The Toronto Police and the TTC create and maintain their own MYAPs)
- Previous MYAP based on AODA compliance
- The update of the MYAP presents an opportunity to develop a meaningful and practical guiding document that goes beyond minimum AODA requirements
- Detailed content of the new plan is being created and assessed in partnership with all City divisions
- Public consultation held in 2017
- All divisions have been surveyed on their AODA compliance and initiatives planned or under way to improve accessibility at the City
- Consideration of recommendations from the third review of AODA (David Onley)

Where we are heading?

- Key goals in the new MYAP will continue to be structured and reflect IASR as a starting place
- Going beyond compliance with minimum standards
- Measurable goals
- Addition of Guiding Principles
- Key role of TAAC

Proposed MYAP Structure

- Introduction
- Guiding Principles
- Sections:
 - General Accessibility Initiatives (policies and related strategies, procurement)
 - Information and Communication
 - Employment
 - Transportation
 - Built Environment and Design of Public Spaces
 - Customer Service

Structure of sections

- Objectives and priorities: what we want to achieve
- Tactics and activities: how we are going to get there
- Outcomes and timelines: how we will measure success

Guiding Principles:

AODA principles:

- Dignity
- Independence
- Integration
- Equal opportunity

4 additional proposed MYAP principles:

- Accessibility by Design
- Leadership
- Innovation and Adaptability
- Collaboration and Engagement

Accessibility by Design

- Accessibility from the start and at all stages
- People with disabilities will not be an afterthought
- Accessibility and Accommodation work together: permanent inclusive solutions is the goal
- Social model approach

Leadership

- Toronto's Motto "Diversity our Strength": Disability is a key component
- Workplace culture pillar: Diversity and Inclusion
- The City will strive for excellence in Accessibility leading by example
- Maximum accessibility not minimum compliance
- Senior leadership team are accountable for advancing accessibility in their areas of responsibility

Innovation and Adaptability

- Open to new approaches
- Responsive to new technologies
- Foster cultural change
- Changing perceptions, attitudes and behaviours

Collaboration and Engagement

- Accessibility a shared responsibility: residents, staff, council, all divisions have role to play
- Addressing accessibility barriers are not just the responsibility of the Accessibility Team or a single City division. A collaborative approach is necessary
- Importance of community consultation – TAAC, disability communities and others

TAAC Input

- Comments on guiding principles?

Thank you!