



## City of Toronto Multi-Year Accessibility Plan 2020-2025

**Date:** October 21, 2019  
**To:** Toronto Accessibility Advisory Committee  
**From:** Chief People Officer  
**Wards:** All

### SUMMARY

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This report responds to the requirement under both the City of Toronto's Corporate Accessibility Policy (adopted by Council on June 28, 2018) and the legislative requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) for a City of Toronto Multi-Year Accessibility Plan.

The 2020-2025 Multi-Year Accessibility Plan (MYAP) outlines outcomes and initiatives that reaffirm the City's commitment to an accessible City and building an equitable and inclusive society that values the contributions of people with disabilities. The MYAP provides a roadmap for the identification, removal and prevention of accessibility barriers, will improve awareness and understanding of requirements, and help embed accessibility into all City operations.

The City's MYAP is a key component of the City's accessibility framework which outlines how the City will provide an accessible environment in which people with disabilities can access the City's goods, services and facilities, including all buildings, public spaces, information and communications, and employment opportunities in a way that meets their individual needs. The City is equally committed to supporting City employees through advice, policies, tools, resources and governance structures that promote an inclusive workplace and support employees in providing accessible goods, services and facilities.

### RECOMMENDATIONS

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The Chief People Officer recommends that:

1. The Toronto Accessibility Advisory Committee recommend that City Council adopt the City of Toronto Multi-Year Accessibility Plan 2020-2025 found in Appendix A.

## FINANCIAL IMPACT

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Any capital related financial impacts arising from meeting the AODA compliance requirements and the City of Toronto's accessibility commitments have been included in the Approved 2019-2028 Capital Plan or the submission for the 2020-2029 Capital Plan of the responsible City Divisions. Operating funding has/will be included in the future year Operating Budget submissions of the responsible City Divisions as required.

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

## EQUITY IMPACT STATEMENT

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The City of Toronto Multi-Year Accessibility Plan 2020-2025 affirms and strengthens the City's commitment to identify, remove and prevent barriers to access in services, policies, programs and facilities for people with disabilities, in accordance with the requirements of the *Accessibility for Ontarians with Disability Act, 2005*.

The City's commitment to provide accessible, equitable and barrier-free services to all residents, visitors and employees helps to enhance the City's capacity to achieve customer service excellence, meet legislative and policy obligations, and make Toronto an equitable, inclusive and prosperous city.

## DECISION HISTORY

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Toronto City Council at its meeting on June 26, 27, 28 and 29, 2018 adopted EX35.4 - City of Toronto Corporate Accessibility Policy, which includes the requirement for a Multi-Year Accessibility Plan under AODA  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.EX35.4>

Toronto City Council on August 5 and 6, 2009 adopted EX33.4 - Accessibility Requirements: Accessibility for Ontarians with Disabilities Act, 2005 (AODA), which endorsed a Statement of Commitment to Creating an Accessible City and directed the City Manager to remind all Agencies, Boards, Commissions and Corporations to meet compliance requirements of the accessible standards established under the AODA, which includes the requirement for a Multi-Year Accessibility Plan.  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2009.EX33.4>

## COMMENTS

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Under the AODA municipalities are required to develop a multi-year accessibility plan. The City of Toronto's MYAP outlines how the City will advance accessibility in the following areas:

- General Accessibility
- Information and Communication
- Customer Service
- Employment
- Transportation
- Built Environment and Design of Public Spaces

While the City of Toronto is compliant with the Integrated Accessibility Standards Regulation (IASR) under the AODA, the City's MYAP focuses on maintaining and monitoring compliance as well as promoting accessibility by design beyond legislative compliance.

The 2020-2025 MYAP contains 21 projected outcomes and 63 initiatives, including both new and continuing priorities that support the City of Toronto in the ongoing identification, removal and prevention of accessibility barriers.

The plan does not limit the City from taking additional actions to improve accessibility during this period and includes the following six overarching principles to help guide the City in actions, decision-making and service approach pertaining to the delivery of City of Toronto goods, services, and facilities:

- **Leadership and Accountability:** The City of Toronto will lead by example in accessibility excellence by striving for maximum accessibility over minimum compliance. Senior leadership in all areas and at all levels of the organization are accountable for advancing accessibility in their areas of responsibility.
- **Dignity and Independence:** City of Toronto goods, services and facilities will be delivered in a manner that respect the inherent dignity, diversity and abilities of all individuals.
- **Integration and Equity:** City of Toronto goods, services and facilities will be provided to people of all abilities in a similar way, unless an alternative measure is necessary to enable people with disabilities to obtain, use or benefit from the goods, services or facilities.
- **Accessibility by Design:** A barrier-free environment is achieved when accessibility is intentionally incorporated into the design of all City planning, procurement and implementation of City goods, services and facilities to address the diverse needs of all employees, residents and visitors.
- **Innovation and Adaptability:** The City of Toronto seeks new approaches and solutions to accessibility and adapts to new technologies that facilitate increased participation of City employees, residents and visitors with disabilities.
- **Collaboration and Engagement:** Addressing accessibility barriers requires a collaborative approach and is a shared responsibility of City Divisions and staff, City Council and Torontonians. Accessible employee engagement / public

engagement processes will help the City make more informed decisions, and build strong relationships with the communities the City serves.

The 2020-2025 MYAP was informed by engagement with the public, the Toronto Accessibility Advisory Committee and City Divisions. It will be reviewed and updated every 5 years with annual status reports posted in consultation with the Toronto Accessibility Advisory Committee.

## **CONTACT**

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## **SIGNATURE**

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Chief People Officer

## **ATTACHMENTS**

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Appendix A: City of Toronto Multi-Year Accessibility Plan 2020-2025