DI6.4
Appendix A

City of Toronto Multi-Year Accessibility Plan

2020-2025

People & Equity Division

TORONTO

City of Toronto Multi-Year Accessibility Plan 1
[Place holder: Messages from Toronto City Manager and Mayor] 4

A. Introduction 5
Commitment to an Accessible City 5
Background 5

B. Guiding Principles 7
1. Leadership and Accountability 7
2. Dignity and Independence 8
3. Integration and Equity 8
4. Accessibility by Design 8
5. Innovation and Adaptability 9
6. Collaboration and Engagement 9

C. General Accessibility 11
Initiatives: 11
Outcomes: 12
Training 12
Initiatives: 12
Outcomes: 13
Procurement 13
Initiatives: 13
Outcomes: 14

D. Information and Communication 15
Initiatives: 15
Outcomes: 16

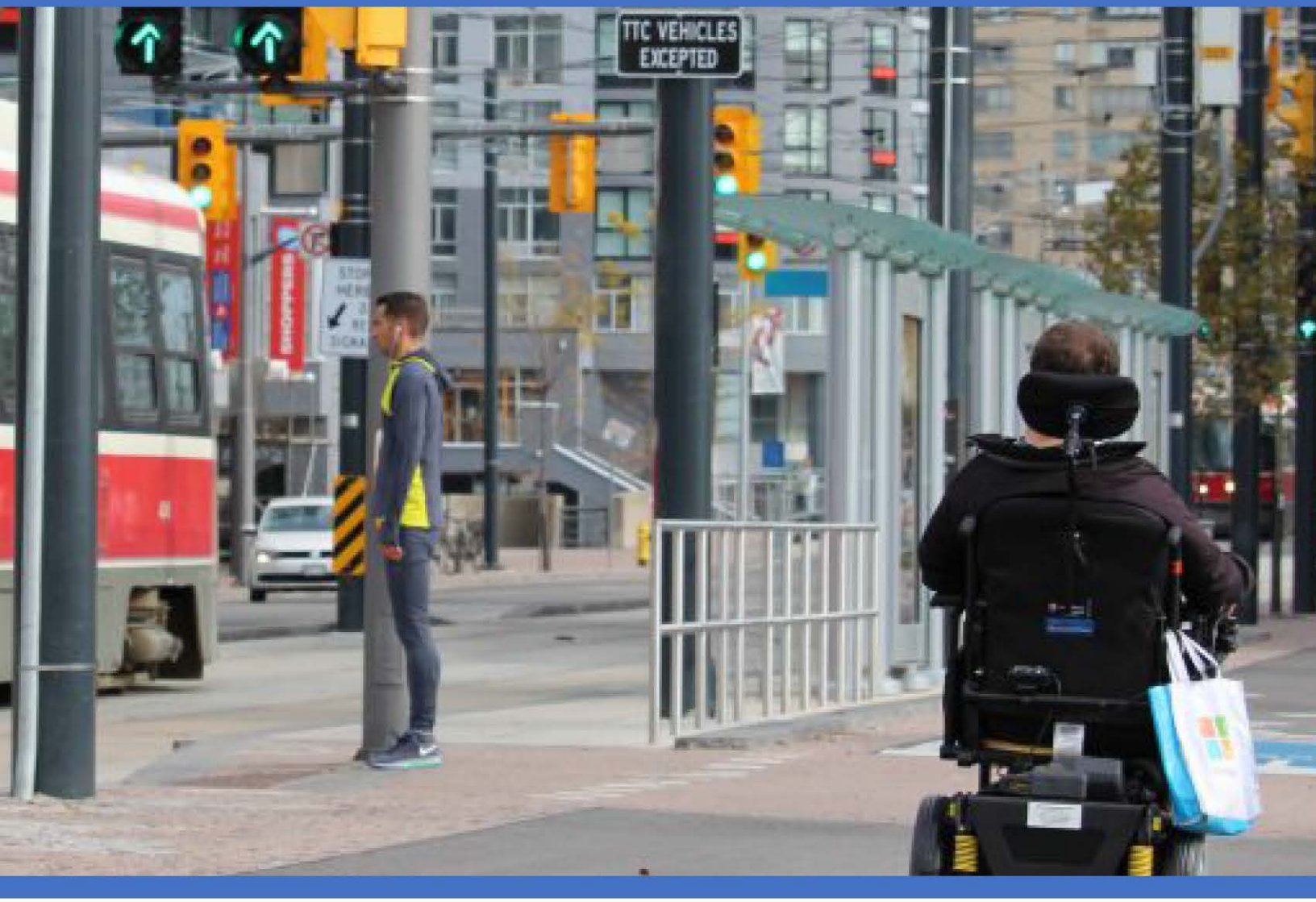
E. Customer Service 17
Initiatives: 17
Outcomes: 17

F. Employment 18
Initiatives: 18
Outcomes: 19

G. Transportation 20
Initiatives: 20
Outcomes: 21

H. Built Environment and Design of Public Spaces 22
Initiatives: 22
Outcomes: 23

I. Conclusion 24
Appendix A 25


TTC VEHICLES
EXCEPTED

[Place holder: Messages from Toronto City Manager and Mayor]

A. Introduction

Commitment to an Accessible City

The 2020-2025 Multi-Year Accessibility Plan (MYAP) outlines goals and initiatives that reaffirm the City's commitment to creating an accessible City and advancing efforts in building an equitable and inclusive society that values the contributions of people with disabilities.

The City is committed to the identification, removal and prevention of accessibility barriers.[1] By doing so, the City will provide an accessible environment in which employees, residents and visitors with disabilities can access the City's goods, services and facilities, including all buildings, public spaces, information and communications, 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 delivering accessible goods, services and facilities.

Background

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (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[2]
- Built Environment and Design of Public Spaces

[1] Accessibility barriers can include any of the following types of barriers:
- *Attitudinal barriers* include negative attitudes and assumptions about persons with disabilities.
- *Systemic barriers* include policies and procedures that create barriers to full inclusion.
- *Information, communication and technology barriers* include communication formats that are not available in accessible formats (e.g., screen reader compatible, braille, plain language, etc.)
- *Built and physical barriers* include elements in the physical environment that create barriers for persons with disabilities (e.g., lack of a ramp or elevator to access different levels, door widths that prohibit access for users of mobility devices).

[2] The Toronto Transit Commission maintains an independent multi-year plan and reports directly to the Province of Ontario on AODA compliance.

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[3] beyond legislative requirements. This plan covers the period from 2020-2025 and includes both new and continuing priorities that support the City of Toronto in the ongoing identification, removal and prevention of accessibility barriers.

The 2020-2025 MYAP was informed by consultations with the public, the Toronto Accessibility Advisory Committee (TAAC) and City Divisions. It is a document which will be reviewed and updated every 5 years with annual status reports posted in consultation with the Toronto Accessibility Advisory Committee.

[3] Accessibility by design is understood in this document as intentionally incorporating accessibility into all planning, programming and delivery of goods, services and facilities.

B. Guiding Principles

The following MYAP principles serve to guide the City in actions, decision-making and service approaches pertaining to the delivery of City of Toronto goods, services and facilities.

1. 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.

The City will:

- Foster a culture of equity and inclusion both within the City organization and throughout the communities the City serves by challenging assumptions and biases when planning and delivering City goods, services and facilities
- Identify and address discriminatory systems, processes and behaviours

- Establish an accountability and compliance framework to ensure accessibility goals are achieved

2. Dignity and Independence

City of Toronto goods, services and facilities will respect the inherent dignity, diversity and abilities of all individuals.

The City will:

- Create and maintain an atmosphere of dignity and respect for all City employees, residents and visitors
- Provide services in a caring, compassionate, non-judgmental manner, free from discrimination and harassment
- Respect the independence of employees, residents and visitors with disabilities by enabling their access to City goods, services and facilities

3. 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.

The City will:

- Ensure people with disabilities can access and benefit from the same goods, services and facilities in an equitable way as others
- Seek permanent accessibility solutions for employees, residents and visitors with disabilities to access and benefit from City goods, services and facilities
- Take into account individual needs and proactively provide accessible formats, communication supports or other accommodations to ensure equitable outcomes
- Take an approach that reflects the impacts and opportunities of intersectionality[4] during all stages of policy, planning and delivery of goods, services and facilities

4. 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,

[4] Intersectionality recognizes that identities are not single social categories but are better understood as interlocking systems of social categories such as race, gender, class, ethnicity, disability, and sexuality that shape people's lives through interactions across individual, institutional, cultural and societal spheres.

services and facilities to address the diverse needs of all employees, residents and visitors.

The City will:

- Incorporate accessibility in the earliest planning stages and throughout the design, development, implementation and procurement of City goods, services and facilities
- Create permanent inclusive solutions ensuring accessibility for persons with disabilities is not an afterthought
- Ensure accommodation processes incorporate an approach that recognizes and addresses accessibility barriers (e.g., attitudinal, systemic, information, communications and technology, built / physical environment)

5. 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.

The City of Toronto will:

- Take a holistic approach that recognizes that accessibility solutions may need to address multiple barriers and that a single solution might not meet the accessibility needs of everyone
- Seek to embed an accessibility lens towards continuous improvement of processes and procedures
- Investigate technologies, products and services that will improve accessibility for City employees, residents and visitors with disabilities

6. 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 City of Toronto will:

- Commit to ongoing, meaningful engagement with diverse stakeholders including employees, residents and visitors with disabilities when designing and implementing City of Toronto goods, services and facilities

- Consult with the Toronto Accessibility Advisory Committee on decisions related to accessibility planning, as outlined in AODA
- Consult with Divisional Program Advisory Committees and accessibility stakeholders
- Ensure that employee and public engagement activities are accessible
- Ensure City Divisions work together to align and advance accessibility priorities

C. General Accessibility

The general requirements of the *Integrated Accessibility Standards Regulation* (IASR) under the AODA require the City to have accessibility policies, a statement of commitment, and a multi-year accessibility plan. The development, implementation and maintenance of corporate policies governing how the City will achieve accessibility have been established, including:

- The City of Toronto's Statement of Commitment to Creating an Accessible City was adopted by City Council in August 2009
- The City of Toronto Corporate Accessibility Policy was adopted by City Council in June 2018.

Initiatives:

1. Establish a corporate Accessibility Governance Structure and Accountability Framework to oversee the implementation of MYAP (People & Equity Division).
2. Develop relevant divisional implementation plans which will include detailed deliverables and timelines (all divisions).
3. Develop, maintain and monitor accessibility best practice guidelines and tools to support implementation and AODA compliance assurance (People & Equity Division).
4. Provide status updates on the City's MYAP to the Toronto Accessibility Advisory Committee on an annual basis and ensure updates are posted on the City's website (People & Equity Division).
5. Promote accessibility awareness within the organization as well as all the communities we serve through education and awareness campaigns (People & Equity Division and Social Development, Finance & Administration Division).
6. Host employee meetings and public events in facilities and public spaces that are accessible (all divisions).
7. Continue to engage and consult with the Toronto Accessibility Advisory Committee and disability communities in Toronto to advance accessibility (all divisions).
8. Continue to engage and seek advice from City Divisional Program Advisory Bodies (PABs) on advancing accessibility and inclusion. Accessibility advisory bodies may be established for one time consultation on a specific topic or established for ongoing engagement within a specific service area. Current advisory groups include:

    a. Accessibility Advisory Panel for Transportation Services (Transportation Services)
    b. Community Disability Steering Committee (Parks, Forestry and Recreation Division)
    c. Elections Accessibility Outreach Network (City Clerk's Office)
    d. Equity and Inclusion Advisory Group (People & Equity Division).
9. Continue to embed accessibility into the Toronto Seniors Strategy as work proceeds on accessible and age-friendly commitments and recommendations (Seniors Services and Long Term Care Division).
10. Continue to embed and train staff on the use of the Equity Lens Tool to consider equity impacts of all new planning, projects, policies and initiatives (all divisions).

Outcomes:

1. An organization which fosters a culture of equity and inclusion, that values and includes employees, residents and visitors with disabilities.
2. City employees, residents and visitors are aware of resources and can easily utilize accommodation and accessibility services when accessing City goods, services and facilities.
3. City employees have the support and tools needed to actively identify, prevent and remove accessibility barriers.
4. Clear roles and accountabilities for advancing accessibility across the organization.

Training

The City of Toronto is required, under the AODA, to provide training on the requirements of the IASR and on the *Ontario Human Rights Code* to all employees, volunteers and persons who participate in developing City policies or provide services or goods on behalf of the City of Toronto.

Initiatives:

11. Ensure all employees and volunteers continue to complete mandatory AODA and accessibility training appropriate to the person's role as soon as possible and in a variety of formats (all divisions).

12. Enhance leadership knowledge and skills to ensure compliance with City Policies, Human Rights legislation, AODA and other related legislation (People & Equity Division).
13. Continue to record and track employee learning and development activities specifically related to AODA and accessibility requirements. (People & Equity Division).
14. Ensure that all training, activities, course materials and learning approaches are developed and delivered in accessible formats (all divisions).
15. Continue the development of Toronto For All education program to help City employees understand human rights obligations, unconscious bias, and power and privilege to promote equitable outcomes for people with disabilities (People & Equity Division).
16. Apply and equity and accessibility lens to all organizational learning and development activities (People & Equity Division).

Outcomes:

5. City employees understand their responsibilities to provide accessible goods, services and facilities that take into account the needs of employees, residents and visitors with disabilities.
6. Employees with disabilities have equitable access to learning, development and career growth opportunities.

Procurement

The City of Toronto is required, under the IASR, to incorporate accessibility design, criteria when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. The City's Purchasing & Materials Management Division has established accessibility requirements to support City divisions in procurement activities.

Initiatives:

17. Continue to ensure accessibility criteria are key requirements of the procurement process when acquiring or purchasing goods, services and/or facilities (all divisions and Purchasing & Materials Management Division).
18. Provide tools and resources to assist City employees in meeting accessibility obligations in procurement, such as training, templates, sample language and guidelines that embed accessibility considerations at all stages of procurement

(Purchasing & Materials Management Division, People & Equity Division and Information & Technology).

19. Review and update resources and tools for accessible procurement to ensure that current best practices and technologies are considered (Purchasing & Materials Management Division and People & Equity Division).
20. City divisions will develop a mechanism and monitoring process to ensure all projects and purchases are screened for accessibility before funding is requested (all divisions).
21. Continue to include provisions for vendor accessible customer service training requirements and a declaration of compliance with Anti-Harassment / Discrimination Legislation and City policy for all City procurement contracts (all divisions).
22. Continue to work with vendors and community partners to meet or exceed accessibility requirements (all divisions).
23. Continue to apply the City's Social Procurement Policy and practices (all divisions).

Outcomes:

7. Accessibility is embedded into City procurement processes to ensure public funds are not inadvertently used to create or maintain accessibility barriers.
8. The needs of employees, residents and visitors with disabilities are considered at all stages of the procurement process to ensure that City goods, services and facilities are accessible.
9. People with disabilities have equitable access to goods services and facilities procured by the City of Toronto.
10. By utilizing the City's procurement processes to promote accessibility the City helps built a more inclusive society.

D. Information and Communication

The Information and Communications Standard under the IASR requires the City of Toronto to communicate and provide information in ways that are accessible to people with disabilities. The Information & Technology Division established an *AODA Compliance Public Facing Project Team* to ensure AODA compliance and accessibility by design leadership in all City of Toronto digital communications and web content. The City of Toronto Digital Accessibility Standard was established to ensure digital accessibility in all services and information the City provides to employees, residents and visitors.

Initiatives:

24. Continue to notify the public about the availability of accessible formats and communication supports (all divisions).
25. Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports (all divisions).
26. Continue to ensure that City employees understand the accommodation request process, including the requirement to arrange for accessible formats and communication supports, and the requirement to consult with the person making the request in order to determine suitable accessible formats or communication supports (all divisions).
27. Research and develop a streamlined process for City employees to access American Sign Language (ASL), Communication Access Real-Time Translation (CART) and other accessibility services and supports to provide equitable access to City employees, residents and visitors with disabilities (People & Equity Division and Purchasing & Materials Management Divisions).
28. Develop and implement accessible information, communication and technology guidelines and standards to ensure the City is providing clear, accessible, appropriate and timely information and communication (Information & Technology Division and Strategic Communications).
29. Conduct annual reviews of the City of Toronto Digital Accessibility Principles and Guidelines and update to reflect current best practices in digital accessibility (Information & Technology Division, Strategic Communications).

30. Continue to ensure that the City's websites and web applications incorporate the foundations of the City of Toronto Digital Accessibility Standard (Information & Technology).
31. Regularly review compliance and usability best practices in order to identify ways to improve accessibility in information, communications and technology based on broader accessibility sector advancements and legislated requirements (Information & Technology and Strategic Communications).
32. Develop and implement a process to review and assess requests for exceptions based on practicability and risk management as part of the City of Toronto Digital Accessibility Standard (Information & Technology).
33. Continue to evaluate and remediate City website content and ensure that it meets or exceeds accessibility compliance requirements by providing the appropriate frameworks, tools, guidelines and training for use by all City Divisions (Information & Technology and Strategic Communications).

Outcomes:

11. City employees have the tools and resources to develop and provide information in accessible formats.
12. City employees, residents and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.

E. Customer Service

The City of Toronto is committed to customer service excellence. This includes service provision that is both accessible to and inclusive of employees, residents and visitors with disabilities. The Accessible Customer Service Standard under the IASR requires the City of Toronto to provide accessible services for people with disabilities and to have policies and procedures in place to support accessible customer service.

Initiatives:

34. Continue to embed and strengthen the focus on accessibility within the Customer Service Centre of Excellence (Corporate Services).
35. Review the Guide to Good Practice accessible customer service guidelines and update to reflect the highest standards in accessible customer service (People & Equity Division).
36. Continue to work with the Elections Accessibility Outreach Network to improve accessibility of election services through the identification, removal and prevention of barriers that affect electors and candidates with disabilities. (City Clerk's Office).
37. Develop a comprehensive Accessibility Plan for the 2022 municipal election based on learnings from the 2018 Election Accessibility Report and consultation with the Elections Accessibility Outreach Network (City Clerk's Office).
38. Continue to evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City operated programs (all divisions).
39. Embed an equity lens within customer service processes at the City through the Fair Outcomes project (Corporate Services).
40. Formalize and implement accessible public consultation requirements to ensure all consultation activities are accessible and inclusive (all divisions).

Outcomes:

13. People with disabilities receive City goods and services of the same quality and within the same timeline as others and benefit equally from customer service initiatives.
14. City employees have access to tools, resources, policies and procedures to support accessible customer service.

F. Employment

The Employment Standards under the IASR requires that the City of Toronto support the recruitment and accommodation of employees with disabilities. The City of Toronto is committed to advancing accessibility, diversity and inclusion of employees with disabilities. The People & Equity Division will continue to support the organization by providing quality people services.

Initiatives:

41. Develop and implement an employment strategy for equity-seeking groups, including people with disabilities (People & Equity Division).
42. Develop a targeted outreach strategy for recruiting people with disabilities and ensuring an application process that is barrier-free. This will include increasing partnerships and outreach with organizations and agencies that support the employment of people with disabilities (People & Equity Division).
43. Continue to embed an equity lens into all recruitment processes to remove any unintended accessibility barriers (People & Equity Division).
44. Review people services policies and procedures to identify, prevent and remove barriers to employment and development opportunities. This review will also serve to ensure ongoing compliance with legislation (People & Equity Division).
45. Continue the practice of preparing individualized accommodation and emergency response plans for City employees with disabilities (all divisions).
46. Foster a culture of employee engagement and inclusion through analysis of the Employee Engagement Survey and the development of action plans in partnership with Communities of Inclusion, including the Employee Disability Network (People & Equity Division).
47. Continue to conduct an employment equity survey - Count Yourself In - to inform workforce planning priorities through data-informed decision making (People & Equity Division).
48. Support the Employee Disability Network (EDN) to promote professional development opportunities for employees with disabilities (People & Equity Division).

Outcomes:

15. Increased employment, engagement and advancement of employees with disabilities within the City organization.
16. Equitable, clear and consistent employment and accommodation policies and procedures that seek to remove systemic barriers and ensure people with disabilities are able to participate fully as job applicants and employees of the City.

G. Transportation

The Transportation Standard under the IASR outlines requirements to prevent and remove barriers to public transportation which are applicable to the Toronto Island Ferry, design of bus stops and shelters, and licensing of vehicles-for-hire, which includes taxicabs and private transportation companies. In addition to AODA requirements, the City of Toronto is committed to increasing accessibility and usability of all City sidewalks and roadways.

The Toronto Transit Commission (TTC) manages conventional and specialized transportation services, and maintains their own policies and plans.[5]

Initiatives:

49. Implement a Vehicle-for-Hire Accessibility Fund Program to help offset the higher cost of providing wheelchair accessible service, funded through a regulatory charge on members of the industry that do not provide this service (Municipal Licensing & Standards).
50. Continue to integrate accessibility considerations in the application of Toronto On-Street Bikeway Design Guide by consulting with the Toronto Accessibility Advisory Committee and the public, and by incorporating best practices (Transportation Services).
51. Continue to research and incorporate methods to improve accessibility on the City's streets and sidewalks (Transportation Services).
52. Prepare the City of Toronto for automated vehicles, ensuring accessibility considerations are incorporated in the earliest planning stages. This includes consultation with Toronto Accessibility Advisory Committee to ensure an accessibility lens is applied to future policies and plans (Transportation Services).
53. Include accessibility considerations and implications in the City's Vision Zero Road Safety Plan by consulting with the community and the Toronto Accessibility Advisory Committee (Transportation Services).
54. Ensure public transportation equipment purchased, including Toronto Island ferries, meets or exceeds all provincial and federal legislated requirements for accessibility (Parks, Forestry & Recreation).

[5] The Toronto Transit Commission maintains an independent multi-year plan and reports directly to the Province of Ontario on AODA compliance. Visit the TTC's Accessibility webpage for details.

55. Conduct a review of snow clearing policies, practices and procedures using an accessibility and equity analysis and develop a strategy to reduce barriers that significantly limit the mobility of people with disabilities (Transportation Services).
56. Continue to fulfill requests for Accessible Pedestrian Signals and install with all new traffic signals and replacements of existing traffic crossing signals. (Transportation Services).
57. Install Tactile Walking Surface Indicators at all corners during state of good repair road rehabilitation projects (Transportation Services).

Outcomes:

17. Sidewalks and roadways are accessible and facilitate easy and safe mobility throughout Toronto for all residents and visitors.
18. Access to a range of accessible transportation services in Toronto to meet the needs of all residents and visitors.
19. Increased awareness and consideration of accessibility in the City's transportation-related strategies, planning and policies.

H. Built Environment and Design of Public Spaces

The City of Toronto recognizes that built environment barriers are a form of discrimination and is committed to increasing the accessibility of public spaces. The Design of Public Spaces Standard under the IASR requires that newly-constructed or redeveloped public spaces are accessible. In addition, the City is compliant with the barrier-free design requirements of the Ontario Building Code and strives to achieve a high level of accessibility in public spaces as well as all City workspaces.

Initiatives:

58. Continue to maintain and update the Toronto Accessibility Design Guidelines[6] (TADG) (Corporate Real Estate Management Division).
59. Continue to prioritize and retrofit existing built environment barriers at facilities under its management to comply with the TADG (Corporate Real Estate Management Division, all divisions with responsibility for the management of City of Toronto owned facilities and spaces).
60. Continue to implement accessibility improvements as part of State of Good Repair AODA Capital programs (Corporate Real Estate Management Division, all divisions with responsibility for the management of City of Toronto owned facilities or spaces).
61. Ensure accessibility considerations are incorporated into Shelter Design Guidelines through best practice research and consultation with people with disabilities and the Toronto Accessibility Advisory Committee (Shelter, Support & Housing Administration).
62. Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements (all divisions with responsibility for the management of City of Toronto owned facilities and spaces).
63. Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing

[6] The TADG acts as a standard of best practice in accessibility for constructing and renovating City facilities and public spaces by meeting or exceeding the Ontario Building Code (OBC) Barrier-Free Requirements and the AODA Design of Public Spaces Standards.

remediation (all divisions with responsibility for the management of City of Toronto owned facilities and spaces).

Outcomes:

20. Improved accessibility of City of Toronto public spaces and workplaces by incorporating accessibility into the design of new facilities as well as during renovations and redevelopments of existing facilities.
21. Prevention and removal of accessibility barriers within City facilities through the mandatory use and enforcement of the TADG for new City facilities and during renovations and redevelopments of existing facilities.

I. Conclusion

The City of Toronto is committed to the prevention, identification and removal of accessibility barriers. The Multi-Year Accessibility Plan (MYAP) will be monitored by the People & Equity Division on an annual basis and status updates will be posted on the City's website. The MYAP will be updated in 2025 in consultation with employees, residents and visitors with disabilities, the Toronto Accessibility Advisory Committee and City Divisions.

Accessibility is everyone’s responsibility and will be incorporated by design into the work of all City Divisions. The City's MYAP will coordinate across all service areas to create a shift in the workplace culture with respect to attitudes about accessibility and disability. The City of Toronto will demonstrate and maintain accessibility excellence as an inclusive employer, service provider and municipal government.

For inquiries about this plan or to request an alternate format, please contact accessibility@toronto.ca *or phone us at 416-338-2632.*

Appendix A:

MYAP Summary Matrix:

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
1. Establish a corporate Accessibility Governance Structure and Accountability Framework to oversee the implementation of MYAP.	1. An organization which fosters a culture of equity and inclusion that values and includes employees, residents, and visitors with disabilities. 4. Clear roles and accountabilities for advancing accessibility across the organization	AODA / IASR: • NA Corporate Accessibility Policy: • Section 4.2	People & Equity
2. Develop relevant divisional implementation plans which will include detailed deliverables and timelines.	1. An organization which fosters a culture of equity and inclusion that values and includes employees, residents, and visitors with disabilities. 4. Clear roles and accountabilities for advancing accessibility across the organization	AODA / IASR: • AODA Section 29 • IASR Section 4 Corporate Accessibility Policy: • Section 4.2	All Divisions
3. Develop, maintain and monitor accessibility best practice guidelines and tools to support implementation and AODA compliance assurance.	1. An organization which fosters a culture of equity and inclusion that values and includes employees, residents, and visitors with disabilities. 3. City employees will have the support and tools needed to actively identify, prevent and remove accessibility barriers. 4. Clear roles and accountabilities for advancing accessibility across the organization.	AODA / IASR: • NA Corporate Accessibility Policy: • Section 4.3 • Section 11	People & Equity
4. Provide status updates on the City's MYAP to the Toronto Accessibility Advisory Committee on an annual basis and ensure updates are posted on the City's website.	1. An organization which fosters a culture of equity and inclusion that values and includes employees, residents, and visitors with disabilities. 4. Clear roles and accountabilities for advancing accessibility across the organization.	AODA / IASR: • AODA Section 29 • IASR Section 4 Corporate Accessibility Policy: • Section 4.5	People & Equity

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
5. Promote accessibility awareness within the organization as well as all the communities we serve through education and awareness campaigns.	1. An organization which fosters a culture of equity and inclusion that values and includes employees, residents, and visitors with disabilities. 2. City employees are aware of resources and can easily utilize accommodation and accessibility services.	AODA / IASR: • NA Corporate Accessibility Policy: • Section 5.4	People & Equity Social Development, Finance & Administration
6. Host employee meetings and public events in facilities and public spaces that are accessible.	1. An organization which fosters a culture of equity and inclusion that values and includes employees, residents, and visitors with disabilities. 2. City employees are aware of resources and can easily utilize accommodation and accessibility services.	AODA / IASR: • IASR Section 3 Corporate Accessibility Policy: • Section 4.3	All Divisions
7. Continue to engage and consult with the Toronto Accessibility Advisory Committee and disability communities in Toronto to advance accessibility.	1. An organization which fosters a culture of equity and inclusion that values and includes employees, residents, and visitors with disabilities. 3. City employees will have the support and tools needed to actively identify, prevent and remove accessibility barriers.	AODA / IASR: • AODA Section 29 • IASR Section 4(2) • IASR Section 72 • IASR Section 79 • IASR Section 80.8 • IASR Section 80.19 • IASR Section 80.29 • IASR Section 80.39 Corporate Accessibility Policy: • Section 4.5	All Divisions
8. Continue to engage and seek advice from City Divisional Program Advisory Bodies (PABs) on advancing accessibility and inclusion. Accessibility advisory bodies may be established for one time consultation on a specific topic or established for ongoing engagement within a specific service area.	1. An organization which fosters a culture of equity and inclusion that values and includes employees, residents, and visitors with disabilities. 3. City employees will have the support and tools needed to actively identify, prevent and remove accessibility barriers.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	All Divisions

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
9. Continue to embed accessibility into the Toronto Seniors Strategy as work proceeds on accessible and age-friendly commitments and recommendations.	1. An organization which fosters a culture of equity and inclusion that values and includes employees, residents, and visitors with disabilities.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	Seniors Services and Long Term Care
10. Continue to embed and train staff on the use of the Equity Lens Tool to consider equity impacts of all new planning, projects, policies and initiatives.	1. An organization which fosters a culture of equity and inclusion that values and includes employees, residents, and visitors with disabilities. 2. City employees are aware of resources and can easily utilize accommodation and accessibility services. 3. City employees will have the support and tools needed to actively identify, prevent and remove accessibility barriers.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	All Divisions
11. Ensure all employees and volunteers continue to complete mandatory AODA and accessibility training appropriate to the person's role as soon as possible and in a variety of formats.	5. City employees understand their responsibilities to provide accessible goods, services and facilities that take into account the needs of employees, residents and visitors with disabilities. 6. Employees with disabilities have equitable access to learning, development and career growth opportunities.	AODA / IASR: • IASR Section 7 • IASR Section 80.49 Corporate Accessibility Policy: • Section 5.4	All Divisions
12. Enhance leadership knowledge and skills to ensure compliance with City policies, Human Rights legislation, AODA and related legislation.	5. City employees understand their responsibilities to provide accessible goods, services and facilities that take into account the needs of employees, residents and visitors with disabilities. 6. Employees with disabilities have equitable access to learning, development and career growth opportunities.	AODA / IASR: • NA Corporate Accessibility Policy • Section 8.1	People & Equity
13. Continue to record and track employee learning and development activities specifically related to AODA and accessibility requirements.	5. City employees understand their responsibilities to provide accessible goods, services and facilities that take into account the needs of employees, residents and visitors with disabilities.	AODA / IASR: • IASR Section 7 (5) Corporate Accessibility Policy: • Section 5.4	People & Equity

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
14. Ensure that all training, activities, course materials and learning approaches are developed and delivered in accessible formats.	6. Employees with disabilities have equitable access to learning, development and career growth opportunities.	AODA / IASR: • IASR Section 12 Corporate Accessibility Policy: • Section 6.1	All Divisions
15. Continue the development of Toronto For All education program to help City employees understand human rights obligations, unconscious bias, and power and privilege to promote equitable outcomes for people with disabilities.	1. An organization which fosters a culture of equity and inclusion that values and includes employees, residents, and visitors with disabilities. 5. City employees understand their responsibilities to provide accessible goods, services and facilities that take into account the needs of employees, residents and visitors with disabilities.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	People & Equity
16. Apply and equity and accessibility lens to all organizational learning and development activities.	1. An organization which fosters a culture of equity and inclusion that values and includes employees, residents, and visitors with disabilities. 6. Employees with disabilities have equitable access to learning, development and career growth opportunities.	AODA / IASR: • IASR Section 12 • IASR Section 31 Corporate Accessibility Policy: • Section 6.1 • Section 8.3	People & Equity
17. Continue to ensure accessibility criteria are key requirements of the procurement process when acquiring or purchasing goods, services and/or facilities.	7. Accessibility is embedded into City procurement processes to ensure public funds are not inadvertently used to create or maintain accessibility barriers. 8. The needs of employees, residents and visitors with disabilities will be considered at all stages of the procurement process to ensure that City goods, services and facilities are accessible. 9. People with disabilities have equitable access to goods services and facilities procured by the City of Toronto. 10. By utilizing the City's procurement processes to promote accessibility the City helps built a more inclusive society.	AODA / IASR: • IASR Section 5 Corporate Accessibility Policy: • Section 5.3	All Divisions Purchasing & Materials Management

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
18. Provide tools and resources to assist City employees in meeting accessibility obligations in procurement, such as training, templates, sample language and guidelines that embed accessibility considerations at all stages of procurement.	5. City employees understand their responsibilities to provide accessible goods, services and facilities that take into account the needs of employees, residents and visitors with disabilities. 7. Accessibility is embedded into City procurement processes to ensure public funds are not inadvertently used to create or maintain accessibility barriers. 8. The needs of employees, residents and visitors with disabilities will be considered at all stages of the procurement process to ensure that City goods, services and facilities are accessible. 9. People with disabilities have equitable access to goods services and facilities procured by the City of Toronto.	AODA / IASR: • Section 5 Corporate Accessibility Policy: • Section 5.3	People & Equity Purchasing & Materials Management Information & Technology
19. Review and update resources and tools for accessible procurement to ensure that current best practices and technologies are considered.	3. City employees will have the support and tools needed to actively identify, prevent and remove accessibility barriers. 7. Accessibility is embedded into City procurement processes to ensure public funds are not inadvertently used to create or maintain accessibility barriers.	AODA / IASR: • NA Corporate Accessibility Policy: • Section 5.3	People & Equity Purchasing & Materials Management
20. City divisions will develop a mechanism and monitoring process to ensure all projects and purchases are screened for accessibility before funding is requested.	7. Accessibility is embedded into City procurement processes to ensure public funds are not inadvertently used to create or maintain accessibility barriers. 9. People with disabilities have equitable access to goods services and facilities procured by the City of Toronto.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	All Divisions

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
21. Continue to include provisions for vendor accessible customer service training requirements and a declaration of compliance with Anti-Harassment / Discrimination Legislation and City policy for all City procurement contracts.	7. Accessibility is embedded into City procurement processes to ensure public funds are not inadvertently used to create or maintain accessibility barriers. 8. The needs of employees, residents and visitors with disabilities will be considered at all stages of the procurement process to ensure that City goods, services and facilities are accessible. 10. By utilizing the City's procurement processes to promote accessibility the City helps built a more inclusive society.	AODA / IASR: • IASR Section 5 Corporate Accessibility Policy: • Section 5.3	All Divisions
22. Continue to work with vendors and community partners to meet or exceed accessibility requirements.	7. Accessibility is embedded into City procurement processes to ensure public funds are not inadvertently used to create or maintain accessibility barriers. 9. People with disabilities have equitable access to goods services and facilities procured by the City of Toronto. 10. By utilizing the City's procurement processes to promote accessibility the City helps built a more inclusive society.	AODA / IASR: • IASR Section 5 Corporate Accessibility Policy: • Section 5.3	All Divisions
23. Continue to apply the City's Social Procurement Policy and practices.	8. The needs of employees, residents and visitors with disabilities will be considered at all stages of the procurement process to ensure that City goods, services and facilities are accessible.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	All Divisions
24. Continue to notify the public about the availability of accessible formats and communication supports.	12. City employees, residents and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.	AODA / IASR: • IASR Section 12.3 Corporate Accessibility Policy: • Section 6.2	All Divisions

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
25. Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports.	12. City employees, residents and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.	AODA / IASR: • IASR Section 11 Corporate Accessibility Policy: • Section 6.5	All Divisions
26. Continue to ensure that City employees understand the accommodation request process, including the requirement to arrange for accessible formats and communication supports, and the requirement to consult with the person making the request in order to determine suitable accessible formats or communication support.	11. City employees will have the tools and resources to develop and provide information in accessible formats. 12. City employees, residents and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.	AODA / IASR: • IASR Section 12 • IASR Section 26 Corporate Accessibility Policy: • Section 6.1 • Section 8.2 • Section 8.3	All Divisions
27. Research and develop a streamlined process for City employees to access American Sign Language (ASL), Communication Access Real-Time Translation (CART) and other accessibility services and supports to provide equitable access to City employees, residents and visitors with disabilities.	11. City employees will have the tools and resources to develop and provide information in accessible formats. 12. City employees, residents and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.	AODA / IASR: • IASR Section 12 Corporate Accessibility Policy: • Section 6.1 • Section8.3	People & Equity Purchasing & Materials Management
28. Develop and implement accessible information, communication and technology guidelines and standards to ensure the City is providing clear, accessible, appropriate and timely information and communication.	11. City employees will have the tools and resources to develop and provide information in accessible formats. 12. City employees, residents and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.	AODA / IASR: • IASR Section 12 • IASR Section 13 • IASR Section 14 Corporate Accessibility Policy: • Section 6	Information & Technology Strategic Communications

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
29. Conduct annual reviews of the City of Toronto Digital Accessibility Principles and Guidelines and update to reflect current best practices in digital accessibility.	11. City employees will have the tools and resources to develop and provide information in accessible formats. 12. City employees, residents and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	Information & Technology Strategic Communications
30. Continue to ensure that the City's websites and web applications incorporate the foundations of the City of Toronto Digital Accessibility Standard.	11. City employees will have the tools and resources to develop and provide information in accessible formats. 12. City employees, residents and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.	AODA / IASR: • IASR Section 14 Corporate Accessibility Policy • Section 6.3	Information & Technology
31. Regularly review compliance and usability best practices in order to identify ways to improve accessibility in information, communications and technology based on broader accessibility sector advancements and legislated requirements.	12. City employees, residents and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.	AODA / IASR: • IASR Section 14 Corporate Accessibility Policy: • Section 6	Information & Technology Strategic Communications
32. Develop and implement a process to review and assess requests for exceptions based on practicability and risk management as part of the City of Toronto Digital Accessibility Standard.	12. City employees, residents and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.	AODA / IASR: • IASR Section 14 Corporate Accessibility Policy: • Section 6.3	Information & Technology

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
33. Continue to evaluate and remediate City website content and ensure that it meets or exceeds accessibility compliance requirements by providing the appropriate frameworks, tools, guidelines and training for use by all City Divisions.	11. City employees will have the tools and resources to develop and provide information in accessible formats. 12. City employees, residents and visitors with disabilities will have equal access to City information through communication supports, alternate formats, accessible websites and digital content.	AODA / IASR: • IASR Section 14 Corporate Accessibility Policy: • Section 6.3	Information & Technology Strategic Communications
34. Continue to embed and strengthen the focus on accessibility within the Customer Service Centre of Excellence.	13. People with disabilities receive City goods and services of the same quality and within the same timeline as others and benefits equally from customer service initiatives. 14. City employees have access to tools, resources, policies and procedures to support accessible customer service.	AODA / IASR: • NA Corporate Accessibility Policy: • Section 7	Corporate Services
35. Review the Guide to Good Practice accessible customer service guidelines and update to reflect the highest standards in accessible customer service.	14. City employees have access to tools, resources, policies and procedures to support accessible customer service.	AODA / IASR: • NA Corporate Accessibility Policy: • Section 7	People & Equity
36. Continue to work with the Elections Accessibility Outreach Network to improve accessibility of election services through the identification, removal and prevention of barriers that affect electors and candidates with disabilities.	13. People with disabilities receive City goods and services of the same quality and within the same timeline as others and benefits equally from customer service initiatives. 14. City employees have access to tools, resources, policies and procedures to support accessible customer service.	AODA / IASR: • NA Corporate Accessibility Policy: • Section 7	City Clerk's Office
37. Develop a comprehensive Accessibility Plan for the 2022 municipal election based on learnings from the 2018 Election Accessibility Report and consultation with the Elections Accessibility Outreach Network.	13. People with disabilities receive City goods and services of the same quality and within the same timeline as others and benefits equally from customer service initiatives. 14. City employees have access to tools, resources, policies and procedures to support accessible customer service.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	City Clerk's Office

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
38. Continue to evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City operated programs.	13. People with disabilities receive City goods and services of the same quality and within the same timeline as others and benefits equally from customer service initiatives. 14. City employees have access to tools, resources, policies and procedures to support accessible customer service.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	All Divisions
39. Embed an equity lens within customer service processes at the City through the Fair Outcomes project.	13. People with disabilities receive City goods and services of the same quality and within the same timeline as others and benefits equally from customer service initiatives. 14. City employees have access to tools, resources, policies and procedures to support accessible customer service.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	Corporate Services
40. Formalize and implement accessible public consultation requirements to ensure all consultation activities are accessible and inclusive.	13. People with disabilities receive City goods and services of the same quality and within the same timeline as others and benefits equally from customer service initiatives. 14. City employees have access to tools, resources, policies and procedures to support accessible customer service.	AODA / IASR: • NA Corporate Accessibility Policy: • Section 10.3.3	All Divisions
41. Develop and implement an employment strategy for equity-seeking groups, including people with disabilities.	15. Increased employment, engagement and advancement of employees with disabilities within the City organization. 16. Employment and accommodation policies and procedures will be equitable, clear and consistent, will not create unnecessary barriers and will ensure people with disabilities are able to participate fully as job applicants and employees of the City.	AODA / IASR: • IASR Sections 20-32 Corporate Accessibility Policy: • Section 8	People & Equity

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
42. Develop a targeted outreach strategy for recruiting people with disabilities and ensuring an application process that is barrier-free. This will include increased partnership and outreach with organizations and agencies that support the development and employment of people with disabilities.	15. Increased employment, engagement and advancement of employees with disabilities within the City organization	AODA / IASR: • IASR Section 22 Corporate Accessibility Policy: • Section 8.1	People & Equity
43. Continue to embed an equity lens into all recruitment processes to remove any unintended accessibility barriers.	15. Increased employment, engagement and advancement of employees with disabilities within the City organization. 16. Employment and accommodation policies and procedures will be equitable, clear and consistent, will not create unnecessary barriers and will ensure people with disabilities are able to participate fully as job applicants and employees of the City.	AODA / IASR: • IASR Section 22 Corporate Accessibility Policy: • Section 8.1	People & Equity
44. Review people services policies and procedures to identify, prevent and remove barriers to employment and development opportunities. This review will also serve to ensure ongoing compliance with legislation.	16. Employment and accommodation policies and procedures will be equitable, clear and consistent, will not create unnecessary barriers and will ensure people with disabilities are able to participate fully as job applicants and employees of the City.	AODA / IASR: • IASR Sections 20-32 Corporate Accessibility Policy: • Section 8	People & Equity
45. Continue the practice of preparing individualized accommodation and emergency response plans for City employees with disabilities.	16. Employment and accommodation policies and procedures will be equitable, clear and consistent, will not create unnecessary barriers and will ensure people with disabilities are able to participate fully as job applicants and employees of the City.	AODA / IASR: • IASR Section 27 • IASR Section 28 Corporate Accessibility Policy: • Section 8.4 • Section 8.5	All Divisions

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
46. Foster a culture of employee engagement and inclusion through analysis of the Employee Engagement Survey and the development of action plans in partnership with Communities of Inclusion, including the Employee Disability Network.	15. The City of Toronto will increase the employment, engagement and advancement of employees with disabilities.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	People & Equity
47. Continue to conduct an employment equity survey - Count Yourself In - to inform workforce planning priorities through data-informed decision making.	15. The City of Toronto will increase the employment, engagement and advancement of employees with disabilities. 16. Employment and accommodation policies and procedures will be equitable, clear and consistent, will not create unnecessary barriers and will ensure people with disabilities are able to participate fully as job applicants and employees of the City.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	People & Equity
48. Support the Employee Disability Network (EDN) to promote professional development opportunities for employees with disabilities.	15. The City of Toronto will increase the employment, engagement and advancement of employees with disabilities.	AODA / IASR: • IASR Section 31 Corporate Accessibility Policy: • Section 8.7	People & Equity
49. Implement a Vehicle-for Hire Accessibility Fund Program to help offset the higher cost of providing wheelchair accessible service, funded through a regulatory charge on members of the industry that do not provide this service.	18. Access to a range of accessible transportation services in Toronto to meet the needs of all residents and visitors. 19. Increased awareness and consideration of accessibility in the City's transportation-related strategies, planning and policies.	AODA / IASR: • IASR Section 79 Corporate Accessibility Policy: • Section 9.3	Municipal Licensing & Standards

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
50. Continue to integrate accessibility considerations in the application of Toronto On-Street Bikeway Design Guide by consulting with the Toronto Accessibility Advisory Committee and the public, and by incorporating from best practices.	17. Sidewalks and roadways that are accessible and facilitate easy and safe mobility throughout Toronto for all residents and visitors. 19. Increased awareness and consideration of accessibility in the City's transportation-related strategies, planning and policies.	AODA / IASR: • AODA Section 29 Corporate Accessibility Policy: • Section 4.5	Transportation Services
50. Continue to research and incorporate methods to improve accessibility on the City's streets and sidewalks.	17. Sidewalks and roadways that are accessible and facilitate easy and safe mobility throughout Toronto for all residents and visitors. 19. Increased awareness and consideration of accessibility in the City's transportation-related strategies, planning and policies.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	Transportation Services
52. Prepare the City of Toronto for automated vehicles ensuring accessibility considerations are incorporated in the earliest planning stages. This includes consultation with Toronto Accessibility Advisory Committee to ensure an accessibility lens is applied to future policies and plans.	18. Access to a range of accessible transportation services in Toronto to meet the needs of all residents and visitors. 19. Increased awareness and consideration of accessibility in the City's transportation-related strategies, planning and policies.	AODA / IASR: • AODA Section 29 Corporate Accessibility Policy: • Section 4.5	Transportation Services
53. Include accessibility considerations and implications in the City's Vision Zero Road Safety Plan by consulting with the community and the Toronto Accessibility Advisory Committee.	17. Sidewalks and roadways that are accessible and facilitate easy and safe mobility throughout Toronto for all residents and visitors. 19. Increased awareness and consideration of accessibility in the City's transportation-related strategies, planning and policies.	AODA / IASR: • AODA Section 29 Corporate Accessibility Policy: • NA	Transportation Services

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
54. Ensure public transportation equipment purchased, including Toronto Island ferries, will meet or exceed all provincial and federal legislated requirements for accessibility.	18. Access to a range of accessible transportation services in Toronto to meet the needs of all residents and visitors. 19. Increased awareness and consideration of accessibility in the City's transportation-related strategies, planning and policies.	AODA / IASR: • IASR Section 77 Corporate Accessibility Policy: • Section 9.1	Parks, Forestry & Recreation
55. Conduct a review of snow clearing policies, practices and procedures using an accessibility and equity analysis and develop a strategy to reduce barriers that significantly limit the mobility of people with disabilities.	17. Sidewalks and roadways that are accessible and facilitate easy and safe mobility throughout Toronto for all residents and visitors. 19. Increased awareness and consideration of accessibility in the City's transportation-related strategies, planning and policies.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	Transportation Services
56. Continue to fulfill requests for Accessible Pedestrian Signals and install with all new traffic signals and replacements of existing traffic signals.	17. Sidewalks and roadways that are accessible and facilitate easy and safe mobility throughout Toronto for all residents and visitors.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	Transportation Services
57. Install Tactile Walking Surface Indicators at all corners during state of good repair road rehabilitation projects.	17. Sidewalks and roadways that are accessible and facilitate easy and safe mobility throughout Toronto for all residents and visitors.	AODA / IASR: • NA Corporate Accessibility Policy: • NA	Transportation Services
58. Continue to maintain and update the Toronto Accessibility Design Guidelines.	20. Improved accessibility of City of Toronto public spaces and workplaces by incorporating accessibility into the design of new facilities as well as during renovations and redevelopments of existing facilities. 21. Prevention and removal of accessibility barriers within City facilities through the mandatory use and enforcement of the Toronto Accessibility Design Guidelines for all existing and new City facilities.	AODA / IASR: • NA Corporate Accessibility Policy: • Section 10.2	Corporate Real Estate Management Division

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
59. Continue to prioritize and retrofit existing built environment barriers at facilities under its management to comply with the TADG.	21. Prevention and removal of accessibility barriers within City facilities through the mandatory use and enforcement of the Toronto Accessibility Design Guidelines (TADG) for all existing and new City facilities.	AODA / IASR: • NA Corporate Accessibility Policy: • Section 10	Corporate Real Estate Management Division All Divisions with responsibility for the management of City of Toronto owned facilities and spaces
60. Continue to implement accessibility improvements as part of State of Good Repair AODA Capital programs.	21. Improved accessibility of City of Toronto public spaces and workplaces by incorporating accessibility into the design of new facilities as well as during renovations and redevelopments of existing facilities.	AODA / IASR: • IASR Section 80.1-80.44 Corporate Accessibility Policy: • Section 10	Corporate Real Estate Management Division All Divisions with responsibility for the management of City of Toronto owned facilities and spaces
61. Ensure accessibility considerations are incorporated into Shelter Design Guidelines through best practice research and consultation with people with disabilities and the Toronto Accessibility Advisory Committee.	20. Improved accessibility of City of Toronto public spaces and workplaces by incorporating accessibility into the design of new facilities as well as during renovations and redevelopments of existing facilities.	AODA / IASR: • IASR Section 80.40 – 80.43 Corporate Accessibility Policy: • Section 10	Shelter, Support & Housing Administration
62. Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements.	21. Prevention and removal of accessibility barriers within City facilities through the mandatory use and enforcement of the Toronto Accessibility Design Guidelines for all existing and new City facilities.	AODA / IASR: • IASR Section 80.44 Corporate Accessibility Policy: • Section 10.3.3	All Divisions with responsibility for the management of City of Toronto owned facilities and spaces

Initiative	Alignment with Outcomes	Alignment with AODA / Corporate Accessibility Policy	Accountable Divisions
63. Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation.	20. Improved accessibility of City of Toronto public spaces and workplaces by incorporating accessibility into the design of new facilities as well as during renovations and redevelopments of existing facilities.	AODA / IASR: • IASR 80.44 • IASR 80.48 Corporate Accessibility Policy: • Section 7.5 • Section 10.3.2	All Divisions with responsibility for the management of City of Toronto owned facilities and spaces