

Update to the City of Toronto Corporate Accessibility Policy

Date: May 12, 2021

To: General Government and Licensing Committee

From: Chief People Officer

Wards: All

SUMMARY

This report recommends City Council adopt proposed updates to the City of Toronto Corporate Accessibility Policy, in order to clarify existing requirements.

The Corporate Accessibility Policy was adopted by City Council on June 26, 2018.

RECOMMENDATIONS

The Chief People Officer recommends that:

1. City Council adopt the updated City of Toronto Corporate Accessibility Policy as contained in Attachment 1.

FINANCIAL IMPACT

Instances of persons with disabilities required to have a support person for health/safety reasons are anticipated to be very low. Expected lost revenue to the City is expected to be insignificant and can be accommodated within the operating budgets of the City divisions that collect these fees.

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

EQUITY IMPACT STATEMENT

The City of Toronto Corporate Accessibility Policy affirms and strengthens the City's capacity 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

Toronto City Council adopted the City of Toronto's Corporate Accessibility Policy at its meeting of June 26, 2018.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.EX35.4>

Executive Committee at its meeting on June 19, 2018 recommend that the City Council adopt the City of Toronto Corporate Accessibility Policy

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.EX35.4>

COMMENTS

The City of Toronto is required under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) to have accessibility policies governing how the organization achieves accessibility and meets legislated requirements.

The City of Toronto Corporate Accessibility Policy, adopted by City Council on June 26, 2018, unifies policies that address AODA requirements and City accessibility commitments under one umbrella policy. It simplifies and improves awareness and understanding of requirements and helps to embed accessibility into all City operations.

In 2020, the Ministry for Seniors and Accessibility conducted an AODA desk audits of selected organizations, including the City of Toronto. As part of these activities, the Ministry for Seniors and Accessibility recommended that the City's Corporate Accessibility Policy be updated to clarify existing requirements as follows:

1. Clarify that "if an amount is payable for a person's admission to City premises, your organization will ensure that notice is **given in advance** about the amount, if any, payable in respect to the support person".
2. Clarify that the City "may require a person with a disability to be accompanied by a support person for health and safety reasons when on the premises, **after consulting** with the person and determining that:
 - a) A support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises, and,
 - b) There is no reasonable way to protect the health or safety of the person with a disability or the health and safety of others on the premises".

3. Clarify that if the City "requires a person with a disability to be accompanied by a support person when on the premises for health and safety reasons, your organization **will waive payment** of the amount, if any, payable in respect to the support person's admission to the premises".

4. Clarify that "individualized workplace emergency response information must be provided **as soon as practicable** after the employer becomes aware of the need for accommodation due to the employee's disability."

Staff have made these recommended updates to the Corporate Accessibility Policy. Furthermore, staff have provided additional clarification that:

- mandatory training regarding the AODA, the Human Rights Code and providing customer service to people with disabilities will take place for all employees, volunteers and applicable third parties as soon as practicable.
- Training on specific accessibility standards according to a person's duties must be completed.

The Corporate Accessibility Policy will continue to be reviewed on an ongoing basis to ensure continued alignment with legislation and Council priorities and proposed revisions will be brought before Council.

CONTACT

Debbie Burke-Benn, Director, Equity and Human Rights, People and Equity Division
Phone: 416-397-4118
Email: Debbie.Burke-Benn@toronto.ca

SIGNATURE

Omo Akintan
Chief People Officer

ATTACHMENTS

Attachment 1: Updated City of Toronto Corporate Accessibility Policy