

2025-2029 Disability Inclusion Action Plan

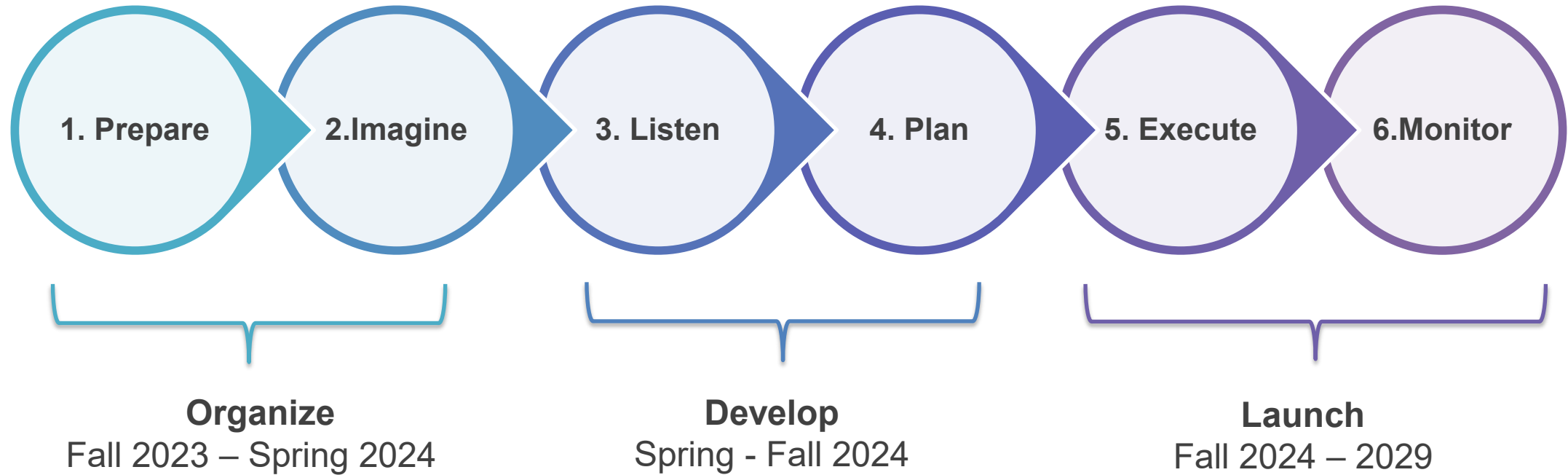
Update to the Toronto Accessibility Advisory Committee
Accessibility Unit, People and Equity Division
September 6, 2024



2025-2029 Disability Inclusion Action Plan (DIAP)

- City's New Multi-Year (5 year) Accessibility Plan for the identification, removal, and prevention of disability/accessibility related barriers
- Goal is to recognize and address ableist systems and to embed equity and accessibility best practices into all City work
- Recognizing that disability inclusion is more than accessibility
- Shared responsibility that applies to all City staff

Development Timeline



DIAP Draft Framework

1. Letters of support including TAAC
2. Introduction/Background
3. Feedback
4. Consultations
5. Demographics in Toronto
6. Guiding Principles
7. Goals / Outcomes
8. Sections:
 - i. Governance and Accountability
 - ii. Training and Skills Development
 - iii. Budget and Procurement Activities
 - iv. Employment Equity
 - v. Service Equity
 - vi. Information, Communication and Technology
 - vii. Facilities and Public Spaces
 - viii. Transportation (ferries, taxis)

Guiding Principles

- Key component of the Disability Inclusion Action Plan.
- 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.
- Align with City's Corporate Workplace culture values.

Leadership and Accountability

The City of Toronto will lead by example in accessibility excellence by **striving for maximum accessibility and inclusion**. 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 disability 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
- Recognize and **address ableist systems, processes and behaviours**
- Establish an **accountability and compliance** framework to ensure accessibility goals are achieved

Collaboration and Engagement

Addressing accessibility barriers requires a collaborative approach and is a shared responsibility of City Divisions, staff, City Council and Torontonians. Accessible engagement processes will help the City make more informed decisions and build strong relationships with the communities the City serves.

The City will:

- Commit to the spirit of “nothing about us, without us” which mean conducting **ongoing, meaningful engagement** with 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
- Consult with **Divisional Program Advisory Committees** and accessibility stakeholders.
- Ensure that **employee and public engagement** activities are inclusive and accessible.
- Ensure City Divisions **work together** to align and advance disability-related priorities.

Respect and Dignity

City of Toronto goods, services and facilities will be provided to people of with disabilities in a manner that **respects their dignity, personal experiences and individual needs**.

The City will:

- Create and maintain a **culture 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

Equity and Inclusion

City of Toronto will ensure that everyone can access our services and facilities. Where needed, **individual needs will be met** to ensure people with disabilities can obtain, use or benefit equally from all 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
- In good faith, consider **individual needs and proactively provide** accessible formats, communication supports or other accommodations to ensure equitable outcomes
- Take an approach that reflects on impacts of **ableism and intersectionality** during all stages of policy, planning and delivery of goods, services and 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.

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)

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 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

Discussion

1. Do these guiding principles still resonate?
2. Do you have any suggestions for improvement?

