

City of Toronto 2025-2029 Disability Inclusion Action Plan

Date: June 9, 2025
To: Toronto Accessibility Advisory Committee
From: Chief People Officer
Wards: All

SUMMARY

This report responds to the requirement under both the City of Toronto's Corporate Accessibility Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) for a multi-year accessibility plan which is reviewed and updated at least once every five years.

The 2025-2029 Disability Inclusion Action Plan (DIAP) is the City's new accessibility plan which outlines guiding principles, goals and 85 specific actions that reaffirm the City's commitment to building an equitable and inclusive society that values the contributions of people with disabilities. The DIAP provides a clear path forward on the identification, removal and prevention of accessibility barriers, will improve awareness and understanding of legislated requirements and expectations, and helps embed disability inclusion into all City operations.

The DIAP 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 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 policies, tools, and resources that promote a disability inclusive workplace and support employees in designing and delivering accessible programs, services and spaces.

RECOMMENDATIONS

The Chief People Officer recommends that:

1. The Toronto Accessibility Advisory Committee recommend that City Council adopt the City of Toronto 2025-2029 Disability Inclusion Action Plan as set out in Appendix A.

FINANCIAL IMPACT

There are no immediate financial impacts.

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 2025-2034 Capital Plan of the responsible City Division. Where funding has not yet been secured, it will be requested through future Capital Budget submissions for respective divisions.

Similarly, any associated operating funding has been, or will be, included in 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 statement.

EQUITY IMPACT STATEMENT

The City of Toronto 2025-2029 Disability Inclusion Action Plan affirms and strengthens the City's commitment to identify, remove and prevent barriers to access in services, policies, programs and public spaces 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, ensure human rights of people with disabilities are upheld and make Toronto an equitable, inclusive and prosperous city.

DECISION HISTORY

Toronto City Council at its meeting on December 17 and 18, 2019 adopted EX11.21, City of Toronto Multi-Year Accessibility Plan 2020-2025.

[Agenda Item History - 2019.EX11.21](#)

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.

[Agenda Item History - 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 accessibility standards established under the AODA, which includes the requirement for a Multi-Year Accessibility Plan.

COMMENTS

Under the AODA, municipalities are required to develop, report on, review and update multi-year accessibility plans. The City of Toronto Disability Inclusion Action Plan (DIAP) outlines how the City will advance equity and accessibility for people with disabilities over the next five years in the following areas:

- Leadership and Accountability
- Budget and Procurement
- Training and Skills Development
- Equitable Employment
- Equitable Services
- Information, Communication and Technology
- Facilities and Public Spaces
- Transportation (Ferries and on-demand taxi services, TTC manages its own accessibility plans and AODA requirements)

While the City of Toronto maintains and monitors compliance with the Integrated Accessibility Standards Regulation (IASR) under the AODA, the City's DIAP focuses on promoting equity and accessibility by design beyond minimum legislative compliance to align with the unique context of the City.

The 2025-2029 DIAP includes 85 specific actions which have been informed by public consultations with people with disabilities, support persons, community organizations and feedback from the Toronto Accessibility Advisory Committee. Internal consultations included City of Toronto employees, and subject matter experts in City divisions. The DIAP includes new and continuing priorities that support the City of Toronto in the ongoing identification, removal and prevention of accessibility barriers and the advancement of equity and disability inclusion.

The DIAP does not limit the City from taking additional actions to improve accessibility 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 programs, services, facilities, public spaces, communications and employment:

1. Leadership and Accountability: The City of Toronto will lead by example in striving for maximum accessibility over minimum compliance. Leaders in all areas and at all levels of the organization are accountable for advancing accessibility within their areas of responsibility.

2. 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 informed decisions and build stronger relationships with the communities the City serves.

3. Respect and Dignity: City of Toronto programs, services and facilities will be provided to people with disabilities in a manner that respects their dignity, personal experiences and individual needs.

4. Equity and Inclusion: The City of Toronto will ensure that everyone can access our programs, services, facilities, and public spaces. Where needed, individual needs will be met to ensure people with disabilities can obtain, use, or benefit equally from all programs, services, facilities and/or public spaces.

5. Accessibility by Design: A barrier-free environment is achieved when accessibility is intentionally incorporated into the budget and design of all City planning, procurement and implementation of City programs, services, facilities, and public spaces to address the diverse needs of all employees, residents and visitors.

6. 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.

CONTACT

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SIGNATURE

Mary Madigan-Lee
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ATTACHMENTS

Appendix A: City of Toronto 2025-2029 Disability Inclusion Action Plan