

2025-2029 Disability Inclusion Action Plan (DIAP)

Presentation to the Toronto Accessibility Advisory Committee

Accessibility Unit, Equity & Accessibility
People and Equity Division
June 23, 2025



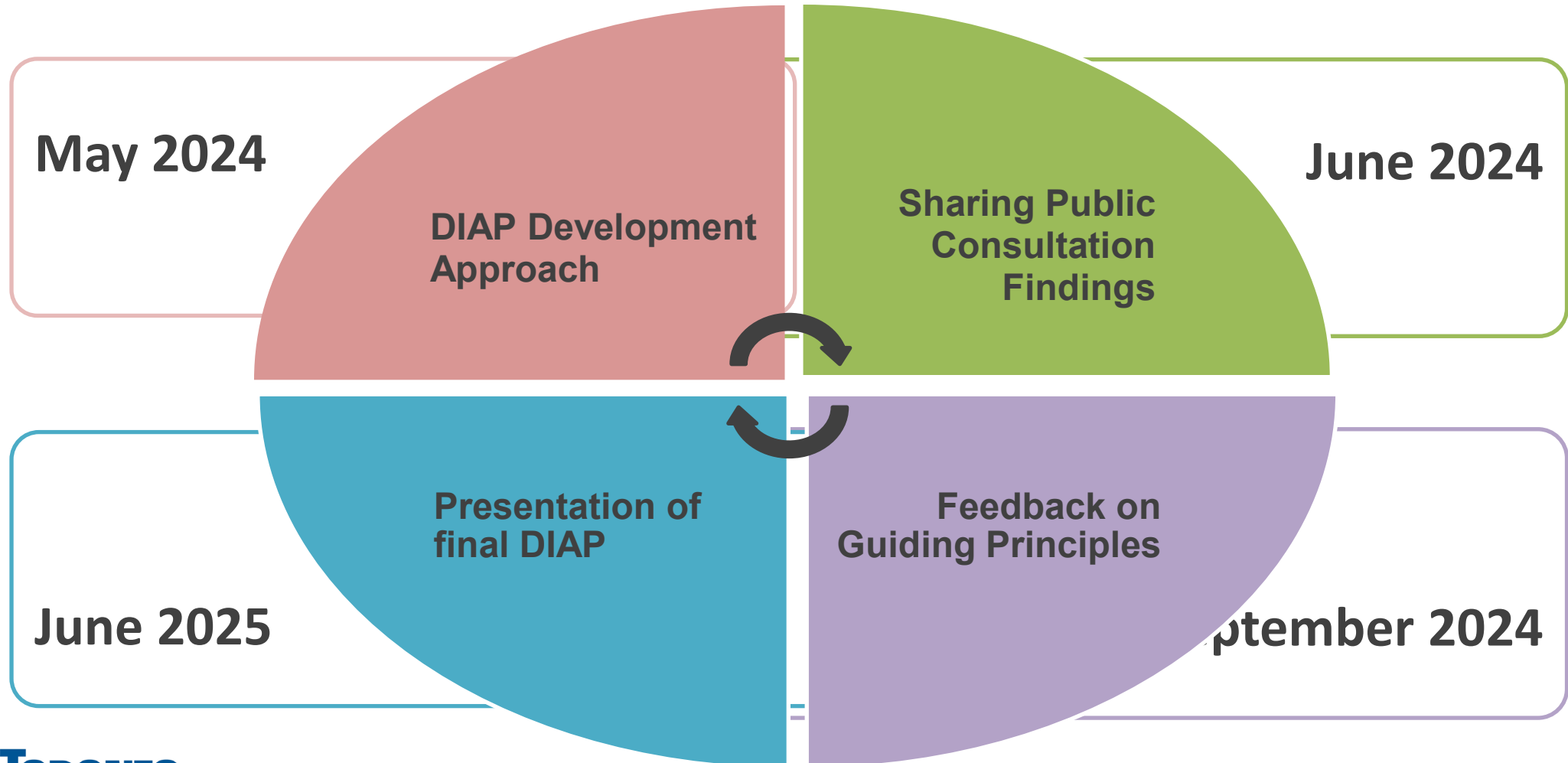
Agenda

- Background – DIAP development including consultations
- DIAP Overview – Guiding principles
- Focus Areas – Overarching goals and examples
- Tracking Progress - Reporting and status reports
- Next steps

Background

- The 2020 – 2024 Multi-Year Accessibility Plan concluded in December 2024
- The new 2025 – 2029 Disability Inclusion Action Plan (DIAP) is a corporate plan for the identification, removal, and prevention of disability/accessibility related barriers across City of Toronto divisions
- The DIAP focuses on improving accessibility and meeting the City's [public commitment to accessibility](#) which includes addressing ableism
- All City of Toronto divisions have a shared responsibility to embed equity, inclusion and accessibility into all work
- The DIAP will be reported on annually and reviewed every 5 years in consultation with disability communities, including the Toronto Accessibility Advisory Committee

Consultation with TAAC



Centering Consultation and Engagement

Public Consultation - Residents with Disabilities, Community Organizations

Feedback on disability related barriers in City programs, services, and spaces

Employee Consultation with Staff with Disabilities

Feedback on disability related barriers in employment and workplaces

Divisional Engagement

Refinement of recommended actions

Chief People Officer & City Manager

Corporate approvals

TAAC

Review and endorsement

Council

Adoption

DIAP Overview

Introduction / Background

Guiding Principles

Disability in the City of Toronto

2025-2029 Actions

Conclusion

Feedback Process

Appendices

85 Actions
across
8
Focus
Areas

1. Leadership and Accountability
2. Budget and Procurement
3. Training and Skills Development
4. Equitable Employment
5. Equitable Services
6. Information, Communication and Technology
7. Facilities and Public Spaces
8. Transportation

Guiding Principles

Guiding Principles - serve to guide the City in actions, decision-making and service approaches pertaining to the delivery of City of Toronto programs, services, facilities, public spaces, information and communications and employment practices.

- Leadership and Accountability
- Collaboration and Engagement
- Respect and Dignity
- Equity and Inclusion
- Accessibility by Design
- Innovation and Adaptability

Focus Area 1: Leadership & Accountability

➤ 8 Actions with the following goals:

- Ensure the City has clear roles and accountabilities for advancing accessibility across the organization.
- Foster a culture of equity and inclusion that values and proactively includes employees, residents, and visitors with disabilities.

➤ Example of a Leadership and Accountability Action:

- Continue to consult the [Toronto Accessibility Advisory Committee](#) and disability communities to identify, remove and prevent accessibility barriers to advance equitable outcomes for Torontonians with disabilities. This includes when revising or developing corporate strategies.

Focus Area 2: Budget and Procurement

➤ 6 Actions with the following goals:

- Proactively identify the resources needed to remove and prevent accessibility barriers.
- Ensure public funds are not inadvertently used to create or maintain accessibility barriers.

➤ Example of a Budget and Procurement Action:

- Ensure considerations for people with disabilities are prioritized and accessibility is embedded in the earliest planning stages of the City's Equity Responsive Budgeting process, this includes how changes to the budget may decrease, maintain and/or increase inequities for people with disabilities.

Focus Area 3: Training and Skills Development

➤ 9 Actions with the following goals:

- Reinforce the City's commitments and responsibilities by ensuring City employees have skills and knowledge to provide accessible and disability inclusive services, programs, and facilities.
- Equip City employees to recognize barriers faced by people with disabilities, including ableism.

➤ Example of a Training and Skills Action:

- Develop staff resources and guidelines to embed user research and customer experience design strategies into customer experience initiatives.

Focus Area 4: Equitable Employment

➤ 12 Actions with the following goals:

- Ensure the City has equitable employment and accommodation policies and procedures that seek to remove systemic barriers experienced by people with disabilities.
- Ensure City employees are aware of the policies that promote equitable employment, engagement and advancement opportunities within the organization.

➤ Example of an Employment Action:

- Review the [City's Accommodation Policy, procedure/form and guidelines](#) to improve equitable outcomes, including timeliness of accommodations for candidates and employees with disabilities, and where needed, develop resources to support people leaders and employees.



Focus Area 5: Equitable Service

➤ 15 Actions with the following goals:

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

➤ Example of an Equitable Service Action:

- Consistently collect socio-demographic data in line with the [City's Data for Equity Guidelines](#) to better understand how people with disabilities use City programs, services, and spaces and what barriers are encountered. Where possible, incorporate intersectional analysis to understand diverse experiences.

Focus Area 6: Information, Communication & Technology

➤ 11 Actions with the following goals:

- Ensure City employees, residents, and visitors with disabilities have access to the information they need and can benefit from City services and programs to the same degree and within the same timeframe as others.
- Ensure information on the accessibility of programs, services, facilities, public spaces, and events is readily available.

➤ Example of an ICT Action:

- Review and regularly update public information on the availability of accessible elements and features for people with disabilities in City parks and recreation facilities including outdoor pools, outdoor washrooms, trails, beaches, recreation centres, and the Toronto Island Ferry. When accessible elements are out of service, updates will be posted on the City's toronto.ca website.

Focus Area 7: Facilities and Public Spaces

➤ 14 Actions with the following goal:

- Ensure City infrastructure including facilities, streets, sidewalks, parks, and recreation areas are accessible, easy to navigate and are safe for employees, residents, and visitors with disabilities

➤ Example of a Facilities Action:

- Continue the work of the City's Accessibility Housing Working Group and implement recommendations to increase the accessibility and adaptability of affordable homes across the City.

Focus Area 8: Transportation

➤ 10 Actions with the following goals:

- Ensure sidewalks and roadways are accessible and facilitate easy and safe mobility throughout Toronto for all residents and visitors.
- Increase equitable access to a range of accessible transportation services in Toronto to meet the needs of all residents and visitors.
- Increase awareness and consideration of accessibility in the City's transportation-related strategies, planning and policies.

➤ Example of a Transportation Action:

- Continue to investigate ways to reduce current wait times for accessible on-demand taxis/vehicles for hire to ensure equitable transportation options for people with disabilities across the Greater Toronto Area.

Tracking Progress

- The Accessibility Unit will continue to co-ordinate corporate reporting on AODA compliance and progress on implementing the Disability Inclusion Action Plan.
 - City divisions are required to submit annual progress reports towards completion of their assigned actions under the DIAP as well as compliance to the City's AODA requirements (outlined in the Corporate Accessibility Policy).
- Information will be rolled up to develop annual DIAP status reports which will be published on the City's Webpage.

Thank You!

Questions and Answers