

Clause embodied in Report No. 9 of the Policy and Finance Committee, as adopted by the Council of the City of Toronto at its meeting held on September 22, 23, 24 and 25, 2003.

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Ontarians with Disabilities Act (ODA) - Submission of a City of Toronto Accessibility Plan

(City Council on September 22, 23, 24 and 25, 2003, adopted this Clause, without amendment.)

The Policy and Finance Committee recommends the adoption of the following report (August 26, 2003) from the Chief Administrative Officer:

Purpose:

The purpose of this report is to present an Accessibility Plan for submission as required under the *Ontarians with Disabilities Act*. The Accessibility Plan is to be used as a corporate framework for implementing the requirements of the *Ontarians with Disabilities Act, 2001 (ODA)*, (Appendix 1), which includes filing the first Plan by September 30, 2003 and the subsequent completion of an annual review and report.

Financial Implications and Impact Statement:

There are no financial implications from the adoption of this report. Any financial impact arising from annual plans will be integrated with Council's consideration of the capital and operating budgets.

Recommendations:

It is recommended that:

- (1) the City of Toronto Accessibility Plan (Appendix 2) be approved for submission as required by the *Ontarians with Disabilities Act*;
- (2) this report be forwarded to the City of Toronto's Community Advisory Committees and Working Groups on access, equity and human rights for information;
- (3) the appropriate City Officials be authorised and directed to take the necessary action to give effect thereto.

Background:

The Ontarians with Disabilities Act, 2001 (ODA) received Royal Assent on December 14, 2001. The ODA requires the City to establish an accessibility advisory committee

and to have an accessibility plan that addresses the identification, removal and prevention of barriers to persons with disabilities in its by-laws, policies, programs, practices and services. Appendix 1 provides a summary of requirements.

Prior to the passage of the ODA, at its meeting of February 29, March 1 and 2, 2001, Toronto City Council unanimously adopted the motion that any legislation applying to the prevention and removal of barriers for Ontarians with Disabilities be mandatory, and apply to all sectors: public, private and non-profit.

A further motion was adopted by Toronto City Council at its meeting of November 8 and 9, 2001, reiterating its commitment and calling for a strong, effective and mandatory *Ontarians with Disabilities Act (ODA)*.

Comments:

Context:

Toronto is one of the most diverse cities in the world and it has a long-standing goal of becoming an inclusive society where all residents, many of whom are people with disabilities, are able to fully participate in the social, cultural, recreational, economic and political life of the City.

The policy direction of City Council's Strategic Plan underlies the approach taken in addressing the needs and rights of people with disabilities in the City of Toronto. The Strategic Plan is a leadership document which guides all other planning initiatives and service delivery activities. The Strategic Plan is founded on the principles of "advocacy, community participation, equity, effectiveness, leadership, partnerships, and sustainability." (Toronto City Council Strategic Plan, November 1999)

City Council continues to demonstrate its leadership in bringing forward policies and programs which are aimed at removing and preventing barriers and which prohibit prejudice, stereotyping and discriminatory actions against people who are protected under the Ontario Human Rights Code, and in particular, the provision of protection against discrimination for people with disabilities. The City's Action Plan on Access, Equity and Human Rights included 97 recommendations which were adopted by Council in December, 1999 after consideration of the Report of the City of Toronto Task Force on Community Access and Equity. Some of the other policies and programs which have been adopted include: the policy on non-discrimination; workplace human rights and harassment policy; policy on the elimination of hate activity; employment equity policy and workforce survey; access and equity grant program; immigration and settlement policy framework; multilingual services policy; same sex spousal benefits and the principle of same sex marriage.

The preparation and implementation of the City's Accessibility Plan, while a City obligation under the ODA, is also an integral component of the development of departmental access and equity action plans as well as a component of the City's Plan of Action for the Elimination of Racism and Discrimination.

In April 2003, Council adopted the City of Toronto Plan of Action for the Elimination of Racism and Discrimination, which presents seven strategic directions for the City to take in pursuing its goal of access, equity and diversity. This report also directed the Inter-departmental Staff Team on Access and Equity to function as a corporate co-ordinating group for the Accessibility Plan, and to assist the CAO with providing regular reports to Council.

Requirements of the Accessibility Plan:

The Ontarians with Disabilities Act requires the City's Accessibility Plan to address barriers in the municipality's by-laws, policies, programs, practices and services in the following ways:

- (1) report on the measures that the municipality has taken to identify, remove and prevent barriers to persons with disabilities;
- (2) describe the measures in place to assess proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities;
- (3) list the by-laws, policies, programs, practices and services that the municipality will review in the coming year in order to identify barriers to persons with disabilities;
- (4) describe the measures that the municipality intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities; and
- (5) make the accessibility plan available to the public.

Section 21 of *the Ontarians with Disabilities Act*, which has not yet been proclaimed, provides for a penalty of \$50,000.00 for non-compliance with the legislative obligations.

Preparation of the Accessibility Plan:

At its meeting of February 13, 14 and 15, 2002, Toronto City Council amended the role of the City of Toronto's Community Advisory Committee on Disability Issues to fulfil the requirement under *the Ontarians with Disabilities Act* to establish an accessibility advisory committee.

A corporate review was initiated in the spring of 2003 and the preparation of the City's first Accessibility Plan was co-ordinated by the Inter-departmental Staff Team on Access and Equity. The City of Toronto's Disability Issues Advisory Committee was consulted on the development of the Plan. Future annual accessibility plans will involve the City's agencies, boards, commissions and special purpose bodies.

The first Accessibility Plan provides a baseline and establishes where the City is in the accessibility process. The Plan provides a framework and direction that supports and strengthens the City's commitment and efforts to respond to the needs of people with disabilities in its multiple roles as employer, service provider, grants provider, purchaser of goods and services, and in its leadership role in providing equality of access, opportunity and outcomes for all members of Toronto's diverse population.

There has been a legacy of accessibility improvement programs and practices in the City of Toronto and its former municipalities, dating from the late 1970s to the mid-1990s. In October 2000, City Council adopted the report, "Accessibility Issues – Report on the Former Toronto Accessibility Improvements Program and Plans to Ensure an Accessible Toronto by 2008", which included a commitment to develop new accessibility standards and to initiate an accessibility audit. Seventy (70) city-owned buildings were audited and new Accessibility Design Guidelines, which are based on universal design principles, have been drafted. These Guidelines will be submitted to Council in 2004.

The City of Toronto's goal is to optimise accessibility for people with disabilities by making city facilities, programs information and services more accessible; to identify and eliminate disparities; and to provide an accessible workplace.

The City of Toronto Accessibility Plan:

The following are the components of the City of Toronto's Accessibility Plan:

- (1) to achieve the full implementation of the recommendations of the Final Report of the City of Toronto Task Force on Community Access and Equity;
- (2) to pursue its goal of access, equity and diversity through the implementation of the City of Toronto Plan of Action for the Elimination of Racism and Discrimination;
- (3) to develop effective consultation strategies with the City's Advisory Committee on Disability Issue, so that they can fulfil their responsibilities under the *Ontarians with Disabilities Act*;
- (4) to organise planned and systemic reviews by establishing or continuing departmental accessibility advisory committees and working groups to address accessibility issues, develop strategic plans and co-ordinate reports for the annual accessibility plans;
- (5) to complete an Action Plan Guide on access, equity and diversity to be used by departments and agencies, boards and commissions in developing action plans;
- (6) to explore the role and options for an Office of Disability Issues;
- (7) to complete the Accessibility Design Guidelines for submission to Council in 2004. The Accessibility Design Guidelines are based on Universal Design

- principles and will provide practical examples of solutions for optimising accessibility. The Guidelines will guide the design, planning and construction of public space and buildings and the preparation of accessibility audits;
- (8) to implement a Building Condition Assessment to assess shelter facilities for barrier-free adaptation;
 - (9) to implement the City's Official Plan and ensure that the needs of people with disabilities are considered during the zoning by-law review and preparation of amendments;
 - (10) to develop a protocol to ensure that accessibility issues are addressed in new development projects;
 - (11) to develop an accessibility audit of Parks, Recreation and Culture facilities and programs;
 - (12) to review customer services operations for accessibility and continue to be responsive to the changing needs of the City's diverse communities and workforce;
 - (13) to address accessibility issues when issuing business licences with the goal of barrier elimination;
 - (14) to increase accessibility for 2003 and develop a comprehensive municipal election strategy to provide accessibility for electors with disabilities;
 - (15) to seek and maintain improvements to accessibility for all public meetings and events hosted by the City of Toronto;
 - (16) to complete the employment equity workforce survey and report on the results of the survey;
 - (17) to complete a policy and guidelines on workplace accommodation;
 - (18) to continue to improve access to the purchasing process and enhancing business opportunities for people with disabilities; and
 - (19) to identify stakeholders and potential community partners in developing new service delivery models which address accessibility for people with disabilities.

The City's departments have reported on the ongoing strategies to improve accessibility in policy, programs and service delivery as well as future planned strategies and initiatives. Departmental accessibility plans are appended to the Accessibility Plan.

The Community Advisory Committee on Disability Issues and the Inter-departmental Staff Team on Access and Equity will continue a systemic review of accessibility issues and the objectives of this report. The City will review the targets achieved, the work that

has been completed, and provide an update of plans for future years as part of its submission for its annual report in 2004. Given the scope of *the Ontarians with Disabilities Act*, it is expected that further guidelines and regulations will be enacted in the future that may have implications for the municipality. The Chief Administrative Officer will continue to monitor and consult with the Ontario Accessibility Directorate regarding future actions.

Conclusion:

The City's Accessibility Plan, under *the Ontarians with Disabilities Act*, provides a framework and direction that supports and strengthens the City's commitments and efforts to enhance accessibility to its programs, services, employment and facilities. Consultation with the Disability Issues Advisory Committee to provide advice on conducting accessibility audits and the implementation of existing policies, will lead to the elimination and prevention of barriers and will ensure that accessibility is integrated into the everyday thinking of municipal government. Departments have been and will continue to identify and make modifications to processes as part of regular program reviews and the maintenance, repair and renovation of facilities. The financial impact arising from the implementation of new accessibility initiatives will be integrated with Council's consideration of the capital and operating budgets.

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List of Attachments:

Appendix 1 – A Summary of the Requirements of the *Ontarians with Disabilities Act*
Appendix 2 – The City of Toronto Accessibility Plan

Appendix 1

Summary of Requirements - *Ontarians with Disabilities Act, 2001*

Background:

Bill 125, *the Ontarians with Disabilities Act* (ODA) received Royal Assent on December 14, 2001.

Purpose:

The purpose of the ODA is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.

Key Points:

- (1) The ODA imposes a number of obligations, with respect to improving access for persons with disabilities, on the Government of Ontario and other organizations.
- (2) With respect to municipalities and therefore the City of Toronto, it requires the Municipality to have an accessibility plan that addresses the identification, removal and prevention of barriers to persons with disabilities in its by-laws, policies, programs, practices and services.
- (3) The municipality accessibility plan will address barriers in the municipality's by-laws, policies, programs, practices and services in the following ways:
 - (a) report on the measures that the municipality has taken to identify, remove and prevent barriers to persons with disabilities;
 - (b) describe the measures in place to assess proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities;
 - (c) list the by-laws, policies, programs, practices and services that the municipality will review in the coming year in order to identify barriers to persons with disabilities;
 - (d) describe the measures that the municipality intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities; and
 - (e) make the accessibility plan available to the public.
- (4) The municipality will not have to identify or remove barriers all at once. The City will have the flexibility to identify its own priorities for review each year and report on progress for the previous year's priorities.
- (5) Municipalities with populations of over 10,000 must appoint an accessibility advisory committee to advise on the implementation and effectiveness of the plans.
- (6) Bill 125 (ODA) also amends other Acts. Those having impact on the municipality include amendments to the Highway Traffic Act, which increases the penalty to not less than \$300.00 and not more than \$5,000.00 for various offences related to the use of disabled person parking permits.

- (7) With respect to purchasing, the Municipality “shall have regard to the accessibility for persons with disabilities to the goods or services”.
- (8) The Bill amends the Municipal Act to allow municipalities to require, as a condition for licensing a business, that the business premises be accessible to persons with disabilities.
- (9) The Bill also amends the Planning Act to add accessibility for persons with disabilities to the matters that the City Council must have regard to in carrying out their responsibilities under the Act.
- (10) Plans should be prepared on an annual basis, enabling the municipality to tie the accessibility planning to their regular planning cycles. The first accessibility plan is to be filed with the Province of Ontario by September 30, 2003.

Appendix 2

City of Toronto

Accessibility Plan for submission under the requirements of the *Ontario Disability Act, 2001* - September 2003

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Economic Development, Culture and Tourism
Finance
Urban Development Services
Works and Emergency Services

Reference Documents:

- (1) Supplementary Report – Chief Administrative Officer’s Status Report on the Implementation of the Recommendations of the Final Report of the Task Force on Community Access and Equity - Policy and Finance Committee, Report No. 1, Clause 15, February 4, 5 and 6, 2003.
- (2) City of Toronto Plan of Action for the Elimination of Racism and Discrimination - Policy and Finance Committee, Report No. 3, Clause 3, April 14, 15 and 16, 2003.

City of Toronto - Vision Statement on Access, Equity and Diversity

Diverse communities and groups make up the population of Toronto. The City of Toronto values the contributions made by all its people and believes that the diversity among its people has strengthened Toronto.

The City recognizes the dignity and worth of all people by equitably treating communities and employees, fairly providing services, by consulting with communities and making sure everyone can participate in decision-making.

The City recognizes the unique status and cultural diversity of the Aboriginal communities and their right to self-determination.

The City recognizes the barriers of discrimination and disadvantage faced by human rights protected groups.

To address this, the City will create an environment of equality in the government and in the community for all people regardless of their race, ancestry, place of origin, colour, ethnic origin, disability, citizenship, creed, sex, sexual orientation, gender identity, same

sex partnership, age, marital status, family status, immigrant status, receipt of public assistance, political affiliation, religious affiliation, level of literacy, language and/or socio-economic status.

The City of Toronto will implement positive changes in its workforce and communities to achieve access and equality of outcomes for all residents and to create a harmonious environment free from discrimination, harassment and hate.

Adopted by Toronto City Council, 1999.
Reaffirmed April, 2003.

City of Toronto Accessibility Plan - Executive Summary

The City of Toronto has a long-standing goal of becoming an inclusive society where all residents, many who are people with disabilities, are fully able to participate in the social, cultural, recreational, economic and political life of the City. Toronto City Council has been responsive to the needs of people with disabilities. At its meeting of November 8 and 9, 2001, City Council reiterated its commitment to, and call for “a strong, effective and mandatory *Ontarians with Disabilities Act*.”

A considerable number of policy commitments as well as the policy direction of City Council’s Strategic Plan underlies the approach taken in addressing the needs and rights of people with disabilities in the City of Toronto.

The Strategic Plan is a leadership document which sets out Council’s strategic agenda, and guides all other planning initiatives and service delivery activities within the organisation. It is guided by the principles of “advocacy, community participation, equity, effectiveness, leadership, partnerships, and sustainability.”

(Toronto City Council Strategic Plan, November 1999)

The City of Toronto’s first Accessibility Plan, under the *Ontarians with Disabilities Act*, addresses what the City has done and is doing to identify, remove and prevent barriers to persons with disabilities by assessing its by-laws, policies, programs, practices and services. The City has made great strides in the past and continues to move forward towards our goal of becoming an accessible City.

The Accessibility Plan provides a framework and direction that supports and strengthens the City’s commitments and efforts to enhance accessibility to municipal programs, services, employment and facilities.

Under the *Ontarians with Disabilities Act*, the City of Toronto is required to prepare an annual accessibility plan which will address barriers in the municipality’s by-laws, policies, programs, practices and services in the following ways:

- (1) Report on the measures that the municipality has taken to identify, remove and prevent barriers to persons with disabilities.

- (2) Describe the measures in place to assess proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities.
- (3) List the by-laws, policies, programs, practices and services that the municipality will review in the coming year in order to identify barriers to persons with disabilities.
- (4) Describe the measures that the municipality intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities.
- (5) Make the accessibility plan available to the public.

Background:

The City of Toronto is home to more than 2.5 million people. The city is the fifth largest in North America and is central to one of North America's most vibrant regions, the Greater Toronto Area (GTA). 5.2 million people live in the GTA, the cultural, entertainment, and economic capital of Canada.

Toronto has a reputation of being one of the most diverse cities in the world where people of different ethno-racial, social and economic backgrounds live side-by-side in neighbourhoods and communities. Torontonians speak approximately 120 languages. Immigrants make up approximately 47 percent of Toronto's population and racial minorities account for 43 percent of the population. Toronto has one of the largest urban aboriginal populations in Canada. It is estimated that half of the 1.9 million Ontarians with Disabilities reside in the Toronto region.

The City of Toronto delivers more than 40 major services through six departments and its agencies, boards and commissions. The City's services include: fire and ambulance services, police services, homes for the aged, public health, social assistance, child care, public libraries, hostels, supportive housing, parks and recreation, arts and culture, economic development, tourism and heritage, roads, solid waste management, water treatment and delivery, sewage, and transit.

Persons with Disabilities in the City of Toronto:

The Province of Ontario has reported that of a population of more than 11 million people, approximately 16 percent have some form of disability. About half of Ontario's population is concentrated in urban centres like the Greater Toronto Area.

The development of some form of disability increases with age. It is estimated that by 2011 one in every six Ontarians will be over the age of 65 and that the over 75-population will more than double. The Final Report of the City of Toronto's Seniors Task Force, Toronto – Building A City for All Ages, September 1999 estimated that "the proportion of seniors is expected to increase to about 20 percent of the total population by the year 2029."

Legacy of Accessibility Programs in the City of Toronto:

In January 1998, the former Cities of Etobicoke, North York, Scarborough, Toronto, York, Borough of East York and the Municipality of Metro Toronto became the unified City of Toronto.

All of the former cities had established committees to address access, equity and human rights issues for people with disabilities. The Task Force on Community Access and Equity was established to address the harmonisation of policies, the establishment of structures for citizen input and the allocation of resources. In addition to this City departments continued to work towards the municipal goal of making Toronto an accessible city for everyone. Various accessibility initiatives in the City of Toronto were developed and these have led to the development of the City's first accessibility plan under the *Ontarians with Disabilities Act*. Some of these initiatives are described below.

Planning Barrier-Free Environments: The City of Toronto's Official Plan:

In January 1998, city staff from lead departments formed an Inter-Municipal Work Group On Access For People With Disabilities to conduct an environmental scan of programs, services and initiatives in the City which addressed the needs and concerns of people with disabilities. Their work informed the consultation meetings held by the Toronto Joint Citizens Committee for People with Disabilities (TJCC). (TJCC was a committee of citizen members representing the accessibility committees of the former Councils of local municipalities within Metropolitan Toronto.) The results of the consultations combined with research provided a framework to inform land use planning policy for the City's Official Plan.

The City of Toronto's Official Plan, adopted in November 2002 by Toronto City Council, involved more than 3 years of research, thought, consultation and broad public dialogue with community groups, residents and business people. It is the first Official Plan for the amalgamated City of Toronto.

Early in the development of the Official Plan, the City's Planning staff consulted with the members of the Toronto Joint Citizens Committee for Persons with Disabilities. Their input helped to guide policy development for the new Plan, which included design for a barrier-free city and expansion of accessibility on many policy fronts. The Toronto Joint Citizens' Committee for Persons with Disabilities provided additional advice by developing an inspiring policy submission, "Planning A Barrier-Free City of Toronto – A Statement of Principles", which was endorsed by all the Community Councils and Toronto City Council. It was agreed that this report would be utilized for the development of the City's new accessibility standards.

"Beautiful, comfortable, safe and accessible streets, parks, open spaces and public buildings are a key shared asset. These public spaces draw people together, creating strong social bonds at the neighbourhood, city and regional level. They convey our public image to the world and unite us as a city.

The City's Official Plan recognizes how important good design is in creating a great city. The same characteristics and qualities that make these cities great places to visit also make them great places to live. Great cities not only have great buildings – but the buildings work together to create great streets, plazas, parks and public places. Great cities inspire and astonish.”

Source: City of Toronto Official Plan,, adopted by City Council, November 2002

Policies to Guide the City's Growth:

“Universal physical access to publicly accessible spaces and buildings will be ensured by:

- (i) creating a connected network of streets, parks and open spaces that are universally accessible, including sidewalks with unobstructed pathways and curb cuts at corners on all City streets;
- (ii) requiring that plans for all new buildings and additions meet the City's accessibility guidelines; and
- (iii) retrofitting over time all existing City owned buildings that are open to the public and open spaces to make them universally accessible and encouraging the owners of private buildings and spaces to do likewise through public education and retrofit programs.”

Source: City of Toronto Official Plan, adopted by City Council, November 2002

Accessibility Audit and Accessibility Design Guidelines:

It is acknowledged that there is a rich history of accessibility improvement programs carried out by the former municipalities of Toronto. In October 2000, Toronto City Council approved a process to develop new accessibility standards and to initiate an accessibility audit (Administration Committee, Report No. 19, Clause 39, October 2000). The process was initiated and to date, 70 City-owned buildings have been audited. New Accessibility Design Guidelines, based on universal design principles, have been developed and will be submitted to City Council in 2004.

The Accessibility Design Guidelines are in keeping with the principles of The City's Official Plan, which states, “A key city-building principle is that public buildings, parks and open spaces should be open and accessible to all members of the public including people with disabilities.” The Guide will be an important tool when considering or developing new capital projects and will also inform the development of future policies, standards, guides and other initiatives.

The Final Report of the Task Force on Community Access and Equity:

Diversity is a fundamental characteristic of the City of Toronto. The City government addresses issues of access and equity through policy and program development.

In 1999, Toronto City Council adopted the vision statement and 97 recommendations of the Final Report of the Task Force on Community Access and Equity. The City has been operating within this framework of access, equity and diversity. City departments have been implementing the recommendations, many of which address disability access issues and have been included in departmental accessibility plans.

One of the recommendations of the Final Report of the Task Force on Community Access and Equity requires that departments prepare three-year access and equity plans and also identify any financial implications and how they may be addressed for new initiatives in future years. A departmental action planning guide is currently being prepared to assist departments in preparing their access and equity plans.

In February 2002, City Council directed that the departmental planning guide “incorporate the legislative requirements of the Ontarians with Disabilities Act with other performance indicators to facilitate the requirement for all Departments and its Agencies, Boards and Commissions to prepare Access and Equity Action Plans.” The preparation of departmental access and equity plans will thus prepare the way for departments as they complete annual accessibility plans as required by the ODA.

The Plan of Action for the Elimination of Racism and Discrimination:

The City’s Plan of Action for the Elimination of Racism and Discrimination presents seven strategic directions: Political Leadership; Advocacy; Economic Participation; Public Education and Awareness; Service Delivery; Building Strong Communities and Accountability.

The Plan of Action which was approved by Council in April 2003, relate to and reinforce the implementation of the recommendations of the Final Report of the Task Force on Community Access and Equity. Among the actions in the Task Force recommendations, specifically related to the Plan of Action and to the improvement of accessibility are: disability access, advocacy and partnership, participation and communication, service equity and planning, employment and leadership, building economic capacity, building and supporting community capacity, monitoring and evaluation, implementation and follow-up. The development of the departmental action plans (discussed above) and preparation of annual accessibility plans are action items in the City’s Plan of Action.

During public consultations for the development of the Plan of Action, participants stressed that multiple factors, such as race, gender, disability, place of origin, sexual orientation and gender identity compound their experience of discrimination and barriers in what is called, “intersections of identity.” The lives of people with disabilities are often shaped by gender, racial and ethnic background, religion and language. In a large municipality like the City of Toronto and in the province of Ontario, there is much more work required to understand the unique experiences of immigrants with disabilities, people of colour with disabilities, Aboriginal people with disabilities and people with disabilities having diverse language and literacy needs.

The City's Vision Statement Access, Equity and Diversity:

In 1999, the Toronto City Council adopted a vision statement on Access, Equity and Diversity, demonstrating its commitment to and recognition of the importance of achieving and promoting access and equity. In the year 2003, City Council reaffirmed this vision statement as part of the City's Plan of Action for the Elimination of Racism and Discrimination. The City has committed itself to identifying and implementing the measures required in its multiple roles as a provider of services, a regulatory agency, a purchaser of goods and services, an employer, and as a significant influencer of public opinion.

The fundamental right to equality of access, opportunity and outcomes for all members of Toronto's population has always guided policy development in the City of Toronto. It is recognized that accessibility planning is a long-term process and that community consultation is a key component towards a barrier-free City.

The City of Toronto's Accessibility Plan:

This report describes the measures that the City has already undertaken and will take in the year 2004 to identify, remove and prevent barriers to people with disabilities in gaining access to the City's facilities and services.

The Review Process:

In the development of the Accessibility Plan, we recognize the need to deal with accessibility issues in a comprehensive manner. We will continue to learn, develop, test and adjust our approaches in order to integrate accessibility into the everyday thinking of municipal government action. The review of accessibility issues and initiatives and addressing barrier prevention/removal are ongoing practices of many of the City's departments, agencies, boards and commissions as part of their day-to-day service responsibilities.

The Accessibility Plan provides a framework and direction that supports and strengthens the City's commitment and efforts to respond to the needs of people with disabilities in its role as employer, service provider, grants provider, purchaser of goods and services and in its role in providing equality of access, opportunity and outcomes for all members of Toronto's population.

A corporate review was undertaken in the spring of 2003, as part of the development of the City's Accessibility Plan. The Accessibility Plan was prepared in cooperation with a corporate coordinating team (the inter-departmental staff team on access and equity), who prepared departmental accessibility plans. Future annual accessibility plans will also involve the City's agencies, boards and commissions. The City of Toronto's Community Advisory Committee on Disability Issues was consulted throughout the development of the Plan.

Participants in the Development of the Accessibility Plan:

Community Advisory Committee on Disability Issues:

In February 2002, Toronto City Council directed that the Community Advisory Committee on Disability Issues be appointed as the City's accessibility advisory committee.

The Community Advisory Committee on Disability Issues, established in January 2001, is one of (5) five community advisory committees on access, equity and human rights.

The Terms of Reference for the Community Advisory Committees state:

"The Community Advisory Committees shall use their knowledge and expertise to provide advice to City Council, through the standing committees of Council, and act as a liaison with external bodies on barriers to participation in public life and to the achievement of social, cultural and economic well-being of the City's residents.

Each Community Advisory Committee shall also address the specific issues facing particular communities, develop options for Council's consideration and make recommendations for positive changes that shall improve the quality of the lives of the members of the City's diverse communities."

In order to fulfill their role under the *Ontarians with Disabilities Act*, the Terms of Reference of the Disability Issues Advisory Committee has been amended to include:

"The Community Advisory Committee on Disability Issues shall advise City Council in each year about the preparation, implementation and effectiveness of its accessibility plan."

The Interdepartmental Staff Team on Access and Equity:

This report has been compiled by an inter-departmental staff team whose members were designated by the Commissioners of each City department. This team functions as a corporate co-ordinating group for the Accessibility Plan and other access and equity initiatives. From time to time, sub-groups are established to deal with specific elements of the Accessibility Plan. In this first plan, a sub-group was formed to prepare the implementation strategy of the Accessibility Design Guidelines.

The inter-departmental staff team is led by staff reporting to the Chief Administrative Officer who oversees the implementation of the City's Plan of Action, the implementation of the recommendations of the Final Report of the Task Force on Community Access and Equity and the development of the action planning guide.

The City's Commitment to Accessibility Planning:

The City is committed to providing access for all residents and in building an inclusive society. Toronto City Council has been a leader in bringing forward public policies and programs aimed at removing barriers and which prohibit prejudice, stereotyping and discriminatory actions against people who are protected under the Ontario Human Rights Code, and in particular, the provision of protection against discrimination for people with disabilities.

Some of these policies and programs include: the policy on non-discrimination; workplace human rights and harassment policy; policy on the elimination of hate activity; employment equity policy and workforce survey; access and equity grants program; immigration and settlement policy framework; multilingual services policy; same sex spousal benefits and the principle of same sex marriage. An employment accommodation policy and accessibility design guidelines are currently in development and considered key aspects of the Accessibility Plan.

The central focus of the Accessibility Plan is to make city facilities, information and activities more accessible; to identify and eliminate disparities; and to create an accessible workplace.

A Summary of Initiatives to be Undertaken in 2004:

The City of Toronto's goal is to optimize accessibility for people with disabilities. The City's departments have reported on the ongoing strategies undertaken to improve accessibility in policy, programs and service delivery; as well as, future planned strategies and initiatives. Departmental accessibility plans can be found in Appendix II.

The following list identifies the components of the City of Toronto's Accessibility Plan.

- (1) To achieve the full implementation of the recommendations of the Final Report of the City of Toronto's Task Force on Community Access and Equity.

- (2) To pursue its goal of access, equity and diversity through the implementation of the Plan of Action for the Elimination of Racism and Discrimination.
- (3) To develop effective consultation strategies with the City's Advisory Committee on Disability Issue, so that they can fulfil their responsibilities under the *Ontarians with Disabilities Act*.
- (4) To organise planned and systemic reviews by establishing or continuing departmental accessibility advisory committees and working groups to address accessibility issues, develop strategic plans and co-ordinate reports for the annual accessibility plans.
- (5) To complete an Action Plan Guide on access, equity and diversity to be used by departments and agencies, boards and commissions in developing action plans.
- (6) To explore the role and options for an Office of Disability Issues.
- (7) To complete the Accessibility Design Guidelines for submission to Council in 2004. The Accessibility Design Guidelines are based on Universal Design principles and will provide practical examples of solutions for optimising accessibility. The Guidelines will guide the design, planning and construction of public space and buildings and the preparation of accessibility audits.
- (8) To implement a Building Condition Assessment to assess shelter facilities for barrier-free adaptation.
- (9) To implement the City's Official Plan and ensure that the needs of people with disabilities are considered during the zoning by-law review and preparation of amendments.
- (10) To develop a protocol to ensure that accessibility issues are addressed in new development projects.
- (11) To develop an accessibility audit of Parks, Recreation and Culture facilities and programs.
- (12) To review customer services operations for accessibility and continue to be responsive to the changing needs of our diverse communities and of the City's workforce.
- (13) To address accessibility issues when issuing business licences with the goal of barrier elimination;
- (14) To increase accessibility for 2003 and develop a comprehensive municipal election strategy to provide accessibility for electors with disabilities.

- (15) To seek and maintain improvements to accessibility for all public meetings and events hosted by the City of Toronto.
- (16) To complete the employment equity workforce survey and report on the results of the survey.
- (17) To complete a policy and guidelines on workplace accommodation.
- (18) To continue to improve access to purchasing process and enhancing business opportunities for people with disabilities.
- (19) To identify stakeholders and potential community partners in developing new service delivery models, which address accessibility for people with disabilities.

Future Reviews:

The Community Advisory Committee on Disability Issues and the Inter-departmental Staff Team on Access and Equity will continue a systemic review of accessibility issues and the objectives of this report in the fall of 2003.

Many of the City's departments will be establishing or have established departmental working groups with representation from their respective divisions to review objectives, monitor progress and develop their annual accessibility plans as well as implement the City's corporate access and equity policies and programs. These efforts will inform the City's review of its accessibility plans.

In 2004, the Accessibility Plan will review the targets achieved and work which has been completed. In addition, there will be an update of plans for future years. As the City moves forward in eliminating existing barriers and in establishing preventive measures such as departmental Access and Equity planning and also in the implementation of the Accessibility Design guidelines, accessibility for people with disabilities will be strengthened and optimized.

In future, the City's agencies, boards and commissions will also be invited to participate in developing annual accessibility plans.

People with disabilities deserve fair and equitable treatment in all areas of their lives. The City of Toronto has shown leadership in these areas but also understands the need to approach these issues in a comprehensive manner. In this context, we will continue to develop, test and adjust our approaches and strive to imbed and integrate accessibility into the everyday thinking of municipal government.

Communication of the Plan:

The Accessibility Plan can be found on the City's website. Copies of the Accessibility Plan or alternate formats can be requested by contacting us at:

Chief Administrator's Office
Strategic and Corporate Policy/Healthy City Office
100 Queen Street West
City Hall, 11th Floor, East Tower
Toronto, ON M5H 2N2

Voice: 416 - 392 – 8592
TTY: 416 – 338 – 0889 (Access Toronto)
Fax: 416 – 696 – 3645
Email: diversity@toronto.ca

For Multilingual services, please call Access Toronto at 416-338-0338

Or website: www.toronto.ca/diversity

“High profile statements ...remain mere paper commitments if they are not incorporated into all aspects of the City's operations. This is why the City is translating its commitments and plans into actions. The City is not only moving forward with its responsibility for ensuring physical access to its facilities and properties but also in implementing an array of initiatives in its role as an employer, a service provider, a grants provider, a purchaser of goods and services, and in its role in outreaching, involving and strengthening the civic community.”

Councillor Joe Mihevc, Diversity Advocate and Chair, Community Advisory Committee on Disability Issues.

Excerpt from the City of Toronto's Submission on Bill 125, *The Ontarians with Disabilities Act* to the Legislative Assembly, Standing Committee on Financial and Economic Affairs, November 2001.

Appendix I

Terms of Reference for the Community Advisory Committee on Disability Issues

Council Reference: Strategic Policies and Priorities Committee, Report No. 10, Clause 2, June 1999 and Policy and Finance Committee, Report No. 11, Clause 1, December 1999.

Policy and Finance Committee, Report No. 2, Clause 23, February 13, 14, and 15, 2002.

Mandate: The Community Advisory Committees shall use their knowledge and expertise to provide advice to City Council, through the standing

committees of Council, and act as a liaison with external bodies on barriers to participation in public life and to the achievement of social, cultural and economic well-being of the City's residents.

Each Community Advisory Committee shall also address the specific issues facing particular communities, develop options for Council's consideration and make recommendations for positive changes that shall improve the quality of the lives of the members of the City's diverse communities.

The Community Advisory Committee on Disability Issues shall advise City Council each year about the preparation, implementation and effectiveness of its accessibility plan.

- Membership:
- (i) 18 members at least 1 member of Council;
 - (ii) two thirds (2/3) of the membership should reflect the committees' respective communities; and
 - (iii) there shall be two co-chairs to be selected by the members at the first meeting.
- Meetings:
- (i) Meetings of the city-wide community advisory committees will be held three to four times a year.
 - (ii) The Community Advisory Committees will meet jointly for an annual community consultation on access, equity and human rights to provide input to planning, policy and program development.
 - (iii) Meetings will follow the guidelines outlined in the Nominating Committee's procedures and rules.
- Term of Office:
- (i) The term for the initial appointments to the community advisory committees will continue until the end of the term of the next Council-November 2003.
 - (ii) Members will be appointed for a 3-year term (to coincide with the term of Council) and/or until a successor is appointed, or City Council terminates an appointment.
 - (iii) Members are eligible for membership for a maximum of two consecutive three-year terms, if recommended by the Nominating Committee.
 - (iv) Vacancies shall be filled only if there are at least 6 months remaining of the appointment term or if necessary to maintain a quorum. When filling vacancies, the existing reserve list will be used or the vacancy will be advertised.

- (v) A person appointed to a vacancy left as a result of a resignation will serve the remainder of the term and is eligible to reapply.
- (vi) A vacancy may be declared at such time that: a member submits a letter of resignation or is otherwise unable to complete his/her term; or, a member is asked to resign due to excessive absenteeism.

- Appointment Process:
- (i) The selection process for members follows the City's Nominating Committee process.
 - (ii) The guidelines developed by the Task Force for appointments to the community advisory committees will be considered in the selection process.
 - (iii) The selection process will be co-ordinated by the Access and Equity Unit with support from the City Clerk.

Quorum: A quorum shall be fifty percent of community members on the advisory committee.

Reporting: The Community Advisory Committees shall report to Council through the appropriate standing committees on issues within the mandates of the respective standing committees.

Secretariat Support: City Clerk

Program Support: Diversity Management and Community Engagement, Strategic and Corporate Policy/Healthy City Office, Chief Administrator's Office.

Appendix II

City of Toronto Community Advisory Committee on Disability Issues

In December 1999, Toronto City Council approved the establishment of five city-wide advisory committees on access, equity and human rights as recommended by the Task Force on Community Access and Equity.

Committee members were appointed by City Council in October 2000.

Disability Issues Committee
Aboriginal Affairs Committee
Race and Ethnic Relations Committee

Status of Women Committee
Committee on Lesbian, Gay, Bisexual and Transgendered Issues

The *Ontarians with Disabilities Act* received Royal Assent on December 14, 2001.

In February 2002, Toronto City Council directed that the role of the Disability Issues Advisory Committee be amended to fulfill the requirement under the *Ontarians with Disabilities Act* regarding the establishment of an accessibility advisory committee.

The Community Advisory Committee on Disability Issues represents various sectors of the disability community in Toronto and its members are appointed by Toronto City Council. The advisory committee is chaired by an elected member of City Council, Councillor Joe Mihevc, the City's Disability Advocate. The Committee provides advice to City Council on the annual preparation, implementation and effectiveness of its accessibility plan, and through the standing committees of Council, makes recommendations for positive change that shall improve the quality of the lives of the City's disability community.

Members:

William G. Alexander
Michele Amerie (Co-Chair) *
Carla Baudot
William A.L. Brown
Lyle L. Kersey
Janice Martin
Councillor Joe Mihevc (Chair) *
Robert Morassuti
Al Reeves (Co-Chair) *
Gerald R. Roberts
Jennifer Shin
Elsa Tesfay
Terri Hulett
David E. Senf

Appendix III

City of Toronto Departments

Chief Administrator's Office

Shirley Hoy
Chief Administrative Officer

Rosanna Scotti
Director, Strategic and Corporate Policy/
Healthy City Office

Community and Neighbourhood Services Eric Gam
Commissioner

Corporate Services M. Joan Anderton
Commissioner

Economic Development,
Culture and Tourism Joe Halstead
Commissioner

Finance Joseph Pennachetti
Chief Financial Officer and Treasurer

Urban Development Services Paula M. Dill
Commissioner

Works and Emergency Services Barry Gutteridge
Commissioner

Departmental Representatives - Inter-departmental Staff Team on Access and Equity
Accessibility Plan

CAO's Department:

Ceta Ramkhalawansingh, Manager, Diversity Management and Community
Engagement

Rose Lee, Co-ordinator, Diversity Management and Community Engagement

Bernita Lee, Consultant, Diversity Management and Community Engagement

Community and Neighbourhood Services:

Julie Mathien, Social Policy Research and Analysis, Social Development and Admin

Corporate Services:

Peter Fay, Service Improvement and Innovation

Jo-Anne Barnard, Employment Services, Human Resources

Helen Smith, Secretariat Printing and Distribution, City Clerks

Economic Development, Culture and Tourism:

Randy McLean, Economic Research and Business Info

Diane Stevenson, Policy and Standards, Policy and Development

Fiona Chapman, Policy and Standards, Policy and Development

Lorene Bodiam, Parks and Recreation

Finance:

Lou Pagano, Purchasing and Materials Management, Finance Department

Sandra Jackson, Purchasing and Materials Management, Finance Department

Public Health:

Wendy Kwong, Policy and Planning, Public Health

Urban Development Services:

Geoff Eden, Policy and Programs, City Planning

Rudolf Czekalla, Taxi Industry Unit, Municipal Licensing and Standards

Joanne Lynch, Building Division

Works and Emergency Services:

Bruce Farr, Emergency Medical Services, WES

Walter Chandon, Emergency Services, WES

Appendix IV Departmental Accessibility Plans

Office of the Chief Administrative Officer
Community and Neighbourhood Services
Corporate Services Department
Economic Development, Culture and Tourism
Finance Department
Urban Development Services
Works and Emergency Services

Office of the Chief Administrative Officer:

The Chief Administrative Officer guides the Corporation of the City of Toronto and advises City Council in the management of all its fiscal, organizational and service challenges. The CAO is accountable to Council for the policy direction and program delivery of departments.

The CAO is responsible for the delivery of more than 40 major services to a population of 2.5 million people in the fifth largest city in North America.

The senior management team consists of the Chief Administrative Officer (CAO) and six commissioners.

The commissioners are responsible for the departments of Works and Emergency Services, Finance, Urban Development Services, Community and Neighbourhood Services, Corporate Services and Economic Development Culture and Tourism. Audit Services reports to Council through the Audit Committee.

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/policy	Physical Architectural	Continue to achieve full implementation of the	The Status Report of the

Type	Barrier	Strategy for Removal/Prevention	Status
	Attitudinal Communication Informational Technological Policy/practice	recommendations of the Final Report of the Task Force on Community Access and Equity. * Several of the recommendations and resulting actions are addressed in the departmental accessibility plans.	Implementation of the Final Report of the Task Force on Community Access and Equity was adopted by City Council in March 2002. Implementation is ongoing
Practice/policy	Physical Architectural Attitudinal Communication Informational Technological Policy/practice Systemic	Implementation of the City's Plan of Action for the Elimination of Racism and Discrimination. Stemming from what the City has already accomplished in diversity management, the Plan of Action takes a step further to focus on the elimination of racism and discrimination. The POA ensures that accessibility and equity, non-discrimination, and anti-racism policies and programs are integrated in the operations of the City.	The City's Plan of Action was adopted by City Council in April 2003. Implementation has been initiated and is ongoing.
Practice/policy	Access to civic government	The CAO's office provides support to the Disability Issues Advisory Committee. One of the initiatives the CAO will undertake is to examine the role and options for the Disability Issues Office within the approved budget and staffing resources of the corporate Access and Equity Unit (Diversity Management and	Ongoing Fall 2003

Type	Barrier	Strategy for Removal/Prevention	Status
		Community Engagement), Toronto City Council, June 1999.	
Practice/policy	Practice/policy Systemic	Complete an Action Planning Guide on access, equity and diversity to be used by departments and agencies, boards and commissions in developing 3-year action plans.	Planned for Fall 2003

Community and Neighbourhood Services (CNS)

The Community and Neighbourhood Services Department includes five operating divisions and two public boards: Children's Services, Homes for the Aged, Shelter, Housing and Support, Social Development and Administration, Social Services, Toronto Public Health* and Toronto Public Library. Collectively, these seven areas provide a wide range of human services that directly impact on Toronto residents' quality of life. These include:

- (i) Children’s services and child care
- (ii) Homes for the aged
- (iii) Homemaking and nurses services
- (iv) Supportive housing
- (v) Emergency hostels
- (vi) Homelessness initiatives
- (vii) Assisted housing
- (viii) Affordable housing
- (ix) Community and neighbourhood services grants
- (x) Community development support
- (xi) Social policy and research
- (xii) Ontario Works assistance
- (xiii) Public Health
- (xiv) Libraries

The primary task in the area of accessibility for Community and Neighbourhood Services in 2004 will be to implement a departmental Access and Equity Committee composed of representatives from all divisions. The committee will develop the departmental accessibility plan both for purposes of reporting on the department’s progress in meeting the requirements of the ODA and implementing the City’s corporate access and equity policies.

Below are initiatives that have been either undertaken or planned by divisions within CNS.

*Please note: Toronto Public Health’s accessibility plan is recorded separately, following CNS.

Children’s Services Division:

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/policy	Assessment of physical accessibility limitations	A physical accessibility assessment of all directly operated childcare centres was conducted just before amalgamation, but only some of the barriers identified have been addressed, because of funding constraints.	Ongoing
Physical	New construction	All new centres being developed as part of the capital plan are being designed and constructed to be totally accessible.	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
Physical	Retrofit projects	As funding has permitted, accessibility has incrementally been improved in existing directly operated centres through retrofit projects, e.g. elevator and ramps installed at Jesse Ketchum Child Care Centre and Coxwell Childcare Centre.	Ongoing
Physical	Retrofit programs	Have used the multi-year playground retrofit program to make childcare centre playgrounds more accessible.	Ongoing
Physical	Lack of access in field offices	All new field office sites are fully wheelchair accessible.	Completed

Note: the first Children's Action Plan included a multi-year funding plan to address physical accessibility barriers in childcare centres, but the necessary funding was not approved

Shelter, Housing and Support Division:

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/Policy Physical	New construction	In all new Let's Build/SCPI Large Cap and in upcoming Provincial/Federal program housing there is (and will be) attention paid to needs of the physically disabled. Aside from required compliance with both Ontario and National Building Codes as regards accessibility, most (if not all) projects contemplate addressing the needs of the disabled as there is often a high incidence of disability in the homeless and lower-income populations that these projects serve. Many of the proponents (particularly non-profit groups) insist upon enhanced	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>facilities for the disabled and incorporate accessible features in their building designs (for which the City funds construction). Those that do not are generally advised by staff as to the need and are taken through the process of incorporating accessible design into their project.</p>	
Physical	New construction	<p>Some proponents are serving a specifically high-need population as regards disabled individuals and these projects will have special design features and will often require capital funding in addition to the City's. The groups would seek this funding and bring it "to the table" as part of their pro forma. The City will continue to encourage attention to the subject in all new initiatives within the Let's Build portfolio.</p>	Ongoing
Physical	Lack of physical accessibility	<p>Through the first round of SCPI, small capital projects were funded, many of which addressed accessibility issues. This included: installation of a stairway wheelchair lift in a shelter, ramps to access washrooms in a shelter, upgrades to a wheelchair ramp in a shelter, installation of an elevator in a shelter allowing access to all floors, installation of wheelchair ramps allowing access to program space in a drop-in/overnight shelter, rebuilding of wheelchair ramps in a shelter, installation of an elevator and wheelchair ramps in a community agency serving the homeless.</p>	Completed
Physical	Lack of physical accessibility	<p>Though the terms and conditions of the next round of SCPI funding are not yet available, staff hope to be able to assist more agencies with these types of capital renovations.</p>	Planned

Type	Barrier	Strategy for Removal/Prevention	Status
Physical	Retrofitting directly operated shelters	<p>Over the years the directly operated shelters have addressed the issue of accessibility through various renovation projects that have taken place. Accessibility issues are always considered in retrofitting or renovating a directly operated facility:</p> <ul style="list-style-type: none"> <li data-bbox="716 590 1235 947">☐ during the renovation of Robertson House in 1998 a ramp to the front door was installed, a lift was provided to the basement and second floor, a wheelchair accessible staff washroom was provided on the first floor and two clients bedrooms were designed with wheelchair accessible showers. <li data-bbox="716 957 1235 1167">☐ Women's Residence has elevator access to all floors and there is one wheelchair accessible washroom. A TTY phone is provided for those requiring it. <li data-bbox="716 1178 1235 1461">☐ During a recent renovation of Seaton House the entire building was made wheelchair accessible including the provision of accessible washrooms, elevators and the addition of a second wheelchair ramp. <li data-bbox="716 1472 1235 1640">☐ Family Residence has two onsite rooms that have accessible washrooms and the building and day-care are accessible. <li data-bbox="716 1650 1235 1925">☐ Birkdale is wheelchair accessible on the main floor and has an elevator to other floors. When clients with restricted movement are living in the facility, staff work out an evacuation plan with them with the participation of the joint 	Completed

Type	Barrier	Strategy for Removal/Prevention	Status
		Health and Safety Committee.	
Physical	New construction	New shelters under construction would include barrier free design. Where financially and structurally feasible, renovations of existing buildings for new shelters would also include barrier free design.	Ongoing
Practice/policy	Varying degrees of accessibility in shelters	Accessibility in Purchase of Service shelters varies with some sites being completely accessible, others partially accessible and others not accessible at all. Hostel Services is implementing a Building Condition Assessment that will look at 56 shelter facilities. As part of their work, the engineers will be reporting back on opportunities for barrier-free adaptations in these facilities.	Planned
Practice/policy	Access to resources	All directly operated shelters have experience in working with clients with physical and developmental disabilities. Staff will make the appropriate referrals for these individuals to specialized services and supports that can assist them (if they are not already connected) and will assist them, as needed, in accessing the assistive devices that they may require (wheelchairs, canes, hearing aids, etc.)	Ongoing
Information Communication	Awareness and education	Staff are trained on the City's Human Rights policies.	Ongoing

Toronto Social Services Division:

Type	Barrier	Strategy for Removal/Prevention	Status
Physical	Difficulty in accessing a Toronto Social Services office	Applications can be taken in a hospital or other medical facility when needed.	Ongoing
Physical	Lack of physical	Ramps which meet current code	Complete

Type	Barrier	Strategy for Removal/Prevention	Status
	access to office	have been installed at entrances of all offices where needed.	d
Physical	Lack of physical access between floors	Elevators in offices provide access between floors as required.	Completed
Physical	Lack of access to interview booth	Every office has at least one designated interview booth that is wheelchair accessible	Completed
Practice/policy	Lack of financial resources to attend medical appointment	Clients who require taxis to attend medical appointments can have their costs covered (clients who are eligible for "Wheel Trans" should apply for that service).	Ongoing
Physical	Employee needs	Ergonomic assessments are undertaken to ensure workstations are appropriate for any employee with a disability.	Ongoing
Practice/Policy	Employee needs	Specialised equipment such as computer software, voice activated system to operate computer, specialised monitors with zoom text, headsets and workstation design are made available as required.	Ongoing
Physical	Employee needs	Employee entrances are wheelchair accessible and all offices have ramps or elevators to enable access between floors or where there are changes in gradient on one floor.	Completed
Physical	Employee needs	Access card readers and associated door hardware have been installed at all TSS sites. Where necessary, doors where the card readers have been installed are automatic to allow easier access for staff in wheelchairs. Card reader placement is designed with handicap access in mind.	Completed
Physical	Employee needs	At one site, a large proximity card	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
		reader that allows staff in wheelchairs to open the door without actually swiping their access card (greater range). A similar card reader is being planned for another site, and will be used in other sites as required.	
Physical	Employee needs	Additional door hardware has been placed on certain doors to allow easy access for staff in wheelchairs. Mechanism allows staff in wheelchairs to pull doors shut behind them.	Completed
Information Communication Practice/Policy	Lack of awareness / education among employees	Training materials including "Working with people with Disabilities" has been provided to all employees.	Completed
Physical Practice/policy	Employee needs	Training facilities are accessible and appropriate equipment is available, i.e.: provision of 21- inch computer monitor. Training will be designed to meet the specific needs of an individual.	Ongoing
Information Communication	Lack of ongoing forum to address needs	Local Operations Committee are in place in each office, where issues regarding the operation of the office can be raised.	Ongoing
Practice/Policy	Support for employees	Employee Assistance Program: program available to employees for confidential short-term counselling, information and referral.	Ongoing
Physical	Employee needs	Offices have made the following physical plant changes to accommodate specific needs of employees with disabilities, as follows: <ul style="list-style-type: none"> <input type="checkbox"/> Bathroom available <input type="checkbox"/> Enlarged and equipped interview booth with voice activated system 	Completed

Type	Barrier	Strategy for Removal/Prevention	Status
		<ul style="list-style-type: none"> <input type="checkbox"/> Enlarged and equipped workstation (e.g. One area office has installed automated platform on work surface to allow staff with severe back problems to raise their computer and work standing as required). <input type="checkbox"/> Attendant care provided for employee <input type="checkbox"/> Accommodate Wheel Trans drop-off and pick-up times <input type="checkbox"/> Redesigned staff entrance for better accessibility Metro Hall Social Services and Head Office staff have access to evacuation chairs to facilitate evacuation of staff that require assistance. 	

Homes for the Aged Division:

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/policy	Lack of Information/Communication	<i>Just for Families</i> is a series of information brochures created to provide important information for family member of residents living in Toronto's Homes for the Aged. Some of the topics include Vascular Dementia, Osteoarthritis, Osteoporosis, Parkinson's Disease and Alzheimer Disease.	Completed
Practice/Policy	Lack of Understanding / Philosophy of Care	HFA has adopted the philosophy of <i>Gentlecare</i> which has introduced the notion of compensating for the deficits of dementia by modifying the approach of people, programs and physical space to support the individual's values, strength, desires and needs.	Ongoing
Practice/policy Physical	Design standards	All existing Homes are accessible. However, HFA is presently redeveloping two of the ten LTC facilities to meet compliance with	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
		the new provincial design standards/guidelines. The new standards are specifically intended to address accessibility barriers. The new design standards address the change in needs required for residents in the areas of care, program and service.	
Practice/policy	Information Communication Available Resources	HFA staff has linkages with many associations, agencies to support and develop <i>Best Practices</i> for the care of residents in LTC facilities. New technological, medical changes are incorporated into everyday practice and policy change.	Ongoing
Practice/policy	Information Communication Attitudinal	Provided student placements to over 300 students in 10 various disciplines/programs; provided over 2600 on-site educational sessions to staff; supported 700 staff to attend outside educational opportunities.	Completed
Practice/Policy	Multiplicity of approaches	Developed and expanded further therapeutic approaches included art therapy, music therapy and complementary care, for those residents whose physical/cognitive functioning is such that they cannot benefit from large group programs.	Completed
Practice/Policy	Restructuring programs to meet needs	Initiated a new supportive housing location at Broadview Manor, in alliance with the Toronto Community Housing Corporation and continued the restructuring of the program in other areas to meet existing and future client need.	Completed
Practice/Policy	New programs for residents	Introduced "Connections Lounges" in each of the Homes, to allow residents to learn and use computer technology to enhance social	Completed

Type	Barrier	Strategy for Removal/Prevention	Status
		interaction and stimulation.	

Social Development and Administration Division:

Type	Barrier	Strategy for Removal/Prevention	Status
Practice/policy	Information Communication Resources	The SD&A Division supports task forces and special committees, such as the Toronto Seniors' Assembly and the Task Force on Community Safety. Such committees play an advocacy role within the City and are supported by both policy staff and community development staff.	Ongoing
Practice/policy	Physical Communication Accessible signage	An example of the advocacy role is a recommendation from the Seniors' Task Force for Transportation Services to implement an oversized street signage program to facilitate easier and safer movement at major intersections for motorists, pedestrians and cyclists. This program is now 65% complete.	65 percent complete and ongoing
Practice/Policy	Information Communication Advocacy Community partnership	Through the Task Force on Community Safety, a safety audit initiative works with relevant community partners to better understand safety audit issues. A safety audit website is being developed and a City-wide safety audit response system will be implemented. Barriers for persons with disabilities are being considered, and links may be made to the Pedestrian Committee.	Ongoing
Physical Architectural	Access to Seniors' Assembly meetings and public events	Venues for events are selected on the basis of accessibility.	Ongoing
Practice/policy	Communication Information	To the greatest possible degree, material produced on behalf of the	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
		Seniors' Assembly is printed in a larger font.	
Practice/policy	Communication Information Access for the hearing impaired	When required, American Sign Language interpreters are made available at community consultations.	Ongoing

Community and Neighborhood Services:

Toronto Public Health (TPH):

Toronto Public Health is required under the *Health Protection and Promotion Act* (R.S.O. 1990, cH.7, s.) to comply with the Equal Access Standard of the Mandatory Health Programs and Services Guidelines (Ministry of Health and Long Term Care, 1997).

Public Health emerged out of the urban social reform movements of the 19th century and in Toronto when high urban mortality became a concern of lay and medical activists. These activists found local councils unwilling to use local tax revenues to improve sanitary facilities and sought support from the provincial government.

In 1882, the Ontario government passed the Public Health Act, which established the Ontario Board of Health, which was the first modern and permanent health structure in Canada. This Act was further amended in 1884 to make it compulsory for local councils to form permanent local boards and hire medical officers of health.

Toronto Public Health is the largest health unit in Canada and the fifth largest in North America. TPH's mandate is to promote and protect the health of Toronto 2.5 million people. TPH faces challenges in meeting this mandate due to the socio-economic, ethno-racial and linguistic diversity of the city and the concentration of specific populations and services which impact on the need for public health services.

Toronto includes many population groups experiencing social, economic and environmental conditions such as poverty, inequality, social isolation, lack of adequate housing, nutrition, social supports and discrimination. There is a high concentration of groups with specific needs within Toronto including, the homeless/underhoused, street youth, individuals with high-risk sexual behaviour and injection drug users.

TPH is working towards the identification of barriers. TPH is planning to identify achievable objectives in the coming years and determine mechanisms for removal and prevention of barriers to persons with disabilities. Upon completion of identifying barriers, TPH will work on the methodologies to conduct the review.

TPH has been successful in establishing various initiatives related to diversity, access and equity.

Some of the highlights are:

- (i) developed an Access and Equity Policy Framework;
- (ii) developed a multi-year Access and Equity Action Plan;
- (iii) allocated of resources for multi-lingual phone services, printed materials in various languages, and purchased service agreements with community agencies for cultural interpreters; and
- (iv) prepared a Co-ordinating Access System to improve access to programs/services at the point of first-entry for the public.

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/Policy	Lack of a co-ordinated approach for planning and development of local health issues.	<p>The Board of Health established six Local Health Committees. The members were recruited from the City's diverse population. One of the functions is to advise the Board of Health on emerging local health issues and policy planning and development for TPH including access for people with disabilities, literacy barriers, cultural and language barriers.</p> <p>The local health committees work towards the planning of consultation activities. The consultation activities will lead to the identification, removal and prevention of barriers to persons with disabilities in the municipality's by-laws, policies, programs, practices and services.</p>	Established in May 2001
Practice/policy	Need for a cohesive diversity, access and equity plan.	TPH has established three internal committees to plan, implement and evaluate diversity, access and equity plan. One of the three committees is the Access and Equity Work Group. This is	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>made of staff representative from each of TPH's programs and section. The second committee is the Access and Equity Management Committee made up of managers from each of the geographical regions and programs of TPH. The third committee is the Access and Equity Steering Committee, made up of the Access and Equity lead Directors and Managers and is chaired by the Medical Officer of Health. It is ultimately responsible for the implementation of the Diversity, Access & Equity Action and is accountable to the Divisional Management Team.</p>	
Practice/policy	Need for enhanced community partnerships	<p>Through the six Local Health Committees and community partnership initiatives, TPH will outreach, consult and integrate groups with access barriers into program/ services planning, identification of barriers/ concerns, implementation and evaluation to address systemic discriminations.</p>	2004 and beyond
Practice/policy	Need for a decision-making review	<p>TPH will work on how the decision-making process on issues related to Municipal Accessibility Plan will be reviewed. The internal Access and Equity Steering Committee will oversee this process.</p>	2004 and beyond

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/policy	Physical access to Toronto Public Health facilities/clinics	As part of the diversity access and equity plan TPH, through the co-ordinated access system, will review all physical sites and assess for compliance with all codes governing requirements for accessibility (i.e. National/Provincial/ Municipal Building Codes, Accessibility Guidelines, etc.) A Capital plan will be submitted each year commencing in 2005 for building retrofits where standards are not met.)	

Corporate Services Department:

Corporate Services is a service delivery department providing leadership and support services directly to the public, as well as to the corporation, City Council and its Members, City employees and departments, and the media. Through dedicated and professional staff, the department manages corporate assets and resources, delivers and maintains critical services and systems, and fulfils governance responsibilities. The department is organized into nine divisions:

City Clerk's Office,
Corporate Communications,
Court Services,
Facilities and Real Estate,
Fleet Services,
Human Resources,
Information and Technology,
Legal Services, and
Service Improvement and Innovation.

The department's accessibility plan is primarily focused on the activities of six divisions where initiatives are in planning or implementation stages: City Clerk's Office, Corporate Communications, Court Services, Facilities and Real Estate, Fleet Service and Human Resources.

A systemic review of accessibility issues and barriers for the department's divisions will begin during 2004 for three of the departments' nine divisions, subject to resourcing through the 2004 budget process. On an annual basis, it is proposed that three divisions will be reviewed for accessibility access.

City Clerk's Office:

Type	Barrier	Strategy For Removal/Prevention	Status
Information / Communication	2003 Municipal Elections – Communications and Signage	<p>Strategy for 2003 municipal election:</p> <ul style="list-style-type: none"> <li data-bbox="695 407 1214 695">☐ Provide election information, including updates via fax, to the Canadian National Institute for the Blind 'Newslines', a telephone resource. Information remains on 'Newslines' as long as is requested by the client. <li data-bbox="695 695 1214 1020">☐ Publicize the "friend of an elector" initiative, permitting assistance behind the voting screen from the friend or the MDRO/DRO (Managing Deputy Returning Officer/Deputy Returning Officer), unique to Municipal elections. <li data-bbox="695 1020 1214 1276">☐ Provide one audio ballot touch screen voter terminal for the visually impaired at City Hall and each Civic Centre during the Continuous Advance Vote (Monday to Friday, October 20 to October 29, 2003). <li data-bbox="695 1276 1214 1388">☐ Place information on Canadian Hearing Society web site (www.chs.ca). <li data-bbox="695 1388 1214 1682">☐ Provide communications material on non-glossy paper and in an uncluttered style, as often as possible. Material to meet KISS criteria to reach out to the visually impaired and those with low levels of literacy. <li data-bbox="695 1682 1214 1898">☐ Place an instruction sheet in large print (minimum 14 pt) in all voting places containing voting instructions (how to vote and what offices an elector can vote for). <li data-bbox="695 1898 1214 1934">☐ Utilize Access Toronto for the 	Strategy in place for 2003 municipal election

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>TTY.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Encourage candidates attending Candidate Information Sessions to give consideration to the needs of the visually impaired and other groups when creating literature and web sites. <input type="checkbox"/> Continue to provide the yellow pennants with black borders to denote voting places, as well as contrasting borders on voting place lawn signs, in order to provide easier identification by people who are visually impaired. 	
Physical / Architectural	2003 Municipal Elections – Voting Places	<p>Strategy for 2003 municipal election:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure that where a building is accessible to the physically disabled, the accessible entrance is the shortest possible route to the voting place, i.e. the door that leads directly from the outside into the gym. <input type="checkbox"/> Ensure that there is enough space at one voting screen to accommodate a wheelchair or scooter. <input type="checkbox"/> Ensure one voting screen will have a chair for the disabled or elderly. <input type="checkbox"/> Provide a magnifying sheet in each voting place to assist both the visually impaired and senior citizens with poor eyesight. <input type="checkbox"/> Ensure that at locations that are inaccessible to the disabled, a Customer Service Clerk (CSC) will be hired to stand outside and provide assistance to people requiring help in getting into the voting 	Strategy in place for 2003 municipal election.

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>place or alerting the MDRO/DRO to the need for curb-side voting to be conducted.</p>	
Practice/Policy	2003 Municipal Elections – Voting Place Procedures	<p>Strategy for 2003 municipal election:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review by the MDRO with election officials, prior to opening the voting place, of procedures to assist people with disabilities at the voting place. <input type="checkbox"/> Assistance by the CSC of a disabled elector on entering the voting place, of reaching the ADRO (Assistant Deputy Returning Officer). <input type="checkbox"/> Provision by the ADRO of a ballot to the disabled voter, and direction or assistance if required to the appropriate voting screen – either the one with a chair or the one that will accommodate a wheelchair or scooter. <input type="checkbox"/> Assistance by the MDRO to clear the voting place and help a visually impaired voter mark the ballot if he/she does not have a “friend” to assist them. <input type="checkbox"/> Assistance by the CSC to ensure that once a person with disabilities has completed the voting process, he/she can safely exit the voting place. <input type="checkbox"/> Action by the MDRO/DRO where a voting place is not accessible, or a person with disabilities cannot get into a voting place for any reason, to go out to the person with one of each type of ballot, a copy of the voters’ list and a ballot transfer case. The MDRO/DRO will determine their school support, give them the appropriate ballot and once 	Strategy in place for 2003 municipal election.

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>completed, place it inside the ballot transfer case. Once back in the voting place, the ballot will be given to the TDRO (Tabulator Deputy Returning Officer) for processing. The MDRO/DRO should request the voter wait until he/she can be sure that the ballot has been marked correctly.</p>	
Practice Policy /	2003 Municipal Elections - Employment Opportunities	<p>Strategy for 2003 municipal election:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provide the necessary accommodation where possible to employ people with disabilities as election day staff. 	Ongoing
Information / Communication	Public Meetings of City Council committees	<p>Reference in public notices, published by the City Clerk's Office for public meetings of committees of City Council, to special assistance available for members of the public including a TTY reference number. Notices also indicate that attendant care services can be made available with some advance notice to the City Clerk's Office.</p> <p>Use of accessible locations for some committees and Community Councils that address items of great public interest late in the day or in the evening, to accommodate work or travel schedules.</p>	Ongoing
Practice Policy /	Information Communication	<p>Availability of copies of Council/Committee material on the City's web site and in print form. Charges for print copies have been waived for visually impaired people and not-for-profit groups; phone, fax and e-mail contacts are identified on print material and on the web site.</p>	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		The web site is continually updated with information on how Council / Committees work; about the City's agencies, boards, commissions and Task Forces, including mandate, schedule of meetings, appointments, contact info and links.	
Practice Policy	/ Information Communication	Advertisements for those wishing to serve on Boards is printed in local and multi-ethnic media, as well as dailies.	Ongoing
Practice Policy	/ Information Communication Technology	Increased use of e-mail notice lists where possible, using a communication tool that is immediate and enables the division to reach more people at low cost. This is also a more accessible form of communication for some people with disabilities. Strategies are in place to provide information to those not familiar with Council and use of the City's website.	Ongoing
Practice Policy	/ Information Communication Technology	Continue to work towards greater use of plain/clear language and simpler rules in committees. During City Council meetings, there is a visual display of Council motions and speaker's name for home cable viewers. The ongoing review of the meeting management process will lead to new ways for the public to access and participate in the decision-making process.	Ongoing
Practice Policy	/ Access to political process	Nominating Committee to conduct surveys to identify members of protected groups who are applying and being appointed to agencies, boards and commissions. Survey	Fall 2003

Type	Barrier	Strategy For Removal/Prevention	Status
		results will assist in setting goals to increase diversity.	
Practice Policy /	Information technology	Database for boards/ appointments are designed with “non-mouse” users in mind and for eventual internet posting of information. Division continues to review business process for clarity and access to information.	Implementation initiated
Practice Policy / Information Communication	Protocol Events	For Protocol events, several activities are now undertaken and will continue, including: TTY phone number provided on invitations to City events; menus designed to accommodate a variety of dietary needs and cultural sensitivities; event plans deliberately created to accommodate people with disabilities; availability of sign language interpreters and attendant care staff as required; accessibility symbols placed on invitations where attendant care is provided; and materials translated into languages as required.	Ongoing
Practice Policy /	Legislative Services Forms Information Communication	Legislative Services application forms and instructions are being reviewed for plain language for ease of understanding. Sample forms are being developed for reference. Reviewing and developing harmonized polling processes for the City of Toronto for easier access and consistency to the general public. Exploring available options for one provision of Legislative Services function through City of Toronto e-government services.	Ongoing
Practice Policy /	Archives Exhibits Information	Sign language interpreters and attendant care staff are employed as required. Sign language interpreters and attendant care services are	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
	Communication	provided as required for staff meetings.	

Corporate Communications:

Type	Barrier	Strategy For Removal/Prevention	Status
Information Communication	Accessibility Initiatives – Communication strategies	Maintains responsibility for the corporate TTY line to assist public enquiries from hearing-impaired persons.	Completed
Information Communication	Accessibility Initiatives – Communication Strategies	Maintains responsibility for the corporate web site content to ensure information content is accessible for visibly impaired users.	Ongoing
Information Communication	Internal Corporate Signage	Establishment of a Corporate Signage Steering Committee to review signage gaps and barriers at City Hall, Metro Hall, and the civic centres, and identify opportunities for improvement.	Ongoing

Court Services:

Type	Barrier	Strategy for Removal/Prevention	Status
Physical / Architectural	Accessibility in new court facilities	Construction of new court facilities is planned with regard for accessibility and built to Code. All courtrooms are accessible, and a courtroom at the York Civic Centre will be built to accommodate a Justice of the Peace with a disability. Staff and public washrooms will be physically accessible in all future court facilities.	Planned and ongoing
Information Communication Technology	Improved access to information	Implementation of a web site providing an e-mail address for the public to submit complaints or questions.	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
		<p>Creation of an information pamphlet that is handed out in the appeal court for Provincial Offences Act matters has been translated into 12 different languages.</p> <p>Language Lines are available at service counters to ensure that counter staff can communicate with persons speaking any language.</p>	
Information Technology	Improving access to the justice system	<p>The division is conducting a review to explore more efficient systems than the current Provincial ICON system. The new system will allow payments to be made over the Internet.</p> <p>Planning to set up an "e-court" that will allow defendants who require particular services of a Justice of the Peace to connect at a distant location via a video link, creating greater accessibility to the justice system.</p>	<p>Implementation underway</p> <p>Planning</p>
Practice Policy /	Attitudinal Communication	Training on customer service and working with the public to be provided to all counter/cash staff.	To be implemented in 2004
Practice Policy /	Information Communication	In agreement with the Province of Ontario, the court location at 137 Edward Street will be designated bilingual. In the fall, bilingual staff will be hired for this location.	To be implemented in Fall 2003

Facilities and Real Estate:

Type	Barrier	Strategy for Removal/Prevention	Status
Physical / Architectural	Accessibility for persons with disabilities to City facilities and services.	Two city departments, Corporate Services and Urban Development Services, are jointly co-ordinating the development of the new Accessibility Design Guidelines for the City of Toronto.	To be submitted to City Council in 2004.
Physical / Architectural	Initiatives to address identified physical barriers	<p>Accessibility audits of 70 city owned buildings, as a representative sample of all City facilities, were conducted in 2001 and 2002. This sample included City Hall, Civic Centres, Health facilities, Community Centres, Heritage buildings, Office buildings, Maintenance buildings, and more.</p> <p>Individual site remedial work plans were prepared for the 70 audited City-owned facilities.</p>	<p>Implementation initiated.</p> <p>Audits of rest of corporate facilities are ongoing (2004 - 2007)</p> <p>For 2003, planned capital projects to address accessibility matters total \$1.1 million</p>
Practice/Policy Information	Strategies for future audits	<p>For corporate buildings, the Facilities and Real Estate Division has a program for conducting accessibility audits for buildings under its direct control. Based on the findings from these audits, a capital program is developed for City Council approval and implementation.</p> <p>Based on the new Accessibility Design Guidelines for the City of Toronto, an accessibility checklist has been developed to ensure that all the issues identified in the Guidelines are reviewed during future audits.</p>	Implemented

Fleet Services:

Type	Barrier	Strategy for Removal/Prevention	Status
Practice Policy /	Employment	Division adheres to Human Resource guidelines in recruitment and employment and in the provision of accommodation where applicable.	Ongoing
Practice Policy /	Employment	Division adheres to provincial guidelines with respect to licensing, and to Ontario licensing requirements in terms of Fleet Safety Policy.	Ongoing

Human Resources:

Type	Barrier	Strategy for Removal/Prevention	Status
Practice Policy /	Employment barriers – attitudinal	The City actively encourages the participation of persons with disabilities in the employment selection process with the statement: “Committed to employment equity, the City of Toronto encourages applications from Aboriginal people, people with disabilities, members of visible minority groups and women” when posting or advertising job openings.	Ongoing
Practice Policy /	Attitudinal Physical Sensory Communication	When all applicants are invited to participate in the staffing process (e.g., interview or testing process) they are made aware that the City will accommodate individuals with special needs in the selection process and that individuals must make their needs known. Accommodations are made as appropriate throughout the selection process (e.g., testing, interviews). At the time of a job offer candidates are also informed that should they need an accommodation in the workplace	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
		that they should make their needs known. Arrangements are made to meet the needs of the employee as appropriate.	
Practice Policy /	Attitudinal Physical Sensory Communication	Inclusion of human rights and employment equity sections in all staffing guidelines, policies and tools provided to managers and human resources staff. These include guidelines for developing qualifications; screening applications, recruitment advertising, internet job postings, use of executive search firms, guidelines for practical and written assessments, interview panel procedures, hiring process, employment references, and job offer guidelines.	Ongoing
Practice Policy /	Communication	A number of departments send copies of job postings to community groups to ensure wide distribution of job opportunities to equity/diversity groups including persons with disabilities. Departments attend speciality job fairs that target persons with disabilities.	Ongoing
Practice Policy /	Communication	Participants in corporate training courses offered through the calendar are requested to advise if they require accommodation in order to participate. Accommodations have included the provision of ASL translators and materials in Braille.	Ongoing
Practice Policy /	Communication	The Employees Training Centre on King Street E has TTY capability and Career Development Services has TTY capability and a counsellor provides services to a	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
		number of deaf employees.	
Attitudinal Practice / Policy	Human Rights Discrimination	<p>The City's Workplace Human Rights and Harassment policy, which addresses obligations under the Ontario Human Rights Code, prohibits discrimination of protected groups, including persons with disabilities, in services, accommodation, contracts and employment.</p> <p>The City has a Human Rights Office, which provides advice and guidance on human rights issues (e.g., accommodation of employees with disabilities), provides support to managers in resolving human rights complaints, meditates disputes and investigates formal human rights complaints. The Office handles inquiries and complaints from City employees about the workplace and from the public regarding City services. An Annual report is provided to City Council.</p>	Ongoing
Attitudinal Practice/Policy	Employment Equity	<p>In 2000, Council approved the City's Employment Equity policy, setting out the process for ensuring equitable employment systems. This includes collecting employment equity information from applicants to City jobs and the City workforce (including whether or not the individual is a person with a disability); identifying and removing barriers to full employment; setting objectives for equitable representation, developing proactive equity plans including special programs to support the objectives; measuring and monitoring outcomes and results, publicly reporting on the</p>	Ongoing

Type	Barrier	Strategy for Removal/Prevention	Status
		results through an Annual Report, and hiring and promoting on the basis of merit and potential.	
Practice Policy /	Employment Policy	Part of the development/ approval process for human resources policies/guidelines includes a review by Employment Equity and Human Rights staff who look for impact and issues that affect protected human rights and employment equity groups.	Ongoing
Attitudinal Practice Policy /	Hiring Process	The inclusion of human rights and employment equity considerations in all staffing policies/guidelines helps ensure that barriers to employment are prevented in the recruitment and staffing process or identified and removed.	Ongoing
Practice Policy /	Employee Health and Safety Physical Architectural Communication Technological	Occupational health staff, ergonomists, employee rehabilitation and employee assistance counsellors provide advice/assistance and training to managers and employees to optimize health and safety and employee wellness and prevent injuries and illnesses. The Integrated Disability Management Policy facilitates return to work of injured workers and those who have been off due to illness including assisting with accommodation in the workplace.	Ongoing
Information	Incomplete information about the workforce; representation in specific jobs and job levels.	Conduct a workforce survey and prepare a report on the results, including the representation of persons with disabilities in the City workforce.	Surveying has begun and expected to conclude by Feb/04
Practice/Policy	Need for a harmonized	Development and implementation of a workplace accommodation	December 2003

Type	Barrier	Strategy for Removal/Prevention	Status
Information	workplace accommodation policy and guidelines that will replace the accommodation policies of the former municipalities.	policy and guidelines	
Information Communication	Better access to employment opportunities with the City of Toronto.	Participate in the Ontario March of Dimes Strategic Employment Solutions Program to increase outreach to persons with disabilities	Begin in fall 2003, and on-going thereafter
Information Communication	Better access to employment opportunities with the City of Toronto.	Use of fax broadcast software (Fax Senior) to ensure City job postings are sent to employment agencies that serve persons with disabilities and outreach to persons with disabilities is maximized.	Begin in September 2003 and on-going thereafter

Economic Development, Culture and Tourism:

The department is comprised of the Economic Development, Culture, Parks and Recreation, Policy and Development, and Tourism divisions. The department provides services to the residents of Toronto through its many parks and recreational facilities, its museums, art galleries and cultural attractions and programs, support for businesses and through a variety of special events.

The department is responsible for over 800 structures and 7,000 hectares of parks plus 90 cultural facilities with associated landscapes – many of which have a historical reference to consider in planning. The department plans to undertake and complete accessibility audits over the next two years, based on funding availability.

The Department actively and broadly consults on accessibility issues in operational reviews, divisional workplans and the development of service models for people with disabilities.

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/Policy Information Communication	Identifying people with a disability in our	Partner with agencies, develop questionnaires and surveys to send to existing customers	To begin in 2004, dependent on

Type	Barrier	Strategy For Removal/Prevention	Status
n	community and the supports they require Identify stakeholders and partnerships	Develop database	funding
Practice/policy Information Communication	A voice for the disability community is needed at local levels	Develop district advisory councils	2004/05
Practice/policy	Communication	TTYs are available in all Parks and Recreation district offices for cultural and recreational programming.	Completed
Practice/policy Information Communication	Update communication plan	Increase web access Promote TTY further	Ongoing
Practice/Policy	Standardized accessibility guidelines needed Develop one single service delivery model and operational structure model for Parks and Recreation Division	The proposed accessibility design guidelines will be forwarded to Council for approval. Consult with working groups and community partners and develop action plan.	2004
Attitudinal Information Communication	Training on accessibility issues for staff	Human rights training for departmental staff Developing a resource manual for staff and volunteers	2003-2004
Practice/policy Attitudinal Communication Information	Improve staffing and employment practices to represent our diverse	Review current practises and consult with HR department to determine both gaps and strategies	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
	community		
Technological	To harmonize distinctly different systems (manual and computer) for better accessibility	Develop an IT system that will be compatible with the City's CLASS registration system while maintaining confidentiality of customer health records.	Ongoing
Practice/Policy	Developing effective responses to the City's diversity.	The development of an Access and Equity Work Plan to include disabilities is being completed for the department, covering the period January 2004 to December 2007 with an annual report on implementation.	Fall 2003
Practice/policy		A new service delivery model is being developed to serve people with disabilities within Parks and Recreation. This will be done in consultation with a staff working group, disability community agencies, and partners.	2004 and beyond
Physical Practice/policy	Assessment of facilities for accessibility.	In 2004, Council is expected review and adopt design accessibility guidelines for civic facilities. It will be proposed that funds be allocated towards an audit of Parks and Recreation and Culture facilities. The review is to be conducted by external experts (using the corporate Accessibility guidelines as the basis of review), over a period of two years. Cost estimates to remedy any deficiencies would be developed for consideration in future capital budgets.	2004 – 2005
Practice/policy	Information Communication Attitudinal	As required by the City Grants policy, Arts and Culture, and Museum grant applicants (Culture	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		Division) are required to develop Anti-Racism, Access and Equity Policy and Human Rights Complaint Procedures.	
Practice/policy Architectural	Program Physical	The program for the Culture Division will need to be flexible, accommodating a possible combination of physical retrofits and virtual exhibit design in order to deliver a fulfilling experience to all patrons.	Ongoing
Practice/policy	Reviews for accessibility	The capital budget will influence the review periods for building audits and plan for implementation. The departmental Access and Equity Committee will meet regularly to discuss issues and recommend appropriate actions to senior staff.	Ongoing

Finance Department:

The Finance Department provides sound financial management and advice to the City ensuring effective use of the corporation's financial resources by maintaining financial controls; by developing and implementing effective financial strategies; and providing timely, effective, accurate and efficient services to departments, boards, agencies, employees, and the public.

This mission is carried out under a broad range of financial service including accounting, budgeting, financial planning, insurance and risk management, investment and debt management, revenue collection (taxes, water, parking tags), payroll, pension and employee benefits administration, purchasing and materials management, support services, and development, policy and research.

Purchasing and Materials Management Division:

The City of Toronto represents one of the largest single purchasers of material, supplies, equipment and services in Ontario. Our primary function is to supply all departments and designated agencies, boards and commissions of the City with the best value and service possible for public monies spent, at all times maintaining the highest standards of business ethics in our dealings with suppliers.

The procurement function is accomplished by competitive bidding by pre-determined specifications. The division also handles the sale of obsolete or salvageable material, warehousing and distribution, and quality control on purchased goods and services by the City.

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/policy Information Communications	Provision of sensitivity and awareness training and materials on access, equity and human rights issues to all persons involved with the municipal structure including staff, contractors and persons appointed to city committees.	All Finance Divisions communicate and remind staff of City Policies in the area of human rights and diversity. The Purchasing and Material Management Division ensures that all new bidders are given a copy of the City's Declaration of Non-Discrimination Policy.	Ongoing
Practice/policy Information Communication	Encouraging employees to participate in corporate and community programs to help staff better understand the City's diverse communities.	The divisions have provided education and training to staff to understand better the needs of the City's diverse communities. Brochures and videos in various languages along with an interpretation service provided by the department to assist the City's diverse communities.	Ongoing
Practice/policy Information Communication	The City's Economic Development Strategy specifically outline proactive strategies that include the city's diverse communities.	Purchasing & Materials Management Division has and will continue to provide seminars to the City's diverse communities on how to access business opportunities with the City.	Ongoing
Practice/policy Information Communication	That the City implement the implementation	Purchasing and Materials Management Division has and will continue to provide seminars	

Type	Barrier	Strategy For Removal/Prevention	Status
	strategy arising from recommendations of the Urban Aboriginal Economic Development Seminar and that it provide progress reports.	to the City's Aboriginal Community on how to access City business opportunities.	
Practice/policy Information Communication	In promoting the image of Toronto as a "global city", strategies be implemented to use these opportunities for businesses owned and operated by members of the human rights protected groups.	Purchasing and Materials Management Division participated on the Olympic Bid Access to the Commercial Opportunity Reference Group in the development of an Equity Work Plan for Access to Commercial Opportunities.	Completed
Practice/policy Information Communication	The City to use its purchasing process for communicating the City's leadership role on employment equity, anti-discrimination and against harassment in the workplaces of Toronto.	Suppliers are required to comply with the City's Anti-discrimination Policy and Fair Wage Policy. The Purchasing and Materials Management Division provides seminars to suppliers where the need to comply with the policies are explained.	Completed
Practice/policy	Improve access to the City's purchasing process	A new purchasing by-law was approved by Council in July 2000. Where possible and with the concurrence of the Departments,	Implemented

Type	Barrier	Strategy For Removal/Prevention	Status
		contract requirements are split so that firms can bid on all or part of the contracts.	
Practice/policy Information Communication	A report on the proportion of expenditure the City spent with Businesses Owned by the Designated Groups; and the report to include information on the employment equity policies of firms who are suppliers to the City.	Data are being compiled and a Report will follow to City Council.	Initiated

Urban Development Services:

Urban Development Services plays a vital part in the life cycle of land use and building throughout the City of Toronto. Any structure, whether an addition to a house or the construction of an office tower complex, has to be planned, built, maintained and, in some cases, demolished.

City Planning is at the front end, liaising with citizens and community councils and dealing with planning applications.

Building is in the middle; issuing building permits and inspecting sites.

Municipal Licensing and Standards is at the end, ensuring that what is planned and built is maintained and fulfilling its function properly. In addition, the Division issues business licences and right-of-way permits and ensures compliance with relevant by-laws.

Business Support Services is an essential internal support service for the department.

City Planning Division:

Mandate:

The City Planning Division manages the growth and physical form of the city. The division reviews and processes development approval applications from both a community planning and an urban design perspective.

Core businesses:

Planning staff gather public input and conduct research to develop and implement plans for areas of the City, and review and make recommendations to Council regarding private developments, to ensure new developments enhance our urban environment. They also provide support for City Council and its committees as well as community-based working groups established to review specific development plans.

Building Division:

Mandate:

The principal mandate of the Building Division, as part of the Urban Development Services Department, is to enforce the *Building Code Act, 1992* and the Ontario Building Code which regulate the construction and rehabilitation of all buildings in the City of Toronto.

Enforcement of Building Code standards is required under the *Building Code Act, 1992* and allows the City to verify that new construction meets the minimum standards for public health and safety, fire protection, structural sufficiency, accessibility, conservation and environmental integrity.

Accessibility is explicitly included in the *Building Code Act, 1992*, under Section 34(5), which outlines the purpose of the Ontario Building Code.

Core businesses:

The Building Division's core businesses are *Plan Review* and *Inspection Services* to verify that new construction and renovation projects comply with the minimum standards set out in the Ontario Building Code, as well as other requirements including zoning provisions and other applicable laws.

The key clients and customers are designers, engineers, architects, contractors and "do-it-yourselfers" (homeowners and small business people) involved in the construction, repair, reuse and renovation of buildings in the City of Toronto.

The Building Division has also undertaken Community Consultation and Program Development. This program provides an opportunity for contact with groups of professionals and stake-holders who receive our services to enable us to identify service gaps and problems and provide the Division a forum for exchanging information and improving the delivery of our services generally. Consultations within the construction industry further allows us to assess new construction technologies, processes and materials, to prepare us to use our authority to permit "equivalencies" to traditional building code requirements, as permitted under the *Building Code Act, 1992*.

The final level of consultation and program development occurs with the Building and Development Branch of the Ministry of Municipal Affairs and Housing and the National Model Code process, which accept input on proposed changes and improvements to the *Building Code Act, 1992* and the Ontario Building Code from any organization or person.

Municipal Licensing and Standards:

Mandate:

The mandate of the Municipal Licensing and Standards Division is to enhance the quality of life for residents, businesses and visitors to Toronto by investigating and enforcing compliance with Acts, By-laws, and Regulations in order to encourage:

- (i) High public safety standards;
- (ii) Neighbourhood integrity; and
- (iii) Consumer protection.

Core businesses:

The Municipal Licensing and Standards Division is responsible for:

- (i) Regulating and issuing business licences for stationary and mobile businesses;
- (ii) Regulating and issuing permits for street vending, boulevard cafes and marketing on the City's right-of-way; and
- (iii) Regulating and inspecting activities on, or associated with, private property.

Paragraph 150(8)(e)(v) of the Municipal Act also permits municipalities to require as a condition of obtaining, continuing to hold, or renewing any business licence, that the premises of the business, or part of the premises, be accessible to persons with disabilities.

Urban Development Services:

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/policy	Physical Architectural Review of site plans for accessible parking Requirements and access to sidewalks, buildings, etc.	Review site plans with respect to parking and pedestrian facilities. For example: Provision of handicapped parking spaces and their location in relation to the main doors, or elevator lobbies in parking garages. The dimensions of such spaces are larger than regular spaces to allow for a chair to be drawn beside the vehicle. Provision of dropped curbs and ramps for access to buildings, sidewalks etc.	Ongoing
		Notes: The Etobicoke Zoning Code and the York zoning bylaw (1-83) both include standards for handicapped spaces in their parking requirements. The former Toronto zoning bylaw (438-86) and the North York zoning bylaw address disabled persons' access to buildings by allowing ramps to project a specified maximum amount into yards. The Toronto bylaw also	

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>includes elevating devices in this regard.</p> <p>The former Toronto and North York had separate bylaws (non-zoning) administered by other Departments to address handicapped parking spaces. They are Toronto bylaw 329-81 and North York bylaw 31770.</p> <p>Neither East York's nor Scarborough's zoning specifically addressed disability access, however the City Building Plan Examiners permit wheelchair ramps or elevating devices as a matter of course as they are "life needs".</p>	
Practice/policy	<p>Information Communication</p> <p>Review of policy proposals for applicability for citizens with disabilities.</p>	<p>An Accessibility planner reviews policy proposals for applicability to people with disabilities, such as the drafts of the Official Plan, and acts as liaison with departments to insure that accessibility issues are dealt with appropriately.</p> <p>Projects include: Co-ordinating community in-put to Accessibility Design Guidelines project, Assisting Diversity Management and Community Engagement's Disability Issues Committee programme, Liaison with the Toronto Police on disability parking issues</p> <p>Advises the Clerk's office, the WEB Master, and other city communication staff on appropriate communication formats for use by people with</p>	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		disabilities.	
Practice/policy	Information Communication Accessible public meetings	Public consultation meetings held by Area Planners, the Official Plan Team, and other project staff take place in buildings such as community centres and schools which provide access for people with disabilities. Meeting Notices (in multiple languages) advise that support such as ASL interpreters, attendant care, or alternative formatted documents can be provided with adequate prior notification.	Ongoing
Practice/Policy	Involvement and inclusion of people with disabilities in City plans.	People with disabilities were involved in the review of the drawings for the Yonge-Dundas Square.	The Yonge-Dundas Square is now completed. Practice expected to continue for future projects.
Practice/policy	Information Communication Physical Implementation of the City's Official Plan.	The new Zoning By-Law project will review zoning regulations to identify barriers. The Accessibility Planner will work with the bylaw team to insure that the needs of people with disabilities are not overlooked in zoning bylaw preparation. Note: The new Plan is A long-term policy document, Strategic and high level in its Approach to future Development, but clear in its Vision. As the document states, " The vision of the Plan is about creating an attractive and safe	The new Zoning By-law project will review the current regulations over the next year and beyond. Any changes will be forthcoming but will not take effect for 2 or 3 more years. The Official Plan was approved by Council and will

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		city that evokes pride, passion and a sense of belonging – a city where everybody cares about quality of life." "A key city-building principle is that public buildings, parks and open spaces should be open and accessible to all members of the public including people with disabilities."	be before the Ontario Municipal Board.
Practice/policy	Information Communication Ensuring accessibility issues are included in the City's development projects.	Through the community consultation process, the division will develop a programme for insuring that accessibility issues are included in new development projects. For example: <input type="checkbox"/> Plan to restore, develop and operate Union Station <input type="checkbox"/> Harbourfront Parks and Open Space <input type="checkbox"/> The Toronto Waterfront Scan and Environmental Improvement Strategy Study <input type="checkbox"/> Central Waterfront Plan Part II <input type="checkbox"/> Toronto's Port Lands and West Don Lands <input type="checkbox"/> Restoration of the mouth of the Don River	2004 and beyond
Practice/policy	Information Communication Improved understanding, implementation of Accessibility Design Guidelines.	After t Once the City's own Accessibility Design Guidelines are finalised, the division is likely to be involved in training sessions on the use of the Design Guidelines.	Late 2004
Practice/Policy Information Communicatio	Access to site plans for the purpose of	The Division will work with the City's Disability Issues Advisory Committee, as required, to	2004 and beyond

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n	review (section 41 of the Planning Act)	review site plans. As part of this practice, the City would develop basic protocols governing confidentiality, skill profiles of participants, and contracts that fully outline the expectations of the committee volunteer and the Planning Division.	
Practice/policy	Information Communication Support to accessibility advisory committee	<p>The Ontario Building Code standards are developed and regulated by the provincial government. The Ontario Building Code has accessibility requirements that go beyond requirements in other Canadian provinces. The most recent round of consultations to consider proposed amendments included significant changes to the accessibility requirements.</p> <p>The Building Division played a role on the City of Toronto's Community Advisory Committee on Disability Issues, which lobbied the provincial government to improve the accessibility requirements in the Ontario Building Code. The Building Division also represented the City in a provincial-working group to identify code changes, and commented favourably on changes included in the Code consultation package that were the result.</p>	Ongoing
Practice/policy	Information Communication Support to City accessibility initiatives.	The group developing the proposed Accessibility Design Guidelines for the City of Toronto included a representative of the Building Division who worked to ensure that the guidelines would	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		not conflict with the Ontario Building Code requirements. The guidelines, once released, will provide voluntary design solutions to help improve accessibility.	
Practice/policy	Physical Review for improved accessibility.	The Customer Service Team of the Building Division will assess the accessibility of the service counters where Building Division services are provided. This will include assessing the counter space itself, as well as access to the space and way finding. The review will identify and implement quick fixes for improving accessibility. The review may also identify other longer-term ways that could improve accessibility.	2004
Practice/Policy	Accessible Taxicab Program	<p>The Taxi Industry Unit of ML&S offers a specialised Accessible Taxicab Program to taxicab operators who wish to provide dedicated service to persons with disabilities. These licences are issued under Subsection 132(M) of Chapter 545 of the City of Toronto Municipal Code.</p> <p>The goal of the program is to supplement accessible transportation to persons with disabilities. It is tied to the Toronto Transit Commission's Accessible Transit Services Plan.</p> <p>Description: The Accessible Taxicab program allows for the licensing and regulation of wheelchair accessible vans for use by persons with disabilities, as well</p>	The program was developed from a recommendation proposed by the Taxi Task Force and which was adopted by City Council in 1998. The program commenced in 2000 and currently 74 accessible taxicab vehicles are licensed.

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		<p>as, sedan service to persons with limited mobility.</p> <p>Accessible vehicles (vans) are ramp-equipped, require specialised plates and must conform to the requirements set out by the Canadian Standards Association's D409-02 and the Province's Regulation 629 Highway Traffic Act.</p>	
Practice/policy	<p>Information Communication</p> <p>Training for operators</p>	<p>The program requires operators to successfully complete a four and a half-day course focusing on customer service, sensitivity awareness, equipment handling, and human rights issues.</p>	Ongoing
Practice/policy	<p>Communication</p> <p>Effective partnerships with transportation providers.</p>	<p>The TTC has contracted a portion of its Wheel Trans service to the City's taxi brokerage companies as well as to individual sedan operators. The initial tender was for five years with options to renew for two one-year terms.</p> <p>Contracted services are used at all times of the day. The number of accessible taxis required for this program is determined by forecasted projections made by the TTC. Over the five-year plan, the TTC determined there was a need for 73 accessible taxis. At the present time, there are 74 accessible vehicles in service, with one licence pending issue. There are also seven Standard Accessibles currently operating.</p>	Ongoing since 2000.
Practice/policy	Training for prospective and	<p>The Taxi Industry Unit of ML&S trains and re-trains approximately 4,000 prospective and licensed</p>	Ongoing

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	<p>licensed taxicab drivers and owners</p>	<p>taxicab drivers in the City of Toronto. Training is provided under Subsections 131(A), 131(B), and 132(F) of Chapter 545 of the City of Toronto Municipal Code.</p> <p>All prospective taxicab drivers must attend a 17-day training course that includes a one full-day session of accessibility training that includes sensitivity awareness and practical assessments with respect to equipment handling. Prospective drivers must also attend training in human rights and diversity awareness.</p> <p>All licensed drivers were required to attend a five-day refresher course in 2001 and 2002, including a half-day refresher session on providing service to passengers with disabilities.</p> <p>All licensed and eligible taxicab drivers wishing to obtain an Ambassador taxicab owner's licence are required to attend a forty half-day-session training course which includes one full day of accessibility training that includes sensitivity awareness and practical assessments with respect to equipment handling.</p> <p>All taxicab accessibility modules have been designed with the standards for training established by a number of provincial and federal organisations, including the Canadian National Institute for the Blind, the Canadian Council of Blind People, the Advisory Committee for</p>	

Type	Barrier	Strategy For Removal/Prevention	Status
		Accessible Transportation, and the Senior's Secretariat.	
Practice/Policy	Access to boulevard cafés	Boulevard cafés are currently required to have a fence that defines the perimeter of the licensed area. The opening in the fence must be at least 1.0 metres wide in order to accommodate access to a person in a wheelchair. In addition, all decks constructed on the café area must include a ramp that provides access to the elevated area and the ramp must be in accordance with accessibility criteria for slope and handrails. These provisions are currently defined in Section 36 of Chapter 313 of the City of Toronto Municipal Code.	Ongoing
Practice/policy	Licensing of other businesses, trades and occupations	<p>To date, accessibility, as a condition of securing a business license has not been widely explored for business licences in areas other than taxi and boulevard cafés.</p> <p>The Accessibility Workgroup (see next entry) will explore in 2004 the impact of the licensing provisions under the <i>Municipal Act, 2001</i> and make further recommendations.</p> <p>Among other issues, the Workgroup will consider the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> amendments to Chapter 545 to ensure that Accessibility be a condition of a business licence; <input type="checkbox"/> the impact on the licensee who may be renting a property, when the 	To be explored in 2004

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		<p>responsibility for accessibility might more appropriately be placed upon the owner of the building;</p> <ul style="list-style-type: none"> <input type="checkbox"/> addressing the issues arising from not all businesses within the City being required to have business licences, which means that many businesses will not be subject to such conditions and that those that are could therefore potentially claim the measures to be discriminatory. 	
Practice/policy	<p>Information Communication</p> <p>Co-ordinated reporting strategy for annual accessibility plans.</p>	<p>ML&S will form an Accessibility Workgroup to develop an Accessibility Plan for Municipal Licensing and Standards Division.</p> <p>The workgroup will identify and analyse barriers relating to the existing Accessible Taxicab Program. It will involve developing a methodology (using qualitative and quantitative measures) to:</p> <ul style="list-style-type: none"> evaluate the impact of the Accessible Taxicab Program; address the rationale for supporting an increase in the number of accessible vehicles; develop a methodology to arrive at a proper number of accessible vehicles to meet the demand; and investigate a proper fare structure to make the business opportunity a viable enterprise for the taxi industry. <p>Consultations will be conducted with the Taxi Advisory Committee</p>	To begin in 2004

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		<p>and persons with disabilities. In addition, the Accessibility Workgroup will also review Chapter 545, Licensing, as well as many other relevant Chapters and/or By-laws to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> assess and report on which types of licensed businesses may be required to make their premises, or part of their premises accessible; <input type="checkbox"/> assess and report on what measures should be required of the identified businesses; <input type="checkbox"/> assess and report on the financial impact on the identified businesses and, if deemed necessary, suggest strategies to address such impact; and <p>assess and report on how the previous recommendations might be monitored and evaluated.</p>	

Works and Emergency Services:

Works and Emergency Services provide water, wastewater, solid waste, transportation, fire and emergency medical services to the City of Toronto. The department has approximately 9,300 employees, and 250 facilities with operations from Pickering in the east, to the border with Mississauga in the west, and from the shores of Lake Ontario to York Region in the north. The department provides essential services that affect the day to day life of Toronto residents.

The department includes the following divisions:

- Emergency Medical Services
- Fire Services
- Solid Waste Management Services
- Support Services
- Technical Services
- Transportation Services
- Water and Wastewater Services

Type	Barrier	Strategy For Removal/Prevention	Status
Practice/policy	Attitudinal Information Communication	On the Department's recommendation, City Council has approved of a substantial increase in set fines (a minimum of \$300) for Disabled Permit Parking Offences.	Adopted by Council, November 2002. Effective when the changes to <i>Municipal Act</i> with respect to parking for disabled persons come into effect.
Practice/policy	Access to resources	City Council adopted, in principle, that funds derived from disabled parking offences be placed in a separate account to be used for disability-related projects.	Referred to Budget Advisory Committee for future consideration.
Practice/policy	Attitudinal Communication Information	Sessions on "Human rights: due diligence for managers" are delivered annually. The "Leadership through Excellence" management program for Works and Emergency Services delivered by George Brown College includes training on human rights issues, employment equity, and workplace harassment policies. Fire recruits receive training on human rights and workplace harassment policies. Orientation for all staff in WES includes discussion on the City's human rights and workplace harassment policies. Toronto Emergency Medical Services: New employees/management staff receive orientation to corporate human rights policies by the HR	Ongoing

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		<p>division. These policies are also available on the intranet. Community advisors provide workshops to supervisory staff. WES staff receive cultural diversity training from Human Resources.</p>	
Practice/policy	Access to services	Emergency Medical Services will be hiring an Ethnocultural Access Coordinator/Multicultural Health Consultant.	September 2003
Architectural	Access to services and facilities	Emergency Medical Services headquarters and the Rubes Centre for EMS Studies is wheelchair accessible. Emergency Medical Services will monitor changes as implemented in other departments and relay information to our front line staff.	Ongoing
Architectural	Physical	<p>Streetscaping amenities are included in the draft Accessibility Design Guidelines.</p> <p>Specialized audible traffic signals are being installed on an ongoing basis.</p> <p>Installation of oversized street signs with large font letters for improved visual access.</p> <p>Installation of pararamps at all intersections.</p> <p>The Fire Services Academy has been made wheel chair accessible.</p> <p>Solid Waste Management Services provides front/side door collection services for people with disabilities.</p> <p>4330 Dufferin Street and the Rubes Centre for Emergency Medical Services studies are</p>	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		wheelchair accessible.	
Practice/policy	Information Communication	Emergency Medical Services sponsors an anti-hate phone line. The community medicine program addresses domestic violence issues.	Ongoing
Practice/policy	Information Communication	Toronto Emergency Medical Services staff set up information booths at various community events including the Jobs Market for People with Disabilities.	As requested
Practice/policy	Information Communication	<p>Fire Services provides fire safety seminars in various languages.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Solid Waste Management Services provides materials in a number of different languages. <input type="checkbox"/> Customer service staff use the Language Line Service to respond to inquiries in various languages. 	Ongoing
Practice/policy	Information Communication	<p>Emergency Medical Services provides information in five languages. 911 calls are managed through the Language Line Service.</p> <p>Fire Services pamphlets are provided in over 13 languages.</p>	Ongoing
Practice/policy	Access to community input	Emergency Medical Services are in the process of establishing a Community Advisory Committee.	Implementation in progress
Architectural	Physical	Accessibility needs are incorporated into all future renovations of Emergency Medical Services.	Ongoing
Practice/policy	Employment processes	In Fire Services, the recruitment equity policy is in place to provide opportunity to achieve a workforce	Ongoing

Type	Barrier	Strategy For Removal/Prevention	Status
		<p>that reflects the population. The Recruitment Section develops programs, such as job fairs, targeted advertising, to assist designated group members on a regular basis. Over 200 outreach events are attended each year.</p> <p>Emergency Medical Services implemented an outreach program, contacted community colleges to address potential barriers for applicants, restructured physical demands criteria and have established opportunities to provide experience for youth wishing to explore a career in health care.</p> <p>Established a Scouts Canada group, a Medical Venturer programme to attract participants from diverse communities. Through this program, participants are mentored and encouraged to apply to community colleges for a career in paramedicine. The program can sponsor applicants. EMS also works with the Association of Immigrant Healthcare Workers to assist in providing experience.</p>	
Practice/policy	Information Communication	<p>Solid Waste Management Services provides literature to community organizations in a number of different languages, as required, and leads/assists with educating communities/residents on services provided by the Division and solid waste issues.</p> <p>Outreach is a regular part of the hiring/recruitment process in WES.</p>	Ongoing
Practice/policy	Information	Emergency Medical Services has	Ongoing

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y	Communication	<p>reviewed physical testing and new processes have been put in place. Barriers that may preclude admissions to community college are under review. All operational and administrative policies have been reviewed and amended.</p> <p>Fire Services has evaluated hiring policies to ensure there are no systemic barriers to designated groups.</p> <p>Solid Waste Management Services updates communications and literature on a regular basis and evaluates human resources policies and programs regularly to eliminate barriers. Human Resources consultants provide accommodation for applicants as requested.</p>	
Practice/policy	Information Communication	<p>WES divisions are aware of the Recommendations of the report of the Task Force on Community Access and Equity and of the Plan for the Elimination of Racism and Discrimination.</p> <p>Community Access and Equity initiatives are discussed at senior management team meetings as priority items to ensure consistent interpretation and compliance with Corporate direction</p> <p>WES staff will continue to provide service excellence to our public and will continue to be responsive to the changing needs of our diverse communities.</p>	Ongoing