

People & Equity Division

City of Toronto Multi-Year Accessibility Plan

Progress Status Report 2016 - 2019



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Statement of Commitment to Creating an Accessible City

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 diversity among its people has strengthened Toronto.

The City of Toronto is committed to building an inclusive society and providing an accessible environment in which all individuals have access to the City's services and programs in a way that respects the dignity and independence of people with disabilities.

The City of Toronto supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and will establish policies, practices and procedures which are consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment, the built environment and transportation.

The City of Toronto will continue to prevent barriers by designing inclusively and supporting positive attitudes that address "ableism" – attitudes which devalue and limit the potential of persons with disabilities.

In working towards its goals under this Statement, the City of Toronto is committed to meeting the requirements of existing legislation and to its own policies and goals related to the identification, removal and prevention of barriers to people with disabilities and becoming a barrier free city.

1 Introduction

The [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) calls for the development, implementation and enforcement of accessibility standards and regulations to achieve accessibility for Ontarians with disabilities in all areas of society.

The AODA requires the City of Toronto to identify, prevent and remove barriers faced by people with disabilities in accessing City goods, services and facilities. The [Integrated Accessibility Standards Regulation](#) (IASR) (Ontario Regulation 191/11), under the AODA requires the City to develop and maintain a Multi-year Accessibility Plan to outline the overall strategies of how the City will meet and exceed accessibility standards under the AODA.

1.1 Multi-Year Accessibility Plan, Progress Status Report

This status report includes the years 2016-2019 and provides a summary of the progress of measures taken by the City of Toronto to implement the City's [Multi-year Accessibility Plan](#) (MYAP) and meet requirements under AODA.

The City of Toronto is currently compliant with all of the requirements in the IASR under the AODA. An updated MYAP for the period of 2020-2025 has been developed in consultation with the Toronto Accessibility Advisory Committee and City divisions. The plan will be reviewed and updated at least once every 5 years.

Annual progress reports will be provided to the Toronto Accessibility Advisory Committee and posted on the City website. The City undertakes accessibility improvements beyond legislated requirements, and is committed to an accessibility by design approach as outlined in the 2020-2025 MYAP.

1.2 Contact Us

For general inquiries about this report or to request an alternate format, please contact the City's Accessibility Unit at accessibility@toronto.ca or via phone at 416-338-2632.

2 Statement of Commitment

In 2009, Toronto City Council adopted the [Statement of Commitment to Creating an Accessible City](#).

In 2018 Toronto City Council adopted the [City of Toronto Corporate Accessibility Policy](#), which establishes a framework for compliance with the City's commitment and AODA.

3 Accessibility Advisory Committees

In accordance with Part VII of the AODA, municipalities over 10,000 people must have an Accessibility Advisory Committee (AAC). The City of Toronto's AAC was formerly known as the Disability Issues Committee. The committee was renamed in 2017 to the [Toronto Accessibility Advisory Committee](#) (TAAC) to align with legislation and consistent with other municipalities in Ontario. This committee has existed in various forms since 2001.

TAAC provides advice to City Council on the requirements and implementation of AODA and on the identification, prevention and elimination of barriers faced by people with disabilities in order to achieve accessibility with respect to City goods, services and facilities. TAAC acts as a liaison with external bodies to remove barriers to participation in public life and to advance the achievement of social, cultural and economic well-being of people with disabilities.

4 Integrated Accessibility Standards Regulations (IASR)

4.1 IASR General Requirements

| AODA Requirements: IASR General Requirements | Implementation Status | Accountability |
|--|--|---|
| <p>Establishment of Accessibility Policies (IASR Section 3)</p> <ul style="list-style-type: none"> Develop, implement and maintain policies governing how the organization achieves accessibility Include a statement of organizational commitment to meet accessibility needs of persons with disabilities Document policies and make them available to the public, and provide them in an accessible format upon request | <p>Compliant</p> <ul style="list-style-type: none"> The City's Statement of Commitment to Creating a Barrier Free City is posted on the City's website, and available in alternate formats upon request The City of Toronto Corporate Accessibility Policy was adopted by City Council in 2018 and is posted on the City's website Divisional and corporate policies and procedures are also in place | <ul style="list-style-type: none"> People & Equity All City Divisions |
| <p>Accessibility Plans (IASR Section 4)</p> <ul style="list-style-type: none"> Establish, implement and maintain a multi-year accessibility plan which addresses strategies to prevent and remove barriers Post multi-year accessibility plan on website Review and update plan every 5 years Prepare and post annual status reports on progress Make documents available to the public and available in an accessible format upon request | <p>Compliant</p> <ul style="list-style-type: none"> The City's 2020-2025 MYAP was adopted by the TAAC on November 1, 2019 and presented to Toronto City Council in December 2019 The 2020-2025 MYAP is available on the City website This report is the progress status update on measures taken to implement the IASR from 2016-2019 | <ul style="list-style-type: none"> People & Equity All City Divisions |
| <p>Procuring or Acquiring Goods, Services or Facilities (IASR Section 5 and 6)</p> <ul style="list-style-type: none"> Incorporate accessibility design, criteria and features when procuring or acquiring goods, services, facilities, and kiosks If not practicable to incorporate accessibility design, criteria and features, provide an explanation, upon request | <p>Compliant</p> <ul style="list-style-type: none"> Accessible procurement requirements are incorporated in contracts and call documents and in place for meeting accessibility obligations in procurement Requirements are embedded within Corporate Accessibility Policy Social procurement policy is in place Accessibility language for procurement documents have been developed as resources for City employees | <ul style="list-style-type: none"> People & Equity Purchasing and Material Management All City Divisions |

| AODA Requirements: IASR General Requirements | Implementation Status | Accountability |
|--|--|---|
| <p>Training (IASR Section 7)</p> <ul style="list-style-type: none"> Ensure training is provided on IASR requirements and the <i>Ontario Human Rights Code</i> as it pertains to people with disabilities, to all employees, volunteers, policy developers, and all other parties providing goods, services, or facilities on behalf of the City Update training when AODA Standards or policies change Keep a record of training | <p>Compliant</p> <ul style="list-style-type: none"> Training is provided and tracked Third parties are required to conduct their own training and declare compliance with the requirements of AODA Training is currently being reviewed and updated as part of a new Toronto for All Employee Learning strategy and will include the Corporate Accessibility Policy and 2020-2025 MYAP Training material is updated on an ongoing bases as required | <ul style="list-style-type: none"> People & Equity All City Divisions |

4.2 Information and Communications Standards

| AODA Requirements: Info. & Communications Standards | Implementation Status | Accountability |
|--|---|---|
| <p>Feedback (IASR Section 11)</p> <ul style="list-style-type: none"> Ensure all feedback processes are accessible to people with disabilities, by providing or arranging for the provision of accessible formats and communication supports, upon request Notify the public that accessible formats or communication supports are available | <p>Compliant</p> <ul style="list-style-type: none"> 311 Toronto provides a range of accessible feedback mechanisms Each division has information on the City's Website about customer service standards and how to provide feedback, complaints and compliments Divisions track complaints and compliments | <ul style="list-style-type: none"> All City Divisions |
| <p>Accessible Formats & Communication Supports (IASR Section 12)</p> <ul style="list-style-type: none"> Provide or arrange for provision of accessible formats and communication supports, upon request at no additional cost Consult with the person making the request to determine the suitability of the accessible format or communication support Notify the public that accessible formats and communication supports are available | <p>Compliant</p> <ul style="list-style-type: none"> A process is in place to provide alternate formats through internal resources or third party vendor services Digital Accessibility Principles and Resources have been developed by the Information and Technology division to ensure the City is providing clear, accessible and timely information and communication This requirement is embedded in training, the Corporate Accessibility Policy and the 2020-2025 MYAP | <ul style="list-style-type: none"> Information & Technology People & Equity All City Divisions |

| AODA Requirements: Info. & Communications Standards | Implementation Status | Accountability |
|--|---|---|
| | <ul style="list-style-type: none"> ▪ Staff training on creating accessible documents is available to staff that create documents ▪ Staff will arrange for communication supports including ASL and CART upon request | |
| <p>Emergency Procedure, Plans or Public Safety Information (IASR Section 13)</p> <ul style="list-style-type: none"> ▪ Provide publicly available emergency procedures, plans, or public safety information in accessible formats or with communications supports, upon request | <p>Compliant</p> <ul style="list-style-type: none"> ▪ Office of Emergency Management (Fire Services) provides accessible formats for City emergency plans and procedures ▪ Fire Safety Plans are available in accessible formats ▪ All facilities have trained Fire Wardens | <ul style="list-style-type: none"> ▪ Fire Services ▪ Corporate Communications ▪ Corporate Real Estate Management |
| <p>Accessible Website and Web Content (IASR Section 14)</p> <ul style="list-style-type: none"> ▪ New websites published after January 1, 2014 must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A ▪ By 2021 all websites and content must meet WCAG Level AA ▪ Applies to websites and web content, including web-based applications that an organization controls directly or through a contractual relationship ▪ Applies to all content published on a website after January 1, 2012 | <p>Compliant</p> <ul style="list-style-type: none"> ▪ A new City of Toronto website was launched in 2018 and is accessible to WCAG 2.0 Level AA, except for a few exceptions which meet WCAG Level A ▪ Web standards for accessible web design practices are in place, including accessible templates for use on the City Website ▪ An AODA Public Facing Project Team was established in 2018 with a mandate to ensure all City web content meets and exceeds this requirement ▪ City of Toronto Digital Accessibility Standard was developed and approved in August 2019 ▪ Auditing and testing of web content and applications for accessibility and WCAG level AA compliance is ongoing | <ul style="list-style-type: none"> ▪ Information & Technology ▪ People & Equity ▪ All City Divisions |

4.3 Employment Standards

| AODA Requirements: Employment Standards | Implementation Status | Accountability |
|---|--|---|
| <p>Recruitment General (IASR Section 22)</p> | <p>Compliant</p> <ul style="list-style-type: none"> ▪ All internal and external job postings include a statement of the availability of accommodation for applicants with disabilities | <ul style="list-style-type: none"> ▪ People & Equity |

| AODA Requirements: Employment Standards | Implementation Status | Accountability |
|---|---|---|
| <ul style="list-style-type: none"> Notify employees and the public about the availability of accommodation for applicants with disabilities during the recruitment process | | |
| <p>Recruitment, assessment or selection process (IASR Section 23)</p> <ul style="list-style-type: none"> Notify job applicants when they are selected to participate in and assessment process, about the availability of accommodation, in relation to the materials or processes to be used Consult with the applicant to determine a suitable accommodation that takes into account accessibility needs due to a disability | <p>Compliant</p> <ul style="list-style-type: none"> When inviting both internal and external candidates to attend an interview or participate in an assessment, they are advised that requests for accommodation are accepted throughout the hiring process | <ul style="list-style-type: none"> People & Equity All City Divisions |
| <p>Notice to Successful Applicants (IASR Section 24)</p> <ul style="list-style-type: none"> When making job offers, inform the successful applicant of policies for accommodating employees with disabilities | <p>Compliant</p> <ul style="list-style-type: none"> All permanent and temporary employees, both union and non-union are notified in job offers about policies and processes for accommodating employees with disabilities | <ul style="list-style-type: none"> People & Equity All City Divisions |
| <p>Informing Employees of Supports (IASR Section 25)</p> <ul style="list-style-type: none"> Inform employees of policies used to support employees with disabilities including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability | <p>Compliant</p> <ul style="list-style-type: none"> Employees are informed about the City's Accommodation Policy & Guidelines in job offer letters, mandatory training, employee manuals and through the City's intranet | <ul style="list-style-type: none"> People & Equity All City Divisions |
| <p>Accessible Formats and Communication Supports for Employees (IASR Section 26)</p> <ul style="list-style-type: none"> When requested, provide employees with accessible information and communication supports for information required to perform the job, and information generally available to employees in the workplace Consult with the employee making the request to determine the suitability of the format or communication support | <p>Compliant</p> <ul style="list-style-type: none"> Integrated as part of the City's Accommodation Policy & Guidelines and outlined in the City's Corporate Accessibility Policy Manager/supervisor must respond to staff accommodation requests | <ul style="list-style-type: none"> People & Equity All City Divisions |
| <p>Workplace Emergency Response Information (IASR Section 27)</p> | <p>Compliant</p> | <ul style="list-style-type: none"> People & Equity All City Divisions |

| AODA Requirements: Employment Standards | Implementation Status | Accountability |
|---|--|---|
| <ul style="list-style-type: none"> ▪ Provide individualized workplace emergency response information to employees with disabilities if the disability is such that individualized information is necessary and the employer is aware of the need for accommodation ▪ With employee's consent, provide workplace emergency response information to the person(s) designated by the City to provide assistance ▪ Provide the information required as soon as practicable ▪ Review the individualized workplace emergency response information: <ul style="list-style-type: none"> ▪ when the employee moves to a different location in the organization ▪ when the employee's overall accommodations needs or plans are reviewed; and ▪ when the employer reviews its general emergency response policies | <ul style="list-style-type: none"> ▪ The process to provide individualized workplace emergency response information is incorporated into the City's Accommodation Policy & Guidelines, and referenced in City's Accommodation Request Form and the Corporate Accessibility Policy ▪ Employees with individual emergency response plans are identified in Fire Safety Plans | |
| <p>Documented Individual Accommodation Plans (IASR Section 28)</p> <ul style="list-style-type: none"> ▪ Develop and have in place a written process for development of documented individual accommodation plans for employees with disabilities | <p>Compliant</p> <ul style="list-style-type: none"> ▪ The process to develop individual accommodation plans is integrated within the City's Accommodation Policy & Guidelines ▪ Training on accommodating employees is incorporated into training for managers and supervisors | <ul style="list-style-type: none"> ▪ People & Equity ▪ All City Divisions |
| <p>Return to Work Process (IASR Section 29)</p> <ul style="list-style-type: none"> ▪ Develop and have in place a return to work process outlining the steps the City will take to facilitate the return to work of employees who were absent due to a disability who require disability-related accommodations in order to return to work | <p>Compliant</p> <ul style="list-style-type: none"> ▪ The City has a return to work process in place to facilitate the return to work of employees who were absent due to a disability or require accommodations in order to return to work | <ul style="list-style-type: none"> ▪ People & Equity ▪ All City Divisions |
| <p>Performance Management (IASR Section 30)</p> | <p>Compliant</p> | <ul style="list-style-type: none"> ▪ People & Equity ▪ All City Divisions |

| AODA Requirements: Employment Standards | Implementation Status | Accountability |
|--|--|---|
| <ul style="list-style-type: none"> Take accessibility needs and individual accommodation plans into account in the performance management process | <ul style="list-style-type: none"> Accessibility needs and individual accommodation plans are taken into account in performance management process | |
| <p>Career Development and Advancement (IASR Section 31)</p> <ul style="list-style-type: none"> Take accessibility needs and individual accommodation plans into account when providing career development and advancement to employees with disabilities | <p>Compliant</p> <ul style="list-style-type: none"> Accessibility needs and individual accommodation plans are taken into account in career development and advancement | <ul style="list-style-type: none"> People & Equity All City Divisions |
| <p>Redeployment (IASR Section 32)</p> <ul style="list-style-type: none"> Take accessibility needs and individual accommodation plans into account when redeploying employees with disabilities | <p>Compliant</p> <ul style="list-style-type: none"> Accessibility needs and individual accommodation plans are taken into account when redeploying employees with disabilities | <ul style="list-style-type: none"> People & Equity All City Divisions |

4.4 Transportation Standards

Note: Toronto Transit Commission (TTC) is responsible for requirements of conventional and specialized transportation services and maintains independent [Multi-year Accessibility Plan and Progress Status Updates](#)

| AODA Requirements: Transportation Standards | Implementation Status | Accountability |
|---|--|--|
| <p>Ferries (IASR Section 77)</p> <ul style="list-style-type: none"> Operate ferries in accordance with Ferry Accessibility for Persons with Disabilities: Code of Practice published by the Canadian Transportation Agency Meet Ferry Code requirements for accessible design of new ferries as specified in the regulation Comply with IASR Sections 34 (Availability of Information on Accessibility Equipment), 36 (Accessibility training), 37 (Emergency preparedness and response policies), 38 (Fares, support persons), 44 (General responsibilities), 46(Fares), 48 (Storage of mobility aids, etc.), and 50 (Service Disruptions) | <p>Compliant</p> <ul style="list-style-type: none"> Toronto Island Ferry Services are accessible to people with disabilities and operated in accordance with the Code of Practice (Ferry Code) Accessible Ferry Boat ramps are in place All new equipment purchased, including new Toronto Island Ferries will meet or exceed all provincial and federal legislated requirements for accessibility including the Code of Practice "Ferry Accessibility for Persons with Disabilities" Assistance is available for boarding and navigating mobility devices over the transition ridge between the dock and the ferry A process is in place to provide accessible formats upon request | <ul style="list-style-type: none"> Parks, Forestry and Recreation |

| AODA Requirements: Transportation Standards | Implementation Status | Accountability |
|--|---|--|
| | <ul style="list-style-type: none"> ▪ A person with a disability is not charged a greater fee than a person without a disability ▪ Toronto Island Ferry customers with mobility aids are not required to store devices while riding the Ferry, but storage can be provided upon request ▪ In the event of most disruptions, ferries can be rerouted ▪ When ferries are re-routed, visual and audible information about stop location changes are announced | |
| <p>Duties of Municipalities, General (IASR Section 78) Bus stops and shelters</p> <ul style="list-style-type: none"> ▪ Consult with the TAAC, the public, and persons with disabilities in development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters | <p>Complaint</p> <ul style="list-style-type: none"> ▪ Toronto Transit Commission (TTC) maintains a separate Accessibility Plan and status reports ▪ Staff of TTC and City of Toronto work together to coordinate transit stop improvements with City road and sidewalk projects ▪ The City is responsible for Street Furniture placement following City of Toronto Complete Street Guidelines ▪ Consultations take place as required with the TTC's Advisory Committee on Accessible Transit, TAAC, and other Accessibility Advisory Panels working with City Divisions, people with disabilities and other members of the public | <ul style="list-style-type: none"> ▪ Transportation Planning ▪ City Planning |
| <p>Duties of Municipalities, Accessible Taxicabs (IASR Section 79)</p> <ul style="list-style-type: none"> ▪ Consult with the Toronto Accessibility Advisory Committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community ▪ Identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan | <p>Compliant</p> <ul style="list-style-type: none"> ▪ Municipal Licensing and Standards Division reviewed the Vehicles-for-Hire Bylaw between 2018 and 2019 ▪ On July 18, 2019 Toronto City Council directed MLS to implement an Accessibility Fund Program to come into effect January 1, 2020 to help offset the higher cost of providing wheelchair accessible service ▪ Work is planned to develop a technology system to support the collection and evaluation of trip data, to validate service standards ▪ Consultations take place as required through TAAC, other Accessibility Advisory Panels working with City Divisions, people with disabilities and other members of the public | <ul style="list-style-type: none"> ▪ Municipal Licencing and Standards |

| AODA Requirements: Transportation Standards | Implementation Status | Accountability |
|--|---|---|
| <p>Duties of Municipalities, Taxicabs (IASR Section 80)</p> <ul style="list-style-type: none"> Ensure owners and operators of taxicabs are prohibited from charging a higher fare or additional fee for persons with disabilities, and from charging a fee for storing equipment Ensure owners/operators place vehicle registration and identification information on the rear bumper Ensure owners/operators make vehicle registration and identification information available in accessible formats to passengers with disabilities | <p>Compliant</p> <ul style="list-style-type: none"> Toronto Municipal Code Chapter 546 (Vehicle-for-hire bylaw) which came into effect in July 2016 provides regulations for taxicabs, limousines and private transportation companies On July 18, 2019, Toronto City Council adopted amendments to the bylaw to improve the safety and accessibility of these vehicles A passenger cannot be charged extra because of a disability or for storage of a mobility device | <ul style="list-style-type: none"> Municipal Licencing and Standards |

4.5 Design of Public Spaces Standards

| AODA Requirements: Design of Public Spaces Standards | Implementation Status | Accountability |
|---|---|---|
| <p>Design of Public Spaces Standards (IASR Sections 80.1 to 80.44)</p> <ul style="list-style-type: none"> Meet requirements of Design of Public Spaces by Jan 1, 2016, except where the City has entered into contract on or before December 31, 2012 to construct or redevelop public spaces, including: <ul style="list-style-type: none"> Recreation trails and beach access routes Outdoor public use eating areas Outdoor play spaces Exterior paths of travel Accessible parking Obtaining services (counters, queuing guides, and waiting areas) Maintenance, of accessible elements | <p>Compliant</p> <ul style="list-style-type: none"> The City incorporates requirements of the Design of Public Spaces Standards into all new City projects Corporate Real Estate Management is implementing an accessibility program to establish a City-wide standard for accessibility and ensure that City buildings comply with AODA, this includes accessibility audits at over 350 buildings and a \$192.5-million capital accessibility program to ensure buildings are barrier-free by 2025 City of Toronto maintains the Toronto Accessibility Design Guidelines which is undergoing an update expected to be complete in 2020 Consultations take place as required through TAAC, other Accessibility Advisory Panels working with City Divisions, people with disabilities and other members of the public | <ul style="list-style-type: none"> Corporate Real Estate Management Transportation Services All Divisions with responsibility for the management of City of Toronto owned facilities or spaces |

| AODA Requirements: Design of Public Spaces Standards | Implementation Status | Accountability |
|---|-----------------------|----------------|
| <ul style="list-style-type: none"> In addition to complying with technical requirements, municipalities are required to consult with the TAAC, the public, and persons with disabilities | | |

4.6 Customer Service Standards

| AODA Requirements: Customer Service Standards | Implementation Status | Accountability |
|--|--|--|
| <p>Establishment of policies (IASR Sections 80.46)</p> <ul style="list-style-type: none"> Establish policies, practices, and procedures, consistent with principles of equality, integration, dignity, and independence, that govern provision of goods, and services and facilities to persons with disabilities Allow people to use their own assistive devices when accessing goods, services, and facilities Communicate in a manner that takes into account a person's disability Document and publish policies, practices and procedures, and provide in accessible format upon request | <p>Compliant</p> <ul style="list-style-type: none"> Accessible Customer Service Standards and Policies are posted on divisional public facing website AODA requirements are centralized under the City's Corporate Accessibility Policy The Corporate Accessibility Policy references guidelines for achieving accessibility | <ul style="list-style-type: none"> All City Divisions |
| <p>Use of service animals and support persons (IASR Section 80.47)</p> <ul style="list-style-type: none"> Allow service animals, unless excluded by law. If excluded, provide alternate measures to enable a person with a disability to obtain, use or benefit from goods, services or facilities Allow support persons. Where fees are charged, provide notice of any fees applicable to support persons | <p>Compliant</p> <ul style="list-style-type: none"> The Corporate Accessibility Policy outlines requirements to allow service animals and support persons | <ul style="list-style-type: none"> All City Divisions |
| <p>Notice of temporary disruptions (IASR Section 80.48)</p> | <p>Compliant</p> <ul style="list-style-type: none"> The Corporate Accessibility Policy outlines requirements to provide notice of disruptions | <ul style="list-style-type: none"> All City Divisions |

| AODA Requirements: Customer Service Standards | Implementation Status | Accountability |
|---|--|---|
| <ul style="list-style-type: none"> Provide notice of service disruptions and reason for the disruption of any facilities or services usually used by persons with disabilities | | |
| <p>Training for staff (IASR Section 80.49)</p> <ul style="list-style-type: none"> Ensure training is provided on accessible customer service requirements and city policies/practices/procedures to all employees, volunteers, decision makers, and any person who deals with public or other third parties on behalf of the City, and to any person who participates in developing policies, practices and procedures governing provision of goods, services to people with disabilities | <p>Compliant</p> <ul style="list-style-type: none"> Training is provided on an ongoing bases and tracked Training is updated as required by AODA Third parties are required to conduct their own training and sign a form declaring compliance with requirements of AODA legislation | <ul style="list-style-type: none"> People & Equity All City Divisions |
| <p>Feedback process required (IASR Section 80.50)</p> <ul style="list-style-type: none"> Establish a feedback process for receiving and responding to feedback about the manner in which the City provides goods, services or facilities to people with disabilities, and make this process readily available to the public | <p>Compliant</p> <ul style="list-style-type: none"> In addition to Toronto 311, various divisions also have independent feedback mechanisms All divisions have feedback and customer service standards posted on their websites | <ul style="list-style-type: none"> All City Divisions |
| <p>Format of documents (IASR Section 80.51)</p> <ul style="list-style-type: none"> Provide or arrange for the provision of documents is an accessible format or with communication supports, upon request | <p>Compliant</p> <ul style="list-style-type: none"> The Corporate Accessibility Policy outlines requirements to provide accessible formats and communication supports | <ul style="list-style-type: none"> All City Divisions |

5 Compliance Reporting

| AODA Requirements | Implementation Status | Accountability |
|---|---|--|
| <ul style="list-style-type: none">Reporting compliance is required every two years (i.e., 2013, 2015, 2017, 2019, 2021, 2023, 2025) | Compliant <ul style="list-style-type: none">Reports filed in 2013, 2015, 2017 and 2019 | <ul style="list-style-type: none">City ManagerPeople & Equity |

6 Conclusion

The City of Toronto is committed to the identification, removal and prevention of accessibility barriers. By doing so, the City will provide an accessible environment in which employees, residents and visitors with disabilities can access the City's goods, services and facilities, including buildings, public spaces, information and communications, in a way that meets their individual needs.

The 2020-2025 MYAP outlines updated goals and initiatives that reaffirm the City's commitment to creating an accessible City and advancing efforts in building an equitable and inclusive society that values the contributions of people with disabilities. The MYAP will be monitored by the People & Equity Division and status updates will continue to be posted on the City's website on an annual basis.

Accessibility is everyone's responsibility and will be incorporated by design into the work of all City Divisions. The City's MYAP will coordinate across all service areas to create a shift in the workplace culture with respect to attitudes about accessibility and disability. The City of Toronto will demonstrate and maintain accessibility excellence as an inclusive employer, service provider and municipal government.