

# Multi-Year Accessibility Plan 2021 Accessibility Annual Status Update

Corporate Services

Facilities & Property Management

Facility Planning & Accessibility

January 17, 2022



# Our community

## 2021 Accessibility Annual Status Update

- 57% visible minority
- 53% immigrants
- **24% have a disability**
- 40 is the median age

# EVOLUTION OF ACCESSIBILITY

2001 - Ontarians with Disabilities Act became law



2003 - City establishes Accessibility Advisory Committee



5.4



2010/2011 - Accessible Customer Service Standard & Accessibility Standards Regulation became law



2012 - City's 1st Multi-Year Accessibility Plan



2015 - City's Facilities Accessibility Design becomes standard



2018 - City embraces Dynamic Symbol of Accessibility



2016 - City establishes Staff Accessibility Resource Team



2016 - Meadowvale CC opens and receives award for barrier-free design

2018 - City's 2nd Multi-Year Accessibility Plan and undertakes Facility Accessibility Audits

June 2019 - Celebrate 5 days for National AccessAbility Week



From 2021 - everyone contributes to make a difference!



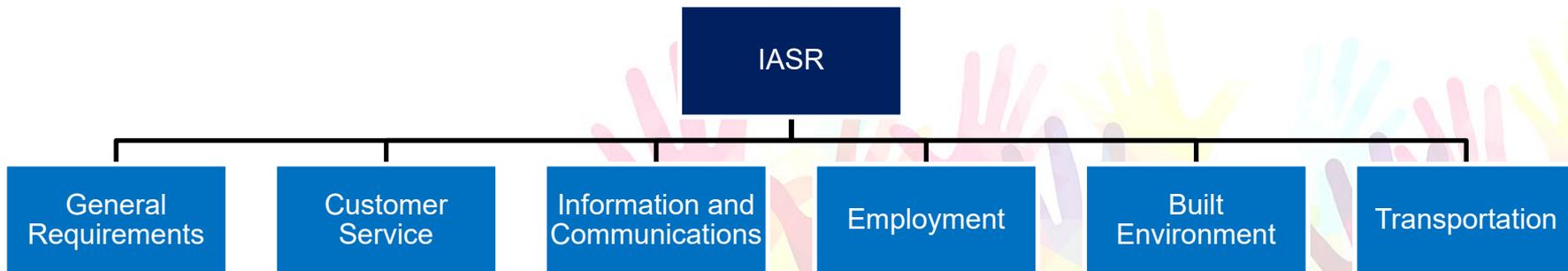
# Partnering for success

## 2021 Accessibility Annual Status Update

- Accessibility Advisory Committee (AAC)
- Staff Accessibility Resource Team (StART)
- Facilities & Property Management – Accessibility Planning & Compliance

# Integrated Accessibility Standards Regulation

## 2021 Accessibility Annual Status Update



# Multi-Year Accessibility Plan, 2018-2022 (MYAP)

## 2021 Accessibility Annual Status Update

### Six key areas of focus:

- General requirements and governance
- Customer Service
- Information and Communications
- Employment
- Transportation
- Public Spaces and Facilities

# MYAP progress to date

MYAP section	Number of commitments	Completed by 2021
General requirements	9	9 (100%)
Customer service*	6	5 (83%)
Information and communications	11	10 (91%)
Employment	9	9 (100%)
Transportation	10	10 (100%)
Design of public spaces	19	18 (95%)
<b>Total</b>	<b>64</b>	<b>61 (95%)</b>

# Accessibility Compliance Report

2021 Accessibility Annual Status Update



reported  
**97% compliant**

# General requirements

## 100% commitments achieved

- ✓ Audited Para Sport and Ontario Summer Games venues for accessibility
- ✓ Developed accessible procurement guidelines
- ✓ Filed 2021 provincial accessibility compliance report

# Promotional Awareness



# Customer service

## 83% commitments achieved

- ✓ Developed 2022 municipal election accessibility plan
- ✓ ASL interpreters and closed captioning for COVID press conferences and Council
- ✓ Updated ticketing software to highlight accessible seats

# Information and communications

91% commitments achieved

- ✓ Trained over 150 employees on accessible documents
- ✓ Created resources for staff on inclusive public engagement
- ✓ Posted Stay Connected newsletter in accessible format

# Employment

100% commitments achieved

- ✓ Launched Ready, Willing and Able recruitment program
- ✓ Established Employment Equity Advisory Committee
- ✓ Trained 90% of City leaders on The Working Mind mental health awareness program

# Ready, Willing and Able



# Transportation

100% commitments achieved

- ✓ Launched MiWay Customer Charter
- ✓ Improved customer service notifications
- ✓ Renovated bus terminals

# Design of Public Spaces

## 95% commitments achieved

- ✓ Continued “Open Doors” program
- ✓ Completed Elevator Renewal Program
- ✓ Continued park redevelopment program

# Facility/public space redevelopments



# Thank you

## For your continued support and contributions to make a difference!

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