

# 2023-2028 Multi-Year Accessibility Plan

Corporate Services

Facilities & Property Management

Facilities Planning & Accessibility

May 24, 2023



# Our community

## 2017 Canadian Survey on Disability

- 24% have a disability
  - 43% in 65-and-over age group
  - 54% among those 75 and over
- 58% people with disabilities employed, compared to 81% of people without disabilities being employed

# EVOLUTION OF ACCESSIBILITY

2001 - Ontarians with Disabilities Act became law

2003 - City establishes Accessibility Advisory Committee



2001

2003

2005

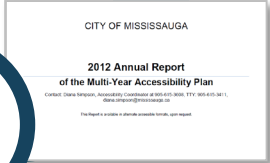


2016 - City establishes Staff Accessibility Resource Team

2015 - City's Facilities Accessibility Design becomes standard



2012 - City's 1st Multi-Year Accessibility Plan (MYAP)



2016

2015

2012

2018 - City's 2nd MYAP and undertakes Facility Accessibility Audits

2018



2020 - Launched accessible website



2019

2020

2021

2023

2018 - City embraces Dynamic Symbol of Accessibility



2019 - City Hall Modernization Project completed







2021 - Conducted inclusive employment review

2023 - FADS update and 3rd MYAP

# Past accomplishments (2018-2022)

MYAP section	Number of commitments	Completed by 2022
General requirements	9	9 (100%)
Customer service	6	6 (100%)
Information and communications	11	10 (91%)
Employment	9	9 (100%)
Transportation	10	10 (100%)
Design of public spaces	19	19 (100%)
<b>Total</b>	<b>64</b>	<b>63 (98.4%)</b>

# What's changed? Accessible...

- |                                  |  |   |
|----------------------------------|--|---|
| • Governance                     |  | • Accountability & Reporting                        |
| • Customer service               |  | • Equitable customer service                        |
| • Information and Communications |  | • Digitally-inclusive communications                |
| • Employment                     |  | • Inclusive employment                              |
| • Transportation                 |  | • Accessible movement                               |
| • Design of Public Spaces        |  | • Universally-designed facilities and public spaces |

# Accountability and Reporting

## Key outcomes

- Culture of equity and inclusion
- Staff has support and tools to identify, prevent and remove barriers
- Clear roles and accountability

# Accountability and reporting

## Our commitments

- Review and update City's Accessibility Policy in 2026
- Evaluate City programs and services to ensure equitable participation
- Provide annual updates to AAC and Council

# Equitable customer service

## Key outcomes





# Equitable customer service

## Our commitments

- Renew and enhance mandatory accessibility training
- Continue to expand therapeutic programs to all community centres
- Implement new assistive technologies that provide enhanced accessibility to services

# Digitally-inclusive communications

## Key outcomes



# Digitally-inclusive communications

## Our commitments

- Develop a digital accessibility standard
- Launch digital accessibility education strategy to build expertise among staff
- Develop resources for accessible public engagement

# Inclusive employment

## Key outcomes



# Inclusive employment

## Our commitments

- Continue partnerships with Ready, Willing and Able and the Discover Ability Network
- Develop tools to ensure inclusive hiring
- Expand mental health resources and services including for staff with disabilities

# Accessible movement

## Key outcomes



# Accessible movement

## Our commitments

- Implement Pedestrian Master Plan
- Integrate accessibility considerations in standard requirements for temporary construction conditions
- Continue to improve accessibility with the installation of passenger landing pads



# Universally-designed facilities and public spaces

## Key outcomes





# Universally-designed facilities and public spaces

## Our commitments

- Update City accessibility design standards
- Expand and improve multi-use trails
- Introduce enhanced interior signage and wayfinding at City facilities
- Enhance park and playground accessibility

# National AccessAbility Week

## May 28 – June 3



Fresh Air  
Fitness



Movie Night at  
Celebration  
Square



Digital  
Accessibility  
Awareness

# Thank you

For your continued support and  
contributions to make a difference!

