

Multi-Year Accessibility Plan 2023 Accessibility Annual Status Update

Corporate Services

Facilities & Property Management

Standards, Training & Compliance

April 15, 2024



Our community

2023 Accessibility Annual Status Update

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



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



6.1

2001

2003

2005

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

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

2015

2012

2011

2015 – City's Facilities Accessibility Design becomes standard



2018 - City embraces Dynamic Symbol of Accessibility



2016

2018

2019

2023

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

2023 – 3rd MYAP launched & FADS refresh



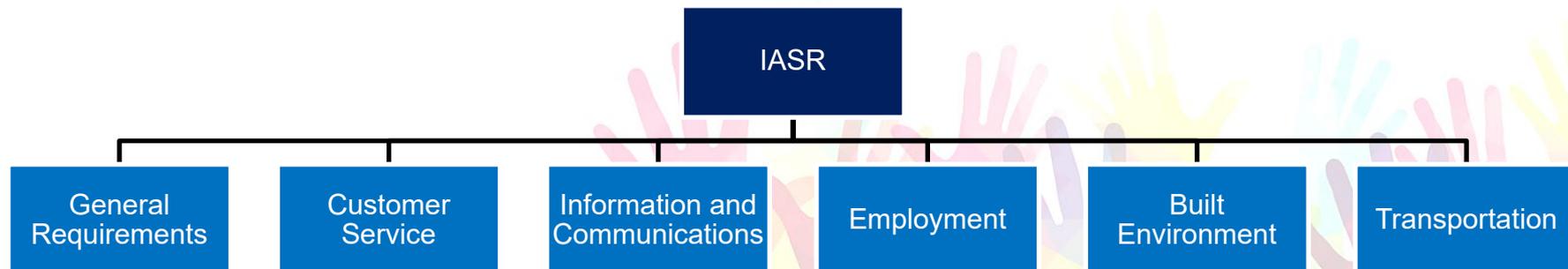
Partnering for success

2023 Accessibility Annual Status Update

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

Integrated Accessibility Standards Regulation

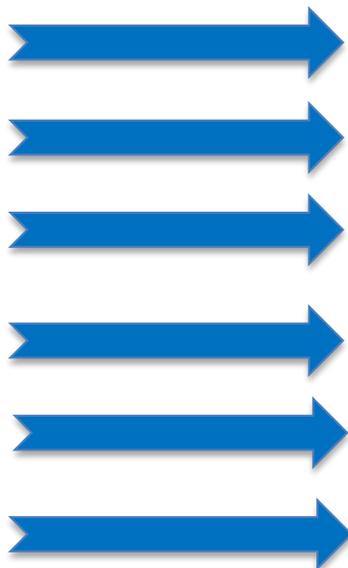
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Past accomplishments (2018-2022)

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%)
Total	64	63 (98.4%)

What's changed? Accessible...

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

Multi-Year Accessibility Plan, 2023-2028 (MYAP)

2023 Accessibility Annual Status Update

Six key areas of focus:

- Accountability and Reporting
- Customer Service
- Information and Communications
- Employment
- Transportation
- Public Spaces and Facilities

Accountability & Reporting

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- ✓ Incorporated accessibility into new furniture contract
- ✓ Held in-person accessibility awareness events
- ✓ Public art at Carmen Corbasson and Burnhamthorpe CC included accessibility criteria

Equitable Customer Service

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- ✓ Provided Recreation staff with enhanced service animal training
- ✓ Installed accessible self-checkout units and added accessible workstations at Library
- ✓ Staff participated in CHS basic ASL course to improve communication skills

Digitally Inclusive Communications

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- ✓ Translation apps added to City staff phones to assist in communication at events
- ✓ Closed captioning and ASL included at events in Celebration Square
- ✓ Closed captioning included in all Library videos

Inclusive Employment

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- ✓ Continued partnerships with Ready, Willing and Able and the Discover Ability Network
- ✓ Developed new partnerships with CNIB, Community Living (Miss. and Burlington)
- ✓ Launched Hiring Manager Recruitment Module

Accessible Movement

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- ✓ Installed enhanced shelters
- ✓ Launched campaign to increase awareness of Priority Seating Area
- ✓ Improved accessibility with the installation/restoration of 61 passenger landing pads

Universally-Designed Facilities and Public Spaces

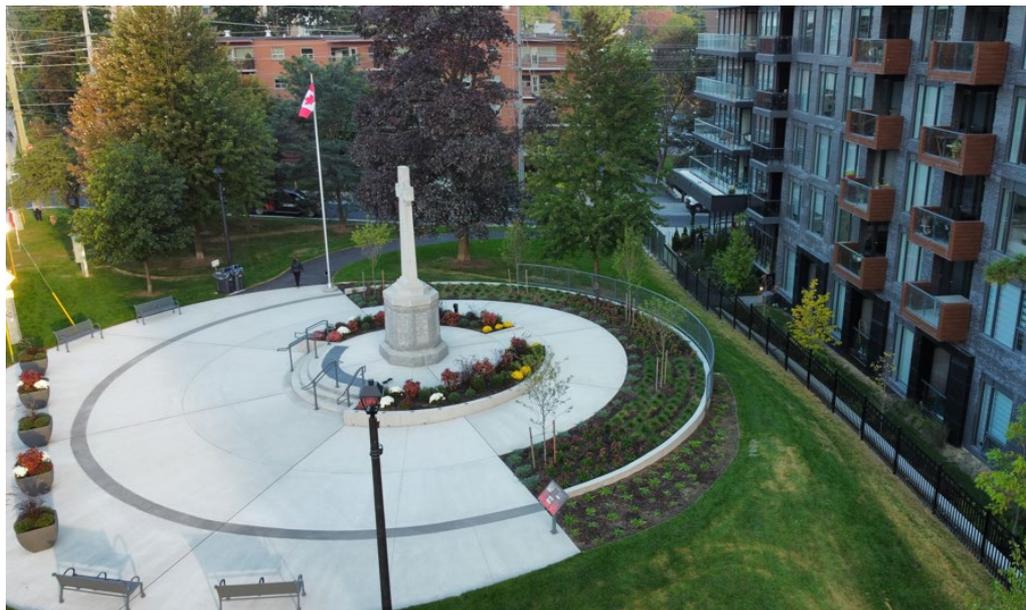
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- ✓ Expanded and improved multi-use trails
- ✓ Installed automatic sliding doors at a number of facilities
- ✓ Continued park, playground and community garden accessibility enhancements

Cooksville Community Garden



Vimy Park



Tomken Twin Arena



Glenleven Park Playground



Thank you

For your continued support and
contributions to make a difference!

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