

**APPENDIX B
CITY OF LONDON 2007 ACCESSIBILITY PLAN
CONTINUE-TO & FOLLOW-UP ACTIONS FOR 2007**

STRATEGIC DIRECTION	RESPONSIBILITY	BARRIERS	CURRENT ACTIONS	ESTIMATED COST	COMPLETION DATE
EDUCATION Promoting an accepting and welcoming environment for persons with disabilities through education of the public designed to raise awareness and eliminate attitudinal barriers	CAO's Office Municipal Policy Specialist and the Accessibility Advisory Committee (ACC)	Require the identification of barriers and possible solutions	Obtain City Council approval in December 2006 for the City of London's 2007 Accessibility Plan.	\$ 0	December 2006
		Lack of awareness about persons with a disability and function of the Accessibility Advisory Committee	Develop and refine an assessment process for the City of London to identify, remove through enforcement and prevent barriers, which may be present in the City's bylaws, policies, programs, practices and services, to persons with disabilities. July 2006 Council resolution to formalize process to review & identify opportunities to enhance accessibility requirements and incorporate the principles of the City's 2006 Facility Accessibility Design Standards (FADS).	\$ 0	Ongoing July 2007
		Continue to partner with the University of Western Ontario and Fanshawe College.	\$ 0	Ongoing	
		Assist the City in the promotion of accessibility issues amongst the public sector including city staff. For example, the City's Ivey School of Business module training program used the example of FADS related to social responsibility.	\$ 0	Ongoing	
		Educate the Public and other sectors of the community on the role of the Accessibility Advisory Committee.	\$ 0	Ongoing	
		Develop linkages with other municipalities and their Advisory Committees e.g., Ontario Network of Accessibility Professionals.	\$ 0	Ongoing	
		Educate about different types of disabilities and provide this education on the Accessibility Committee's web page.	\$ 0	Ongoing	

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EDUCATION (continued)	Municipal Policy Specialist and Accessibility Advisory Committee	Barriers in existing Policies and By-Laws.	In partnership with the London Diversity and Race Relations Advisory Committee (LDRRAC), assist the City in its regular review of the Workplace Safety Policy and Harassment & Discrimination Policy to identify barriers and make recommendations for removal of these barriers	\$0	Ongoing
COMMUNICATION Promote the continuous improvement of information sharing which will include a variety of methods to inform persons with disabilities, the City and the general public about issues related to persons with disabilities	CAO's Office - Municipal Policy Specialist	Lack of communication with the disabled community	Act as a main contact person, who is able to respond to inquiries from the public related to accessibility using a generic e-mail address: accessibility@london.ca .	\$ 0	Ongoing
			Continue to make referrals to other staff members for information about the City's by-laws, policies, programs, practices and services, related to persons with disabilities.	\$ 0	Ongoing
	Accessibility Advisory Committee		Annually nominate a candidate for the Mayor's New Year's Honours List under the Persons with Disabilities category.	\$ 0	Ongoing
	Corporate Communications and Municipal Policy Specialist		Identify the needs of blind and deaf persons.	\$ 0	Ongoing
			Continue to work on multiple formats which include, upon request, use of the TTY, ASL interpretation and document translation.	\$ 1,200 for ASL	Ongoing
			Continue to improve accessibility of the City's web site.	\$ 0	Ongoing

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COMMUNICATION (continued)	Corporate Communications and Accessibility Advisory Committee		Continue to enhance the web site for the Accessibility Advisory Committee with linkages to related sites.	\$ 0	Ongoing
			Continue to develop and distribute pamphlets to inform the public about issues related to persons with disabilities.	\$ 438 for 1000 copies of pamphlet	Ongoing
	Municipal Policy Specialist and Facilities Design & Construction		Develop closer ties with coalition groups/agencies and seek input on identification and removal of barriers e.g., Access Conference, Coordinators Group.	\$ 0	Ongoing
			Identify system level linkages that are needed to implement strategies that cross Ministry, Sector and intergovernmental boundaries e.g., explore creating more formal ties with University, College, Hospital and School Accessibility Advisory Committees.	\$ 0	Ongoing
	Corporate Communications and Accessibility Advisory Committee		Enhance the Accessibility Advisory Committee's Website to assist with education and awareness.	\$ 0	Ongoing
Corporate Communications		Continue to have the City's TTY number printed on all City business cards and promotional materials.	\$ 0	Ongoing	

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HUMAN RESOURCES Work toward ensuring that the hiring, training and education of staff and volunteers meets the needs and protects the safety of persons with disabilities. The City of London is an equal opportunity employer who provides accommodation of staff with a disability	CAO's Office and Human Resources Division	Training of staff continues to need enhancement	Continue to use Police Record Searches for new staff and volunteer positions that have contact with vulnerable persons. Practices have been put in place in Recreation and Dearness Divisions of the Community Services Department.	Recreation employee to pay for own search	Ongoing
		Employment Accommodation	Continue to accommodate employees who have a disability as per the City's Accommodation Policy.	\$ 0	Ongoing
			Offer ability awareness training sessions through the Corporate Training Calendar to all staff of the Corporation. Target training toward customer service staff.	\$ 2,500	Ongoing
			Continue to train employee Fire Wardens in CPR and First Aid.	\$ 0	Ongoing
			Continue to increase the opportunities for persons with disabilities to seek and gain employment with the City e.g., attend disability related job fairs such as Jobs in Motion.	\$ 0	Ongoing
			Continue both Workplace Harassment/Discrimination Prevention Policy and Complaint Procedure Training which identifies disabilities as one of the prohibited grounds under the Ontario Human Rights Code.	\$ 0	Ongoing

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FACILITIES AND PARKS Ensure physical accessibility through barrier-free design for new and modified City facilities, including structures not covered under the Building Code (e.g. playground equipment), and parks for all residents. Access to City of London facilities being purchased, constructed, renovated, leased or funded will be in compliance with the City of London Facility Accessibility Design Standard (FADS)	Facilities Design & Construction (FD&C)	Sources of Financing at time of update	Seek input from the Accessibility Advisory Committee when completing annual review the FADS. Changes incorporated into new updates every 3 to 5 years. Changes / updates from 2002-2005 incorporated into the April 2006 release.	\$ 0 \$ 7,500	Ongoing Complete
	Facilities Design & Construction (FD&C)	Central filing and maintenance of records	Maintain an inventory of City facilities and their accessibility features noting which are compliant with FADS and which are compliant only with the Ontario Building Code.	\$ 0	Ongoing
	Facilities Design & Construction (FD&C)	Format and consistency of information gathered	Seek input from Accessibility Advisory Committee on upgrades needed to existing City facilities.	\$ 0	FD&C have received 140 Facility assessments from AAC to-date
	Facilities Design & Construction (FD&C)		Apply FADS to all current and future City of London new and/or renovated facilities.	Funding carried within various project budgets	Ongoing
	Facilities Design & Construction		Following budget approval, provide a list of approved Capital Projects to the Accessibility Advisory Committee on an annual basis.	\$ 0	Ongoing

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FACILITIES AND PARKS (continued)	Facilities Design & Construction	Frequent use/manipulation of FADS without requesting authorization	Maintain a record of organizations requesting the use/adoption of the FADS. Note: To-date FADS being used by more than 50 communities and private organizations across Ontario and into Winnipeg, MB	\$ 0	Ongoing
	Facilities Design & Construction Accessibility Advisory Committee	Attitudinal for changing current practice	Continue to communicate with and disseminate FADS to other municipalities. Promote the updated FADS to other municipalities the design sector, architects, local builders associations, contractors and university/college students.	\$ 500 Print materials	Ongoing
	Facilities Design & Construction		Track through the Facilities register and assess the City's 5-year Facilities Capital Forecast e.g. the priority setting processes used to retrofit existing facilities, significant structural constraints.	\$ 0	Ongoing
	Accessibility Advisory Committee		Submit ideas for retrofitting using the FADS Change Form. Advisory Committee will assess this list and create a priority listing.	\$ 0	Ongoing
		Limited volunteer resources and some challenges accessing facilities	Use Advisory Committee Developed Checklist Inspection Forms as an assessment tool for review of existing City facilities and to provide feedback in an organized format.	\$ 0	Complete
	Accessibility Advisory Committee		Continue to participate in the development of the Access Guide Canada Project of the Canadian Abilities Foundation for the review of both public and private facilities to review and record building accessibility.	\$ 0	Ongoing

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FACILITIES AND PARKS (continued)			Obtain site plan applications to access contact person(s) for the purpose of promoting FADS for all future developments.	\$ 0	Ongoing
	Parks Planning & Design		Continue to implement a program of providing accessible play equipment in all district parks. There are 22 District Parks and the plan is to provide one play structure per year with a variety of accessible features in each of these district parks.	\$ 80,000	Ongoing Note: Six structures completed
			Continue to develop accessible pathway systems in all City parks. There are 180 neighbourhood, 22 district and 18 open space parks in London.	\$ 150,000	Ongoing
			Continue to update the general park database and City's website with a listing of accessible park facilities.	\$ 3,000	Ongoing
	Site Plan Approval		Continue to include the Facilities Sub-Committee on the circulation list for site plans.	\$ 0	Ongoing
	Accessibility Advisory Committee and Building Control – Site Plan Approvals	Physical accessibility in the community	Develop a process for the review of selected Site Plan Drawings and working with Site Plans Approval Officers Update: Committee will develop checklists including FADS designs for staff to use in review and as handout materials.	\$ 0	2007
	Building Controls		Continue to enforce the Ontario Building Code (OBC) and review site plans for accessibility. Any additions & changes beyond the OBC regulations are strictly voluntary.	\$ 0	Ongoing

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SERVICES					
Work toward ensuring choice by providing a full range of accessible and affordable City of London services and supports					
TRANSPORTATION	Clerks		Continue to educate taxi companies who apply for taxi licenses that they must not discriminate against persons with a disability e.g. must permit a seeing-eye dog to travel in their taxi cab.	\$ 0	Ongoing
	Accessibility Advisory Committee	Sidewalks/Curb Cuts	Continue to provide a list of locations (using a Travel Concern Form) that need to be addressed for their retroactive program of curb cuts or maintenance required for wheelchairs and other items such as the location of pedestrian walk buttons.	\$ 0	Ongoing
	Transportation Planning & Design		Provide staff with a list of locations where curb cuts or maintenance is required.	\$ 20,000	Ongoing
	Transportation Planning & Design	Source of financing	Additional warranted sidewalks are installed every year in locations where none currently exist through a dedicated program.	\$ 200,000	Ongoing
			Review and make comments on Engineering Design Standards.	\$ 0	Ongoing
		Source of financing	Most new road projects and road widening projects include, where possible, accessible sidewalk and/or Bicycle lanes.	+3% of Road works \$300,000 - \$600,000	Ongoing
	Public Service		Receive public input on pedestrian concerns.	\$ 0	Ongoing
Transportation & Roadside Maintenance		Monitor impact of snow removal reduction in budget.	\$ 0	Ongoing	

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	Transportation Planning & Design Parking & Traffic Signals		Consult with the CNIB (Canadian National Institute of the Blind) as intersections are improved with APS.	\$ 0	Ongoing
	Transportation Planning & Design		Propose upgrades to street signage e.g., larger signs and appropriate placement.	\$ 50,000	Ongoing
	Accessibility Advisory Committee		Review with Transportation Division, the design and installation of temporary sidewalks during construction of roads, sewers etc., the timing of pedestrian crossing signals, snow removal practices and other pedestrian concerns.		Review complete Implementation of temporary sidewalks during projects is ongoing
PARKING	Parking & Traffic Signals		Continue to review timing of pedestrian walking system of signals and adjust the coordination and standardization.	\$ 0	Ongoing
	Parking & Traffic Signals		Continue to provide free parking to persons with disabled parking permits in Off Street Municipal Parking Lots.	\$17,000 lost annual revenue	Ongoing
	Accessibility Advisory Committee		Continue to educate the public and facility owners about disabled parking issues such as signage, etc.	\$ 0	Ongoing
HOUSING	Housing Division		Continue to provide a grant per accessible unit (units adapted for wheelchair access) to contractors as incentive to build accessible units in affordable housing projects.	\$5,000 per unit	Ongoing

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HOUSING (continued)	Housing Division		Continue to encourage more affordable units to be available in the City through a Convert to Rent Program in the Old East BIA and Dundas Street corridor.	\$ 225,000	Pilot Program Complete New Program Ongoing
			Continue to work with the Ontario March of Dimes to coordinate the centralized waiting lists specifically for demand for adaptive housing units.	\$ 10,000	Complete
	Accessibility Advisory Committee working with the Housing Division		Continue to provide and promote use of FADS to developers operating in affordable housing programs with City grants / funding. Include FADS standards in future proposal calls for the City's affordable and social housing initiatives.	\$ 0	Ongoing
COMMUNITY SERVICES – Neighbourhood and Children's Services	Accessibility Advisory Committee		Continue to liaise with the Housing Advisory Committee concerning mental illness and its links to homelessness.	\$ 0	Ongoing
	Area Services		Continue to incorporate inclusiveness/ability awareness training as part of ongoing training of staff.	\$ 0	Ongoing
			Investing in additional games equipment resources for summer programs to assist children with disabilities. Purchase of a number of ice sledges to be available for loan at arenas for children/adults with disabilities.	\$ 4,000	
			Summer senior staff (20) and summer camp and playground program staff (150) will undergo training in inclusion	\$ 200	Summer

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COMMUNITY SERVICES – Neighbourhood and Children’s Services (continued)	Area Services		Continue to track and evaluate self reported special needs of program participants in CLASS. (The information currently alerts program instructors to special needs in classes.)	\$ 0	Ongoing
			Continue to hire resource staff trained to work with persons with disabilities and diversity at City day camps.	\$45,000 (15 extra staff @ \$3000/year)	Summer
			Supervisors coordinate planning partnerships around accessible programs.	\$ 0	Ongoing
			Instructor sensitivity training for instructors and program staff	\$ 500	Ongoing
			Maintain ongoing relations with agencies supporting persons with disabilities to develop and highlight accessible programming opportunities.	\$ 0	Ongoing
			Maintain the Community Living London presence in City Community Centres.	Value of the space	Ongoing
			Include accessibility criteria in the development of the Program Partner agreements.	\$ 0	Ongoing
			Review program locations with staff to ensure accessible by public transportation.	\$ 0	Ongoing
			Continue to provide programming to Seniors in the community which is universally accessible and which meets the special needs of particular populations with accessibility issues and concerns.	\$ 0	Ongoing

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COMMUNITY SERVICES – Neighbourhood and Children’s Services (continued)	Area Services		Collaboration to provide a bocce program at Stronach Recreation Centre for disabled adults.	\$ 0	Ongoing
			Continue to make Recreation Centres accessible by community agencies who provide education, support and advocacy for persons with disabilities.	\$ 0	Ongoing
			Continue to review current programs and development of new programs to be more inclusive of persons with disabilities.	\$ 0	Ongoing
			Recreational bus trips at Seniors centres will continue to utilize accessible transportation wherever possible.	\$ 0	Ongoing
			Maintain Relevancy of Inclusion Policy.	\$ 0	Ongoing
			Maximize financial accessibility for persons with disabilities.	\$ 0	Ongoing
		Increased staff supports to assist with inclusion	Pilot a summer “Inclusion Co-ordinator” position to facilitate pre-program family contacts, improve deployment of existing staff, and provide additional support to camps and playground programs (liaise with other service provider to explore pooling of resources). Pilot inclusion coordinator support/resources for inclusion for Fall/ Winter/ Spring programming to facilitate family contacts, and support existing staff. (liaise with other service provider to explore pooling of resources).	Redeployment of existing resources	Ongoing

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COMMUNITY SERVICES – Parks and Recreation	Aquatics		Aquatics summer staff trained in inclusion of children with disabilities.		Complete
			Continue the integrated swim program which was initiated in 2006 in partnership with the Thames Valley Children’s Centre	\$ 0	Ongoing
	Rec. Services and Attractions		Continue to develop & promote Parkside Nine Golf Course Membership and play continue to increase each year.	\$ 0	Ongoing
COMMUNITY SERVICES – SOCIAL & COMMUNITY SUPPORT SERVICES	Case Management		<p>Continue to include the needs of persons with disabilities in the Ontario Works Service Plan.</p> <p>Ontario Works Team B is a specialized case management team established to address the needs of participants with barriers, who are in receipt of Ontario Works for at least 9 months and/or have been in receipt of Ontario Works more than once. The team focus is on participants who, with additional support, could become employed. As a part of this service, there is a partnership with LEADS to provide wraparound planning and employment supports to participants. In addition, services continue to be provided by partner agencies such as Goodwill and LEADS for participants in the areas of employment planning, job search support and employment placement.</p> <ul style="list-style-type: none"> • Accommodations are made as needed for any participants with disabilities. • Continue to make accommodations for participants with a disability (e.g. TTY) • Continue involvement with planning groups supporting people with disabilities (e.g. PIE) 	\$ 0	Ongoing
	Administration		Creation of a Customer Service cttee that will continue to review and identify accessibility needs of our clients to create a	\$ 60,000	Ongoing

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COMMUNITY SERVICES – SOCIAL & COMMUNITY SUPPORT SERVICES (continued)			<p>more welcoming environment .</p> <p>Apply the FADS to all current Renovations resource room and the waiting room.</p> <p>Recognizing the needs to clients throughout our service delivery model initiative by placing staff in the Community.</p> <p>Continue to provide educational opportunities for staff to better understand the needs of our clients in our training activities.</p>		Current
	Social Research and Planning		Continue to collect as much information as possible from various sources including Statistics Canada to maintain a profile of persons with disabilities including numbers, locations and ageing demographics living in London.	\$ 0	Ongoing
COMMUNITY SERVICES - DEARNESS LONG TERM CARE FACILITY	Dearness Services		<p>Continue to operate new Dearness Home facility which is fully accessible and meets the needs of the citizens of London. New facility includes both resident living areas and community space including a day program area for up to 50 clients per day.</p> <p>Access pads to entrances by wheelchair dependent residents/visitors require realignment to meet code.</p>	Cost included in Capital Budget	Ongoing
			Fine tune staffing patterns and service delivery models to ensure new Home continues to provide resident-centered care.	\$ 0	Ongoing
			The new Home designed to meet or exceed all FADS and Ministry of Health and Long Term Care Standards. Resident Rooms and corridors designed to provide space beyond the minimum standards to ensure safety and comfort of residents. Dearness is still dealing with incomplete aspects of the capital project.	Cost included in Capital Budget	Complete

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COMMUNITY SERVICES - DEARNESS LONG TERM CARE FACILITY (continued)	Dearness Services		The Day Program will redevelop its operations to achieve approved/funded capacity of 50 clients/day by the end of 2007.	\$ 0	Ongoing
			Continue to provide continuing education for staff and volunteers to ensure that best practices are incorporated into Dearness Home policies and procedures. The Current program will be strengthened to improve efficiency.	\$ 0	Ongoing
			Continue to provide mandatory annual in services for staff including resident rights. Staff in various sections of the Home also receive regular training specific to their job functions and responsibilities.	\$ 0	Ongoing
			In 2007, Dearness will be strengthening of the Model of Care, staff development, infection control and enhanced volunteer recruitment and retention will be pursued.	In 2007 Operating Budget	Ongoing
			Continue to have the Ethics Committee assist in developing policies and developing guidelines regarding ethical issues that arise during the provision of care and services to clients and families.	\$ 0	Ongoing
			Communication to residents, their families and members of the Public that is accessible and user-friendly. <ul style="list-style-type: none"> • Monthly newsletter is provided in large print and designed to facilitate communication with visually-impaired individuals. • Bulletin boards placed at height where they can be read by individuals in wheelchairs. Consistency in print size of notices will be improved. • Continue to use interpreters for residents who require this service. 	\$ 0	Ongoing

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KETTLE CREEK CONSERVATION AUTHORITY					
	Kettle Creek Conservation Area Authority with Peacekeepers.	Inaccessible camps for persons with disabilities	Kettle Creek Conservation Authority and Peacekeeper Park Inc. Camp for children with disabilities developed in partnership with Peacekeeper Park Inc at Lake Whittaker Conservation Area. In 2003, the KCCA formed a partnership with Peacekeeper Park Inc. a public not-for-profit corporation with a mandate to assist physically, mentally and behaviorally challenged children.	\$ 0	Ongoing
		Inaccessible park trails	Kettle Creek Conservation Authority and Lake Margaret Conservation Area. Lake Margaret Conservation Area is a 33 hectare parcel of natural lake surrounded by woodlots and ravines on the southern boundary of the City of St. Thomas. Some of the initiatives outlined in the Lake Margaret Conservation Area Master Plan include a one km. paved trail and access platform overlooking the lake, designed for the physically challenged in mind.	\$ 0	Ongoing

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