

- 6. CITY OF OTTAWA 2019 MUNICIPAL ACCESSIBILITY PLAN (COMAP)
UPDATE REPORT**
- RAPPORT DE MISE À JOUR SUR LE PLAN D'ACCESSIBILITÉ MUNICIPAL
DE LA VILLE D'OTTAWA**

COMMITTEE RECOMMENDATION

That Council receive the 2019 City of Ottawa Municipal Accessibility Plan Update Report for information.

RECOMMANDATION DU COMITÉ

Que le Conseil municipal prenne connaissance du Rapport de mise à jour 2019 sur le Plan d'accessibilité municipal de la Ville d'Ottawa pour information.

DOCUMENTATION/DOCUMENTATION

1. Manager's report, Legislative Services, Office of the City Clerk and Solicitor dated 22 March 2019 (ACS2019-CCS-GEN-0035).

Rapport du Gestionnaire, Services législatifs, Bureau du greffier municipal et de l'avocat général, daté le 22 mars 2019 (ACS2019-CCS-GEN-0035).

**Report to
Rapport au:**

**Finance and Economic Development Committee
Comité des finances et du développement économique
2 April 2019 / 2 avril 2019**

**and Council
et au Conseil
10 April 2019 / 10 avril 2019**

**Submitted on March 22, 2019
Soumis le 22 mars 2019**

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Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2019-CCS-GEN-0035

**SUBJECT: CITY OF OTTAWA 2019 MUNICIPAL ACCESSIBILITY PLAN (COMAP)
UPDATE REPORT**

**OBJET: RAPPORT DE MISE À JOUR SUR LE PLAN D'ACCESSIBILITÉ
MUNICIPAL DE LA VILLE D'OTTAWA**

REPORT RECOMMENDATION

That the Finance and Economic Development Committee recommend that Council receive the 2019 City of Ottawa Municipal Accessibility Plan Update Report for information.

RECOMMANDATION DU RAPPORT

Que le Comité des finances et du développement économique recommande au Conseil municipal de prendre connaissance du Rapport de mise à jour 2019 sur le Plan d'accessibilité municipal de la Ville d'Ottawa pour information.

EXECUTIVE SUMMARY

As required under the *Integrated Accessibility Standards Regulation* (IASR) of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), the City of Ottawa prepares annual status reports on the progress of the organization's strategy to prevent and remove barriers to accessibility. The City's 2016-2020 City of Ottawa Municipal Accessibility Plan (COMAP), approved by Council March 23, 2016, outlines the City's current strategy.

This 17th annual report provides a status update on the corporation's progress achieved in 2018, towards that strategy. This includes a detailed account of the improvements to City services, programs, information, communications, goods and facilities through the completion of accessibility-related initiatives (**Document 1**). In addition to meeting statutory requirements, this report demonstrates the City's commitment to the inclusion of persons with disabilities, be they residents, employees or visitors in all the City has to offer.

The City remains compliant with all provisions under the standards of Customer Service, Information and Communication, the Design of Public Spaces, Transportation and General Standards, apart from Section 14, as it relates to Websites and Web Content. As previously reported to Council in past revisions of this report, the City has reported non-compliance with this very complex standard in 2015 and 2017 and has submitted a Compliance Plan Agreement to the Province at their request, which provides the City's plans to achieve compliance.

The City has completed 80 per cent of the initiatives outlined in the current plan. Many initiatives have become programs or activities in their own right, making it possible to integrate accessibility into everyday life. Accessibility will remain an important part of the ongoing efforts to improve the accessibility of City websites and remains a priority as the City prepares to launch its Confederation Line.

In 2019, the City will conduct a comprehensive public consultation on the accessibility of City services. The information gathered during the consultation will be collated and shared with departments to assist them in identifying gaps and developing initiatives that will form the next 2020-2024 City of Ottawa Municipal Accessibility Plan.

RÉSUMÉ

Conformément au règlement sur les normes d'accessibilité intégrées (RNAI) pris en application de la *Loi de 2005 sur l'accessibilité pour les personnes handicapées de l'Ontario* (LAPHO), la Ville d'Ottawa prépare des rapports d'étape annuels sur les progrès de sa stratégie pour prévenir et éliminer les obstacles à l'accessibilité. Le Plan d'accessibilité municipal de la Ville d'Ottawa 2016-2020 (PAMVO), approuvé par le Conseil le 23 mars 2016, décrit la stratégie actuelle de la Ville.

Le présent document, 17^e rapport annuel, fait état des progrès accomplis par la Ville en 2018 dans le cadre de sa stratégie. Il décrit en détail les améliorations apportées aux services, aux programmes, à l'information, aux communications, aux installations et aux biens municipaux par l'entremise d'initiatives d'accessibilité (**document 1**). En plus de remplir les exigences législatives, le présent document témoigne de la volonté de la Ville d'inclure les personnes handicapées, qu'il s'agisse de résidents, d'employés ou de visiteurs, dans tout ce qu'elle a à offrir.

La Ville continue de respecter toutes les dispositions des normes générales et autres normes relatives au service à la clientèle, à l'information et aux communications, à la conception des espaces publics et au transport, à l'exception de l'article 14, « Sites et contenus Web accessibles ». Comme le mentionnent les rapports précédents, la Ville a indiqué ne pas se conformer à cette norme très complexe en 2015 et en 2017 et a soumis, à la demande du gouvernement de l'Ontario, un accord de plan de conformité décrivant les mesures qu'elle prendra pour remédier à la situation.

À ce jour, la Ville a mené à bien 80 pour cent des initiatives décrites dans le plan actuel. Beaucoup sont devenues des programmes ou des activités à part entière, permettant ainsi d'intégrer l'accessibilité au quotidien. L'accessibilité demeure au cœur des travaux

en cours pour faciliter l'accès aux sites Web de la Ville, et continuera d'être une priorité à la veille du lancement de la Ligne de la Confédération.

En 2019, la Ville organisera des consultations publiques exhaustives concernant l'accessibilité des services municipaux. L'information ainsi recueillie sera colligée, puis transmise aux directions générales de la Ville afin de les aider à relever les lacunes dans leurs services et à mettre au point les initiatives qui formeront le Plan d'accessibilité municipal de la Ville d'Ottawa 2020-2024.

BACKGROUND

The implementation of the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations, continues to be a priority for both City of Ottawa Council and staff. The City has worked collaboratively with the Province of Ontario, the City's Accessibility Advisory Committee and the community to implement the legislation and identify and remove barriers to City services, programs, websites and facilities.

The provisions of the AODA and particularly its standards pertaining to transportation services do not apply to OC Transpo as it is federally and independently regulated. OC Transpo does however provide annual accessibility updates through the COMAP report and has committed to meeting the spirit and intent of the AODA. Transit Services has undertaken several initiatives towards that objective, as outlined in this report.

The Ottawa Public Library and Ottawa Public Health, although governed by separate boards, report on AODA compliance with the City. Ottawa Police Services is considered a separate "large organization" and as such abides by different compliance timelines.

DISCUSSION

Update on Provincial Accessibility Legislation and Regulation

As reported to Council in 2018, the City remains compliant with all AODA provisions under the standards of Customer Service, Information and Communication, the Design of Public Spaces, Transportation and General Standards, apart from Section 14, as it relates to Websites and Web Content. The City has reported non-compliance with this very complex standard in 2015 and 2017 and has submitted a Compliance Plan Agreement to the Province at their request, which provides the City's plans to achieve compliance. It is anticipated that the City's 2019 Compliance Report will once again state that the City is non-compliant with this provision.

The City continues to work towards full compliance. For example, in December 2018, the City launched a new Web Accessibility Policy (**Document 2**) to replace the previous Accessible Web Publishing, Testing and Auditing Procedures. A cross-functional working group with staff from the Corporate Services Department, the Service Innovation and Performance Department and the Office of the City Clerk and Solicitor created the draft policy, which was then shared with and updated based on consultation with the Business Integration Team (BIT), the Accessibility Working Group, and departmental web leads.

The purpose of the new Web Accessibility Policy is to update the roles and responsibilities stemming from the 2016 reorganization, including ownership of the policy, as well as to streamline the document, making it easier for all parties to understand their respective responsibilities. The policy outlines the requirements for maintaining, developing, and procuring accessible web content, websites and web applications. It also clarifies responsibilities in relation to reporting to Council and the Province with respect to compliance with the Province of Ontario's legislated requirements. This policy, along with other initiatives detailed further in the report, will greatly assist the City as we work towards full compliance by 2021.

The Province is currently reviewing the Information and Communication Standard under which this standard resides, and draft changes are expected to be out for public review in the spring of 2019. The City will review the draft changes, provide feedback and assess the level of impact the changes will have on the organization.

Every three years, the Ontario government appoints a reviewer to assess the effectiveness of the entire AODA its associated standards. This review is required by Ontario's accessibility laws. The reviewer is also required to consult with the public — specifically people with disabilities.

In December 2017, the Honourable David C. Onley was appointed to complete the third review of the AODA.

Over the course of 2018, Mr. Onley held public consultations across the province, including:

- six town halls
- seven roundtables with key organizations
- interviews with public and private organizations
- receiving feedback through numerous online submissions

- meetings with chairs of the Standards Development Committees, Accessibility Standards Advisory Council, government officials and post-secondary institutions

In October 2018, the City submitted a response to the Provincial AODA Review (**Document 3**). This included feedback on the following areas:

- Websites and web content
- Regulation of Private Transportation Companies (PTCs)
- AODA Awareness and Feedback Mechanism
- Compliance Reporting
- Procurement
- Design of Public Spaces (DOPS)

The City highlighted two key recommendations. The first recommendation was that the Province take a new approach to accessible websites and web content. Rather than a strict focus on Standards that must be met, the City suggested that the AODA mandate organizations to develop an accessible web plan, policy and procedures, procurement process, and training program.

The second recommendation was that the Province amend the IASR to mandate accessible transportation requirements for PTCs as they do for taxis. This would remove the City's need to engage in ongoing negotiation of voluntary levy surcharges with PTCs who do not provide accessible transportation services. If this amendment is not possible, the City recommended that the Province authorize municipalities to impose and implement an accessibility levy, to be applied to those PTCs that do not offer accessible vehicle-for-hire services.

The government tabled the 2019 Legislative Review of the *Accessibility for Ontarians with Disabilities Act, 2005* in the Ontario Legislative Assembly on March 7, 2019. The report became public once it was tabled. The report, called for major reforms to deal with barriers that still exist across the Province for people with disabilities. Overall, Mr. Onley found major flaws in the legislation and was critical of the progress that has been made. He stated that, "this province is mostly inaccessible," and called on the Government to take a strong leadership role, and widespread, urgent action to end the exclusion that is still pervasive for people with disabilities in Ontario.

The Onley report provided 15 recommendations aimed to strengthen the AODA and its associated standards. The recommendations are to:

- Renew government leadership in AODA implementation
- Reduce the uncertainty surrounding basic concepts in the Act
- Foster cultural change to instill accessibility into the everyday thinking of Ontarians
- Direct the standards development committees for K-12 and Post-Secondary Education and for Health Care to resume work as soon as possible
- Revamp the Information and Communications standards to keep up with rapidly changing technology
- Assess the need for further standards and review the general provisions of the Integrated Accessibility Standards Regulation
- Ensure that accessibility standards respond to the needs of people with environmental sensitivities
- Develop new comprehensive Built Environment accessibility standards through a process to:
 - Review and revise the 2013 Building Code amendments for new construction and major renovations
 - Review and revise the Design of Public Spaces standards
 - Create new standards for retrofitting buildings
- Provide tax incentives for accessibility retrofits to buildings
- Introduce financial incentives to improve accessibility in residential housing
- Reform the way public sector infrastructure projects are managed by Infrastructure Ontario to promote accessibility and prevent new barriers
- Enforce the AODA by establishing a complaint mechanism for reporting violations and raising the profile of enforcement
- Deliver more responsive, authoritative and comprehensive support for AODA implementation
- Confirm that expanded employment opportunities for people with disabilities remains a top government priority and take action to support this goal
- Fix a series of everyday problems identified that offend the dignity of people with disabilities or obstruct their participation in society

The City looks forward to receiving direction from the Ministry of Seniors and Accessibility on any actions that will be undertaken based on the results of the review. In the meantime, the review will be shared with the City's Accessibility Working Group to see if any actions can be addressed municipally in advance of Provincial direction.

Under the AODA, IASR standards are also subject to review every five years. Standards Development Committees re-examine the long-term accessibility objectives and make recommendations to the Minister of Seniors and Accessibility, based in part on feedback received from the public.

In April 2018, the City submitted feedback to the Province's Standards Development Committee for the review of the Employment Standard of the IASR (**Document 4**). Feedback was provided on eight recommendations, which includes:

- Improve and strengthen guidelines
- Scope and interpretation (section 20)
- Recruitment, general (section 22)
- Recruitment, assessment or selection process (section 23)
- Notice to successful applicants (section 23 & 24)
- Emergency response information (section 27)
- Centralized portal for accommodation plans (section 28)
- Monitoring of return to work processes (section 29)

The Employment Standard supports employees with disabilities to achieve their full potential in the workplace. The City suggested that the Province consider improving overall clarity within the Standard, including strengthening definitions, and providing more guidelines, resources and tools to assist municipalities in the implementation of the Employment Standard.

In addition to the AODA Standards, in 2017 the Province struck Standards Development Committees for:

- The kindergarten to grade twelve sector
- The post-secondary sector
- The healthcare sector

When the new Provincial government was formed in June 2018, all work by the Standards Development Committees was suspended. The Information and Communications committee resumed its work in November 2018. The Committee has

reviewed the Standard and submitted its recommendations to the Minister of Seniors and Accessibility for his consideration. It is anticipated that the Province will release the recommendations for public feedback in the spring of 2019. The Education and Health Standards Committees were asked to resume their work following the tabling of Mr. Onley's review on March 7, 2019.

In addition, the review of the Transportation Standard is expected to be completed in 2019. The City's Transportation Services Department will continue to monitor the changes to the standard and continue to meet the spirit and intent of the legislation, as the AODA, a provincial statute does not apply to these federally regulated services.

Update on Upcoming Federal Accessibility Legislation and Regulations

Between 2016 and 2017, the Government of Canada held public consultations on the development of federal accessibility legislation. At the request of the Government of Canada, the Accessibility Office provided a written submission for the upcoming legislation. This submission provided an overview of the City's experience with the requirements of the provincial AODA.

In June 2018, Bill C-81, the *Accessible Canada Act*, went through its first reading in the House of Commons. Like the AODA, the Bill includes considerations for:

- Built environments
- Employment
- Information and communication technologies
- Procurement of goods and services
- Delivering programs and services
- Transportation

In the fall of 2018, the Standing Committee on Human Resources, Skills and Social Development and the Status of Persons hosted presentations and further consulted with the community of persons with disabilities regarding the first draft of the Bill, including the organization, AODA Alliance. The Bill unanimously passed in its third reading in the House of Commons on November 27, 2018 and has been passed onto the Senate, which will begin debating the Bill in early 2019. It is anticipated that the Senate will hold public hearings on the Bill in the Spring. At this time, it is unknown when the Bill will come into effect based on possible amendments by the Senate.

The Accessibility Office continues to follow the development of this legislation, provide input and share City of Ottawa best practices with organizations supporting this Federal undertaking. In collaboration with City departments, the Accessibility Office will assess the legislation when it is introduced, for its impacts on City departments and services.

City of Ottawa Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) provides advice to Council on programs, policies and services provided to persons with disabilities and seniors. The committee also acts as a resource for staff and may provide input on matters that align with strategic priorities. Staff can request to present at regular AAC meetings for feedback. The AAC also provides feedback to the City through working groups, email, or committee involvement. Additionally, two members of the AAC regularly attend AWG meetings to provide feedback on departmental initiatives. In 2018, the AAC provided feedback on the following topics:

- Albert Street and Slater Street Corridors Functional Design Study
- Barrhaven LRT and Rail Grade-Separation EA Study
- Barrier Removal Program
- Bay Street Cycling Facility – Laurier Avenue to Wellington Street
- Bayview Yards Accessibility Audit
- Belfast Road Multi-Use Pathway
- Brian Coburn Boulevard Extension
- Brookfield Road Multi-Use Pathway
- Cedarview Road and Akerson Road Multi-Use Pathway
- Collector Road Intersection and Design Guidelines
- Community Gardens
- Consultation for Applicable 2018 Capital Projects (Exterior paths of travel, On-street parking spaces, Outdoor play spaces and Recreation trails)
- Cummings Avenue Sidewalks
- Dumaurier Avenue Sidewalks
- Earl Armstrong Road Extension Study
- Hutton Park Modifications
- Jockvale Road Multi-Use Pathway Rail Grade-Separation EA Study
- King Edward Avenue and Dalhousie Street

- Leirtrim Road Realignment and Widening Study
- LRT – Stage 2
- Michael Street Sidewalk
- Parking Regulations – Viscount Drive
- Pedestrian and Cycling Design Toolbox
- Recreation Infrastructure Standards Project
- Right of Way Patios By-Law
- Service Ottawa – Web Accessibility Plan
- Startup Road Sidewalk
- Vanguard Drive Extension
- Vehicle-for-hire Accessibility Fund: Key Findings from Public Consultations and Next Steps
- Woodroffe Avenue Cycling Path

In 2018, a corporate-wide process to streamline consultation with the AAC was piloted for one year. Overall, the process was deemed a success, however, a formal review of the new process will be conducted in 2019.

2018 Accessibility Achievements and Highlights

Highlights of various accessibility initiatives and actions undertaken across City departments and service areas throughout 2018 is summarized below. These initiatives have prevented and removed barriers to accessibility in City services, programs, policies, purchases and projects. A full listing of all 2018 accessibility initiative outcomes is available in **Document 1**.

2018 City of Ottawa Election

Following the 2018 Municipal Elections, the City of Ottawa Elections Office produced an Accessibility Report, highlighting the accessibility achievements of the 2018 election, and demonstrating the City's commitment to ongoing improvements in the future. Under Subsection 12(1) of the *Municipal Elections Act, 1996*, the Clerk is required to develop a plan on the identification, removal and prevention of barriers that affect electors and candidates with disabilities and make it available to the public before Voting Day. The Elections Office worked collaboratively with the Accessibility Advisory Committee and all City departments to identify and remove barriers and increase accessibility for electors. Site visits were conducted for each of the 642 voting places to ensure that the buildings were accessible, and if needed, several adaptations or modifications were available to

remove barriers for electors and election workers with disabilities, such as adapted seating and cushioned mats to reduce fatigue if standing for long periods of time. Furthermore, to help electors with disabilities mark and cast their ballot privately and independently, the Elections Office leased 125 Accessible Voting Tabulators (AVTs) during the 2018 Elections. Other tools and services were also made available, including large print ballots, magnifying sheets, braille listings of candidates and braille ballot templates, accessibility feedback cards and access to a cell phone with Elections call centre staff on standby. The Elections Office offered curbside voting for electors that were physically unable to enter a voting place and partnered with Para Transpo to offer accessible transportation (by reservation), giving electors the opportunity to schedule their trips to their voting place in advance. Additionally, election workers, both City staff and members of the public, participated in mandatory accessibility training prior to working on voting days to provide a fully accessible voting experience. All services were available in French and English, to ensure electors could be served in the official language of their choice. All election workers, staff and members of the public, were actively offered election workers individualized workplace emergency response plans as part of their employment onboarding.

Overall, the City of Ottawa 2018 Elections Detailed Accessibility Plan was successful in providing equitable access to voting locations and processes. However, there are areas for improvement in the 2022 election, including addressing options for housebound voters.

AODA General Training

As stated in section 7 of the IASR, organizations, such as the City, are obligated to provide “training on the requirements of the accessibility standards and on the *Ontario Human Rights Code* [...] appropriate to the duties of the employees, volunteers and other persons.” Third party vendors and contractors are also required to ensure they and their staff are trained as part of the General Terms and Conditions of doing business with the City.

As of January 2019, 94 per cent of all staff have been trained in Accessible Customer Service (ACS) and the IASR respectively. New staff are trained as soon as practicable and in 2018, 2,059 staff were trained. It is important to note that the headcount of active employees on which the compliance rate is based is a snapshot in time; thus, some staff may have been trained in the interim between when they were hired, and when the report was completed. Other staff who have not been trained include those on Long-

Term Disability, maternity leave and other leave of absences; as such, it is not practicable to train them until they are actively in the workplace. Non-compliance is monitored on a quarterly basis, and Management, the Accessibility Working Group and the Accessibility Office work collaboratively to ensure all staff are trained to ensure the City meets the requirements of the IASR.

There are several options for staff to receive their training. The first is the in-class corporate orientation, “AODA: Accessibility for All”, provided to full-time staff and some summer students. This training is included as part of the full day new employee orientation. This course is rooted in the adult learning principle of “experiential learning”, whereby participants relay their collective knowledge, guided by the corporate trainer, and apply – and, in so doing, retain – what they have learned. Through a variety of mechanisms, including presentations, dialogue, and group work, participants can have questions addressed in a collaborative context, and leave the session with understanding and confidence regarding their rights and responsibilities under the AODA.

In 2018, comments received through evaluations and in-person attendees were largely positive. On a rating scale from one to six, with 1 being Very Unsatisfied and 6 being Very Satisfied, 95 per cent of participants gave it a four or above. The continuous feedback provided through the training evaluations is incorporated into the training when possible for quality improvement. As a result, the rating has improved by six per cent from the 89 per cent rating, at four and above, in 2017.

Examples of comments from the evaluations include:

- “Best AODA training I have ever attended/participated in.”
- “Very good, confidence going forward on Purchasing.”
- “Facilitator was terrific. Made a very complex subject easy to understand. Well put together.”
- “I found this course very informative. I liked that it recognized that everyone learns in a different manner and used difference techniques.”
- “I have gained more knowledge about AODA and how to apply it in my daily life/work.”
- “This course was very important for my job.”
- “With this training, I have a better understanding of AODA principles, types of disabilities and accommodation needed as appropriate.”

- “Excellent instructor and excellent session. Videos really illustrated key points. I will be more aware of the language I use. Good examples and tips.”
- “In-person training was helpful. It was great to be able to ask questions and discuss topics in more detail.”
- “I look forward to getting help from the Accessibility Office as a Manager.”

In addition to the AODA: Accessibility for All in-class training offered by the Accessibility Office, other departments have been trained to provide the in-class training through their departmental trainers. The Accessibility Office also offered several in-class training opportunities for summer students in 2018, which was found to be effective in increasing compliance. The training is also available online for networked or non-networked staff with exceptional circumstances, or as a refresher. The two-hour online training is available in English and French. Although the online course is comprehensive and covers the same topics as the intact training, it does not provide the opportunity for experiential learning, interaction and asking questions.

Between January 1, and December 31, 2018, 413 new volunteers were trained on the IASR and Accessible Customer Service through online modules tailored to support them in their roles. The compliance rate among Volunteer Services is 100 per cent.

The City offers the link to the Province’s IASR trainings to third parties and external contractors on the uLearn platform to assist them with their compliance obligations. Section 7.12.5 of the General Terms of Conditions states that, “The Contractor shall submit to the City or Ministry, if requested, documentation describing its accessibility training policies, practices and procedures, and a summary of the contents of training, together with a record of the dates on which training is provided and the number of attendees.”

Job Specific AODA Training

The City also offers several other AODA related trainings, to ensure that staff receive training that is, “appropriate to their duties” (section 7.2). These include, but are not limited to, Accessible Procurement, Management Compliance, and Accessible Word and PDF Documents training.

The Accessible Procurement Workshop is offered by the Accessibility Office to staff who make regular purchases, to provide the knowledge and tools to integrate and track

accessible features in procurement. This highly interactive workshop allows participants to explore what accessible features are, considerations when purchasing items and administering contracts, and how to enhance the accessibility of goods, services and facilities in general. In 2018, 23 employees and managers took this workshop. Overall, 910 current City staff have attended this workshop since it was offered in 2013.

Managers and Supervisors at or above Level 5 attend mandatory AODA Management Compliance training to clarify their specific roles and responsibilities, and further meet the requirements of section 7.2 of the IASR. This training encourages Managers to not only administer, but embrace compliance, and ensure they and their staff meet the requirements of the AODA. In the past year, this training has been modified to include more information on the duty to accommodate in employment. In 2018, 82 Managers and Supervisors attended this training, which was delivered over five sessions by the Accessibility Office. Overall, 514 Managers and Supervisors have attended this training since it was offered in 2013. Evaluation feedback from this training in 2018 is very positive. On a rating scale from one to six, with 1 being Very Unsatisfied and 6 being Very Satisfied, 99 per cent of participants gave it a four or above. Managers and Supervisors commented that the workshop is helpful, actionable, and an opportunity to exchange knowledge and discuss challenges.

Training on how to develop accessible documents is offered by ServiceOttawa (Service Innovation and Performance Department) and includes training on creating accessible Word and PDF (CommonLook) documents. Tools are provided to meet section 14 of the IASR, and to move the municipality closer to WCAG compliance. These hands-on workshops give staff the tools to create accessible documents for Committee and Council reports, and other documents that are available to the public online. The training teaches staff how to create documents with the appropriate headings, structure and other accessibility features that allows for equitable access to City information. In 2018, 87 staff attended these workshops.

Other training resources are also available through Ozone on an ongoing basis. This includes two training videos: Individualized Workplace Emergency Response Information (IWERI) and IWERI for Employees with Disabilities: Responsibilities of Managers and Supervisors. In addition, an IWERI Managers Guide and Employee Discussion Guide are available. These resources align to the Protective Measures Program introduced by the City in 2017 and meet the required obligations of Section 27 of the IASR. Flash cards to reinforce learning on Accessible Customer Service,

Procurement and IWERI information are also available on Ozone, and can be used in team meetings for staff to refresh their skills and knowledge as required.

Procurement

The corporation continues to ensure that City purchases include accessible design, criteria and features as prescribed by section 5 of the IASR. The City ensures that accessibility design, features and criteria are included where possible in procurement, regardless of dollar value. In 2018, Supply Services awarded over 1,700 new contracts valued above \$15K under delegated authority totaling over \$620 million. In terms of dollar value, accessibility requirements were included in 95.3 per cent of all new procurements after adjusting for those where it is not applicable. This figure is consistent with previous years and represents contracts awarded in the areas of construction, fleet and equipment, goods, information technology, maintenance services and professional services.

2018 Information and Communication Initiatives

In 2018, ServiceOttawa Web Services undertook the following activities in supporting enhanced web accessibility for all its websites, as well as supporting others in managing theirs:

- Released an updated corporate Web Accessibility Policy to outline the requirements for developing or procuring accessible websites, web applications and web content for the reporting to City Council and the Province of Ontario in compliance with legislated AODA requirements
- Renewed the standing offer list of third-party vendors that can provide accessible documents, web sites and web applications
- Supported the remediation of hundreds of PDFs on ottawa.ca
- Removed over 2000 non-compliant PDFs from ottawa.ca on behalf of departments
- Conducted regular corporate employee training on accessible document creation (word, PDF, validation tools)
- Renewed the contract for a third-party software that supports automated and ongoing testing for web accessibility
- Met with all departments to review ServiceOttawa's web accessibility plan and offered support to help departments create their own work plans

- Made significant gains on accessibility enhancements to ottawa.ca content
- Provided consultation and guidance on corporate projects involving online services, Aquacis, CLASS and SIRE replacement, elections, and burn permits; along with addressing day-to-day questions and issues related to web accessibility

To create consistency in how City web applications can include and maintain accessibility requirements, Information Technology Services established a program to track the repair, replacement or elimination of non-compliant public facing web applications to ensure that City supported applications will continue to be accessible over time. This includes assisting in requests for purchase for new applications, maintaining current testing tools, working to improve testing consistency, adding accessibility compliance to the project development lifecycle and updating accessibility development and testing methodologies should Web Content Accessibility Guidelines (WCAG) or AODA requirements change. The information management database in Information Technology Services has been modified to include accessibility tracking and reporting. A newly developed form is available for staff to record accessibility compliance which is submitted to Information Technology Services for recording into the database.

In addition, the Ottawa Public Health website is certified WCAG 2.0 AA compliant.

In keeping with the ongoing service of providing City billing, when requested, to best meet the needs of residents with disabilities, the Finance department provided 66 water bills, 18 interim tax bills and 35 final tax bills in an accessible format in 2018. For water bills, this is a major increase from 2017, where only 12 water bills were provided in an accessible format.

Public Information and Media Relations (PIMR) continue to support the accessibility of City of Ottawa's public engagement with residents. Through the availability of an adjustable height podium, a wireless polycom, large screen televisions to display Closed Captioning, and hearing assistance devices. PIMR also continues to support the use of the two standard public engagement platforms – an accessible and bilingual survey tool and event registration tool. Both platforms meet AODA requirements and support the Corporate Communications Policy.

Improvements continue to be made to the Next Stop Interior Bus Announcement System, which provides communication support to customers through interior audible

and visual announcements on OC Transpo conventional transit. A working group was assembled to do an assessment of the hardware and software used in the next stop announcement system (NSAS) and look at measures to improve its function and enhance its reliability and performance. Actions taken in 2018 include the following:

- Incorporated higher quality speakers into new bus purchases
- Updated Operators' work instructions to check NSAS speakers are audible and report any defective speakers on the bus prior to starting their route
- Examined opportunities to increase or enhance maintenance of the NSAS
- Added reminders to call out stops in service bulletins and radio messages advising Operators of temporary detours or changes to planned routes

2018 Employment Initiatives

Human Resources supported accessibility, the Corporate Diversity and Inclusion plan and the priorities laid out in the Corporate Strategic Plan by chairing the Employment Accessibility Resource Network (EARN) Leadership Group as well as sitting on the Steering Committee. The involvement with EARN connects the City to many service providers who help job seekers with disabilities to find employment, builds an understanding of current developments in the employment field and helps the City with the identification and removal of barriers in hiring practices.

To continue outreach to external organizations, educational institutions and EARN to encourage employment applications from people with disabilities, ongoing connections have been developed with the community such as the Community Champions Table Network (CCTN), which includes representation from EARN, to identify and remove barriers to employment opportunities and strengthen partnerships through the City's Outreach and Recruitment Strategy. As part of the Strategy, the City hosted its first Career Showcase, aimed at attracting diverse candidates, including those with disabilities with the participation and collaboration of EARN and other community groups. With representation from each City department, and over 400 participants in attendance, the showcase featured workshops on how to prepare an online profile; preparing for an interview and a "Life in the City" Café profiling diverse employees' experiences working at the City. The event was a success in that 92% of participants indicated that they were satisfied with the event; and 95% of attendees reported they

feel confident about applying to City jobs. Outreach and Recruitment is actively participating in the job match calls facilitated by EARN, with the intent of connecting individuals with current job opportunities. Additional activities include connections with the Carleton University Accessible Experiential Learning (CUAEL) project and the David C. Onley Initiative.

Human Resources consulted with people with disabilities and the Accessibility Office for feedback on the Safe-to-Self ID form called "Everyone Counts" developed in 2018. This form will be used across the corporation in 2020 to quantify the self-identification results of the diversity of employees represented at the City of Ottawa. Human Resources staff also provided City experience and perspective about the use of assistive technologies at a panel presentation at the University of Ottawa in December 2018.

Five corporate Leading a Diverse Workforce training sessions were delivered in 2018 and 81 managers were trained. Leading a Diverse Workforce training sessions aim to increase managers awareness about diversity and their duty to accommodate.

Completion of the training leads to an increase in the understanding of the importance of a barrier-free workplace for City of Ottawa employees with disabilities.

Employee awareness and understanding of the needs of people with disabilities has increased through various activities throughout 2018. They include:

- 22 City staff attended the 2018 EARN conference to learn more about inclusion and mental health in the workplace
- A series of Diversity Cafes were offered to staff on various diversity and inclusion topics
- Learning My Way training was offered to better understand learning disabilities.

In 2018, 12,520 employees completed the Respectful Workplace, Violence Harassment e-Learning training and 376 employees were trained in 22 Respectful Workplace, Learning My Way and Equity & Inclusion Lens training sessions.

To Increase the accessibility of information on the City's internal intranet site and support employees with disabilities, Information Technology Services (ITS) applies accessibility techniques when new requests or updates such as the changes to the framework, main pages requiring scripting and ITS developed online forms are received.

Various tools with accessible features are being deployed to enable staff to communicate with each other in accessible formats. Examples include:

- Jabber, a communication tool used City-wide and has a chat feature option to aid in collaboration without requiring speech
- Additional boardrooms will be converted with audiovisual (AV) means possessing both a sound and a visual component.
- Office365 is a cloud-based technology being launched in 2018 and 2019 across the corporation and has many integrated accessibility features including communication tools such as the web applications of Teams, Share Point, Collaboration and Yammer

Ottawa Public Health (OPH) continued its initiative to support five students with disabilities from the Sir Guy Carleton Secondary School to gain work experience within OPH Volunteer Services. The office space and work assignments were modified to allow for their individual disability requirements. In addition, accommodations are made for personal support attendants who accompany students as required.

OC Transpo continued to offer its work experience program for 21 persons with disabilities at several different staff facility locations, including the Pinecrest garage and 1500 St-Laurent. The program is in partnership with local community agencies and organizations, including Ottawa-Carleton Lifeskills and the Ottawa-Carleton District School Board.

2018 Transportation Initiatives

By-law and Regulatory Services (BLRS) continued to actively investigate the fraudulent use of accessible parking permits. BLRS Officer training is ongoing, as is the enforcement of accessible parking provisions. In 2018, 2,626 tickets were issued for illegally parking in a space reserved for people with disabilities. Investigations into individuals who misuse accessible parking permits resulted in the issuance of 113 Part I Provincial Offence Notices. BLRS will continue to investigate and address abuse of accessible parking permits as resources permit.

The Vehicle-For-Hire By-law was implemented in 2016 to provide for the regulating, licensing, and governing of vehicles-for-hire in the City of Ottawa, being taxicabs, taxicab drivers, taxicab plate holders, taxicab brokers, limousine services and Private Transportation Companies (PTC).

To address the service restrictions of many Private Transportation Companies (PTCs) who cannot currently accommodate transportation for persons who use mobility devices including power wheelchairs and scooters, By-law & Regulatory Services continued to negotiate a voluntary per trip accessibility surcharge agreement with each new PTC that is licensed. The fees generated through the PTC accessibility levy will be utilized to offset costs and improve options to programs that offer accessible transportation in the City of Ottawa.

By-Law and Regulatory Services continued to participate in the City's Vehicle for Hire Accessibility Fund Steering Committee to determine the allocation of the funds collected through the PTC accessibility surcharge. A Community and Protective Services Committee and Council report with an allocation strategy is scheduled for the spring of 2019.

In 2018, Coventry Connections, a regulated taxi company, developed an Accessible Taxi training course for its drivers. The course was reviewed by BLRS staff. Accessible taxi drivers driving accessible vehicles continue to have a zero fee for their license.

The Taxi Coupon Program is an option available for Para Transpo customers to individually book their own trip from participating Ottawa taxi companies and save 40 per cent off the regular taxi fare as an alternative to booking Para Transpo bus service. Due to the program's continued promotion and outreach, a total of 1,840 customers purchased more than 20,052 taxi coupon books in 2018.

To support transportation services to seniors and persons with disabilities living in the rural area, \$606,000 in funding was provided to three rural community support service (CSS) agencies. Throughout the year, the CSS agencies experienced increased demand for their transportation services. The agencies provided 10,775 one-way trips, including 6,194 to customers who were Para Transpo registrants/eligible. The CSS agencies were able to meet about 98 per cent of all trip requests.

As part of on-going OC Transpo fleet replacement, 79 forty-foot conventional transit buses were ordered in 2018. The new vehicles will be fully accessible to all customers, but will have a few new accessibility features:

- Allocated spaces for customers using mobility devices will have "theatre-style" flip-down seats. This means customers will no longer have to flip up a heavy bench seat to access these spaces. As well, the flip-up seats

will provide a greater versatility of uses for customers with walkers, service animals, and strollers.

- A second next-stop-announcement sign will be located towards the back of the bus, providing all customers, especially those who are rear facing (e.g. those in the allocated space for customers using mobility devices) with easier visual access to next stop information.
- Interior and exterior speakers will be upgraded to provide improved sound quality and durability.

2018 Built Environment Initiatives

A standardized corporate-wide Accessibility Design Standards Variance Process was completed in 2018. The Variance Process guides departments on the investigation, consultation and documentation processes to follow, in instances where built environment projects cannot meet the City's Accessibility Design Standards (ADS) which incorporate and sometimes exceed the Provincial Design of Public Spaces (DOPS) Standards in the AODA. This streamlined process will replace the departmental-specific practices within each individual department. The Accessibility Office led eight meetings with various departmental stakeholders including Legal, Planning, Infrastructure and Economic Development, Transportation, and Recreation, Culture and Facilities to develop the new process which includes enhanced information to ensure that each department is aware of the few exceptions allowed under the IASR in public space design. In addition, the process includes the completion of an electronic survey for departments to document all variance information in a cohesive and uniform manner. The Infrastructure Services branch Standards section receives the variance details and maintains a corporate-wide compilation of variances in City projects. It also permits the corporation to better report on its compliance to the Province. The corporate process was reviewed by the City Clerk and Solicitor to ensure it adhered to the AODA. It was approved in 2018 by the General Manager of PIED for use across the entire corporation. A corporate communication informing staff about the process is expected in 2019.

As part of the Accessibility Design Standards unit workplan for 2018 into 2019, a review of current practices is being conducted to examine demarcation strips that have been successful over time, including the vetting of Canadian product examples such as the Toronto paver and the Vancouver angled curve. Consultation with both internal staff and advocates/members of the accessible community will be undertaken to determine the

most appropriate cycle track/sidewalk delineator. This may also include potential prototype testing into 2019.

The Traffic and Parking By-law was updated, effective June 1, 2018. This update significantly increased the number of off-street accessible parking spaces required for newly constructed or renovated parking facilities. The revised by-law, which is now aligned with the AODA and the City of Ottawa Accessibility Design Standards, also requires the provision of both 3.4-metre Type-A van-accessible spaces and 2.4-metre Type-B spaces, with adjacent 1.5-metre-wide access aisles. These requirements will make entering and exiting vehicles easier for persons using mobility aids. The updated by-law made no changes to the on-street parking provisions for those with a valid Accessible Parking Permit. If they have their permit displayed, they can still park free of charge at any City of Ottawa Pay & Display machine, in time limited parking zones, or in most signed "No Parking Anytime" zones for up to four consecutive hours.

Work to support universal access at transit stations and Park & Rides continued throughout 2018 through the renovation and maintenance of existing facilities. Activities included:

- The installation of 33 new accessible exterior benches at ten transit stations to improve the seating options for customers.
- Improvement of the Fallowfield Station Park & Ride by installing a larger passenger-loading zone, and seven additional accessible parking spaces. The parking area now has 28 accessible parking spaces with access aisles, including 15 larger van-accessible spaces, meeting AODA standards.
- Installation of additional accessible pedestrian crosswalks and curb ramps improving exterior paths of travel at Fallowfield and Terry Fox Stations
- Improvement of lighting on Riverside Station's platforms with the installation of LEDs
- Resurfacing of the stairs at Place d'Orléans Station to improve visibility and grip.

On-street bus stops and facilities improvements throughout 2018 included:

- Improved accessibility at about 245 on-street bus stops, including approximately 152 done in collaboration with Infrastructure Services with

funding provided through the federal Public Transit Infrastructure Fund. Accessibility enhancements included the installation of new level bus pads, shelters, benches, connections to adjacent sidewalks and pathways, larger boarding areas, and curb ramps in locations where no adjacent pedestrian connections existed.

- Improved the Para Transpo loading zone on Melrose Avenue, near the Ottawa Hospital Civic Campus, with the addition of a more generous boarding area, curb ramp and signage.
- Accessible exterior benches added at six on-street bus stops, including: stops on Strandherd Drive at Cresthaven Drive, Olmstead Street at Heritage Maple Way, and Olmstead Street at McArthur Avenue; as well as stops on Lola Street at Presland Avenue, Queen Mary Street at Vera Street, and Vanier Parkway at Queen Mary Street, which were done in partnership with the City's Building Better Revitalized Neighbourhoods initiative.

To improve accessibility and removes barriers for residents and employees with accessibility needs at the City's Employment and Social Services centres, accessible door openers were installed to allow for independent and comfortable use of washrooms, entrances and interview rooms:

- The South office (2020 Walkley Road) had accessible door openers installed on client washrooms (two total) and to the staff entrance at the of the rear the building
- The Central office (370 Catherine Street) had accessible door openers installed for washrooms on second and third floor (four total)
- The West office (100 Constellation Crescent, 2nd floor) had accessible door openers installed to interview rooms (two total)
- Accessible signage was installed at the East office (2339 Ogilvie Road) in 2018 and further washroom accessible door opener installations are planned for 2019.

Following review by the AAC, the accessibility rating tool was launched in June 2017. The tool assists City staff to inform residents of the barrier-free serviceability of the City's buildings. The tool establishes baseline criteria that is necessary for determining the level of accessibility in various types of City buildings. A total of 55 City facilities

were rated with the tool in 2018. A total of 110 sites have been rated to date.

Approximately 50-60 new sites are planned to be rated in 2019.

City Council approved a budget of \$3.0M for the City's Retro-fit Program for 2018. This program removes disability barriers identified through accessibility audits undertaken of existing City facilities, play structures and pathway systems.

Throughout 2018, the following projects were completed:

- Installation of power door operators at the following facilities: the James Bartleman Archives and Library Materials Centre, the Walkley Employment and Resource Centre, the Nepean Creative Arts Centre and Peter D. Clark Long Term care facility
- Installation of accessible handrails to the following arena stands: Bernard Grandmaître Arena, Brewer Arena, Earl Armstrong Arena, Manotick Community Centre and Johnny Leroux Stittsville Arena
- Elevator installation was completed at the Pat Clark Community Centre
- An emergency call system remediation was completed at the Richcraft Recreation Complex
- Interlock pavers were replaced and/or reset at the entrance to the Navan Memorial Centre
- A universal washroom was installed at the Osgoode Library

Sidewalk maintenance activities are scheduled based on the extent of the hazard in accordance with the Council-approved maintenance quality standard. Public Works and Environmental Services performs annual sidewalk surveys to identify issues including the maintenance of accessible elements. An annual report is compiled shared with corporate partners in Planning, Infrastructure and Economic Development department to coordinate sidewalk lifecycle scheduling. Funding was also received in 2018 through the Older Adult Plan to assist with additional sidewalk repairs.

Accessible pedestrian signals (APS) assist all pedestrians, including those who are blind, partially sighted, or deaf-blind, to know when they have the right-of-way to cross at a signalized intersection and in which direction to cross through audible, tactile, vibro-tactile and visual signage. In 2018, 50 APS were installed bringing the total number of AODA-compliant APS citywide to 171. Currently, out of 1,174 signalized intersections, 937 are equipped with audible signal components, which represents about 80 per cent of the City's signalized network.

Housing Services continued to administer the Ontario Renovates program that provides funding to eligible low-income older adults and to persons with disabilities, who own their home, to help make necessary repairs and/or accessibility modifications, such as ramps and chair lifts, to support continued independent living. In 2018, 390 applications were received, 288 individuals were approved for funding. Since inception of the program in April 2013, \$4,878,215 in funds have been allocated.

The City continued its efforts towards the creation of barrier-free new construction and redevelopment. “Visitability” refers to a design strategy that aims to provide basic access to a home through three key design elements:

- Wide entry and clear space at entrance area
- Wider doors and accessible routes throughout the main level;
- Washroom on the same level as the accessible entrance

The goal of accessible housing is to make housing more livable for people with disabilities, people who use mobility aids and older adults by providing options to live independently and age in place. Where supports are indicated, they are intended to enable community integration for residents.

The following housing projects were completed in 2018:

- Ottawa Community Housing Corporation connected to the Carlington Community Health Centre Hub on Merivale Road
 - 4-storey, 42-unit apartment building for seniors including 12 accessible units
- John Howard Society development on Carruthers Avenue
 - 36-units including 9 accessible and/or easily adaptable units
- Cornerstone Housing for Women on Princeton Avenue
 - Rehabilitation of an existing convent for the development of 42 supportive housing units for women; a total of 7 units are barrier-free

Construction continues on:

- King’s Daughters and Sons on Cambridge Street South
 - six-storey, 58-unit addition to the existing apartment building for seniors including six barrier-free units
 - Completion of the project is scheduled for the fall of 2019
- Youth Services Bureau on Riverside Drive

- four-storey, 39-unit apartment building for youths, nine of which will be barrier-free
- Completion of project is scheduled for fall 2019
- Cumberland Housing Corporation in Sarsfield
 - two-story, 15-unit apartment building for seniors with three barrier-free units
 - Completion of project is anticipated for fall 2019
- Ottawa Community Housing on Uplands Drive
 - 16-unit development with townhouses and tri-plexes with four barrier-free units
 - Completion of project is anticipated for spring 2019

In 2018, the following affordable housing developments were approved:

- Canadian Mental Health Association
 - Acquisition and refurbishment of eight apartments
 - Occupancy is expected in 2019
- John Howard Society development on Carling Avenue
 - Construction of 40-unit building, including six barrier free units
 - Completion of project is anticipated for 2021
- Ottawa Carleton Housing Corporation redevelopment on Gladstone Avenue
 - Construction of 140-unit building, including 18 barrier free units
 - Completion of project is anticipated for 2021
- Deaf Blind Ontario construction on Devine Road
 - Construction of a house with congregate living for six people who are deaf-blind. The entire house is designed to meet accessibility needs.
 - Completion of project is anticipated for 2020
- Shepherds of Good Hope on Montreal Road
 - Construction of 42-unit supportive housing, including 16 barrier-free units
 - Completion of project is anticipated for 2021

The Community Connectivity Program enhances pedestrian and cycling facilities in communities, with a focus on links to schools, recreation centres, and major transit

stations. Throughout 2018, new accessible pedestrian connections were completed in the following locations:

- Albert Street to Pimisi Station lower level, where a wide bike/pedestrian underpass of the O-Train will be provided just west of Booth Street (substantial completion)
- Lett Street and Pimisi Station lower level (substantial completion)
- Carling O-Train Station to Dow's Lake, and
- Enhanced crossing of Colonel By Drive at the uOttawa tunnel (raised pedestrian crossing with cross-ride for cyclists)

In addition, designs were completed for improved connections at the following locations:

- Belfast Road/Coventry Road to Trainyards Pathway
- Cedarview Road, south of Baseline Road
- Pimisi Station to Empress Avenue
- Albert Street to Bayview Station

Pedestrian crossovers (PXOs), allow pedestrians to cross streets safely in locations where no crossings existed before. PXOs are identified by specific signage, pavement markings and depressed curbs. These features make it easier and safer for residents, particularly children, older adults and persons with disabilities, to walk around in their own neighbourhoods. PXOs give pedestrians the right of way over vehicles and cyclists, and in many cases, safely reduce walking distances for residents. In 2018, 45 PXOs were installed.

City departments also continue to abide by clause 80.44 of the IASR regarding the procedures for preventative and emergency maintenance of the accessible elements in public spaces as well as the procedures for dealing with temporary disruptions when accessible elements are not in working order. These procedures have been integrated as part of regular business since implementation of clause 80.44 the IASR.

2018 Customer Service Initiatives

The City continues to receive and respond to feedback on the accessibility of City services as required by the AODA. From January 1, 2018 to December 31, 2018, the City's Accessibility Office responded to 135 accessibility inquiries, complaints and service requests.

The service requests received directly by the Accessibility Office can be broken down into the following standards:

- 61 per cent customer service
- 26 per cent built environment
- 9 per cent information and communication
- 3 per cent employment
- 1 per cent transportation

On May 31, 2018 the City hosted its 15th AccessAbility Day in partnership with Ottawa Public Health. The services provided by Ottawa Public Health are created with accessibility in mind and delivered to the community in an inclusive way. With the eye of the community on accessibility of health care and the an AODA Health Standard in potential development at the provincial level, the event provided people with disabilities an opportunity to learn and benefit from what the City offers in the way of health services, learn how to stay healthy and participate fully in the community.

The event commenced with an opening ceremony, including attendance from General Managers of various City departments, and welcoming remarks from the Mayor and the City Manager.

An interactive and engaging panel discussion followed that featured local Paralympic athletes Todd Nicolson and Tyrone Henry who discussed:

- Their journey to becoming a Paralympian
- What it feels like to represent Canada on an international stage
- Their motivation, best practices and priorities to maintain optimal mental and physical health
- Adaptations or requirements needed to participate in sport and recreation

Following a networking lunch, participants attended afternoon workshops hosted by OPH staff on the following themes:

- Connecting on health topics from anywhere
- Living well – it's a balancing act
- Having THAT talk on mental health

The City continued its funding of the SnowGo and SnowGo Assist programs. The programs are coordinated and delivered by local community support agencies to assist low income older adults and people with disabilities who are unable to clear snow independently from their driveways. Residents that meet the eligibility criteria are provided a service that matches them to a snow removal contractor and access to financial assistance, if needed. In the 2017/2018 winter season:

- The SnowGo program, responded to over 700 calls and referred over 370 residents to snow contractors
- The SnowGo Assist program responded to over 1,130 call and assisted 495 older adults and individuals with disabilities and provided \$64,000 in subsidies

The Ottawa Public Library's (OPL) Homebound Services (HBS) program provides free, bilingual service to borrowers who are unable to leave their home or residence for more than three months because of age, illness or disability and are unable to visit a Library branch or Bookmobile stop. This program served just over 700 customers in 2018 and included services such as mini libraries, home deliveries and connections with senior residences.

The DAISY library collection offers alternative reading formats for people with a print disability to access the library collection. To increase visibility of the DAISY audiobook collection, nine branches have moved the collection from behind closed doors to the public areas of the branch in 2018. It is anticipated that this will increase browse-ability and availability of the collection for customers. In addition, branch promotion is ongoing of the Talking Book status, which provides fines-free status for people with print disabilities. All collections items and their availability can be searched for online through the OPL website.

The Friends of the Ottawa Public Library (FOPLA) continued its grant to assist OPL Homebound Services to provide programming like an in-house library offering to their customers in long term care facilities who are unable to visit a library location. HBS programming is focused on providing entertainment and light-hearted fun. Eight programs were facilitated in long term residences throughout 2018 such as organized

musical performances, magic shows, and author visits. Feedback indicated that the programs were both welcomed and beneficial, particularly at residences that were financially unable to provide this type of larger event programming for their residents. Due to the success of this initiative, it will become an ongoing service provision, subject to funding received.

In efforts to create options for programming suitable for people with disabilities of all ages; including those with a lower attention span, who are have partial vision or are deaf/blind, sensory story time programming at the Ottawa Public Library was developed. Sensory story time involves the use of props, textures, rhythm and smells to convey a free form story to participants. The training module, which includes the flexibility to provide a sensory story time experience to either children and adults, was completed in 2018. Promotion of three training opportunities via social media outreach are planned for 2019. In addition, Children's Hospital of Eastern Ontario staff are also partnering with OPL to take sensory story time training.

OC Transpo supported an innovative approach to help individuals with Alzheimer's disease and dementia living in long term care facilities to have supportive and positive intervention from staff. In partnership with several community long term care facilities, OC Transpo helped create replica bus stops within their buildings. Residents often feel the need to "go home" when disoriented. Rather than leaving the facility for the nearest public transit stop or station, these individuals can walk to and wait at the replica stop. These stops permit staff to actively engage the patient in conversation and help to reduce the patient's urgent desire to "go home." In 2018, replica stops were created at Ottawa Grace Manor, Centre d'accueil Champlain, Royal Ottawa Mental Health Centre, and in five units of the Peter D. Clark Long Term Care Home.

In 2018, 25 staff from Housing Services' Homelessness Programs & Residential Services Branch were trained in Mental Health First Aid to support older adults and youth. The training focused on how to:

- recognize the symptoms of mental health problems or crises as they develop in older adults and youth including eating disorders and non-suicide self-injury
- guide an older adult and/or caregiver toward appropriate professional help
- provide strategies and resources to support both older adults and their caregivers

- accommodate young people who are in distress or are recovering from a crisis.

The Recreation, Cultural and Facility Services department demonstrated its commitment to open access and the provision of quality safe and accessible recreational and cultural programming to individuals with disabilities through:

- The provision of an Inclusive Recreation Guide, available in hard and electronic copies, to highlight its diverse programs
- Accessible sport instructional programming, such as cross-country skiing, Para multi-sport, and boccia ball
- Supporting the GottaGo! initiative by maintaining a public washroom database for City facilities and deploying seasonal portable toilets to key public locations

2019 Accessibility Initiatives and Highlights

Highlights of some accessibility initiatives and actions planned across City departments and service areas in 2019 is summarized below. These initiatives will enhance and improve accessibility across City services, programs, policies, purchases and projects.

Consultation on City of Ottawa Municipal Accessibility Plan (COMAP)

In 2019, the City will be conducting consultations with residents who have disabilities, their families, caregivers, their friends and community agencies who support them. At these consultations, the City will share with the community, the services, programs and facilities that currently support the participation of people with disabilities in all the City has to offer. This will be followed by an opportunity for residents to identify accessibility gaps that can be considered for the next 2020-2024 City of Ottawa Municipal Accessibility Plan.

To ensure the consultation and the new plan includes initiatives that will assist people with diverse and cross disabilities, the City will reach out to many agencies supporting people with varied disabilities including but not limited to:

- Auditory
- Cognitive/developmental
- Learning
- Physical/Mobility
- Mental health and addictions

- Visual
- Older adults
- Other (cross-disability or does not fit into another type)

The consultations will also include outreach to groups at risk of exclusion to ensure their voices are heard, such as:

- Indigenous
- Immigrants, newcomers, racialized persons
- Rural
- LGBTQ+
- Francophone
- Low income/Poverty

Internally, the Accessibility Advisory Committee, City staff and Managers will also be invited to participate.

Several in-person consultations will be held in April and May, an online survey will be made available from April to June and a community consultation toolkit will be available for groups that want to host their own consultation.

To ensure full participation, accessibility accommodations will be actively offered for all consultation methods including but not limited to: real time communication translation, American Sign Language / Langue des signes du Québec, documentation in accessible format and Braille (upon request).

At in-person sessions, participants will engage in round table, facilitated conversations based the five standards of the AODA: Information and Communications, Employment, Customer Service, Design of Public Spaces (Built Environment), and Transportation.

Participants will be asked:

1. What is the City doing well in terms of accessibility (within this area)?
2. What barriers do you (or your clients, friends, family) face in this area?
3. What could be done to improve accessibility?

They will then be asked to prioritize their suggestions.

Significant promotion will be done, through a variety of communication channels to invite wide participation, including social media, Accessibility Spotlight e-newsletter, 211, and posters, to name a few.

In-person sessions will also be geographically varied with sessions in the east, west, central, south and rural areas to ensure maximum participation.

Based on the outcomes of the consultations, a list of identified accessibility barriers will be compiled and shared with departments. In the fall, workshops will be conducted with departmental staff to brainstorm potential initiatives that would address the barriers. The resulting accessibility initiatives that are developed will be compiled to form the 2020-2024 multi-year accessibility plan (COMAP) to be brought forward to City Council for their consideration and approval in the spring of 2020.

2019 Information and Communication Initiatives

ServiceOttawa will continue to work to ensure its websites become compliant while preparing for the Jan 1, 2021 legislative requirements. Some of this work will include:

- Providing ongoing corporate training to staff on accessible document creation (word, PDF, validation tools)
- Continuing to monitor website compliance through a third-party software platform that identifies web content with accessibility issues, in addition to conducting manual testing on new web developments
- Continuing work to remediate and/or remove inaccessible PDFs from documents.ottawa.ca
- Continuing work on key areas of ottawa.ca content requiring accessibility such as the additions of alternative text, headings, and link text; as well as chart and table remediation
- Working with vendors on the Web Accessibility Standing Offer list to help ensure consistency of work that includes both remediation and testing
- Continuing to support corporate projects involving online service delivery as well as day-to-day consultation services to departments
- Building and supporting individual work plans with departments to remediate web content issues with ottawa.ca
- Expanding staff training options to include eLearning opportunities in all current web and document accessibility course offerings, plus provide and share additional web and digital accessibility subject matter information to inform and educate staff.

To benefit those who are more visual, have difficulty reading small print and/or have difficulty with print, nine new pictograms to identify library collections will be provided at

the Ottawa Public Library. The pictogram project will be expanded across all public library branches by the end of 2019. A review will be conducted of this pilot to determine the value of the pictograms to customers and of branch interest to continue pictogram expansion.

To increase the awareness of the variety of accessible recreational programming available in City programs, updates are planned in 2019 for the Inclusive Recreation program webpage. The updates will provide relevant information on the process for Inclusive Recreation enrollment and details on the variety of available programs to choose from.

2019 Employment Initiatives

In efforts to increase employee and community awareness of the adverse effects of fragrances that affect people who have environmental and chemical sensitivities, a draft guideline Scented Products in the Workplace was developed in 2018 based on current research, background data and a review of best practices. The guideline was reviewed with an internal stakeholder committee. The final guideline is anticipated to be approved and launched in 2019.

The Diversity and Inclusion Plan will be refreshed in 2019 to align with the City Strategic Plan for the 2018 - 2022 Term of Council.

2019 Transportation Initiatives

O-Train Line 1, the Confederation Line, from Blair Station to Tunney's Pasture Station, once opened, will transform Ottawa's rapid transit network. The line opening of 13 new light rail stations and the introduction of 34 new light rail transit vehicles, will be fully accessible to customers. Curb ramps with tactile walking surface indicators (TWSIs) have been installed at a number of pedestrian intersections leading to O-Train Line 1, the Confederation Line, stations and facilities. These curb ramps with TWSIs improved access to the stations for persons with mobility related disabilities and for those who are blind and partially sighted. Locations included Booth Street (at Pimisi Station), Queen Street (at Lyon and Parliament Stations), and at the exterior of Hurdman and Lees Stations.

Complete installation and activation of ticket machines at the 13 O-Train Line 1, the Confederation Line, stations, as well as 20 other locations, including City Hall, the Ottawa International Airport and Rideau Centre will occur over 2019. Once installation is

completed, there will be about 100 ticket machines available to transit customers. These machines have a number of accessible features, including controls at an accessible height, Braille and raised text identifying machine parts and keys, and audible voice instruction through a headphone jack.

A plan to introduce community stakeholders and customers with disabilities to the vehicles and stations of O-Train Line 1, the Confederation Line, is planned to be provided before and after the start of service to support those who may need additional time to be familiarized to the new O-Train Line 1 stations. O-Train Ambassadors will also be available to assist customers and provide guidance at fare gates, ticket machines and on the platforms starting at the rail service launch for a limited time.

2019 Built Environment Initiatives

The Clear Path Program, led by By-Law and Regulatory Services (BLRS), was a pilot program to address the growing number of complaints related to signs placed on city sidewalks and the impact on accessibility and mobility, particularly for people with low-vision. The program has led to a significant reduction in impediments to travel along more than 35 km of sidewalks in the City's busiest pedestrian/shopping districts. Given the success of the pilot, the approach will remain in place in 2019 with continued collaborative support of the initiative from the Business Improvement Areas (BIAs) involved.

The City's Retro-fit Program has design planning underway and/or construction planned during 2019 for:

- Replacement of the storefront entrance to enhance accessibility at the Walter Baker sports centre
- Installation of handrails in arena stands at Blackburn arena, Larry Robinson arena, Osgoode community centre and Stuart Holmes arena
- Barrier removals in the arena viewing platforms and fitness change rooms at the Bob MacQuarrie recreation complex
- Entrance modification at P1 and P2 Levels to improve accessibility at the City Hall parking garage
- Barrier removals at the Terry Fox Main and North buildings
- Installation of an arena viewing platform in the John G. Mlacak centre
- Installation of an accessible washroom in the Byward Market building, Ontario Works centre East building and the Manotick library

- Designs are in progress to remove barriers at the Kanata Recreation Complex and Nepean Sportsplex with construction planned for 2020

Improvements will continue at transit stations and Park & Rides throughout 2019 for the benefit of customers of all abilities, including:

- Improving accessible parking and passenger loading zones at Riverview and Millennium Park & Ride
- Installing additional accessible exterior benches at stations
- Replacing emergency call boxes with new ones at accessible heights and with tactile/Braille markings
- Improving exterior paths of travel.

Improvements will continue to on-street bus stops in 2019 to enhance universal access to on-street bus stops and facilities through regular OC Transpo programs and initiatives, and by co-ordinating work with other City projects, including:

- Modernizing several older on-street bus stops and bus shelters to meet the City's Accessibility Design Standards.
- Installing more accessible-exterior benches at some on-street stops.
- Prioritizing additional stops for rehabilitation.

In 2019, the Community Connectivity Program, to support enhanced pedestrian and cycling facilities links in communities, has the following work planned:

- Opening of the new accessible pedestrian and cycling connections to Pimisi Station
- Construction of new accessible pedestrian and cycling connections at the following locations:
 - Belfast Road from Coventry Road to Highway 417; and,
 - Mitch Owens Road from 600 metres west of Dozois Road to Dozois Road at Longshadow Street.
- Accessible intersection improvements at the following locations:
 - Ogilvie Road and Blair Place
 - Ogilvie Road and Earl Armstrong Arena
 - Trainyards Drive and Belfast Road
 - Cedarview Road and Baseline Road

The three-year Pedestrian Crossover Pilot Project ended on December 31, 2018. However, as part of the 2019 Budget, \$500,000 in capital funding was identified for Pedestrian Crossovers, which allow pedestrians to cross streets safely in locations where no crossings existed before. In 2019, staff will continue to install as many pedestrian crossovers as financially and operationally feasible. Additionally, staff is bringing forward a report to Transportation Committee and City Council in spring 2019, which will present the results of the three-year pilot project and will recommend that in addition to the \$500,000 in capital funding, Council approve the allocation of two full-time equivalent staff and the necessary operating funds in the 2020 Budget to further support the program.

2019 Customer Service Initiatives

On May 30, 2019, the City's 16th annual AccessAbility Day will be hosted at Ottawa City Hall.

The Recreation, Cultural and Facility Services department is hosting a Summer Camp Fair in March 2019 to highlight summer camps opportunities for individuals with disabilities offered by the City of Ottawa and its partners.

To support opportunities for customers who may be sensitive to stimuli to participate in library programming, the Ottawa Public Library is offering Sensory Friendly Movie Days. Sensory Friendly Movie Day provides a movie experience to customers in a relaxed atmosphere. During the movie, the lights will remain on, the soundtrack will be kept at a low volume and a quiet room will be available for use, if required, to support its participants. This pilot drop-in afternoon program is offered on a monthly basis during spring 2019 at the Nepean CentrepoinTE branch.

To allow customers who are blind or have partial vision to independently navigate within the library, a pilot is being conducted at a select library branch to test out beacon technology. The beacons, once installed, will transmit location information via a free application loaded onto a user's mobile device. It audibly notifies the user of the spaces as they pass them within the library. Beacon installation and corresponding beacon messaging information is underway. The launch of the beacon technology at Ruth E. Dickinson branch is set for spring 2019.

A beacon technology location system to identify client service areas and public meeting rooms is planned for installation at Ben Franklin Place in 2019.

Ottawa Public Health's Sexual Health Clinic will create an accessible space within the clinic in 2019. This new area will accommodate for accessibility, confidentiality and privacy during the completion of health information records.

Conclusion

The City of Ottawa continues to ensure it is meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations as well as work with the Accessibility Advisory Committee and residents to meet the accessibility needs of the Ottawa community.

The Office of the City Clerk and Solicitor continues to monitor changes to the Provincial legislation and the development of the federal *Accessibility Canada Act* and assess the impact on the City of Ottawa.

In 2019, consultation with the community will be a priority to assist in the development of a new, multi-year, provincially-mandated accessibility plan demonstrating the City's commitment to accessibility and the community of people with disabilities who work, play and live in the city of Ottawa.

RURAL IMPLICATIONS

Rural residents have been considered in this report and the Accessibility Office will ensure that rural residents have an opportunity to input into the consultation being conducted in 2019 both in person and online. Many initiatives contained in this report also benefit rural residents.

CONSULTATION

The Accessibility Advisory Committee (AAC) has been advised of the City's status with respect to the AODA and has been apprised of the content of this report. AAC continues to provide feedback to the City on City initiatives on an ongoing basis.

ADVISORY COMMITTEE(S) COMMENTS

As stated in the report, the Accessibility Advisory Committee plays an important role in providing accessibility feedback on City initiatives. Throughout the year, they are consulted on many projects, services and programs. Two members of the Accessibility Advisory Committee, Brian Wade and Phillip Turcotte were made aware of the content of this report.

LEGAL IMPLICATIONS

There are no legal implications associated with Committee and Council's receipt of this Report.

RISK MANAGEMENT IMPLICATIONS

Risk implications with this report are associated with complying with the AODA legislative obligations.

The AODA states that if a director concludes that a person or organization has contravened a provision of an accessibility standard or of any other regulation, the director may, by order, require the person or organization to do either or both of the following:

- 1. Comply with the accessibility standard or other regulation within the time specified in the order.*
- 2. Subject to subsection (6), pay an administrative penalty in accordance with the regulations. 2005, c. 11, s. 21 (4).*

If a person or organization fails to comply with an order and no appeal of the order is made within the time specified, a director may, make an order requiring the person or organization to pay an administrative penalty in accordance with the regulations.

Every person who is guilty of an offence under this Act is liable on conviction,

(a) to a fine of not more than \$50,000 for each day or part of a day on which the offence occurs or continues to occur; or,

(b) if the person is a corporation, to a fine of not more than \$100,000 for each day or part of a day on which the offence occurs or continues to occur.

As stated above, the City has reported non-compliance to the Province with section 14 Websites and Web Content of the IASR both in the 2015 and 2017. In addition, in 2017 the City submitted a Compliance Plan Agreement at the request of the Province with

respect to compliance with this standard which is attached to this report. The agreement outlines measures that the City is taking to meet the legislated requirement. General Managers have been made aware of this risk.

ASSET MANAGEMENT IMPLICATIONS

Many of the initiatives in this report positively affect the City's built environment and apply the City's Comprehensive Asset Management Policy Guiding Principles. They are customer focused and better enable its assets to meet future challenges, including changing demographics and populations, customer expectations, legislative requirements, technological and environmental factors. The City's COMAP initiatives continually improve City assets and are innovative to meet the needs of the City's residents, visitors and employees with disabilities. Work undertaken follows the City of Ottawa Accessibility Design Standards.

Comprehensive Asset Management (CAM) is an integrated business approach involving planning, finance, engineering, maintenance and operations geared towards effectively managing existing and new infrastructure to maximize benefits, reduce risk and provide safe and reliable levels of service to community users. This is accomplished in a socially, culturally, environmentally and economically conscious manner.

The initiatives documented in this report are consistent with the City's CAM Program objectives. The City of Ottawa's Municipal Accessibility Plan supports a forward-looking approach to meet future challenges, including changing demographics and populations, legislative and environmental factors.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

All information and initiatives outlined in this report aim to remove or reduce barriers to accessibility in the areas of customer service, information and communication, employment, transportation and procurement. Each year, the City of Ottawa demonstrates its commitment to accessibility by consulting with the AAC on City projects that advance the accessibility agenda for City residents, visitors and employees.

ENVIRONMENTAL IMPLICATIONS

The AODA, which governs the work outlined in this report, has specific and general exceptions in the Design of Public Spaces section of the regulation, which protects the environment as described below:

Clause 80.15 Exceptions, general:

Exceptions to the requirements that apply to recreational trails and beach access routes are permitted where obligated organizations can demonstrate one or more of the following:

- 1. The requirements, or some of them, would likely affect the cultural heritage value or interest of a property identified, designated or otherwise protected under the Ontario Heritage Act as being of cultural heritage value or interest*
- 2. The requirements, or some of them, would affect the preservation of places set apart as National Historic Sites of Canada by the Minister of the Environment for Canada under the Canada National Parks Act (Canada)*
- 3. The requirements, or some of them, would affect the national historic interest or significance of historic places marked or commemorated under the Historic Sites and Monuments Act (Canada)*
- 4. The requirements, or some of them, might damage, directly or indirectly, the cultural heritage or natural heritage on a property included in the United Nations Educational, Scientific and Cultural Organization's World Heritage List of sites under the Convention Concerning the Protection of the World Cultural and Natural Heritage.*
- 5. There is a significant risk that the requirements, or some of them, would adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values, whether the adverse effects are direct or indirect.*
- 6. It is not practicable to comply with the requirements, or some of them, because existing physical or site constraints prohibit modification or addition of elements, spaces or features, such as where surrounding rocks bordering the recreational trail or beach access route impede achieving the required clear width. O. Reg. 413/12, s. 6.*

TECHNOLOGY IMPLICATIONS

As described in the WCAG sections of this report, technology plays a significant role in providing the City with the ability to meet the AODA accessible websites and web content clauses. ITS, ServiceOttawa and all other City departments are engaged in the WCAG Implementation Strategy which strives to meet AODA compliance by January 1, 2021.

TERM OF COUNCIL PRIORITIES

The City of Ottawa accessibility initiatives outlined in this report directly impact and support Council's Strategic Priorities. All departmental initiatives are designed to advance equity and inclusion for the city's diverse population through continuous planning and execution of barrier removal in all City programs, services and facilities.

SUPPORTING DOCUMENTATION *(Held on file with the City Clerk)*

Document 1 - Updated COMAP Initiatives Chart

Document 2 - City of Ottawa Accessible Web Policy

Document 3 - Feedback on the Third Review of the AODA

Document 4 - Feedback to the AODA Employment Standard Review

DISPOSITION

Efforts to meet AODA compliance requirements throughout the corporation are co-ordinated through the Corporate Accessibility Office. Specific initiatives, goals and programs outlined in the five-year plan have been assigned to operational departments and progress is monitored by the Office of the City Clerk and Solicitor. All City departments are responsible for the implementation of the City's COMAP plan and for compliance with the AODA and the IASR.