



SUBJECT: 2019 – 2023 Multi-Year Accessibility Plan

TO: Committee of the Whole

FROM: Capital Works

Report Number: CW-01-19

Wards Affected: All

File Numbers: 835-01

Date to Committee: January 14, 2019

Date to Council: January 28, 2019

Recommendation:

Approve the 2019 – 2023 Multi-Year Accessibility Plan attached as Appendix “A” to capital works department report CW-01-19.

Purpose:

To respond to legislation.

Background and Discussion:

Disability impacts the lives of many Ontarians. The [Canadian Survey on Disability](#), released by Statistics Canada in November 2018, shows that more than 24 percent or about 2.6 million people in Ontario live with a disability, including more than 43 percent of people over age 65.

The City of Burlington’s 2019 – 2023 Multi-Year Accessibility Plan outlines how the city will continue to remove barriers and improve accessibility to our city’s goods, services and facilities over the next five years. The plan builds on our accomplishments introduced through our [2013 – 2018 Multi-Year Accessibility Plan](#) and contains our 2018 Annual Progress Report.

Our plan aligns with the Burlington's Strategic Plan 2015-2040, incorporates the legislative requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and its regulations and provides our approach to compliance with Ontario’s accessibility legislation.

As required under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and in accordance with Section four (4) of the Integrated Accessibility Standards (Ontario Regulation 191/11), the City of Burlington is required to establish, maintain and document a multi-year accessibility plan which outlines the city's strategy to identify, prevent and remove barriers to people living with disabilities.

The plan must document how the city has met or intends to meet the compliance requirements of the AODA and its regulations which, at the time of this report, includes the following five standards:

- customer service
- information and communications
- employment
- transportation
- design of public spaces

Each standard establishes implementation targets and compliance requirements for obligated sectors, including the City of Burlington.

The 2019 – 2023 Multi-Year Accessibility Plan outlines our compliance completed to date and provides a framework for future actions over the next five years. Going forward, the city is required to:

- Review and update their multi-year accessibility plan at least once every five years in consultation with persons living with disabilities and the Burlington Accessibility Advisory Committee.
- Create an annual status update that reports on the progress of the measures undertaken to implement the multi-year accessibility plan.
- File an accessibility report with the province, bi-annually, with the next report to be filed no later than December 31, 2019.

The compliance branch of the Accessibility Directorate of Ontario (ADO) may conduct random file audits to determine if the organization has met its compliance requirements. During the audit, the city will be required to produce, on demand, any documents or reports requested by the auditor. The city last underwent a Notice of File Review by the province in September 2012.

In addition to new requirements as prescribed by regulation, the city must also ensure on-going compliance with accessibility initiatives that have already been undertaken and completed. There will be multiple compliance reporting obligations as outlined above.

The 2019 – 2023 Multi-Year Plan satisfies the current legislative requirements and puts in place the framework to meet the additional legislative requirements before or within the timelines prescribed by the province between now and 2025.

Strategy/process

Implementation of the Multi-Year Accessibility Plan throughout the city is the responsibility of all staff, volunteers and members of council. Accessibility initiatives may include collaborations between departments or partnerships with internal and external stakeholders to effectively address barriers to accessibility in goods, services and facilities to meet or exceed the requirements of the legislation. Supported by the accessibility coordinator, affected city departments will lead in the examination of their own goods, services and facilities to assess and remove barriers on or before the prescribed timelines. The Burlington Accessibility Advisory Committee will continue to provide an essential role in proactive barrier removal.

The accessibility coordinator will continue to provide corporate leadership in the ongoing legislative requirements by interpreting and addressing existing and new regulations and requirements as they are made available, investigating and promoting achievable best practices in accessibility and ensuring regulatory compliance and reporting to the province.

Financial Matters:

There are no financial implications associated with the adoption of this report's recommendations.

As projects are identified for construction, renovation or renewal, the requirements for accessibility are applied as part of the regular business process. Specific costs associated with continuous improvements initiatives and the legislated requirements identified in the plan will be brought forward for consideration by Council through the annual capital and operating budget review process.

Public Engagement Matters:

The 2019 – 2023 Multi-Year Accessibility Plan has been developed in consultation with staff in the departments identified in the document including, Human Resources, Transit, Capital Works, Transportation and Parks and Recreation.

In addition, people living with disabilities, the public and the Burlington Accessibility Advisory Committee have been consulted and have provided input in the development of the 2019 – 2023 Multi-Year Accessibility Plan as required through regulation. The invitation to request accessibility improvements was communicated through advertisements in City Update and through social media. Input was received through the “Get Involved” online engagement site. Input was also received in person at the

Burlington Farmers Market, the Inspire Accessibility Showcase and the Terry Fox Run through information booths hosted by the Burlington Accessibility Advisory Committee.

As required through regulation, the plan will be posted to the City of Burlington website as an accessible PDF and will be made available in accessible formats or with communication supports upon request.

Conclusion:

The Accessibility for Ontarians with Disabilities Act, 2005, prescribes the requirements related to accessibility for Ontarians living with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025 through the development, implementation and enforcement of standards.

The standards require the persons or organizations named or described in the standards to implement measures, policies, practices or other requirements within the time periods specified in the standards.

The 2019 - 2023 Multi-Year Accessibility Plan satisfies Section 4 of the Integrated Accessibility Standards Regulation. (Ontario Regulation 191/11).

Respectfully submitted,

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Accessibility Coordinator

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Appendices:

A. 2019 – 2023 Multi-Year Accessibility Plan

Report Approval:

All reports are reviewed and/or approved by Department Director, Director of Finance and Director of Legal. Final approval is by the City Manager.