DRAFT

2027-2031
City of London Multi-Year Accessibility Plan

Draft Document

This document is a draft and is under review. Content may change before final publication.

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Alternative Formats

Accessibility was considered in the design and development of this document. If you require an alternate format, please email accessibility@london.ca with the details of your request.

Land Acknowledgment

We acknowledge that we are gathered today on the traditional lands of the Anishinaabek, Haudenosaunee, Lūnaapéewak and Attawandaron .

We acknowledge all the treaties that are specific to this area: the Two Row Wampum Belt Treaty of the Haudenosaunee Confederacy/Silver Covenant Chain; the Beaver Hunting Grounds of the Haudenosaunee NANFAN Treaty of 1701; the McKee Treaty of 1790, the London Township Treaty of 1796, the Huron Tract Treaty of 1827, with the Anishinaabeg, and the Dish with One Spoon Covenant Wampum of the Anishnaabek and Haudenosaunee.

This land continues to be home to diverse Indigenous people (First Nations, Métis and Inuit) whom we recognize as contemporary stewards of the land and vital contributors to society. We hold all that is in the natural world in our highest esteem and give honour to the wonderment of all things within Creation. We bring our minds together as one to share good words, thoughts, feelings and sincerely send them out to each other and to all parts of creation. We are grateful for the natural gifts in our world, and we encourage everyone to be faithful to the natural laws of Creation.

The three Indigenous Nations that are neighbours to London are the Chippewas of the Thames First Nation; Oneida Nation of the Thames; and the Munsee-Delaware Nation who all continue to live as sovereign Nations with individual and unique languages, cultures and customs.

This Land Acknowledgement is a first step towards reconciliation. Awareness means nothing without action. It is important that everyone takes the necessary steps towards decolonizing practices. We encourage everyone to be informed about the traditional lands, Treaties, history, and cultures of the Indigenous people local to their region.

Statement of Commitment

As required under the *Accessibility for Ontarians with Disabilities Act (AODA)*, the City of London publicly shares the following Statement of Commitment:

The Corporation of the City of London is committed to providing quality goods, services, and facilities that are accessible to all persons we serve. We will continue to work with the community and allocate appropriate resources toward the elimination of accessibility barriers in customer service, information and communication, employment, transportation, and the design of public spaces and are committed to meeting the requirements of applicable legislation, including the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.

City of London's Accessibility Community Advisory Committee (ACAC)

Under Ontario legislation, municipalities with populations greater than 10,000 residents are required to establish a Council-appointed Accessibility Advisory Committee composed of at least 50% people with disabilities. The City of London's Accessibility Community Advisory Committee (ACAC) includes people from community organizations and disability advocates, including people with lived experience of disability. The committee meets at least 6 (six) times a year and provides advice to help make City projects, programs, services, spaces, and activities more accessible and inclusive. The City benefits from the committee's guidance, knowledge, and experience to improve accessibility for everyone.

Equity and Inclusion Work at the City of London

The City of London is committed to creating action-focused, positive, and lasting systemic change so that race or membership in an equity denied group does not predict one's access to opportunities or ability to engage wholeheartedly in the London community. This work is advanced through relationship building, research, community engagement, best practices, education, critical self-reflection, and shared leadership.

To support this commitment, equity and inclusion is incorporated across all areas of its work from development to the implementation of corporate policies, procedures, programs, projects, plans, services, and decision-making processes.

Intersectionality is central to the City of London's work. Incorporating accessibility and anti-ableism into anti-oppression efforts ensures a more inclusive and coordinated approach to addressing barriers. Creating an accessible City requires an enterprise-wide understanding of what makes up an "accessible city", as well as a shared commitment from all areas of the organization to contribute to this shared goal.

2027-2031 Multi-Year Accessibility Plan

Overview

The City of London takes an enterprise-wide approach to accessibility and inclusion, recognizing that improving accessibility requires collaboration across the organization. The action items identified in this Multi-Year Accessibility Plan will be completed collaboratively across City divisions, with the involvement and support of the Accessibility Advisor.

The 2027-2031 Multi-Year Accessibility Plan is guided by three principles that informed the review, development, and prioritization of recommendations:

- **Compliance:** Meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulation (IASR) related to Customer Service and Program Delivery, Employment, Information and Communications, Transportation, and the Design of Public Spaces.
- **Continuous Improvement:** Identifying opportunities and initiatives that go beyond compliance to further improve accessibility and inclusion across City services, programs, and operations.
- **Enterprise-wide Collaboration:** Working across City divisions and plans to embed accessibility and inclusion into projects, initiatives, services, and day-to-day work.

Engagement and Consultation

To meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR), the City used a range of methods to gather feedback for the 2027-2031 Multi-Year Accessibility Plan (MYAP). Input was collected through surveys, focus groups, and both in-person and virtual engagement sessions to ensure broad participation. These approaches were designed to be accessible

and inclusive, allowing individuals with diverse disabilities and experiences to share their perspectives.

To inform the development of this Accessibility Plan, the City engaged with residents, community organizations, advisory bodies, and staff through a range of consultation activities, including:

External Engagement

- Online feedback through social media and Get Involved London
- Focus groups with community leaders and partner organizations
- In person outreach to Community Centres, Seniors Centres and Dearness Home
- Consultation with the Accessibility Community Advisory Committee (ACAC)

Internal Engagement

- Feedback from the Mosaic Employee Resource Group (ERG)
- Internal staff survey about accessibility
- Staff focus groups

Input from residents, community partners, advisory committee members, and City staff helped identify barriers, establish priorities, and inform actions aimed at improving accessibility across City programs, services, facilities, and workplaces. This feedback was carefully reviewed with different City divisions to assess feasibility, identify opportunities for improvement, and help inform the action items included in this plan.

Plan Structure

The 2027-2031 Multi-Year Accessibility Plan identifies actions that the City of London will undertake to meet legislative accessibility requirements, address barriers identified through consultation and engagement, and advance accessibility and inclusion across City programs, services, facilities, and workplaces. The plan is organized into the following areas:

1. Customer Service & Program Delivery
2. Employment
3. Information & Communication
4. Transportation

5. Design of Public Spaces
6. Continuous Improvement

Action items are grouped by theme and include an action number, action statement, and intended outcome.

1. Customer Service & Program Delivery

Outcome: An inclusive and accessible community where people with disabilities can access goods, services, and facilities with dignity, independence, integration, and equal opportunity.

2027-2031 Accessibility Plan Action Items

Internal Capacity and Service Delivery

#	Action	Intended Outcome
CS1	Develop and deliver disability awareness and sensitivity training for staff in collaboration with community organizations such as CNIB, Alzheimer Society, DeafBlind Ontario Services and other disability serving organizations.	Increase understanding of diverse disabilities, inclusive interactions, and accessible service delivery. Training topics may include dementia, blindness and low vision, neurodiversity, and Deaf culture.
CS2	Work with community partners to identify, coordinate, and deliver inclusive program delivery training for staff, instructors, and facilitators.	Improve staff capacity to support meaningful participation for people with disabilities.
CS3	Review and standardize internal and external accessibility kits across City locations.	Increase awareness and consistent availability of accessibility supports through signage, facility resources, and website information.
CS4	Support American Sign Language (ASL) and communication access needs at Dearness Home and provide Deaf culture training for staff.	Strengthen inclusive communication practices and improve services for Deaf residents and visitors.

#	Action	Intended Outcome
CS5	Review, update, and implement an Accessible Elections Plan for the 2030 Municipal Election.	Enhance availability of accessible election materials, including Braille materials, voting tools, communication supports, as well as increase availability and promotion of opportunities to participate.

Community Programs and Participation

#	Action	Intended Outcome
CS6	Review existing City community programs and recreation services to identify opportunities to expand and enhance inclusive and adaptable programming.	Increase accessibility and participation opportunities for people with disabilities, older adults, and people with diverse accessibility needs.
CS7	Promote available adaptive and inclusive recreation, arts, sports, and cultural programs through diverse communication channels and community networks.	Increase awareness, participation, and engagement in inclusive programs.
CS8	Explore participation in the Hidden Disabilities Sunflower Program and assess opportunities for implementation across City services and facilities.	Improve recognition and support for individuals with non-visible disabilities.
CS9	Review Storybook Gardens activities and equipment to identify accessibility considerations and improvement opportunities.	Support safe, accessible, and inclusive participation at Storybook Gardens.
CS10	Organize sensory-friendly events and work with community partners to deliver accessible special events at Storybook Gardens.	Expand inclusive recreational opportunities for people with diverse disabilities and accessibility needs.

#	Action	Intended Outcome
CS11	Obtain adaptive sports equipment for programs and facilities that offer adaptive sports such as wheelchair tennis.	Increase participation opportunities and remove barriers to adaptive recreation.

Awareness, Outreach and Community Engagement

#	Action	Intended Outcome
CS12	Strengthen accessibility and inclusion in community outreach and engagement by identifying and removing communication and participation barriers through partnerships, human support and accessible information.	Enable meaningful participation by people with disabilities in community events and engagement activities.
CS13	Develop and deliver public awareness campaigns that highlight the experiences, contributions, and accessibility needs of people with disabilities, including people who are blind or have low vision, DeafBlind individuals, Deaf and hard of hearing individuals, neurodivergent people, and people with invisible disabilities.	Increase public awareness, understanding, and respectful interactions within the community. Campaigns may include topics such as guide dog etiquette, white cane awareness, accessible communication, neurodiversity, sensory accessibility, and inclusive community interactions.

2. Employment

Outcome: An inclusive and accessible workplace where people with disabilities have equitable opportunities to participate, contribute, grow, and succeed throughout their employment journey.

2027-2031 Accessibility Plan Action Items

Training and Resources

#	Action	Intended Outcome
E1	Develop a standardized accessibility reference guide to support the creation and delivery of accessible employee training materials.	Improve the consistency and accessibility of employee learning resources.
E2	Strengthen and update guidance, tools, and resources to support the consistent creation of accessible documents and digital content.	Increase compliance with accessibility requirements and improve access to information.
E3	Continue to provide training, resources, and support to help staff create accessible documents and remediate existing content.	Increase staff capacity to produce and maintain accessible materials.
E4	Develop and provide training and resources for managers and leaders on inclusive leadership and decision-making.	Strengthen inclusive workplace practices and improve accessibility-informed decision-making.

Workplace accommodations

#	Action	Intended Outcome
E5	Review the workplace accommodation request process to identify and remove barriers.	Ensure employees feel comfortable requesting accommodations and can access support effectively.
E6	Create a centralized accommodation resource hub with information on accommodations, assistive technologies, and support resources.	Improve awareness and access to accommodation-related information and services.

#	Action	Intended Outcome
E7	Develop and deliver a workplace accommodation awareness campaign.	Increase understanding of accommodations and encourage effective accommodation-related discussions.
E8	Review and enhance recruitment and onboarding processes for employees with disabilities.	Improve accessibility, awareness of supports, and employee experience throughout hiring and onboarding.

Policies and Procedures

#	Action	Intended Outcome
E9	Review and update the Accessibility Policy.	Ensure alignment with legislative requirements, organizational needs, and leading practices.

3. Information & Communication

Outcome: To provide accessible information and communications to people with disabilities, including accessible formats and communication supports. This includes communications to the public as well as internal communications within the corporation.

2027-2031 Accessibility Plan Action Items

Digital Accessibility

#	Action	Intended Outcome
IC1	Integrate enhanced accessibility requirements and comprehensive accessibility testing into all new websites and web application development and procurement.	Ensure new websites and web applications meet recognized accessibility standards throughout their lifecycle.

Public Information and Visitor Planning

#	Action	Intended Outcome
IC2	Establish a process to provide consistent accessibility information for community centres, public facilities, and events.	Enable visitors to make informed decisions and plan visits with confidence.
IC3	Clearly communicate program, facility, accessibility, accommodation, and support information to participants.	Improve informed participation for people with disabilities.
IC4	Implement a communications plan to increase awareness of accessibility features available in parks and public spaces.	Improve public awareness of accessibility features, amenities, and accessible routes.

Corporate Communications

#	Action	Intended Outcome
IC5	Review and enhance communications related to construction and infrastructure projects, including accessibility impacts and alternative access information.	Improve public understanding of accessibility considerations and available accommodations during projects.
IC6	Develop consistent and accessible approaches for sharing corporate information across departments and operating areas.	Improve access to information for all employees, including staff who do not regularly use digital systems.

4. Transportation

Outcome: To identify and remove barriers and support accessible transportation for people with disabilities. While the City of London is not responsible for all components of the Transportation Standard, its obligations include requirements related to municipalities and accessible taxicabs.

2027-2031 Accessibility Plan Action Items

Accessible Transportation Services

#	Action	Intended Outcome
T1	Continue engaging the Accessibility Community Advisory Committee and the public regarding the need for on-demand accessible taxicabs.	Support regulatory and service improvements that increase access to accessible transportation.
T2	Review and update the Vehicle for Hire By-law to strengthen accessibility requirements and accountability measures.	Promote reliable and equitable accessible transportation services.

Accessible Transportation Infrastructure

#	Action	Intended Outcome
T3	In collaboration with the London Transit Commission (LTC), conduct accessibility and safety audits at cycling and transit interfaces with people who have lived experience and key partners. .	Identify barriers and improve safety for all transportation users.
T4	Continue supporting consultation on accessible design criteria for road construction projects, accessible parking, Paratransit lay-bys, mobility, and transportation projects.	Improve accessibility and inclusive design across transportation infrastructure.
T5	Conduct consultation to confirm and update priority land uses and locations in winter sidewalk snowplow deployment routing.	Improve sidewalk accessibility where needs are greatest while meeting provincial maintenance standards across the network.

Safety and Awareness

#	Action	Intended Outcome

T6	Develop and implement a public education initiative on the safe and respectful shared use of sidewalks and multi-use paths.	Improve safety and reduce conflicts affecting people with disabilities and older adults.

5. Design of Public Spaces

Outcome: To incorporate accessibility when constructing or redeveloping public spaces to support safe, inclusive, and independent access for people with disabilities.

2027-2031 Accessibility Plan Action Items

Public Education and Awareness

#	Action	Intended Outcome
DPS1	Develop and deliver an awareness campaign on pedestrian crossings, accessible pedestrian signals, and traffic signals.	Increase public understanding of accessible transportation features.
DPS2	Develop and deliver an awareness campaign on accessible parking spaces, reserved seating, and accessibility signage.	Promote appropriate use of accessibility features and reduce misuse.

Standards, Policies and Design Guidance

#	Action	Intended Outcome
DPS3	Review the Facilities Accessibility Design Standards (FADS) with the Facilities Division.	Ensure standards reflect current requirements, best practices, and community needs.
DPS4	Review the Design Specifications and Requirements Manual (DSRM) – Parks and Open Space for opportunities to incorporate accessible Paratransit drop-off areas.	Improve accessibility in new and redeveloped parks.

DPS5	Provide accessibility expertise to support development and implementation of the Interior Signage Standard.	Improve the clarity, consistency, and accessibility of signage across City facilities.

Parks and Facilities Accessibility

#	Action	Intended Outcome
DPS6	Enhance accessibility at Victoria Park events through accessible viewing infrastructure and cooling supports.	Improve equitable participation, comfort, and safety during community events by introducing a portable stage with an accessibility ramp and railings to provide equitable viewing opportunities, and portable cooling mist fans.
DPS7	Audit washroom and change-table standards across City facilities.	Identify and address accessibility and inclusion gaps in facility amenities including the availability and location of adult-sized change tables and change tables in different gender washrooms.
DPS8	Continue to seek opportunities in parks with limited amenities to add accessible resting areas and benches.	Improve comfort, mobility, and safety for park users.
DPS9	Apply an accessibility and safety lens to the future Park Washroom Strategy.	Ensure accessible and inclusive washroom design in new and upgraded facilities.
DPS10	Continue incorporating shaded areas and shade structures in parks.	Improve comfort and protection from weather-related conditions for all park users.
DPS11	Continue incorporating accessible playground equipment, sensory play features, communication boards, and inclusive design elements into parks.	Increase inclusive recreational opportunities for children with diverse disabilities.

DPS12	Continue improving accessibility within community gardens through accessible plots, seating, water access, and adaptive tools.	Increase participation and accessibility for gardeners with disabilities.

6. Continuous Improvement

Outcome: To included initiatives that extend beyond the core AODA and IASR standards but contribute to advancing accessibility and inclusion across the City. These actions support ongoing learning, innovation, collaboration, and the identification and removal of accessibility barriers.

2027-2031 Accessibility Plan Action Items

Corporate Practices and Processes

#	**Action**	**Intended Outcome**
CI1	Establish a Court Accessibility Advisor program.	Improve access to court services, accommodations, and facility navigation for people with disabilities.
CI2	Strengthen integration of accessibility requirements into procurement processes through implementation of the Procurement Policy and Sustainable Procurement Guidance, staff training and continuous improvement.	Improve consistency and accountability for accessibility in purchasing decisions.
CI3	Support the consistent application of the new Equity Tool framework and workflow across the corporation.	Embed accessibility and equity considerations into planning, programs, services, and decision-making.

Staff Awareness and Organizational Learning

#	Action	Intended Outcome
CI4	Regularly share accessibility news, tools, resources, and learning opportunities with staff.	Increase organizational awareness and knowledge of accessibility practices.
CI5	Support and participate in accessibility and inclusion networks, community events, and conferences.	Strengthen partnerships, promote accessibility across the City, and improve understanding of emerging accessibility needs and priorities.

Community Partnerships and Outreach

#	Action	Intended Outcome
CI6	Develop and deliver a campaign promoting accessible trick-or-treating and Halloween safety.	Increase awareness of inclusive community participation opportunities and safety.
CI7	Collaborate with community partners to identify and address winter accessibility barriers and explore community-based supports.	Improve safety, mobility, and access to essential services during winter conditions.

Enterprise-wide Approach to Accessibility

In addition to this Accessibility Plan, the City of London has multiple action plans and initiatives that embed accessibility and contribute to improving accessibility and inclusion across the community. These plans address areas such as transportation and mobility, connectivity, parks and recreation, and Safe London for Women, Girls, Gender-diverse and Trans People.

We will continue to take an intersectional and enterprise-wide approach, working collaboratively across the organization to embed accessibility and inclusion into City plans, projects, services, and day-to-day operations.

Related City Plans and Initiatives

Mobility Master Plan

The Mobility Master Plan (MMP) is the City's long-term transportation strategy, guiding how people and goods move throughout London to 2050. The plan considers walking and rolling, cycling, public transit, driving and goods movement, with a focus on creating a transportation network that is safe, connected, accessible, equitable and sustainable. Improving sidewalk connectivity and addressing gaps in the sidewalk network are important parts of the plan, helping people safely and independently access transit, employment and other community destinations.

The Accessibility Advisor provides an accessibility lens and ongoing input into this work, helping to identify potential barriers and ensure the experiences and needs of people with disabilities are considered as pedestrian and sidewalk improvements are planned and implemented.

London & Middlesex Housing Stability Plan 2026-2031

The **London and Middlesex Housing Stability Action Plan (2026–2031)** is a shared roadmap that guides how the City of London and Middlesex County work together to address homelessness, increase access to safe and affordable housing, and provide the supports people need to remain housed. The Plan focuses on responding to the homelessness crisis, creating more housing stock, and providing housing supports. Accessibility is identified as an important consideration within the Plan, including the need to increase accessible and community-integrated housing for seniors, people with disabilities and marginalized populations.

Parks and Recreation Master Plan

The Parks and Recreation Master Plan guides the planning, design, funding, development and maintenance of London's parks and recreation system. The vision of the plan is that all residents, regardless of age, ability, culture, gender, income or where they live, have opportunities to participate in meaningful and accessible parks, recreation and sport experiences. The 2026 update responds to London's growing population and changing community needs and provides direction for the next 15 years.

The Accessibility Advisor provides an ongoing accessibility lens to this work, helping to identify and address potential barriers and ensure the experiences and needs of people with disabilities are considered as the Plan is implemented. Accessibility was also considered as part of the 2026 update through consultation with the Accessibility Community Advisory Committee, including discussions on barriers and opportunities related to park amenities and infrastructure.

Safe Cities: Safe London for Women, Girls, Gender-diverse and Trans People

The **Safe Cities London Action Plan** provides a framework to make London a safer city where women, girls, nonbinary and trans individuals, and survivors can access public spaces and participate in public life without fear or experience of sexual violence. The Plan takes an intersectional approach that recognizes how gender intersects with other experiences and identities, including disability, and identifies accessibility as a guiding principle for its implementation.

The Accessibility Advisor provides an accessibility and disability inclusion lens to this work, helping to ensure that the experiences of people with disabilities are considered in initiatives related to public spaces, policy, environmental design and community engagement.

Community Safety and Well-Being Plan

The Community Safety and Well-Being Plan brings together community partners to create a healthy, safe, and equitable London where everyone has a sense of belonging and can access the supports and opportunities they need to thrive. The Plan focuses on key community priorities, including mental health, housing, substance use, crime, and gender-based violence.

The Accessibility Advisor and ARAO Liaisons support the implementation of the Plan by applying an accessibility and inclusion lens to initiatives, engagement activities, and decision-making processes. This work helps strengthen the Plan's commitment to equity, diversity, inclusion, and anti-oppression while supporting equitable access, participation, and belonging for people with disabilities.

Age Friendly London and Child and Youth Network

Age Friendly London Network (AFL) and Child & Youth Network (CYN) bring together community members, service providers, organizations, and public sector partners to improve quality of life and well-being for residents across London. Through collaborative

planning and action, the networks work to create inclusive, connected, and supportive communities where older adults, children, youth, and families can thrive.

The Accessibility Advisor supports both networks by participating in meetings and events, providing accessibility guidance, and helping ensure initiatives and engagement activities are inclusive and accessible. This work advances equity, inclusion, and participation for people with disabilities of all ages.

Accountability & Communication

The City will monitor the implementation of the 2027–2031 Multi-Year Accessibility Plan and provide accessible ways for residents to ask questions, provide feedback, or raise concerns about accessibility. Residents can submit accessibility-related service requests or complaints through service.london.ca, accessible feedback forms online or printed forms at City service counters.

Feedback and accessibility concerns help the City identify barriers, monitor trends, and inform ongoing improvements to programs, services, facilities, and public spaces. The City will continue to strengthen how accessibility feedback is tracked and used to support continuous improvement.

As accessibility priorities arise, the Multi-Year Accessibility Plan may change as it is intended to be a living document that responds to changing needs. The Plan will be reviewed and updated at least once every five years, with input from people with disabilities, the Accessibility Community Advisory Committee, community partners, employees, customers, and other key partners

An **Annual Status Update** will report on progress toward the actions and commitments identified in the Plan and will be made available on the City of London website and presented at the Accessibility Community Advisory Committee. Annual reports will also be provided to the Province of Ontario in line with the City's legislative requirements.

Implementation

The actions in this Plan reflect the City's commitment to continuous improvement in accessibility and anti-ableism. While the Plan guides our work from 2027 to 2031, not all actions have fixed timelines, recognizing that priorities, community needs, available resources, and opportunities may evolve over the five-year period. This flexibility enables

the City to respond to emerging accessibility needs and opportunities while continuing to make meaningful progress toward the commitments outlined in the Plan.

Conclusion

The City is committed to continuing to embed accessibility into our everyday work. The actions in this Plan build on that commitment by strengthening accessibility across our services, programs, facilities, policies, and practices.

Creating an accessible and inclusive city is a shared responsibility. Advancing accessibility and addressing ableism requires intentional and ongoing action across the organization. Through an enterprise-wide approach, we can work together to identify and remove barriers and create a more inclusive City for everyone.

If you have any questions or concerns, please email accessibility@london.ca.