

Accessibility Audit

Audit Committee – September 19, 2022



Today's Presentation

- Audit Objective
- Scope and Methodology
- Audit Conclusion
- Management Action Plans
- Next Steps
- Questions

Audit Objective

To evaluate the current state of the City's MYAP while assessing risks and identifying opportunities to help further the objectives of the creation of the new multi-year plan.

Audit Scope & Methodology

- Review of strategic goals, objectives, policies and procedures and management oversight
- On-site observations
- Stakeholder interviews
- Use of technology
- The scope of the audit covered activities from the 2019 – 2022 MYAP and the annual status reports.

Audit Conclusion

The audit identified opportunities in the 2019 – 2022 MYAP cycle to improve management oversight and ensure risks related to the administration of the City's accessibility initiatives are efficiently and effectively mitigated.

Issues and Observations

The following opportunities were identified:

- Strengthen governance and oversight over accessibility initiatives.
- Improve the MYAP development and implementation process.
- Enhance accessibility training to promote accessibility knowledge and awareness.
- Incorporate in the MYAP regular independent accessibility assessments and certification.

Management Action Plans

Strengthen governance and oversight over accessibility initiatives:

- Targeted approach to AAC recruitment, revised TOR and onboarding. (Q4, 2022)
- Implement a process that allows the AAC to select from a list of site plans for review. (Q4 2022 to Q1 2023)
- Ensure relevant subject matter experts to support the AAC better. (Q4, 2022)
- Ongoing consultation with AAC on the MYAP. (ongoing)
- Regular standing agenda item at AAC to provide updates on accessibility initiatives. (Q1, 2023)
- Clear governance and reporting structure to be included in the 2023-2027 MYAP. (Q3, 2023)

Management Action Plans

Improve the MYAP development and implementation process:

- Refile 2021 Accessibility Compliance Report. (Q4, 2022)
- Monitor and verify progress critical to developing the Annual Accessibility Status Report & Accessibility Compliance Reports. (Q1, 2023)
- Utilize self-assessment tools on an annual basis to coincide with the development of the Annual Accessibility Status Report. (Q4, 2022 forward)

Management Action Plans

- 2023-2027 MYAP to be developed using AODA Standards with S.M.A.R.T outcomes to measure goals and initiatives. (Q1, 2023)
- External and internal stakeholder consultation key to MYAP development. (Q4, 2022 – Q1, 2023)
- TAC to identify and track accessibility initiatives in other City projects and programs when developing the new MYAP. (ongoing)

Management Action Plans

Enhance accessibility training to promote accessibility knowledge and awareness:

- AODA e-Learning is being rolled out to staff, volunteers, and external third parties. Additional training to be procured. (Q1, 2024).

Management Action Plans

Incorporate in the MYAP regular independent accessibility assessments and certification:

- Conduct, track and measure regular independent accessibility assessments of City-owned assets and open spaces as part of the upcoming 2023-2027 MYAP. (Q3, 2024).
- Plans in progress to comply with Information and Communications Standards of AODA. (Q3, 2023)
- Routine accessibility walk-throughs of the facilities to monitor and measure progress and identify gaps. (Q3, 2023)

Next Steps

- Action plans have been developed
- Implementation is underway or completed
- Internal Audit will follow up and report on the status of these action plans



Questions?





Thank You

