Memorandum to Council
Office of the Town Clerk

To: Mayor and Members of Council

CC: J. Romano, Commissioner of Community Services
C. Harris, Director of Legislative Services, Town Clerk
K. Narraway, Sr. Manager, Legislative Services/Deputy Clerk

From: H. Ellis, Council and Committee Coordinator

Date: October 13, 2023

File #:

Subject: Joint Accessibility Advisory and Whitby Diversity and Inclusion Advisory Committee Re: Request to participate in the Leading Equitable and Accessible Delivery Program

Acknowledged by M. Gaskell, Chief Administrative Officer

During their meeting held on October 5, 2023, the Joint Accessibility Advisory and Whitby Diversity and Inclusion Advisory Committee passed the following motion:

That the Joint Accessibility Advisory and Whitby Diversity and Inclusion Advisory Committee recommends that Council direct Staff to participate in the Leading Equitable and Accessible Delivery (LEAD) program for the Town of Whitby, in partnership with the Abilities Centre prior to the end of 2024.

The LEAD program is a self-assessment process, facilitated by Abilities Centre which helps municipalities evaluate their accessibility and inclusion practices in areas such as leadership, governance structure and strategy, suppliers and partnerships, HR, communications and technology, programs, services, and facilities. A customized improvement plan is developed from the self-assessment to support municipalities in embedding accessibility and inclusion in every department and at every level.

Municipal participants in the LEAD program include the Region of Durham, Pickering, Ajax, Oshawa, Clarington, Scugog, Uxbridge, Brock, Brighton, and Cobourg.

The LEAD program is a funded program and it facilitated at no cost to municipalities.

Additional information about the LEAD program is available in the attached brochure.

The Joint Accessibility Advisory and Whitby Diversity and Inclusion Advisory Committee recommendation is being provided to Council for information due to the fact that carrying out the recommendation requires direction to Staff. In accordance with the Town's Procedure By-law, should a Member wish to include this correspondence on a future Committee of the Whole agenda for consideration, please notify Christoper Harris, Town Clerk.

LEAD Canada™

Lead your sector into an accessible and inclusive community.

LEAD Canada™

LEAD is a top-down approach to accessibility and inclusion that helps organizations set clear targets for your business needs and provides a welcoming environment for the people you serve.

Through the LEAD Canada process, Abilities Centre staff helps organizations develop the confidence, and capability to serve the needs of all, regardless of age, ability or background, and lay the foundation for your organization to embrace inclusion and accessibility as important strategies for success. LEAD is an approach designed to generate both economic and social return on investment.

Who we help
Every organization is unique, and this process is designed to be flexible and adaptable to support your organization's needs.

1. Municipalities
2. School Boards
3. Universities / Colleges
4. Healthcare Organizations
5. Non-Profits
6. Businesses

100%
of the population will experience disability in their lifetime.

Build an accessible future for you and your community!

abilitiescentre.org

22.3%

of Canada's households contain at least one member living with a disability; the consumer spending of those households equals

$215.7 billion

Since 2012, the population age 15+ with disabilities has grown from 3.8 million to

6.2 million.

LEAD Process will help improve:

- **Leadership**
- **Strategy**
- **Policies**
- **Finances**
- **Human Resources**
- **Programs & Services**
- **Communications and Marketing**
- **Facilities**
- **Digital Technology**

Are you ready to LEAD the way?

LEAD Canada™

Our Vision:
A better, barrier-free life for all Canadians

LEAD Canada™

**Accessibility & Inclusion are innovation.
Start leading the way today.**

What's Next? Contact Us

Every organization's journey to inclusion and accessibility is unique; so too is each organization's LEAD process. If you are interested in learning more, please contact us.

Phone: 1-866-639-1858
Email: lead@abilitiescentre.org
www.abilitiescentre.org

Source – Statistics Canada:
Canadian Survey on Disability, 2017 and 2012
Survey of Household Spending, 2017;
Labour Force Participation of Adults with Disabilities, 2012 13-1003-48

LEAD Process and Timeline

Activity	Purpose	Time Involved	Staff Involved
Visioning Document	Fill out a brief document to give an overview of your organization's structure, vision, mission, and aspirations to Abilities Centre LEAD facilitators.	30 mins form filling, and 30 mins discussion with AC	1-2 staff members familiar with the whole organization
Disability Inclusion Workshop	Establish a common understanding of accessibility and inclusion terms and concepts used in LEAD	One-hour virtual /in-person session	A cross-representation of staff from various departments and levels; about 10 – 15 individuals but can be less or more depending on size of org; these should be the same individuals who would complete the self-assessment
Self-Assessment	Go through the seven LEAD themes and indicators to assess your organization's strengths and improvement areas, using an evidenced-based rating system	Two 3.5-hour virtual /in-person sessions	A cross-representation of staff from various departments and levels; about 10 – 15 individuals but can be less or more depending on size of org; same individuals who have completed the Inclusion workshop
Improvement Planning	Meet with Abilities Centre staff to review the Improvement Plan developed, prioritize, and assign Project Leads to implement the plan	About a 60-90 minute virtual /in-person	Individuals heading up LEAD implementations & any other Managers and/or Directors you want present.
Follow-ups	Meet with Abilities Centre staff to review progress and secure assistance needed	One hour up to 3 times within the year	Individual at the Region heading up LEAD implementations & any other Managers and/or Directors you want present.