

# AGENDA

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## MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA  
[www.mississauga.ca](http://www.mississauga.ca)

**MONDAY, NOVEMBER 28, 2011 – 2 p.m.**

**PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE**  
1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8

### Members

Rabia Khedr, Citizen Member (CHAIR)  
Carol MacEachern, Citizen Member (VICE-CHAIR)  
Councillor Katie Mahoney, Ward 8  
Councillor Pat Saito, Ward 9  
Glenn Barnes, Citizen Member  
Carol-Ann Chafe, Citizen Member  
Melanie Taddeo-Cooper, Citizen Member  
Naz Husain, Citizen Member  
Clement R. Lowe, Citizen Member  
Darrin Ballard, Stakeholder Member  
Mike Parris, Stakeholder Member  
Amy E. Wilkinson, Stakeholder Member

CONTACT PERSON: Julie Lavertu, Legislative Coordinator  
Legislative Services Division, Telephone: 905-615-3200, ext. 5471, Fax: 905-615-4181  
[Julie.Lavertu@mississauga.ca](mailto:Julie.Lavertu@mississauga.ca)

Mississauga Accessibility Advisory Committee  
Staff Working Group Members

- James Bisson, Manager, Mobile Licensing Enforcement
- Lisa Boyce-Gonsalves, Community Child/Youth Consultant
- Frank Buckley, Manager, Parks South District
- Jayne Culbert, Older Adult Coordinator
- Lawrence Franklin, Urban Designer
- Virginia Kalapaca, Project Coordinator Landscape Architect
- Lydia Kowalyk, Senior Buyer
- Julie Lavertu, Legislative Coordinator
- Ann Lehman-Allison, Public Affairs Specialist
- Steve MacRae, Transit Planner
- Denise Mahoney, Manager, Administration and Cemeteries
- Suzanne Noga, Learning and Development Consultant
- Nigel Roberts, Manager Departmental Systems IT
- Farhad Shahla, Transportation Project Engineer
- Pamela Shanks, Corporate Policies Analyst
- Diana Simpson, Accessibility Coordinator
- Kathleen Smyth, Manager, Erin Meadows Library
- Frank Spagnolo, Manager, Plan Examination Services
- Stefan Szczepanski, Acting Manager, Park Development
- Alana Tyers, Transit Planner
- Darlene Utarid, Project Coordinator, Facilities and Property Management
- Andrea Wilson-Peebles, Legal Counsel

CALL TO ORDER

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST

APPROVAL OF AGENDA

Members may request the addition of agenda items under "Other Business."

RECOMMEND APPROVAL

DEPUTATIONS

- A. Item 2 Sonja Banic, Manager, Public Affairs, with respect to the City of Mississauga's Communications Master Plan – Interim Report.

MATTERS TO BE CONSIDERED

1. Minutes of the Previous Meeting – September 12, 2011

RECOMMEND APPROVAL

2. City of Mississauga's Communications Master Plan – Interim Report

Interim Report dated November 2011 prepared by Argyle Communications with respect to Executive Summary of Research and Recommendations for City of Mississauga's Communications Master Plan – Interim Report.

RECOMMEND RECEIPT

3. Annual Progress Report on the Action Items in the 2011 Accessibility Plan

Memorandum dated November 18, 2011 from Diana Simpson, Accessibility Coordinator, with respect to the annual progress report on the action items in the 2011 Accessibility Plan.

RECOMMEND RECEIPT

4. Accessibility Vision and Future Accessibility Planning

Memorandum dated November 18, 2011 from Diana Simpson, Accessibility Coordinator, with respect to the accessibility vision and future accessibility

planning.

RECOMMEND RECEIPT

5. Corporate Policy and Procedure – Civic Recognition Program Policy (06-04-01)

Memorandum dated November 11, 2011 from Pamela Shanks, Corporate Policy Analyst, with respect to the Corporate Policy and Procedure – Civic Recognition Program Policy (06-04-01).

RECOMMEND RECEIPT

6. Recommendation AAC-0038-2011, Part 1, Masjid Al-Farooq Mosque, 935 Eglinton Avenue West, Ward 6

Memorandum dated November 18, 2011 from Lawrence Franklin, Urban Designer, with respect to Recommendation AAC-0038-2011, Part 1, Masjid Al-Farooq Mosque located at 935 Eglinton Avenue West.

RECOMMEND RECEIPT

7. Name Tags for Mississauga Accessibility Advisory Committee Members

Memorandum dated November 21, 2011 from Carol-Ann Chafe, Mississauga Accessibility Advisory Committee Citizen Member, Julie Lavertu, Legislative Coordinator, Mississauga Accessibility Advisory Committee, and Diana Simpson, Accessibility Coordinator, with respect to name tags for Mississauga Accessibility Advisory Committee Members.

DIRECTION REQUIRED

8. 2012 Mississauga Accessibility Advisory Committee and Facility Accessibility Design Subcommittee Meeting Dates

Memorandum dated November 15, 2011 from Julie Lavertu, Legislative Coordinator, Mississauga Accessibility Advisory Committee, with respect to 2012 Mississauga Accessibility Advisory Committee and Facility Accessibility Design Subcommittee meeting dates.

RECOMMEND RECEIPT

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ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

(A) Integrated Accessibility Standards Regulation

Diana Simpson, Accessibility Coordinator, will provide a brief verbal update with respect to the Integrated Accessibility Standards Regulation.

(B) Ontario Regulation 429/07, Accessible Customer Service Standard

(C) Accessible Built Environment Standard

(D) Accessibility Standards Advisory Council of Ontario

SUBCOMMITTEE REPORTS

9. Facility Accessibility Design Subcommittee (FADS) Report from the meeting on October 28, 2011

RECOMMENDATION

1. That the drawings of the Fusion Centre (Bell Gairdner) redevelopment, located at 2700 Lakeshore Road East, as provided and presented by Mark J. Driedger, Associate, ATA Architects Inc., to the Facility Accessibility Design Subcommittee on October 28, 2011, be received;
2. That subject to the suggestions contained in the Facility Accessibility Design Subcommittee Report dated October 28, 2011 titled Fusion Centre (Bell Gairdner) redevelopment, located at 2700 Lakeshore Road East, the Facility Accessibility Design Subcommittee is satisfied with the Fusion Centre (Bell Gairdner) Redevelopment, as presented;
3. That the site works for the Fusion Centre (Bell Gairdner) redevelopment, located at 2700 Lakeshore Road East, be presented at a future Facility Accessibility Design Subcommittee meeting for information purposes; and
4. That Facility Accessibility Design Subcommittee members conduct a site visit of the Fusion Centre (Bell Gairdner) Redevelopment, located at 2700 Lakeshore Road East, before and after the proposed construction activities.

RECOMMEND SUPPORT

REGION OF PEEL ACCESSIBILITY ADVISORY COMMITTEE

Glenn Barnes and Naz Husain, Mississauga Accessibility Advisory Committee Citizen Members, will provide a brief verbal update, if required.

PENDING WORK PLAN ITEMS

10. Pending Work Plan Items dated November 28, 2011

RECOMMEND RECEIPT

ITEMS FOR INFORMATION

11. Washroom Facilities at Totoredaca Leash Free Dog Park, 2715 Meadowvale Boulevard, Ward 9

Correspondence dated October 14, 2011 from Rabia Khedr, Chair and Citizen Member, Mississauga Accessibility Advisory Committee, with respect to washroom facilities at Totoredaca Leash Free Dog Park located at 2715 Meadowvale Boulevard.

RECOMMEND RECEIPT

12. The Riverwood Conservancy's Special Needs Garden Advisory Committee

Carol-Ann Chafe, Mississauga Accessibility Advisory Committee Citizen Member and Special Needs Garden Advisory Committee Member, will provide a brief verbal update.

OTHER BUSINESS

DATE OF NEXT MEETING(S)

Monday, February 6, 2012, 2 p.m. – Mississauga Accessibility Advisory Committee meeting, Program Room 1, Mississauga Valley Community Centre

Monday, February 13, 2012, 2 p.m. – Facility Accessibility Design Subcommittee meeting, Committee Room A, 2<sup>nd</sup> floor, Civic Centre

ADJOURNMENT

NOV 28 2011



# MINUTES

## MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

[www.mississauga.ca](http://www.mississauga.ca)

**MONDAY, SEPTEMBER 12, 2011 – 1:30 p.m.**

**PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE**  
**1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8**

**MEMBERS PRESENT:**

Rabia Khedr, Citizen Member (CHAIR)  
 Carol MacEachern, Citizen Member (VICE-CHAIR)  
 Councillor Pat Saito, Ward 9  
 Carol-Ann Chafe, Citizen Member  
 Melanie Taddeo-Cooper, Citizen Member  
 Naz Husain, Citizen Member  
 Clement R. Lowe, Citizen Member  
 Darrin Ballard, Stakeholder Member  
 Amy E. Wilkinson, Stakeholder Member

**MEMBERS ABSENT:**

Councillor Katie Mahoney, Ward 8  
 Glenn Barnes, Citizen Member  
 Mike Parris, Stakeholder Member

**STAFF PRESENT:**

Frank Buckley, Manager, Parks South District  
 Jayne Culbert, Older Adult Coordinator  
 Lawrence Franklin, Urban Designer  
 Virginia Kalapaca, Project Coordinator Landscape Architect  
 Lydia Kowalyk, Senior Buyer  
 Ann Lehman-Allison, Public Affairs Specialist  
 Marian Matson, Supervisor, Building Inspections  
 Suzanne Noga, Learning and Development Consultant  
 Ken Owen, Director, Facilities and Property Management  
 Nigel Roberts, Manager Departmental Systems IT  
 Farhad Shahla, Transportation Project Engineer  
 Diana Simpson, Accessibility Coordinator  
 Kathleen Smyth, Manager, Erin Meadows Library  
 Karyn Stock-MacDonald, Business and Innovation Coach  
 Matt Thibodeau, Co-op Student  
 Spencer Tomblin, Co-op Student  
 Alana Tyers, Transit Planner  
 Darlene Utard, Project Coordinator, Facilities and Property Management

**CONTACT PERSON:** Julie Lavertu, Legislative Coordinator  
 Legislative Services Division, Telephone: 905-615-3200, ext. 5471, Fax: 905-615-4181  
[Julie.Lavertu@mississauga.ca](mailto:Julie.Lavertu@mississauga.ca)

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CALL TO ORDER – 1:39 p.m.

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST – Nil

APPROVAL OF AGENDA

Ms. Simpson requested the addition of three items to the agenda: Elections Ontario materials and the upcoming provincial election; an Ontario March of Dimes Award for the City; and expanding the mandate of the Committee's Facility Accessibility Design Subcommittee (FADS) to include the review of Site Plans for private facilities. She also reminded Committee members that a Visioning Workshop would be held immediately following the Committee meeting.

Approved (M. Taddeo-Cooper)

DEPUTATIONS – Nil

MATTERS TO BE CONSIDERED

1. Minutes of the Previous Meeting – June 6, 2011

Approved (C. R. Lowe)

2. Name Tags for Mississauga Accessibility Advisory Committee Members

Email message dated June 13, 2011 from Carol-Ann Chafe, Mississauga Accessibility Advisory Committee Citizen Member, with respect to name tags for Mississauga Accessibility Advisory Committee Members.

Ms. Chafe discussed her email message and noted that Committee members would wear their name tags at various social functions when representing the Committee. Ms. Husain expressed her support for Ms. Chafe's suggestion.

Recommendation

AAC-0032-2011

1. That the email message dated June 13, 2011 from Carol-Ann Chafe, Mississauga Accessibility Advisory Committee Citizen Member, with respect to name tags for Mississauga Accessibility Advisory Committee Members be received; and
2. That Carol-Ann Chafe, Mississauga Accessibility Advisory Committee Citizen Member, Julie Lavertu, Legislative Coordinator, and Diana



Simpson, Accessibility Coordinator, meet to discuss obtaining name tags for Mississauga Accessibility Advisory Committee Members and return this matter to a future Mississauga Accessibility Advisory Committee meeting for consideration.

Received/Referred (C.-A. Chafe)

3. Washroom Facilities at Totoredaca Leash Free Dog Park

Email message dated September 2, 2011 from Councillor Pat Saito, Ward 9, with respect to washroom facilities at Totoredaca Leash Free Dog Park located at 2715 Meadowvale Boulevard in Ward 9.

Councillor Saito discussed her email message and said that it came from a resident with a disabled daughter who used the park. She noted that the dog park had 300-400 users, was located in an isolated industrial area, and was operated and financed by Leash-Free Mississauga. Councillor Saito said that Leash-Free Mississauga recently surveyed its members on whether to continue providing portable washroom facilities at the park. She expressed concern about the possible loss of the washroom and wanted the Committee to discuss this issue, as a Committee recommendation could persuade Leash-Free Mississauga to retain the washroom. Councillor Saito added that it may be useful for the City to consider when washrooms are provided at parks by the City and by groups.

Committee members discussed the importance of accessible washroom facilities and an accessible Ontario, the standards and policies for washrooms at the City's parks, and the possibility of writing a letter to Leash-Free Mississauga encouraging them to continue providing a washroom for their users at this park.

Mr. Buckley said that the City's destination parks have permanent washroom structures and that sports groups and leash-free groups are expected to bring in portable washrooms at satellite parks with sports fields and leash-free areas. He acknowledged that providing washrooms could be financially challenging for many of these groups, as such facilities often cost over \$3,000 per year.

Councillor Saito stated that she did not yet know the survey results, but that the majority of members would likely want to retain the washroom due to the park's isolated location and distance to public washrooms. She noted that adding a washroom at this park would be a budget issue for the City, but suggested that Parks staff review the need for washrooms at parks depending on their location.

The Chair said that the Committee should encourage community groups to promote accessibility and that governments did not always need to solve issues.

Ms. Culbert noted that the City could offer fundraising assistance to Leash-Free

Mississauga, via Community Development, for the washroom.

Recommendation

AAC-0033-2011

1. That the email message dated September 2, 2011 from Councillor Pat Saito, Ward 9, with respect to washroom facilities at Totoredaca Leash Free Dog Park located at 2715 Meadowvale Boulevard in Ward 9 be received; and
2. That, on behalf of the Mississauga Accessibility Advisory Committee, Rabia Khedr, Mississauga Accessibility Advisory Committee Chair and Citizen Member, write a letter to the Totoredaca Leash Free Dog Park located at 2715 Meadowvale Boulevard in Ward 9 encouraging them to provide portable accessible washroom facilities and offering assistance, through Community Development, with fundraising for the portable accessible washroom facilities.

Received/Direction (N. Husain)

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

(A) Integrated Accessibility Standards, Ontario Regulation

Ms. Simpson provided a brief verbal update with respect to the Integrated Accessibility Standards (IAR), Ontario Regulation. She noted that the City was preparing for the implementation of the IAR, that a Corporate Report on this matter was recently written for the Leadership Team, and that an IAR staff project team had been formed to work on this matter for the next 5-10 years.

Ms. Simpson said that, due to some IAR requirements that had to be met by the end of 2011, Ms. Tyers would speak briefly about bus signage. Ms. Tyers discussed revised courtesy seating policies and signage. She displayed the revised signage, described its location inside the bus, and noted that the City needed to be in compliance with this requirement by the end of the year.

Committee members asked about City's enforcement and education initiatives associated with the revised signage.

Ms. Tyers said that it was difficult to enforce the revised signage because the IAR did not contain enforcement provisions, that drivers who enforce the signage could face workplace violence, and that drivers would ask passengers to vacate courtesy seating when required. Ms. Tyers said that a communications plan would be drafted shortly to educate transit users about courtesy seating.

(B) Ontario Regulation 429/07, Accessible Customer Service Standard – No update

(C) Accessible Built Environment Standard

4. Email message dated August 29, 2011 from Diana Simpson, Accessibility Coordinator, with respect to an email message from Madeleine Meilleur, Minister of Community and Social Services, dated August 17, 2011 regarding the status of the Accessible Built Environment Standard.

Recommendation

AAC-0034-2011

That the email message dated August 29, 2011 from Diana Simpson, Accessibility Coordinator, with respect to an email message from Madeleine Meilleur, Minister of Community and Social Services, dated August 17, 2011 regarding the status of the Accessible Built Environment Standard be received.

Received (A. Wilkinson)

(D) Accessibility Standards Advisory Council of Ontario – No updateSUBCOMMITTEE REPORTS

5. Facility Accessibility Design Subcommittee (FADS) Report from the meeting on June 20, 2011

Councillor Saito discussed the FADS Report and said that she supported the recommendations. She noted that she raised this matter at the last Committee meeting because it seemed that FADS members had concerns with the project. Councillor Saito expressed concern about the late timing for the project to come to FADS. She said that FADS should have had the opportunity to provide input to staff and external consultants on the project before the designs were finalized, as adjustments could have been made to address the concerns of FADS members.

Councillor Saito spoke about the comment from Committee members in the FADS Report regarding the lack of complaints about Huron Park's therapy pool. She said that people may be unmotivated or uncomfortable to provide feedback to the City for various reasons and asked that the City's future therapy pools be considered by FADS prior to staff and external consultants finalizing the designs.

Ms. Simpson noted that Facilities and Property Management staff were aware of FADS, but said that it could be useful to reiterate the purpose of FADS with staff.

Recommendation

AAC-0035-2011

1. That the Memorandum dated June 15, 2011 from Diana Simpson, Accessibility Coordinator, titled Therapy Pool Addition Project,

- Mississauga Valley Community Centre, to the Facility Accessibility Design Subcommittee on June 20, 2011, be received;
2. That the Facility Accessibility Design Subcommittee supports the ramp with the railing system for the Therapy Pool Addition Project at the Mississauga Valley Community Centre, as presented at the Facility Accessibility Design Subcommittee meeting on June 20, 2011; and
  3. That the Facility Accessibility Design Subcommittee supports that the project team for the Therapy Pool Addition Project at the Mississauga Valley Community Centre, considers Lawrence Franklin's nosing suggestions for the Therapy Pool (subject to compliance with the Ontario Building Code), as detailed in the Facility Accessibility Design Subcommittee Report dated June 20, 2011 titled Therapy Pool Addition Project, Mississauga Valley Community Centre.

Received/Approved (C.-A. Chafe)

Recommendation  
AAC-0036-2011

That Diana Simpson, Accessibility Coordinator, and Darlene Utarid, Project Coordinator, update Facilities and Property Management staff on the purpose, timing, and scheduling of Facility Accessibility Design Subcommittee meetings.

Direction (M. Taddeo-Cooper)

#### REGION OF PEEL ACCESSIBILITY ADVISORY COMMITTEE

Ms. Husain noted that the Committee was partnering with the Accessibility Directorate of Ontario to celebrate the United Nations International Day of Persons with Disabilities on November 23, 2011. She said that more information would be available shortly and encouraged Committee members to attend.

#### PENDING WORK PLAN ITEMS

6. Pending Work Plan Items dated September 12, 2011

Recommendation  
AAC-0037-2011

That the pending work plan items dated September 12, 2011 be received for information.

Received (N. Husain)

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ITEMS FOR INFORMATION – NilOTHER BUSINESSElections Ontario Materials and Upcoming Provincial Election

Ms. Simpson briefly discussed the upcoming provincial election and Elections Ontario materials regarding the accessibility of the election. She said that copies of these materials would be available after the meeting for anyone interested.

Ontario March of Dimes Award

Ms. Simpson said that the City had won an Ontario March of Dimes Award of Merit for Barrier Free Design for the Malton and Clarkson pool addition projects. She thanked staff and, in particular, Mr. Tomblin, for their work on this matter.

Expanding the Mandate of FADS

The Chair discussed the possibility of expanding the mandate of FADS to include the review of Site Plans for private facilities. She said that the City had fewer projects going before FADS and that FADS should still play a key role at the City. The Chair also expressed concern about the accessibility of the expansion at the Masjid Al-Farooq mosque and requested for an update on this matter from staff.

Mr. Franklin stated that he could write a report on this matter for an upcoming FADS meeting and would follow up with the Chair after the meeting.

Recommendation

AAC-0038-2011

1. That Lawrence Franklin, Urban Designer, obtain an update on construction activities at the Masjid Al-Farooq mosque located at 935 Eglinton Avenue West in Ward 6; and
2. That Julie Lavertu, Legislative Coordinator, and Diana Simpson, Accessibility Coordinator, investigate the possibility of expanding the mandate of the Facility Accessibility Design Subcommittee to include the review of Site Plans for private facilities and return this matter to a future Mississauga Accessibility Advisory Committee meeting for consideration.

Direction (N. Husain)

Site Visit, Therapy Pool Addition Project, Mississauga Valley Community Centre

Ms. Chafe suggested that Committee members conduct a site visit of the Therapy Pool Addition Project at the Mississauga Valley Community Centre once the project was completed.

Committee's Holiday Lunch

Ms. Simpson stated that a holiday lunch for Committee members and staff would be held this year prior to the next Committee meeting on November 28, 2011 and that details would be shared once the arrangements were made.

DATE OF NEXT MEETING(S)

Monday, September 19, 2011, 1:30 p.m. – Facility Accessibility Design Subcommittee (FADS) meeting, Committee Room B, 2<sup>nd</sup> Floor, Civic Centre

Monday, November 28, 2011, 2 p.m. – Accessibility Advisory Committee meeting, Program Room 1, Mississauga Valley Community Centre

ADJOURNMENT – 2:17 p.m.



A.A.C. AGENDA

NOV 28 2011

# **Executive Summary of Research and Recommendations for City of Mississauga Communications Master Plan**

## **Interim Report**

**Prepared by Argyle Communications  
November 2011**



## Draft Interim Report Communications Strategy – Communications Master Plan

### Background

As Canada's sixth largest City, Mississauga is home to 734,000 residents and 55,000 businesses, including 63 *Fortune 500* companies with Canadian head offices or major divisional head offices. A diverse, progressive and award-winning municipality located on the shores of Lake Ontario in the heart of the Greater Toronto Area, Mississauga is "Leading Today for Tomorrow" by focusing on delivering services, implementing its Strategic Plan, delivering value for money, maintaining infrastructure and continuing to be an employer of choice.

**Mississauga is undergoing a rapid transformation.** The City has been on a growth trajectory with a robust waterfront redevelopment plan and urban intensification strategy. Within this transformation, individual wards differ significantly. Mississauga is truly a City of villages and communities – and within those, micro-communities. This diversity – from a cultural, social and economic perspective – makes communications difficult at the best of times. In addition, citizens are expecting more from their cities and their elected officials. Clear, consistent communications that reaches most – if not all – audiences – is an imperative.

**At the same time, communication itself is changing at the fastest pace in history.** We are experiencing a dramatic increase in the volume and speed of communication, and a massive decentralization in communication power.

The emergence of highly interactive Internet technology and web-based social networks has both reduced the "hard costs" of communicating with the public, and also empowered the public to respond to the communication – instantly and publicly. This can mean reputational risk in an era where any citizen can be, in effect, a reporter with an audience. Retreating from this environment is not an option; we are fast approaching a time when a public service organization's failure to respond in social media will become as unthinkable as not answering a telephone.

The opportunities for Mississauga far outweigh the risks: with a commitment to leadership in communication, the City can make its public engagement more effective, transparent and authentic -- improving the quality and delivery of public services, and building the city's reputation and brand.



## Communications Master Plan

In September, 2011 the City of Mississauga engaged Argyle Communications to partner with the City in the development of its Communications Master Plan – a 10-year plan that will serve as a municipal model of how best to deliver, execute and support the delivery and access of two-way communications between the City of Mississauga and its citizens.

### Methodology

The team established the following process for the development of the Plan:

#### Step one: Input phase (research)

- Review and assess Mississauga literature, tools and communications skills
- Engage stakeholders and the public on communications challenges and opportunities
- Review and evaluate public and private sector best practices and innovative programs

#### Step two: Output phase (analysis)

- Summarize issues, themes and communications opportunities (three formal reports were submitted, based on the key findings in step one, and outlined below)
- **Prepare Interim Report (this document)**
- Prepare Ten-Year Communication Master Plan and Implementation Work Plan

#### Step three: Desired outcomes (result)

- Improved two-way public communications practices
- Broader public awareness and understanding of City programs and services
- More engaged citizenship
- Effective communications measurement

### Interim Report: Context

During the months of September and October 2011, Argyle Communications and the City of Mississauga Communications Division undertook a thorough communications analysis and engagement process which involved the following:

1. Literature review – to examine best practices from other municipalities within the region and across North America;
2. Internal, stakeholder and public engagement; and
3. An audit of the skills required on Mississauga's communications team.

Key findings from three formal reports (attached to this document as appendices) form the basis of the recommendations contained in the Interim Report. They are as follows:

### Literature review (Appendix 1)

The literature review examines what opportunities exist to improve communications in the City of Mississauga and how Mississauga compares to its peers across Canada and beyond. It also identifies private sector best practices and provides insight into options available to help make Mississauga a leader in providing timely, informative and engaging communications to its residents.

The review finds that in comparison to other municipalities, Mississauga is either on par or beyond most, with the exception of larger cities like Toronto, Calgary and New York City. This presents an opportunity for Mississauga to move beyond “par” and into “beyond,” building on its existing programs and the creativity of its award winning communications team.

Areas of opportunity for Mississauga include:

- **Website communications:** While the Mississauga website is a good resource, it is complicated compared with the best-practice cities in the study. Mississauga has already recognized this need and efforts are underway to address these issues. A commitment to continuous improvement for keeping the website fresh and relevant should be adopted.
- **Two-way communication in social media:** Like many cities with very large neighbours, Mississauga has a relative disadvantage in its earned media base (e.g., daily newspapers and broadcast outlets focused principally on the City). Increasing its sophistication in the use of social media can help Mississauga “leapfrog” this hurdle.
- **Engaging diverse communities:** Cities that have chosen to proactively engage with diverse communities have seen the need to communicate with these citizens *in their own languages*. Outgoing communications, such as online material, public information, flyers, newsletters and official documents, are therefore available in multiple languages. According to the 2006 census, **47.7% of the population of Mississauga had a first language other than English and French** and more than 10 different non-official languages were reported in a percentage higher than one. Mississauga has recognized this as an asset in its Strategic Plan, identifying one of the drivers for change as making Mississauga a “modern day ‘port’ for immigration.”

- **Applications and crowd-sourcing:** The engagement of citizens in creating applications through crowd-sourcing is a way that cities of any size can strengthen both their communications and their relationships with their citizenry.

The way governments are communicating is changing rapidly. They are moving to a public communication model in which *publics are engaged on their own terms*. This allows positive messages to be promoted as well as giving an opportunity to hear from the public directly and identify emerging issues. For Mississauga, this represents an opportunity to foster stronger relationships between residents and government – to make local residents identify more strongly with Mississauga and share in the long-term vision, growth and evolution of the City.

### **Stakeholder summary report (Appendix 2)**

During the months of September and October 2011, Argyle Communications facilitated a stakeholder engagement process to evaluate opportunities for communications for the City of Mississauga's Communications Master Plan. This engagement involved an extended internal consultation (staff, leadership team and elected representatives), a targeted stakeholder consultation, interviews with the news media and a broad-based public survey, hosted on the City's website. 638 individuals fully participated in the process.

The feedback was robust and a number of consistent themes and opportunities emerged from the consultation process. Highlights include:

- **Communication to build reputation.** This proactive form of communications would focus on promoting the vision and position of Mississauga locally, in Canada and abroad.
- **Creativity and innovation.** A strategy to adopt more innovative communications practices should be considered in this long-term plan.
- **Branding and standardization.** There is an opportunity to adopt corporate branding principles in designing the communications infrastructure over the next ten years. This would involve consistent messages, templates and tools and a more centralized communications structure.
- **Research: Planning, effectiveness, measurement.** The need to provide information to enable effective decision-making when it comes to communications planning and evaluation was raised on numerous occasions throughout the engagement process.



- **Think from the customer's perspective.** At times the City was taken to task for its approach to engagement: "It is a nine-to-five culture." To help shift to a more customer-centric communications model, it is important to think like a customer and consider how to design and deliver communications that reach residents where, when and how they live. Customized, audience-specific communications and a robust media relations program are necessary.
- **Social media: Education and implementation.** There is no question: social media is here to stay. However, not everyone has a clear understanding of how to harness these digital media. Training for the City's digital ambassadors (councillors, communications staff) should be incorporated into a long-term plan.

### Communications skills audit (Appendix 3)

Argyle Communications conducted a communications skills audit to determine the experience and skills of City of Mississauga Communications Division team members, as well as identify potential gaps in the capabilities of the team. To do this, Argyle conducted a series of individual and group interviews in October 2011, reviewed job descriptions and backgrounds of individual team members, and analyzed organizational structures of other public sector communications departments. Key recommendations based on the findings are summarized below:

- **A position of strength.** Mississauga's corporate communications team is comprised of talented and passionate individuals who are committed to providing clear, concise communications to the public. Mississauga is well-positioned to strengthen its position of excellence in providing the best municipal communications to its citizens over the next 10 years.
- **A broader mandate.** A City's reputation is the key to its long-term economic growth and well-being. The skills audit has identified a gap in terms of the Communications Division's mandate, which focuses exclusively on program promotion and does not allow for the management and promotion of the City's reputation.
- **Subject matter experts.** Consider organizing the communications team based on functional groups, to create teams of subject matter experts, such as media relations, issues management and event management, to name a few. Together, these functions would work collectively to promote both City programs and the City itself.



- **Communications in the Mayor's office.** There is an opportunity for the City of Mississauga to augment its communications team by establishing a role for a communications specialist in the Mayor's Office who can act as a liaison and work collaboratively with the Communications Division and support the Mayor.
- **Technology and training.** Multiple technology platforms will be required to communicate effectively with citizens today and in the future, from using Twitter to draw attention to a blog that includes a video about a new program on its website, to discussions taking place about City programs on Facebook. From a communications skills point of view, it is important that a communications team stay abreast of the latest developments in communications from technology tools to platforms.

### Summary

Together, the findings from the three reports form the core of the recommendations presented below. These recommendations will be reviewed and will then provide strategic direction for the development of the Communications Master Plan.



## Interim Report – Strategic Recommendations

### Job One: Building a strong reputation and brand

In a competitive time, it is helpful to consider the City of Mississauga's brand: how do we want to be known in the minds of our audiences? What is the experience of citizens, visitors, investors and other stakeholders when they interact with us? What is the personality that emerges – and endures?

These are big questions that exceed the scope of this report. It is relevant, however, to consider how brands are shaped. There are at least three big factors that must be considered – and aligned:

- The City's strategic vision;
- The City's internal culture; and
- The City's external reputation.

Mississauga is known for fiscal responsibility and for a focus on excellence in service delivery. Its image is centralized around its Mayor – the primary spokesperson for the City. However, in Mississauga, the reality goes far deeper than its reputation for fiscal prudence and service delivery.

The City of Mississauga is guided by a long-term **Strategic Plan** that involves the following pillars:

1. **Move:** Developing a transit oriented City
2. **Belong:** Ensuring youth, older adults and new immigrants thrive
3. **Connect:** Completing our neighbourhoods
4. **Prosper:** Cultivating creative and innovative businesses
5. **Green:** Living green

With a strategic vision already in place, the key is to align it with a strategic approach to shape internal culture and external reputation. To achieve this, we see three keys to success:

- ◆ Proactive, reputation-building communications
- ◆ Two-way information sharing
- ◆ Standardization and consistency

These recommendations will propose a strategic communications framework that begins with a communications vision.

## A Strategic Communications Framework

This diagram illustrates the core communications strategies that would guide Mississauga's Communications Master Plan. They are interconnected and build on each other. To ensure the long-term viability of this strategy, it is recommended that this strategy be evaluated on an annual basis.

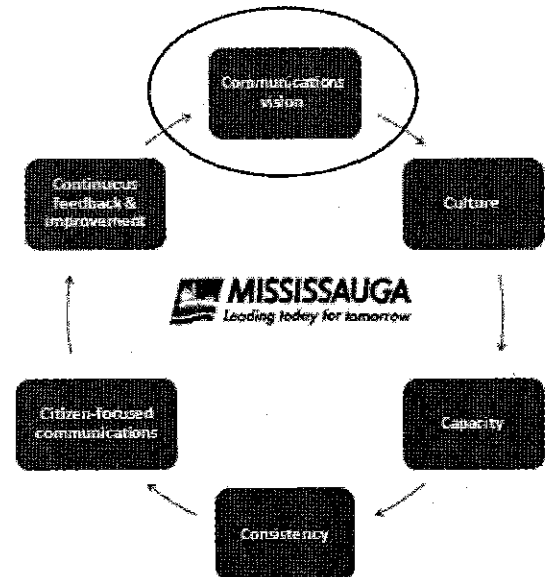


## 1. Mississauga's communications vision

The strategic communications framework begins by establishing and articulating the vision and standards of the City's communications. It must be tied to the City's Strategic Plan.

We have drafted the following "communications manifesto" – seven core principles to frame and guide the Communications Master Plan, to shape internal culture and to form a promise to the public that will influence external reputation.

It is designed to be aspirational, but also achievable.



*The City of Mississauga is a two-way communications organization.*

1. Communication defines the very character of our City.
2. Communication is driven by values and standards; it is transparent and authentic.
3. Communication is led by specialists, but it is everybody's responsibility.
4. Communication is consistent and constant.
5. Communication is interactive and engaged.
6. Communication is done on the citizens' terms, not the City's.
7. Communication is informed, measured and refined by research.

These words have been chosen carefully, and should be evaluated carefully in the context of future service delivery. In order, they speak to:

1. The central role of communication in branding the City and helping citizens, visitors and investors to make decisions that are critical to Mississauga's success.
2. The expectation for communication that follows a well-defined set of standards and values, is clear and comprehensive, and communicated in a sincere, friendly, local voice.



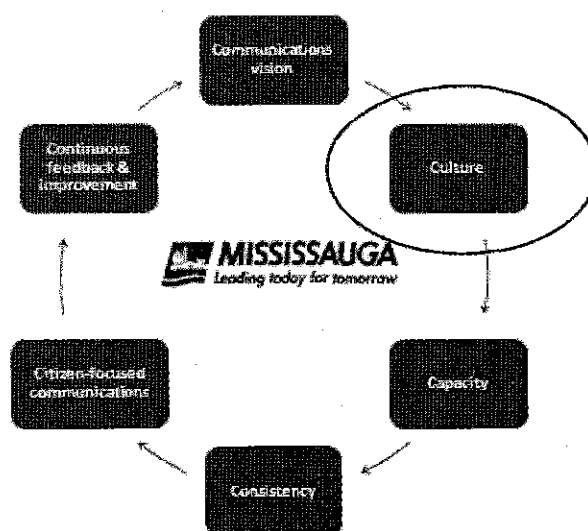
3. The continued evolution of the Communications Division into a team with specialized skills; the recognition that in the networked age every employee is a communicator and (critically) a listener who must be attuned to the voices of the public.
4. The expectation that communication will follow a consistent and frequent schedule.
5. The need for guidelines for responsiveness to the public, and also for the involvement of key publics in the development of policies and programs.
6. The powerful reversing of the "lens" through which communication is viewed – i.e., great communications organizations think first about when their publics will be best-placed to receive their communications, and second about how their resources can be structured to match.
7. The imperative for ongoing research, both formal and informal, on audience needs and communications effectiveness, to ensure the wise investment of communications resources.

## 2. Culture

A corporate culture embodies the values and standards of an organization. In the case of this Communications Master Plan, culture can also ensure employees understand what is expected of them in their communications with the public.

We recommend that Corporate Communications develop an **internal communications program to introduce and reinforce the City's new communications vision and standards**, and also that one staff member be responsible for measuring and ensuring adherence to these principles.

In addition, the City of Mississauga should consider developing a research and measurement program to ensure that its vision and standards are evaluated over time. Employee evaluation can be wrapped into this form of measurement.





## Standards and values

Culture involves the definition of standards and values to guide our communications, and creating internal structures to educate and inspire employees to live up to them. They will be defined and must be measured over time. Please note that the definitions may change over time, and to continue to be relevant, some allowance for an evolution is desired.

We are pleased to present a draft for your consideration, below:

**The City of Mississauga believes in communications that are...**

- **Respectful**

*That means...*

- Recognizing the social, cultural and economic diversity of Mississauga and understanding that different citizens have different communications needs.
- Ensuring we make greener choices in our communications by promoting and pursuing communications channels with a lower environmental impact.
- Using our time and resources wisely.

- **Helpful**

*That means...*

- Developing research tools and processes to evaluate what is important to citizens, and then designing and delivering public communications that reflect those needs and values.
- Listening actively to and engaging the public.
- Creating a culture of transparency based on the audience's *right to know*, not its *need to know*.

- **Factual**

*That means...*

- Committing to the highest quality of work and attention to detail.
- Striving to deliver factually accurate and reliable communications at all times.

- **Clear**

*That means...*

- Delivering information that is “customer-friendly” and understandable, written in plain language – and not laden with jargon or overly technical information.
- Respecting the different language needs of our communities – and where possible, delivering information in a language that ensures clear, understandable communications.

- **Relevant**

*That means...*

- Recognizing that “one size” does not always “fit all” when it comes to communications and that it is our responsibility to deliver customized communications to our citizens, when and where needed – using the channels they prefer.

- **Accessible**

*That means...*

- Adopting a commitment to openness and transparency in our communications and providing the tools to ensure key public decisions (e.g., committee meetings, council meetings and other) are made readily available to the public.
- Recognizing that we are not all governed by a traditional 9-5 schedule and we must make information available to the public in a way that reaches residents on their own terms, in a diversity of ways.
- Ensuring all communications – from web-based to public events – is governed by the latest in accessibility standards.

- **User-friendly**

*That means...*

- Ensuring City information – and most importantly, web-based information – is easy to access, easy to find, intuitive and understandable.

- **Timely**

*That means...*

- Embracing a culture of proactive communications that enables the City to be recognized as the trusted source of Mississauga information; not waiting to be asked but to identify opportunities to communicate proactively.

- Recognizing that residents have busy schedules and endeavouring to provide ample notice – including real-time communications delivery methods – for public events, meetings or other activities.

- **Comprehensive**

*That means...*

- Providing all information that is relevant to a citizen's understanding of an issue, service or policy.
- Using a wide range of communications vehicles to reach audiences.

- **Memorable**

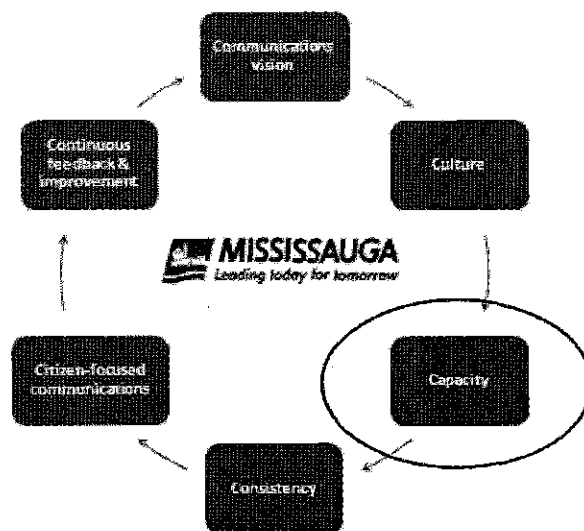
*That means...*

- We will not be satisfied with what worked in the past; we will strive to break new ground to make our communications stand out now and in the future.
- Understanding that the world is more complex and cluttered than ever before. To reach citizens, communications must capture someone's attention through fresh and creative words, images or activities.
- Realizing that memorable communications are an essential enabler of successful two-way communications.

### 3. Capacity

Capacity addresses internal capability to meet and deliver on its communications vision and standards. It pertains to human resource planning and technology as well as financial resources. We propose the following:

- **Diversify roles and responsibilities.** Create specialty roles and consider cross-functional teams for communications staff, enabling dedicated resources across City departments for media relations, issues management, writing, community outreach and more.

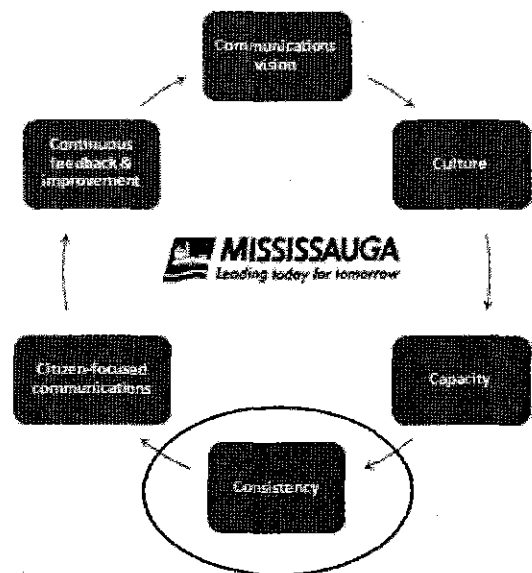


- **Create an executive communications advisory position.** Create a communications advisor or communications director position in the Mayor's office to support executive communications and work in collaboration with the communications division. This person could also act as Mayor's spokesperson as necessary and represent the Mayor on political matters on which the communications division is not mandated. This candidate would have deep issues management experience.
- **Develop and fund a training strategy.** Provide training and education to communications staff for areas that are relevant to their roles and necessary for future success. For example, social media, media relations.
- **Use technology for community information and engagement.** Examine how existing and emerging technology can support communications. This would be distinct from social media and addresses the opportunities for communications using Open Data, Applications and other technologies.

#### 4. Consistency

For the City of Mississauga to achieve its communications vision, it is necessary to design and deliver its messages in a consistent manner over time. We propose the following:

- **Streamline communications materials.** Streamlining is necessary to ensure some consistency across departments and among City Councillors. Streamlining would:
  - Establish shared best practices and common guidelines.
  - Involve common strategic messaging. Messaging may change but all communications and people who drive them should be aware.
  - Adopt some common "look and feel" elements.

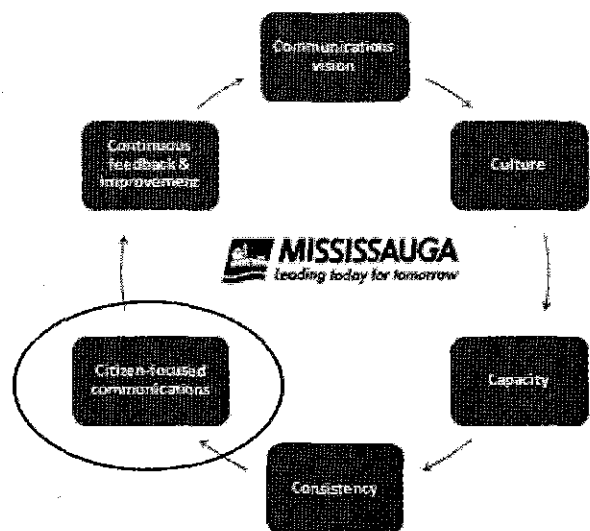


- **Identify brand managers/ambassadors.** To ensure communications consistency, it would be advisable to assign responsibility for this function within each large department – and in partnership with a manager in Corporate Communications.

## 5. Citizen-focused communications

For the City of Mississauga to truly engage its residents, some change is required. We propose the following:

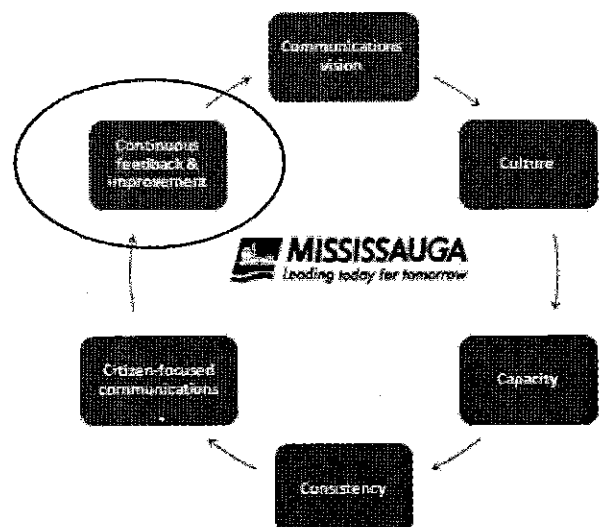
- **Reframe communication from the customer's perspective.** Shift to a more customer-centric communications model that would reach residents where, when and how they live. For example:
  - Community meetings – at libraries in the evening or weekends.
  - Multilingual communications tools.
  - More comprehensive engagement of the multicultural news media (see multicultural recommendations, below).
  - Targeted messages and customized ways to deliver them (e.g., educating seniors about transit by bringing the bus to the retirement residence).
- **Manage a more robust media relations program.** Implement a stronger media relations strategy that would expand on current practices to involve both *proactive* and *reactive* media relations. The proactive outreach would help generate positive stories and increased profile for the City. The reactive side would involve an element of issue management – and would require issues management expertise. The strategy would build on current media relations and involve media training, other education and designation of spokespeople and protocol on how to handle and respond to media inquiries. The manager(s) responsible for media relations would have strong contacts in the news media and knowledge of how to interact or 'deal' with journalists.



- Develop and implement a robust multicultural communications strategy.** This recommendation is strongly supported by the literature review and stakeholder consultations. Implementation would involve multicultural community outreach, media relations and advertising and a commitment to multilingual communications. We recognize that this is a departure from past practice. However, based on the best practices of other jurisdictions, the City's current demographics, the explicit mention of new immigrants in the City's strategic plan and the need for communication to be *understood* in order to be *acted on*, an orderly, responsible transition to communication in the City's principal minority languages – where numbers warrant – would enhance Mississauga's communications and help deliver on the "citizen-focused" promise.
- Embrace creativity and innovation.** We recommend developing a strategy to adopt more innovative communications practices. As the communications environment becomes more and more cluttered, those who can penetrate the noise with memorable messaging are more likely to engage audiences in a meaningful and measurable way.
- Commit to digital leadership.** It is widely agreed that some form of digital leadership is required, and a social media strategy is a natural first step. Infrastructure development, training and staffing must be factored into this digital strategy.

## 6. Continuous feedback, improvement and evaluation

The City of Mississauga must re-introduce research into its strategic communications function for both front-end strategic planning and back-end measurement. A commitment to research would help ensure the City is making informed, relevant communications decisions – and that those decisions could be evaluated to ensure both value and effectiveness. This would involve:





- **Third-party research.** Conducting annual or bi-annual surveys of the population. These would be led by an independent, established public research organization.
- **Sharing of resident feedback/public response.** Building a feedback response into all programs, and including a way to channel feedback from 311 to communications managers. A robust CRM would assist significantly.
- **Research and information curation.** Centralizing the responsibility for research and evaluation in the Communications Division – under one designated manager.
- **Communications dashboard.** Building and maintaining a communications dashboard to evaluate program effectiveness. This dashboard would be used to generate reports to the leadership team, City Council and residents, as required.

### Looking ahead

We recommend engaging Council, senior leadership, employees and external stakeholders to evaluate and refine these recommendations, and consider the organizational changes that will be required to implement them. In this effort, the City can be guided by the various reports that form the appendices to this document.

In the last generation, communication has become a strategic imperative for every successful city. And in today's networked society, communication presents not just new competitive risks, but — more important — new opportunities to improve public services through both public awareness and public engagement. If Mississauga can do this effectively today, it can grow its reputation and strengthen its brand for tomorrow.



# Memorandum

**A.A.C. AGENDA****NOV 28 2011**

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**TO:** Chair and Members of the Accessibility Advisory Committee (AAC)  
**FROM:** Diana Simpson , Accessibility Coordinator  
**DATE:** November 18, 2011  
**SUBJECT:** **Annual Progress Report on the Action Items in the 2011 Accessibility Plan**

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Attached is a chart which outlines the current status of the Action Items in the 2011 Accessibility Plan. We continue to make steady progress with regards to incorporating accessibility planning into our services, policies, practices, facilities, and strategic plans. Below are some examples of our successes in 2011:

## Awards and Events:

This year, the third annual National Access Awareness Event focussed on invisible disabilities and featured a guest speaker from the Canadian Mental Health Association, Donna Hardaker. Five staff received Exceptional Accessible Customer Service Awards. As well, the City received the 2011 Barrier-Free Design Award of Merit from the March of Dimes for the Malton Community Centre Pool, and four City facilities won Urban Design Awards. (Action Items: 1.1, 1.2, 1.3)

Lakeview Golf Course won an Employer of the Year Award from the Coalition for Persons with Disabilities, and two accessible golf carts were purchased for BraeBen and Lakeview golf courses. (Action Item 1.3)

Celebration Square hosted the End of Day Celebration for the Rick Hansen 25<sup>th</sup> Anniversary Relay, and Glenn Barnes, Citizen Member of the AAC was the final medal bearer at this event.

Transit is hosting an Accessible Event on December 1 to highlight recent accessibility improvements such as the automated next stop announcement technology and the retirement of the last high floor bus. (Action Item: 7.1)

### Facilities:

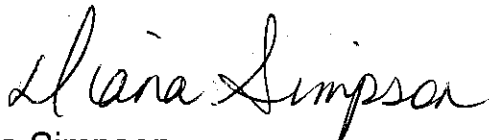
Twenty facilities had accessibility upgrades, including pathway paving and lighting, and installation of sidewalks. O'Connor Park was opened to the public with universally accessible junior and senior playgrounds. (Action Items: 2.1, 2.4, 6.1, 6.3, 7.2.)

### Integrated Accessibility Standards Regulation (IASR):

The IASR was passed in June 2011 with some requirements having compliance dates of July 1, 2011 and January 1, 2012. A Project Team and Steering Committee has been set up along with an Implementation Plan and a Communication Plan. (Action Items: 1.6, 1.7, 3.3, 5.2, 7.1, 8.1, 8.3)

The full Draft Accessibility Plan is expected to be completed for the AAC meeting on February 6, 2012.

Thank you,



Diana Simpson,  
Accessibility Coordinator,  
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[diana.simpson@mississauga.ca](mailto:diana.simpson@mississauga.ca)

Attachment

2011 Accessibility Plan:		Progress Report		November 18, 2011	
Initiative	Main Responsibility	Action	Time Frame	Status	
1. Communication Strategy  Continued implementation of a communication campaign to increase awareness of accessibility issues and to inform staff and the public about issues related to persons with disabilities.	Corporate Services, Accessibility Coordinator	1.1 Plan and implement an event to support National Access Awareness Week (last week of May/first week of June).	Annual	National Access Awareness Event was held on May 31, 2011. The focus of this event was Invisible Disabilities and Exceptional Accessible Customer Service Awards.	
	Corporate Services, Accessibility Coordinator	1.2 Continue to integrate accessibility criteria into City of Mississauga Awards.	2011	-Urban Design Awards makes reference to accessibility as part of the City's Strategic Plan. Four City projects won Urban Design Awards. -Initial meetings were held with Heritage to encourage incorporation of accessibility criteria into Cultural Heritage Property Awards program.	
	Corporate Services, Accessibility Coordinator	1.3 Investigate partnering with an outside organization for an Accessibility Award Program.	2011	No further progress. This item will be moved to 2015 (due to IASR implementation) -City of Mississauga won the March of Dimes Barrier-Free Design Award of Merit for Malton Community Pool -Lakeview Golf Course won an Employer of the Year Award from the Coalition for Persons with Disabilities.	
	Corporate Services, Communications	1.4 Ongoing tactics to be implemented such as: news releases, articles in Councillors	Ongoing	-News Releases were done for the Accessibility Plan, aquatic therapeutic programs, ISF projects,	

2011 Accessibility Plan: Progress Report		November 18, 2011		
Initiative	Main Responsibility	Action	Time Frame	Status
		newsletters, City Managers sessions, e-newsletters, Network articles, highlight International Day of Persons with Disabilities, website information.		Accessible Transit etc... -Councillors were provided with accessibility updates to include in their newsletters. -The City Manager's Spring 2011 message to staff included a statement about making accessibility a priority for the City.
	Corporate Services, Communications	1.5 Create a document to highlight accessibility successes i.e. "Frequently Asked Questions" sheet	2011	-Transit accessibility successes have been highlighted as part of the Accessible Transit Event in December, 2011. -National Access Awareness Event highlighted our accessibility successes. -Annual Accessibility Plan highlights successes.
	Corporate Services, Communications	1.6 Develop an implementation and communication plan for the Accessible Information and Communication Standard if it becomes a Regulation.	2011	Draft Implementation Plan and Communication Plan have been done for the Integrated Accessibility Standards Regulation. (IASR) Communication tactics are being developed for various requirements with the IASR
	Corporate Services, Communications	1.7 Monitor and develop other communication plans as Accessibility Standards become	2011	Communication tactics are being developed for various requirements within the IASR.

**2011 Accessibility Plan: Progress Report November 18, 2011**

Initiative	Main Responsibility	Action	Time Frame	Status
		Regulations.		
	Communications and Accessibility Coordinator	1.8 Review of City-wide printed material for accessibility.	Ongoing	Ongoing
<p>2. Continued implementation of Accessibility <u>Design Guidelines</u>.</p> <p>To implement accessibility design criteria for City facilities that would apply to capital projects and for private developments where applicable through the site plan process.</p>		2.1 Implement the Accessibility Program from Capital Budget to address building accessibility in older buildings.	Ongoing	<p>In addition to the projects listed in the Accessibility Program, a number of renovation projects resulted in accessibility improvements. Some of these projects were completed in 2011 or are in process for 2012:</p> <ul style="list-style-type: none"> <li>-Erin Mills Twin Arena Snack Bar</li> <li>-Lakefront Marina Centre washroom upgrade</li> <li>-Civic Centre Signage</li> <li>-LAC Staging Room threshold improvements, and grand stair nosing contrast</li> <li>-Chappell Estate Rear Terrace Ramp</li> <li>-Meadowvale Village Hall Washroom Upgrades and Signage</li> <li>-Civic Centre office renovations include automatic door operators, lever handles, floor colour contrasting and improved lighting</li> <li>-Hershey Sportzone exterior signage</li> <li>-Hershey Sports Complex fitness centre includes accessible washrooms and change rooms</li> </ul>

2011 Accessibility Plan: Progress Report		November 18, 2011		
Initiative	Main Responsibility	Action	Time Frame	Status
		<p>-Clarkson CC, South Common CC and Woodlands Library converted all knob door handles to lever sets</p> <p>-Cawthra CC and Meadowvale Theatre, Meadowvale 4 Rinks, Glen Forest Pool converted some of the knob door handles to lever sets</p>		
		2.2 Review of development applications to address external access to the building on the basis of universal design principles.	Ongoing	Education and awareness for developers regarding universal design continues to be reinforced with developers.
		2.3 Monitor the Provincial Accessible Built Environment Standard (ABES) and subsequent implications for future city building projects.	If ABES becomes a Regulation in 2011	This standard did not become a Regulation in 2011. FPM is hosting 2 Lunch n' Learn sessions: 1) Accessible Washrooms in Nov. 2011 and, 2) ABES in January, 2012.
		2.4 Continue to implement Accessibility Design Guidelines for Infrastructure Stimulus Funding (ISF), Recreation Infrastructure Canada (RInC) and Investing in Ontario Act (IOA) projects as appropriate.	2011	ISF, RInC and IOA Projects completed. This resulted in accessibility improvements to 4 libraries, 2 indoor pools, 6 outdoor pools, pathway lighting and paving, Celebration Square, Leslie Log Cabin, Malton Victory Hall, Streetsville Village Hall. In addition to these projects, these facilities were completed in 2011

**2011 Accessibility Plan: Progress Report November 18, 2011**

Initiative	Main Responsibility	Action	Time Frame	Status
		2.5 Ensure that the Streetscape Coordinating Committee follows accessibility planning.	2011	with accessibility features: - Port Credit Memorial Arena renovation project -Community Common Park and washroom facility -Lakeside Park and washroom facility  Accessibility planning has been included in the Committee Scope. This committee is on hold for now, and will resume in 2012.
<p>3. Development and implementation of Accessibility Training in relation to requirements of each Accessibility Standard</p> <p>To heighten staff's sensitivity to accessibility issues for customers and coworkers in the disability community.</p>	Corporate Services, HR, Accessibility Coordinator	3.1 Monitor the sustainment plan for Accessible Customer Service Training for staff, volunteers and 3 <sup>rd</sup> party agencies.	2011 and beyond	On an ongoing basis, new full time and part time staff, and volunteers receive Accessible Customer Service training.
	Enforcement Division	3.2 Develop a training program for taxi drivers operating wheelchair accessible vehicles.	2011	Taxi trainers have started working with members of the industry to develop a needs assessment to develop the overall program.
	Specific Divisions/Departments to lead and assist in providing training as appropriate i.e. Information Technology etc...	Assess existing training provided, develop and implement accessibility training as required by Provincial Accessibility Standards as they become Regulations.	2011 and beyond.	The Integrated Accessibility Standards Regulation (IASR) includes a training requirement on the IASR and Human Rights Code to all employees, volunteers and 3 <sup>rd</sup> party agencies by the end of 2013. Initial work has begun to comply with this requirement.

2011 Accessibility Plan: Progress Report		November 18, 2011		
Initiative	Main Responsibility	Action	Time Frame	Status
4. Ensure that Accessibility Planning is included in the <u>City's Strategic Plan and Departmental Plans.</u>	City Manager's Office, Strategic Community Initiatives	4.1 Include Accessibility Planning in the implementation of the City's Strategic Plan: Our Future Mississauga.	Annual/ Ongoing	Projects listed in the 2010 Progress Report: "Our future Mississauga" for action in 2011 include: starting construction of the BRT, Inspiration Lakeview, the Living Green Master Plan, opening of Sheridan College, completion of ISF and RinC projects, the Credit Valley Parks Strategy and implementation of the Cycling Master Plan. All of these projects have been reviewed with an accessibility lens. Glenn Barnes, Citizen Member of the AAC is a member of the Community Advisory Group to assist with the implementation of the City's Strategic Plan.
	Community Services	4.2 Monitor action items in the Older Adult Plan that relate to accessibility improvements.	Ongoing	-Workshops wellness fairs and information sessions are being held at community centres to ensure services being offered are neighbourhood specific. -Received a Healthy Community grant to develop a training program for City staff, Agencies and Volunteers. The training program provides key health promotion messages and resources for those working with older adults in a recreational setting. Topics included



2011 Accessibility Plan: Progress Report		November 18, 2011		
Initiative	Main Responsibility	Action	Time Frame	Status
	Community Services	4.3 Ensure that accessibility planning is included in the implementation of the Youth Plan.	Ongoing	mental illness and disability.  Staff are working on a submission for Mississauga to be considered a Youth Friendly City which includes providing inclusive opportunities for youth with disabilities.
	City Managers Office	4.4 Include accessibility planning in the Corporate Business Planning process.	2011-2014	Accessibility planning is incorporated in Divisional business and budget planning processes.
	Human Resources	4.5 Include accessibility planning in the HR Strategic Plan.	2011	The People Strategy is a framework used by HR to guide direction and work planning. As the HR function evolves, that strategy will be evolved to link more closely with HR work plans. These work plans have accessibility planning built into them; especially in light of the accessibility employment requirements within the IASR.
	Planning & Building	4.7 Monitor the Downtown 21 Master Plan with respect to accessibility planning.	2011 and beyond	Universal accessibility has been incorporated into the master plan.
5. Continue to review and develop <u>Corporate Policies</u> in relation to the requirements of each Accessibility Standard.	Corporate Policy Analyst	5.1 Continue to review existing Corporate Policies with an accessibility lens.	Ongoing (Policy reviews)	All new and revised policies continue to be reviewed with an accessibility lens. Each policy is reviewed every 3 years.

2011 Accessibility Plan: Progress Report		November 18, 2011		
Initiative	Main Responsibility	Action	Time Frame	Status
	Corporate Policy Analyst	5.2 Review and develop policies as necessary in relation to the requirements of each Accessibility Standard as they become Regulations.	2011 and beyond	Work related to ensuring the City's policies meet the requirements of the IASR has begun. Policies related to procurement; alternate formats and communication support; recruitment; employee accommodation; workplace emergency response; disability management and return to work; performance management; career development and employee redeployment will be reviewed and revised as required.
6. Monitor Future Directions – Master Plan for <u>Recreation, Library, and Parks and Natural Areas</u> in reference to accessibility.	Community Services, PDSB	6.1 Monitor the implementation of the Mississauga Cycling Master Plan with respect to accessibility.	2011 and beyond	In 2011, a new Cycling Office was established as part of the Transportation and Works Department to lead the implementation of this plan. Throughout 2011, implementation of the plan has included planning and installation of Multi Use Trails.
	Community Services, (Parks, Library Services)	6.2 Review of e-City website information for libraries and park comfort stations.	2011	Libraries have included information about accessibility features on the City website. Comfort Stations information is in process.
	Community Services, Park Development	6.3 Review plans for new and redeveloped parks regarding the playground allocation process.	2011	-Currently renewing the City's Playground Equipment Standards (a process completed every 4 years). The City is opting to increase

## 2011 Accessibility Plan:

## Progress Report

November 18, 2011

3-11

Initiative	Main Responsibility	Action	Time Frame	Status
				<p>commercially-supplied accessible playground features. The City is moving towards increasing overall accessibility of playgrounds through the use of accessible playground safety surfacing.</p> <p>-O'Connor Park is now open and is the City's third fully inclusive playground. The City is working towards a distribution of inclusive playgrounds in each Service Area which will provide a majority of residents an inclusive playground within 4.0km of their residences.</p> <p>-Once the Accessible Built Environment Standard is in place, specifically in reference to the "Play Areas" element, a business case will be prepared.</p>
7. Improve accessibility of Mississauga <u>Transit</u>	<p>Mississauga Transit</p> <p>Transportation &amp; Works,</p>	7.1 Implement the Mississauga Transit Accessibility Plan.	Ongoing	<p>MiWay continues to prepare an annual Accessibility Plan. 100% of all MiWay buses are now low floor accessible buses, with approximately 80% of all routes being accessible. Implementation of the Transportation Standards is currently underway with revisions to some policies and procedures.</p>

2011 Accessibility Plan: Progress Report		November 18, 2011		
Initiative	Main Responsibility	Action	Time Frame	Status
		7.2 Develop accessible sidewalks for remaining accessible Transit routes.	2011 - 2014	Installation of sidewalks along remaining accessible Transit routes continues.
8. Evaluation of <u>Information Technology Services</u> with respect to improved accessibility.  Self-Serve and assisted access through the Internet and other electronic channels.	Corporate Services, IT	8.1 Provide a user friendly selectable font size icon on e-City.	2011	-This will be reviewed along with the IASR website requirements for 2014. -All modern browsers offer the users several features for resizing fonts and content while on the e-City website instead of using an icon on the website.
	Corporate Services, IT	8.2 Redesign Inside Mississauga (internal website) with accessibility features (Sharepoint).	2011	The redesign allowed for more accessible features to be included in the new look.
	Corporate Services, IT	8.3 Monitor Accessible Information & Communication Standard and begin implementation related to Information Technology requirements.	2011	Initial discussions are taking place with respect to complying with the website requirements under the IASR.
	Information Technology	8.4 Include accessibility planning in the IT Strategic Plan.	2011	The IT Strategic Plan is in the process of being completed. It will reference accessibility in sections referring to applications, website development and training.

# Memorandum



A.A.C. AGENDA

NOV 28 2011

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**TO:** Chair and Members of the Accessibility Advisory Committee (AAC)  
**FROM:** Diana Simpson , Accessibility Coordinator  
**DATE:** November 18, 2011  
**SUBJECT:** Accessibility Vision and future Accessibility Planning

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The Accessibility Advisory Committee and Accessibility Staff Working Group participated in a Visioning Exercise on Sept. 12, 2011. The attached chart is the result of that Visioning Exercise.

Our new Accessibility Vision for the City of Mississauga is:  
"Mississauga: "A Great Place to live, work, travel and play for everyone!".  
This vision will be realized by :

- Mississauga being a leader in accessibility (by meeting or exceeding timelines of legislation)
- Universal mobility for everyone (snow removal, transit, accessible sidewalks)
- Retrofitting for Full Accessibility (address accessibility in older buildings, including parks and trails)
- State-of-the-Art Accessible Information and Tools (websites, equipment, way finding, voting)
- A Fully Aware and Educated Community (courtesy, better attitudes and understanding)
- Well supported by all levels of government (funding)
- Persons with Disabilities well Represented in All Aspects of Society (for example, represented on various committees)

On October 14, 2011, staff participated in a workshop to address the obstacles that prevent accessibility and the strategies to overcome those obstacles. These are the obstacles to accessibility planning that the group came up with:

- perception of a low return on investment
- physical limitations with existing space

- stigma associated with disability
- competing and changing priorities (e.g. heritage vs. accessibility, competing legislation, living green)
- there is no one solution to satisfy all

These strategies were developed to overcome the obstacles and realize our vision:

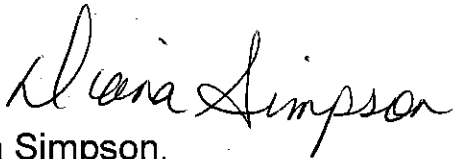
- Give accessibility a voice everywhere
- Do what we know is right through our practices and policies
- Partner with Other Jurisdictions (i.e. Government) for Synergies & Efficiency
- Outreach and partner to improve education and awareness
- Encourage private sector contributions to accessibility

We have accomplished much with accessibility planning at the City of Mississauga, but there is still a lot of work to do. For the next 2 years, our work will be focussed on the implementation of the Integrated Accessibility Standards Regulation (covering general, information and communication, employment and transportation standards). The Accessible Built Environment Standard is currently being reviewed at the provincial level. The province has not provided a release date for this final standard.

Accessibility planning at the City will be mainly focussed on internal improvements. Later, our efforts can be more directed on outreach and partnering opportunities.

Please come prepared to the November 28, 2011 AAC meeting to discuss and endorse the above Vision for accessibility planning at the City of Mississauga.

Thank you,



Diana Simpson,  
Accessibility Coordinator,  
905-615-3608, TTY: 905-615-3411  
[diana.simpson@mississauga.ca](mailto:diana.simpson@mississauga.ca)

Attachment

**City of Mississauga Accessibility Plan Vision  
September 12, 2011**

<b>Mississauga as a Leader in Accessibility</b>	<b>Universal Mobility for Everyone</b>	<b>Retro-Fit for Full Accessibility</b>	<b>Being Pro-Active about Making Accessibility a Design Priority</b>	<b>State-of-the-Art Accessibility Info &amp; Tools</b>	<b>A Fully Aware and Educated Community</b>	<b>Well Supported by all Levels of Government</b>	<b>Persons with Disabilities well Represented in All Aspects of Society</b>
Compliance timelines of legislation exceeded	Anyone can... move around on your own	A portion of heritage bldgs. accessible	Accessibility is on the design criteria matrix (with env., budget, traffic, aesthetics)	Fully accessible websites & video info	Everyone is an advocate for accessibility	Accessibility is at the forefront of funding applications	More representation of persons with disabilities in staff and Council
Mississauga exceeds Standards	Work, live, travel & play barrier free	Old bldgs. to be retro-fit to meet Accessibility Standards	Accessibility as a design requirement	Customized equipment	Public courtesy & respect	Funding for future projects from all levels of Government	FADS as an integrated resource in all built environment design – public & private & awards for excellence
	Maintaining services and a commitment to enforcement, even through the winter when it can be more difficult	All bldgs. to be fully visitable	More flexible. Ontario Building Code that is consistent & prioritizes accessibility	Clear and appropriate way finding	Accessibility will be the new Green	Grants/funding for renovation	AAC Model – Beyond advisory ➤ Practical solutions
	Low income transit pass	All Attractions & Parks fully accessible	Accessibility as a stakeholder in the development application process	On-line voting	Early education & awareness programs about all kinds of disabilities fostering seamless acceptance	Port a Potty; AAC approaches private sector for Help	People with disabilities are members of the design community

Mississauga is a Leader in Accessibility	Universal Mobility for Everyone	Retro-Fit for Full Accessibility	Being Pro-Active about Making Accessibility a Design Priority	State-of-the-Art Accessibility Info & Tools	A Fully Aware and Educated Community	Well Supported by all Levels of Government	Persons with Disabilities well Represented in All Aspects of Society
	Everyone can use the bus with confidence	Removal of Barriers e.g., Library turnstiles, Parks trails levelled & paved	Design for Winter!		Car culture; better attitude; more road safety for pedestrians, cyclists & persons with disabilities		
		Fuller retro-fit within City facilities (esp. City Hall)	Urban fabric is designed from the outset for PEOPLE.		Invisible disabilities are understood		
			Completely barrier-free access to goods and services, public and private.				

Draft Vision Statement: Mississauga: "A Great Place to live, work, travel and play for everyone!"



NOV 28 2011

# Memorandum



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**TO:** Chair and Members of the Accessibility Advisory Committee  
**FROM:** Pamela Shanks, Corporate Policy Analyst  
**DATE:** November 11, 2011  
**SUBJECT:** **Corporate Policy and Procedure – Civic Recognition Program Policy (06-04-01)**

---

At its meeting of June 6, 2011, the Mississauga Accessibility Advisory Committee (AAC) adopted Recommendation AAC-0016-2011 as follows:

1. That the Memorandum dated May 17, 2011 from Pamela Shanks, Corporate Policy Analyst, with respect to the Corporate Policy and Procedure – Civic Recognition Program Policy (06-04-01) be received.
2. That Pamela Shanks, Corporate Policy Analyst, remove the reference to the three year timeframe for serving on a committee to be considered for a Civic Award of Recognition on page 7 of the Corporate Policy and Procedure – Civic Recognition Program Policy (06-04-01) and return this matter to a future Mississauga Accessibility Advisory Committee meeting for discussion.

The reference to the three year timeframe for serving on a committee has been removed and the policy, attached as Appendix 1, further revised to state:

“Citizen members of committees receive their awards in the fall of each municipal election year to recognize the completion of their appointed term. Citizen members of committees who have stepped down mid-term or who have chosen to resign will also be considered for recognition on a case-by-case basis. The Director, Legislative Services and City Clerk, in consultation with the respective Council representative(s), committee chair and relevant City staff will make the final determination.”

Staff in the Clerk's department will revise their process to ensure that members who resign are designated as such without removing them from the committee list entirely.

Staff are also recommending that each committee's Terms of Reference include a clause stating that persons who are no longer active committee members may still be considered for recognition at the Civic Recognition event at the end of their appointed term.

The proposed change affects all committees of Council and as such must be approved at a meeting of Council. The Corporate Policy Analyst will work with the Legislative Coordinator to prepare a Corporate Report outlining the reasons for the proposed revision to be presented to Council.

Thank You,

A handwritten signature in black ink that reads "Pam Shanks". The signature is written in a cursive, flowing style.

Pam Shanks  
Corporate Policy Analyst  
905-615-3200 ext 5029  
[pamela.shanks@mississauga.ca](mailto:pamela.shanks@mississauga.ca)

# Corporate Policy and Procedure



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TAB: PUBLIC RELATIONS  
 SECTION: RECOGNITION  
 SUBJECT: CIVIC RECOGNITION PROGRAM

**POLICY STATEMENT** Outstanding achievements, voluntary contributions, and significant milestones of citizens and organizations are recognized through the Civic Recognition Program.

**PURPOSE** This policy provides a method for the Mayor and members of Council, on behalf of the citizens of Mississauga, to recognize the efforts of citizen volunteers and non-profit groups working for the betterment of the community, and the significant achievements and milestones of individuals and organizations.

**SCOPE** All citizens of Mississauga and organizations operating in Mississauga are eligible for recognition under this policy.

Individuals receiving recognition must reside in the City of Mississauga at the time of the volunteer service, achievement, or milestone, or they must have been educated or trained for a majority of their lives in the City of Mississauga. (For example, an athlete who is educated and trains for a majority of his/her life in Mississauga may attend university outside the city. The athlete's achievements while attending university may be recognized.)

Community groups receiving recognition must serve Mississauga residents. The majority of group members must be Mississauga residents; however, non-resident group members will also be recognized.

## WHAT CAN BE RECOGNIZED

The Civic Recognition Program recognizes volunteer community

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service, achievements in sports, the arts, or other fields of endeavour; philanthropy; and significant milestones of individuals and organizations.

Exceptional or significant efforts or achievements that cannot be categorized in any of these groups may also warrant recognition at a civic level. Communications will review the request or nomination and make a recommendation to the Mayor and/or ward councillor(s) on an appropriate form of recognition, which may not necessarily take the same form as the recognition outlined in this policy.

## Volunteer Community Service

Volunteer community service includes efforts toward the betterment of the community, such as the advancement of health and social services, and the development of recreational activities, culture or the arts within the community. Only volunteer community service to an organization which directly benefits Mississauga is eligible for recognition.

## Achievement in Sports

For the purpose of these awards, "sports" is defined as those activities requiring physical conditioning and/or refinement of motor skills so that competitive excellence may be achieved. Championships recognized for eligibility are those accepted by the sport's governing body to be the highest competition available to that sport, at either a local, regional, provincial, national or international level. Certificates in recognition of achievement in sports will be issued for the highest level achieved by the particular athlete or team, at the end of the sport's season. For example, a team that wins a City-wide championship as well as a regional championship will be eligible for a certificate in recognition of the regional championship only.

## Achievement in the Arts

For the purpose of these awards, "the arts" includes:

- performing arts - e.g. dance, drama, music;
- visual arts - e.g. painting, sculpting, photography;

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- media arts - e.g. film, television, literature; and
- creative arts - e.g. crafts.

Recognition is given to individuals who have achieved acclaim through competitions, juried shows, art exhibitions, or commissioned works.

## Achievements Other than in Sports or the Arts

Achievements in areas other than sports or the arts, for example, academic achievement, may also be recognized. An accredited body in the field of endeavour may be consulted to confirm eligibility.

## Philanthropy

Recognition is given to individuals who have demonstrated outstanding philanthropic leadership through their extraordinary personal commitment of time, talent and resources, their exceptional generosity, motivation of others, and financial support.

## Milestones

Ninetieth birthdays, 50<sup>th</sup> wedding anniversaries, and subsequent birthdays or anniversaries at five-year intervals may be recognized as significant milestones of individuals.

Official openings, 10th anniversaries of start-up in Mississauga, and subsequent anniversaries at 10 year intervals, may be recognized as significant milestones of organizations.

## TYPES OF RECOGNITION

The Civic Recognition Program consists of four types of recognition:

- Certificate of Recognition
- Civic Award of Recognition
- Civic Award of Merit
- Civic Philanthropy Award

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## CERTIFICATE OF RECOGNITION

The Certificate of Recognition bears an embossed seal of the Corporation and is signed by the Mayor. The certificate includes the recipient's name, and a description of the achievement. A certificate of recognition honouring the significant milestone of an individual may be replaced with a plaque, if time permits.

### Criteria

Certificates of Recognition are presented to:

- individuals who have made a contribution to the well-being of the community, through volunteer community service, for less than 10 years;
- voluntary/non-profit/community or cultural groups whose actions, achievements and/or contributions have made an impact at a local, regional or provincial level;
- individuals, groups or teams who win City-wide, regional or provincial championships or exhibitions, or who achieve other similar acclaim at a City-wide, regional or provincial level;
- significant milestones of individuals:
  - 50th wedding anniversaries, and subsequent anniversaries at five-year intervals, and
  - 90<sup>th</sup> birthdays, and subsequent birthdays at five-year intervals;
- significant milestones of organizations:
  - official openings,
  - 10<sup>th</sup> anniversaries of start-up in Mississauga, and
  - subsequent anniversaries at ten-year intervals.

## CIVIC AWARD OF RECOGNITION

The Civic Award of Recognition is a certificate bearing an embossed seal of the Corporation and signed by the Mayor. The

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certificate includes the recipient's name, and a description of the achievement.

## Criteria

Civic Awards of Recognition are presented to:

- citizen members of committees such as the Library Board and the Traffic Safety Council;
- individuals who have contributed 10 years or more of voluntary community service, in 10 year increments;
- individuals whose achievements have made a significant impact at a national or international level; or
- voluntary/non-profit/community or cultural groups whose achievements or contributions have made an impact at a national or international level.

## NOMINATION

### Certificate of Recognition/ Civic Award of Recognition

Requests for certificates to recognize significant milestones may be forwarded directly to the Communications Division, Corporate Services Department, at any time throughout the year. Completion of a nomination form is not necessary.

Requests for Certificates of Recognition or a Civic Award of Recognition honouring achievements other than milestones must be submitted on a nomination form, which is available from Communications or can be found on the web sites of the Mayor and Councillors.

Requests for Certificates of Recognition may be submitted by members of the public. Nominations are to be forwarded to Communications for verification of eligibility requirements and preparation of the certificate. Requests are reviewed on an individual basis, as they are received throughout the year. Other

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departments are consulted, as necessary.

Recipients of Civic Awards of Recognition must be nominated by a member of the public, the Mayor, a member of Council, or a member of City of Mississauga staff. Nominations are to be forwarded to Communications, and will be reviewed semi-annually by Communications staff, in consultation with members of Council and appropriate departments and affiliates, to verify requirements for eligibility. A list of potential recipients is reviewed by the Mayor and members of Council prior to confirming final recipients and/or publication of names. Nominators and recipients of awards are notified by Communications.

The following information is requested:

- the number of years the nominee(s) has been involved in the activity;
- specific dates the nominee(s) worked on project(s) or held title(s), if applicable;
- complete details of the group or individual's accomplishments, including specific examples, if applicable;
- for groups, a complete list of the executive membership (names and addresses) must accompany the nomination form.

The information on the nomination form assists staff in determining the appropriate type of recognition, and in preparing the award. Incomplete nomination forms will be returned to the applicant and considered upon re-submission.

If an organization has been nominated for a group award and a member of that group is to be recognized individually with a personalized award certificate, a separate nomination form must be submitted. The individual must also meet the criteria outlined in this policy.



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## PRESENTATION

### Certificates of Recognition

Certificates of Recognition are presented to recipients by the Mayor and/or ward councillor or designate at the occasion upon which the recipient is being honoured. If there is no occasion, or, if the Mayor or ward councillor is unable to attend, the certificate is mailed to the recipient. Recipients may also make arrangements with Communications to pick up the certificate at the Civic Centre.

### Civic Awards of Recognition

Civic Awards of Recognition are presented at a civic recognition evening hosted by the City for award recipients and their guests. Generally held in the spring of each year, the evening features an awards ceremony with presentations by the Mayor and/or members of Council, followed by a brief reception. If Communications determines a second ceremony is required, it will be held in the fall.

Citizen members of committees receive their awards in the fall of each municipal election year to recognize the completion of their appointed term. Citizen members of committees who have stepped down mid-term or who have chosen to resign will also be considered for recognition on a case-by-case basis. The Director, Legislative Services and City Clerk, in consultation with the respective Council committee representative(s), committee chair and relevant City staff will make the final determination.

## CIVIC AWARD OF MERIT

A Civic Award of Merit is an award such as a plaque bearing the seal of the Corporation, signed by the Mayor and describing the recipient's achievement. Organizations are not eligible to receive a Civic Award of Merit.

### Criteria

The Civic Award of Merit is one of the City's highest forms of individual recognition and is reserved for individuals:

- whose achievements are widely recognized at a national or

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international level;

- whose achievements have made a major impact at a national or international level; and
- who have achieved success at the highest level of competition, where applicable, or have attained legendary status in their field of endeavour.

These individuals are regarded by Council as truly exceptional.

## Nomination

Nominations for the Civic Award of Merit may be made by the Mayor or a member of Council, and are considered at an in camera Council meeting. Completion of a nomination form is not necessary; however, all nominations should be supported by specific examples of the individual's achievements that reflect the criteria and attributes outlined in this policy.

The approval of Council is required prior to making the award. Recipients are notified by the Mayor.

## Presentation

Civic Awards of Merit are presented by the Mayor at a civic recognition event.

## CIVIC PHILANTHROPY AWARD

A Civic Philanthropy Award is an award such as a plaque bearing the seal of the Corporation, signed by the Mayor and describing the recipient's achievements. No more than two awards will be presented in one calendar year. Organizations are not eligible to receive a Civic Philanthropy Award.

## Criteria

The Civic Philanthropy Award is one of the highest forms of individual recognition and is reserved for individuals who have:

- demonstrated an outstanding commitment and dedication to the City of Mississauga for a minimum of twenty-five years;
- a proven record of voluntarily investing their passion, time, talents and financial support to better the community;
- demonstrated a commitment to improving the quality of life

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for Mississauga residents through their philanthropic efforts;

- demonstrated outstanding civic and charitable responsibility and exemplify the true spirit of giving;
- personally contributed to and supported organizations in the community; and
- demonstrated a willingness to serve in leadership roles and to encourage and motivate others to do the same.

A Civic Philanthropy Award may be presented to a couple, (married, common law or same-sex partners) who, as individuals, would be equally deserving of and eligible for the award.

## Nomination

Nominations for the Civic Philanthropy Award may be made by the Mayor or a member of Council, and are considered at an in camera Council meeting. Nominees must be living at the time of their nomination. Completion of a nomination form is not necessary; however, all nominations should be supported by specific and current examples of the individual's achievements, evidence of leadership and contributions that reflect the criteria and attributes outlined in this policy.

The approval of Council is required prior to making the award. Recipients are notified by the Mayor.

## Presentation

Civic Philanthropy Awards are presented by the Mayor at a civic recognition event.

## ADMINISTRATION OF PROGRAM

Communications, Corporate Services Department administers this program and is responsible for:

- receiving all nomination forms and requests;
- reviewing all nomination forms, in consultation with other departments, where necessary;
- notifying recipients of their awards, in conjunction with the Mayor's office and members of Council;

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- preparing the certificates or awards, such as plaques;
- co-ordinating all arrangements for civic recognition events, including publicity; and
- working with other departments to ensure that the program is publicized, including distribution of the brochure and nomination form.

**REFERENCE:**

GC-103-2003 - 2003 03 260

GC-0296-2010 – 2010 04 28 – Philanthropy award added

**LAST REVIEW DATE**

April, 2010

**CONTACT:**

For more information, contact Communications, Corporate Services Department.

**DRAFT**

**Memorandum***Planning and Building Department*

November 18, 2011

**TO: Chair and Members of the Accessibility Advisory Committee**

**FROM: Lawrence Franklin, Urban Designer  
Development and Design Division**

**RE: Recommendation AAC-0038-2011, Part 1  
Masjid Al-Farooq Mosque  
935 Eglinton Avenue West, Ward 6**

Through the above noted recommendation the Accessibility Advisory Committee has requested an update on construction activities and the Masjid Al-Farooq Mosque, 935 Eglinton Avenue West, Ward 6. Three planning applications are associated with the above subject property:

File #	Description	Application Date	Status
SP 01/439 W6	Addition to existing residential structure and conversion to place of religious assembly.	November 26, 2009	Approved January 19, 2007.
OZ 09/009 W6	Rezoning from RM4-58 and RM5-3 to RM4-Exception Zone to permit a two storey, 2,376 sq m private elementary school attached to existing mosque.	June 4, 2009	Pending as of October 25, 2011. <ul style="list-style-type: none"> <li>Initial circulation June 25, 2009.</li> <li>Revised submission (with underground parking) circulated February 2, 2011.</li> <li>Revised submission circulated September 30 2011.</li> </ul>
SP 09/074 W6	To permit a two storey, 2,376 sq m private elementary school attached to existing mosque.	June 4, 2009	Pending as of October 25, 2011. <ul style="list-style-type: none"> <li>Initial circulation June 25, 2009.</li> <li>First resubmission (revised proposal with underground parking) circulated February 3, 2011.</li> <li>Second resubmission circulated September 30, 2011.</li> </ul>

In accordance with the mandate of the site plan development application review process a barrier free path of travel was provided through the initial site plan application (File # SP 01/439 W6) from the accessible parking space located at the front of the building to the main building entrance via curb and wheelchair ramps and the installation of a flush threshold in the principal doorway. Please note that the Site Plan Development Application Review Process is limited to site planning and exterior building requirements, and does not entail a review of building interiors which are addressed through the Building

Plan Examination process in the context of the requirements of the current edition of the Ontario Building Code.

With regard to areas within a building requiring a barrier free path of travel, the 2006 Ontario Building Code states that a barrier free path of travel is to be provided from the barrier free entrances throughout the entrance story and within all other normally occupied floor areas served by a passenger elevator, escalator, inclined moving walk, or other platform equipped passenger elevating device [OBC 3.8.2.1.(1)]. The provisions of a barrier free path of travel to floor levels not served by a passenger elevator, a platform equipped passenger elevating device, an escalator, or an inclined moving walk [OBC 3.8.2.1.(2) (g)].

In that the initial addition phase of the place of religious assembly is not equipped with a passenger elevating device, a barrier free path of travel is not required beyond the entrance level.

Through the second (expansion) phase of site development to construct a private elementary school attached to the existing place of religious assembly elevators are indicated which will allow for barrier free access and a barrier free throughout all storeys of the existing and proposed buildings. Our principal ongoing site plan concerns relate to the placement of barrier free parking spaces, the size of landscape setbacks along Eglinton Avenue West, sustainable site and building design features, and noise issues. We continue to address these matters through the Site Plan Development Application Review process.

Should you have any further questions or concerns, please contact the undersigned.

Yours truly,



Lawrence Franklin, Urban Designer  
Development and Design Division  
Planning and Building Department

tel.: 905 615 3200 ext. 5759

fax: 905 896 5553

e: [lawrence.franklin@mississauga.ca](mailto:lawrence.franklin@mississauga.ca)

- c. Diana Simpson, Accessibility Coordinator  
Wayne Nishihama, Manager, Urban Design

# Memorandum



A.A.C. AGENDA

NOV 28 2011

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**TO:** Chair and Members of the Mississauga Accessibility Advisory Committee

**FROM:**

- Carol-Ann Chafe, Mississauga Accessibility Advisory Committee Citizen Member
- Julie Lavertu, Legislative Coordinator, Mississauga Accessibility Advisory Committee
- Diana Simpson, Accessibility Coordinator

**DATE:** November 21, 2011

**SUBJECT:** **Name Tags for Mississauga Accessibility Advisory Committee Members**

---

This Memorandum addresses Recommendation AAC-0032-2011 below:

AAC-0032-2011

1. That the email message dated June 13, 2011 from Carol-Ann Chafe, Mississauga Accessibility Advisory Committee Citizen Member, with respect to name tags for Mississauga Accessibility Advisory Committee Members be received; and
2. That Carol-Ann Chafe, Mississauga Accessibility Advisory Committee Citizen Member, Julie Lavertu, Legislative Coordinator, and Diana Simpson, Accessibility Coordinator, meet to discuss obtaining name tags for Mississauga Accessibility Advisory Committee Members and return this matter to a future Mississauga Accessibility Advisory Committee meeting for consideration.

On Monday, October 3, 2011, Carol-Ann and Diana met to discuss name tags for the Mississauga Accessibility Advisory Committee (AAC). Please find below a summary of this meeting along with pricing information that Julie obtained from a local supplier.

## • PURPOSE

AAC members would wear their name tags when representing the AAC at specific events such as the City's National Access Awareness Event and accessibility-related events at both the City and Region of Peel. **Name tags would be returned to the Legislative Coordinator upon resignation or at the end of the term of office.**



- **BENEFITS**

Name tags would benefit AAC members in various ways – they would assist members who have difficulty writing their own names and would also be environmentally friendly, as they would reduce the need for one-time paper name tags. They would also project a professional and positive image of the AAC and its members at various events.

- **SPECIFICATIONS**

The name tags would have the following specifications:

- Measure 1" (height) x 3" (width)
- Feature an easy-to-attach magnetic clasp, the City's logo on the left side of the name tag, and dark blue or black letters on a white background
- Use title case (the first letter of every word would be a capital, then the remaining letters would be in lower case)
- Include the following information on three separate lines:  
*First and Last Names of Citizen/Stakeholder Members*  
*Accessibility Advisory Committee*  
*2010-2014*

- **COST**

Badgeworks, a Mississauga-based company that has done similar name tags for other departments in the City, has indicated that 1" x 3" name tags with the above specifications would cost approximately \$12.43 each (HST included) for a total of approximately \$124.30 for ten name tags for all Citizen and Stakeholder Members.

Due to budget constraints, the name tags would be purchased in early 2012 and charged to the AAC's 2012 budget (Account Number 28610-715888).

If you have any questions, concerns, or comments about this matter, please raise it during the meeting or contact Julie or Diana by telephone or email prior to the meeting.

# Memorandum



A.A.C. AGENDA

NOV 28 2011

**TO:** Chair and Members of the Mississauga Accessibility Advisory Committee

**FROM:** Julie Lavertu, Legislative Coordinator, Mississauga Accessibility Advisory Committee

**DATE:** Tuesday, November 15, 2011

**SUBJECT:** 2012 Mississauga Accessibility Advisory Committee and Facility Accessibility Design Subcommittee Meeting Dates

This Memorandum is to advise that the following Mississauga Accessibility Advisory Committee (AAC) and Facility Accessibility Design Subcommittee (FADS) meeting dates have been scheduled for 2012 (meetings may be cancelled due to insufficient agenda items or the lack of quorum):

#### *AAC Meeting Dates*

- Monday, February 6
- Monday, March 5
- Monday, April 23
- Monday, June 4
- Monday, September 10
- Monday, November 19

#### *FADS Meeting Dates*

- |                        |                  |
|------------------------|------------------|
| • Monday, February 13  | Committee Room A |
| • Monday, March 26     | Committee Room B |
| • Monday, May 14       | Committee Room A |
| • Monday, June 18      | Committee Room A |
| • Monday, September 17 | Committee Room A |
| • Monday, December 10  | Committee Room A |

AAC meetings will be held at 2 p.m. in Program Room 1, Mississauga Valley Community Centre (1275 Mississauga Valley Boulevard) and FADS meetings will be held at 1:30 p.m. in the Committee Rooms indicated above at the Mississauga Civic Centre (300 City Centre Drive, 2<sup>nd</sup> floor).

Please kindly contact me in advance of meetings if you will be absent or late so that quorum issues can be anticipated and dealt with accordingly.

In closing, please do not hesitate to contact me if you have any questions or concerns.

Sincerely,  
 Julie Lavertu, MPPA  
 Legislative Coordinator, Accessibility Advisory Committee  
 Corporate Services Department, Legislative Services Division  
 300 City Centre Drive, 2<sup>nd</sup> Floor, Mississauga, ON, L5B 3C1  
 Telephone: 905-615-3200, ext. 5471; Fax: 905-615-4181  
 Email Address: [Julie.Lavertu@mississauga.ca](mailto:Julie.Lavertu@mississauga.ca)



# REPORT

**To: Mississauga Accessibility Advisory Committee (AAC)**

**From: Facility Accessibility Design Subcommittee (FADS)**

Meeting of  
**FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE**  
**OF THE MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE**

THE CORPORATION OF THE CITY OF MISSISSAUGA  
[www.mississauga.ca](http://www.mississauga.ca)

**FRIDAY, OCTOBER 28, 2011 – 1:30 P.M.**  
**Committee Room B, 2<sup>nd</sup> Floor, Civic Centre**  
**300 City Centre Drive, Mississauga, Ontario, L5B 3C1**

**FADS MEMBERS PRESENT:** Naz Husain, Citizen Member, FADS and AAC (Acting FADS Chair)  
 Carol-Ann Chafe, Citizen Member, FADS and AAC  
 Mike Parris, Stakeholder Member, FADS and AAC

**FADS MEMBERS ABSENT:** Glenn Barnes, Citizen Member, FADS and AAC  
 Clement R. Lowe, Citizen Member, FADS and AAC  
 Carol MacEachern, Chair, FADS and Citizen Member, AAC

**STAFF PRESENT:** Lalita Goray, Project Manager, Facilities and Property Management  
 Lawrence Franklin, Urban Designer  
 Virginia Kalapaca, Project Coordinator Landscape Architect  
 Diana Simpson, Accessibility Coordinator  
 Robert Williams, District Manager, Recreation and Parks

**OTHERS PRESENT:** Mark J. Driedger, Associate, ATA Architects Inc.

CONTACT PERSON: Julie Lavertu, Legislative Coordinator  
 Legislative Services Division, Telephone: 905-615-3200, ext. 5471, Fax: 905-615-4181  
[Julie.Lavertu@mississauga.ca](mailto:Julie.Lavertu@mississauga.ca)

CALL TO ORDER – 1:37 p.m.

ITEM FOR DISCUSSION

1. Fusion Centre (Bell Gairdner) Redevelopment, 2700 Lakeshore Road East, Mississauga, Ontario

Prior to the start of the meeting, Ms. Lavertu distributed a package of drawings provided by Mr. Driedger which was referenced during his presentation.

Mr. Driedger gave an overview of the project and discussed the property's history, property owners, and building materials. He noted that the property had been vacant since 1998 and contained many beautiful original features, but was in disrepair and neglected over the past number of years (e.g., paint peeling off, loose shutters, and no windows). Mr. Driedger said that the City plans to convert the property into a wedding destination that would open in 2013 and that the second floor would house a classroom for Human Resources training and a bride's room for wedding purposes. He said that the property was in remarkable condition for its age and that the City hoped to eventually fully restore it.

Mr. Driedger discussed two of the property's buildings – the Coach House and Manor House. He stated that the City plans to use both buildings for weddings in addition to a large tent for 200 people that would be installed between the buildings and dismantled before the winter. Mr. Driedger said that accessible parking would be installed as close as possible to the Coach House, Manor House, and tent. He explained that the current scope of the project was select renovations to the two buildings, but that there may be funds in 2019-2020 for landscaping purposes and to convert the seven-acre property into a public park.

Mr. Driedger showed an interactive 3D animation of the property. He noted that an accessible elevator would be installed inside the Manor House and that the elevator would not access the third floor mechanical area. Mr. Driedger said that an accessible washroom would be installed on the Manor House's main floor, but that the guidelines in the Mississauga Accessibility Design Handbook may not be met for this area due to space limitations. He noted that the accessible washrooms on the Manor House's second floor and basement would conform to the Mississauga Accessibility Design Handbook. Mr. Driedger stated that the property would have four separate accessible washrooms and that the goal was to install accessible washrooms on every floor that had access to the elevator.

Mr. Driedger stated that the Manor House was designated and spoke about its unique heritage features, including the original and designated staircase and original wood-panelled library with detailed moldings and great workmanship which was profiled in *Architectural Digest* magazine in the 1930s.

Committee members discussed the proposed elevator and washroom facilities in the Manor House and, in particular, possible options for the washroom facility on the main floor, the property's heritage designation, and winter weddings.

Mr. Driedger noted that the Coach House would be used for maintenance and storage and that the second storey would be removed due to safety and Building Code issues. He said that accessible washrooms would be located near the tent.

Mr. Williams noted that winter weddings for up to 60 people could be held inside the Manor House and that outside weddings in the tent would likely be held from May to October. He added that the property would have a warm-up kitchen, not a full working kitchen, and that groups would need to hire caterers for their food.

Mr. Driedger discussed the terrace on the back of the Manor House which showcases great views of the lake and wraparound stairs with a walkout to the lake. He noted that the current project does not include a path to the lake. In response to questions and concerns from Committee members, Mr. Driedger stated that the project team would investigate options for reconfiguring the accessible washroom facility on the Manor House's main floor.

Committee members discussed the possibility of installing a ramp at the back of the Manor House, the interactive 3D animation of the property, the property and its potential, the terrace's dimensions and ways to expand it for more outdoor space, the tent's location and features, and possible public-private partnerships.

Mr. Driedger noted that the project team endeavoured to make the property as accessible as possible. However, he stated that adding a ramp at the back of the Manor House would not comply with the Building Code due to space, structure, and heritage issues. Mr. Driedger noted that individuals with disabilities would be able to access the terrace via the elevator which would open up directly to the back deck. He also briefly discussed the existing landscaping and pavers.

Mr. Williams noted that staff would clear overgrown vegetation and provide a clear site line as much as possible. He discussed the larger park development plans which are expected in 5-6 years and would include a path to the lake.

Mr. Driedger agreed with the Committee's suggestion to expand and renovate the terrace to maximize its potential. However, he noted that this suggestion was constrained by the property's heritage status and the current project budget. Ms. Simpson emphasized that the project had a limited budget and that there were only sufficient funds to install an elevator and accessible washrooms at this time.

Mr. Driedger noted that the tent would be located five metres from the Manor House on a smooth poured concrete pad. He stated that the tent would be located close to a steep bank that was controlled by Conservation Halton and, as such, the City was limited by what it could build in this area. Mr. Williams noted

that the City would be negotiating with Conservation Halton because they want the property, as a wedding destination, to have multiple vistas to the lake.

Mr. Williams noted that staff was investigating sponsorship opportunities. He said that the City could not renovate parts of the buildings at this point due to limited funds and that the current focus was to install an elevator and accessible washroom facilities. Mr. Driedger said that the current funding was a good start.

Committee members inquired about the project's timelines, a site visit of the property before and after construction activities, lighting, and future uses.

Mr. Driedger noted that landscaping would begin next summer, that initial construction would start in the spring of 2012, and that the property would be open for weddings from the summer of 2013 onwards. He briefly discussed the property's lighting which would include landscape, tent, and heritage lighting.

Mr. Franklin inquired about the property's site works, including paths from the parking lots to the washroom facilities. Mr. Driedger noted that he did not have this information at this point, but that he could return to FADS at a later date.

Mr. Williams noted that the City's business plan for this property was based on the Paletta Lakefront Park and Mansion in Burlington and that the City's ultimate goal is to make it into an attractive, sought-after, and known wedding destination.

#### Recommendation

1. That the drawings of the Fusion Centre (Bell Gairdner) redevelopment, located at 2700 Lakeshore Road East, as provided and presented by Mark J. Driedger, Associate, ATA Architects Inc., to the Facility Accessibility Design Subcommittee on October 28, 2011, be received;
2. That subject to the suggestions contained in the Facility Accessibility Design Subcommittee Report dated October 28, 2011 titled Fusion Centre (Bell Gairdner) redevelopment, located at 2700 Lakeshore Road East, the Facility Accessibility Design Subcommittee is satisfied with the Fusion Centre (Bell Gairdner) redevelopment, as presented;
3. That the site works for the Fusion Centre (Bell Gairdner) redevelopment, located at 2700 Lakeshore Road East, be presented at a future Facility Accessibility Design Subcommittee meeting for information purposes; and
4. That Facility Accessibility Design Subcommittee members conduct a site visit of the Fusion Centre (Bell Gairdner) redevelopment, located at 2700 Lakeshore Road East, before and after the proposed construction activities.

Direction (C.-A. Chafe)

DATE OF NEXT MEETING

Monday, December 12, 2011 at 1:30 p.m., Committee Room A, 2<sup>nd</sup> Floor, Civic Centre.

ADJOURNMENT – 2:22 p.m.

# Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Prepared by Julie Lavertu, Legislative Coordinator, for the November 28, 2011 Accessibility Advisory Committee Agenda

AAC Recommendation	Work Plan Item	Status
AAC-0024-2009	Post-completion site visit	That the Facility Accessibility Design Subcommittee conduct an accessibility site visit following completion of the Riverwood – MacEwan Terrace Garden Park #331 project and report to the Accessibility Advisory Committee.
AAC-0033-2009	Accessible Playgrounds	That the Mississauga Accessibility Advisory Committee confirms it supports and encourages the use of universal design principles in new and redeveloped parks and that a presentation regarding the playground allocation process (i.e. type of playground, equipment and location) be provided by Community Services staff at a future Accessibility Advisory Committee meeting. <b>Please see Item 3, Action Item 6.3 on the November 28<sup>th</sup> agenda.</b>
AAC-0036-2010	Post-completion site visit	That the Mississauga Accessibility Advisory Committee visit the Special Needs Garden in 2011 once this project is complete.
AAC-0037-2010	Accessibility Awards Program	<ul style="list-style-type: none"> <li>a. That further efforts to integrate accessibility criteria into existing City of Mississauga internal awards programs be pursued.</li> <li>b. That the award categories, award eligibility, and judging criteria of the Mississauga Urban Design Awards be strengthened to incorporate accessibility criteria.</li> <li>c. That partnering with a community based organization for the implementation of an accessibility awards program be investigated.</li> </ul> <b>Please see Item 3, Action Item 1.2 on the November 28<sup>th</sup> agenda which deals with part b of Recommendation AAC-0037-2010.</b>
AAC-0006-2011	Installation of Accessibility Devices/Features in Residential Dwellings	That the Mississauga Accessibility Advisory Committee supports that the City of Mississauga's Building Division provides building permit applicants with more information about what is required to install accessibility devices/features (e.g., elevators, ramps) in residential dwellings.

10-1

A.A.C. AGENDA  
NOV 28 2011



# Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Prepared by Julie Lavertu, Legislative Coordinator, for the November 28, 2011 Accessibility Advisory Committee Agenda

AAC Recommendation	Work Plan Item	Status
AAC-0016-2011	Corporate Policy and Procedure – Civic Recognition Program Policy (06-04-01)	<ol style="list-style-type: none"> <li>1. That the Memorandum dated May 17, 2011 from Pamela Shanks, Corporate Policy Analyst, with respect to the Corporate Policy and Procedure – Civic Recognition Program Policy (06-04-01) be received.</li> <li>2. That City staff and Councillors Katie Mahoney, Ward 8, and Pat Saito, Ward 9, review the proposed three year timeframe for citizen members of committees to be considered for Civic Awards of Recognition in the Corporate Policy and Procedure – Civic Recognition Program Policy (06-04-01) and return this matter to a future Mississauga Accessibility Advisory Committee for discussion.</li> </ol> <p><b>Please see Item 5 on the November 28<sup>th</sup> agenda.</b></p>
AAC-0031-2011	Accessible Parking Permits	<p>That a Ministry of Transportation representative be invited to a future Mississauga Accessibility Advisory Committee meeting to deliver a presentation about the process and guidelines for Accessible Parking Permits in the province of Ontario.</p>
AAC-0032-2011	Name Tags for Mississauga Accessibility Advisory Committee Members	<ol style="list-style-type: none"> <li>1. That the email message dated June 13, 2011 from Carol-Ann Chafe, Mississauga Accessibility Advisory Committee Citizen Member, with respect to name tags for Mississauga Accessibility Advisory Committee Members be received; and</li> <li>2. That Carol-Ann Chafe, Mississauga Accessibility Advisory Committee Citizen Member, Julie Lavertu, Legislative Coordinator, and Diana Simpson, Accessibility Coordinator, meet to discuss obtaining name tags for Mississauga Accessibility Advisory Committee Members and return this matter to a future Mississauga Accessibility Advisory Committee meeting for consideration.</li> </ol> <p><b>Please see Item 7 on the November 28<sup>th</sup> agenda.</b></p>

# Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Prepared by Julie Lavertu, Legislative Coordinator, for the November 28, 2011 Accessibility Advisory Committee Agenda

AAC Recommendation	Work Plan Item	Status
AAC-0033-2011	Washroom Facilities at Totoredaca Leash Free Dog Park	<ol style="list-style-type: none"> <li>1. That the email message dated September 2, 2011 from Councillor Pat Saito, Ward 9, with respect to washroom facilities at Totoredaca Leash Free Dog Park located at 2715 Meadowvale Boulevard in Ward 9 be received; and</li> <li>2. That, on behalf of the Mississauga Accessibility Advisory Committee, Rabia Khedr, Mississauga Accessibility Advisory Committee Chair and Citizen Member, write a letter to the Totoredaca Leash Free Dog Park located at 2715 Meadowvale Boulevard in Ward 9 encouraging them to provide portable accessible washroom facilities and offering assistance, through Community Development, with fundraising for the portable accessible washroom facilities.</li> </ol> <p><b>Please see Item 11 on the November 28<sup>th</sup> agenda.</b></p>
AAC-0038-2011	Expanding the Mandate of FADS	<ol style="list-style-type: none"> <li>1. That Lawrence Franklin, Urban Designer, obtain an update on construction activities at the Masjid Al-Farooq mosque located at 935 Eglinton Avenue West in Ward 6; and</li> <li>2. That Julie Lavertu, Legislative Coordinator, and Diana Simpson, Accessibility Coordinator, investigate the possibility of expanding the mandate of the Facility Accessibility Design Subcommittee to include the review of Site Plans for private facilities and return this matter to a future Mississauga Accessibility Advisory Committee meeting for consideration.</li> </ol> <p><b>Please see Item 6 on the November 28<sup>th</sup> agenda which deals with Part 1 of Recommendation AAC-0038-2011.</b></p>
N/A	Site Visit, Therapy Pool Addition Project, Mississauga Valley Community Centre	Carol-Ann Chafe, Mississauga Accessibility Advisory Citizen Member, suggested that Committee members conduct a site visit of the Therapy Pool Addition Project at the Mississauga Valley Community Centre once the project was completed.

NOV 28 2011



# Making Way

For Ontarians with Disabilities

## City of Mississauga Accessibility Advisory Committee

October 14, 2011

Mr. Dennis Weaver  
Totoredaca Park  
c/o Leash Free Mississauga  
P.O. Box 52541  
1801 Lakeshore Rd. W.  
MISSISSAUGA, ON L5J 4S6

Dear Mr. Weaver,

**Re: Washroom Facilities at Totoredaca Leash Free Dog Park**

I am writing to you, as Chair of the Accessibility Advisory Committee, to encourage you to continue to provide a portable accessible washroom at the Totoredaca Leash Free Dog Park. As I am sure you are aware, since the park is located in an industrial area, there is no accessible washroom facility within a reasonable distance.

At the September 12, 2011 meeting of the Mississauga Accessibility Advisory Committee ("AAC"), it was recommended that this letter be written to encourage the Board of Directors to lease a portable accessible washroom at Totoredaca Leash Free Dog Park located at 2715 Meadowvale Boulevard in Ward 9.

We understand that, in previous years, there has been a Port-a-Potty on the premises for use by Totoredaca members and guests. We have been informed that this has been discontinued due to budgetary constraints. One of the frequent participants at the park is someone who has a physical disability who brings her service dog to the park. As a person with a disability, she requires an accessible washroom.

We are aware of the high costs involved in providing portable washrooms and that it is the group's responsibility to pay for these costs. In that regard, the City Liaison from Recreation & Parks Division is willing to assist with fundraising efforts in order to pay for the costs incurred in providing portable accessible washroom facilities.



**Leading today  
for tomorrow**

Accessibility Coordinator, Phone: 905-615-3608

TTY: 905-896-5151 Fax: 905-896-5939

Facilities and Property Management,

300 City Centre Drive, Mississauga, Ontario L5B 3C1

Email: [accessibility.info@mississauga.ca](mailto:accessibility.info@mississauga.ca)

Mr. Dennis Weaver

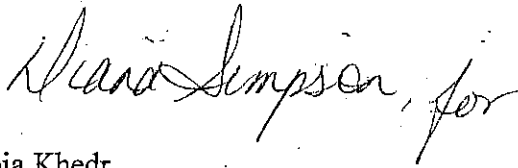
- 2 -

October 14, 2011

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Thanking you in advance for your consideration of this matter.

Yours truly,

A handwritten signature in cursive script, appearing to read "Rabia Khedr", followed by the word "for" in a smaller, less distinct script.

Rabia Khedr  
Chair, Accessibility Advisory Committee

- c. Hazel McColl, Parks & Forestry Program Co-ordinator
- Frank Buckley, Manager, Parks South District
- Jayne Culbert, Older Adult Coordinator
- Andy Wickens, Manager, Parks