

City of Mississauga - 2006 Accessibility Plan – Progress Report

Priorities for 2006

Initiative	Barriers Addressed	Main Responsibility	Implementation Plan	Status
<p>1. <u>Communication Strategy.</u></p> <p>To continue to update and implement a broad-based communication campaign to promote the Accessibility Plan and to increase internal and external awareness of accessibility issues.</p>	<p>Attitudinal, Information/ Communication</p>	<p>Corporate Services, Communications</p>	<ul style="list-style-type: none"> • promote Lunch N Learn session about Mental Illness/Mood Disorders in recognition of Mental Illness Awareness Week • further support 3 to 4 educational themes that focus on disability awareness with H.R. and Access. Coord. • news releases produced as opportunities arise • articles for Councillor's newsletters as appropriate • continue to provide information in the Fall/Winter issue of Active 	<ul style="list-style-type: none"> • completed, event held in Oct. 05 • Access Coord met with Occupational Health to collaborate education themes • training provided to Ward Managers and Supervisors regarding use of election machine for persons with Visual impairments, Fall '06 • Election Worker pkgs. include 2 eNewsletters about interacting with people with disabilities • release for Annual Plan and Accessibility Design Handbook (Dec 05) • completed and submitted for spring 2006 (Annual Plan and Handbook) • article printed in Your Guide Active Mississauga

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			<p>Mississauga</p> <ul style="list-style-type: none"> • suggest using City Managers sessions as appropriate to include information about the AODA and the City's Accessibility Plan • continue seasonal internal e-newsletters • submit Network articles as appropriate • support launch of Accessibility Design Handbook • provide information about accessibility in the Rec. and Parks e-newsletter • highlight International Day of Disabled Persons (Dec. 3) and/or National Access Awareness Week 	<ul style="list-style-type: none"> • ongoing (will suggest topic Access to City Information) • ongoing (winter 05/06 Accessible meetings, spring 06 Access to City Info, summer 06 Universal Design) • ongoing: (Spring 06 Accessibility Design Handbook promoted. Will suggest Access to City Information for Summer 06) • completed (media release, Councillor's newsletters, Intranet, eCity) • ongoing as appropriate • completed for December '05. '06' e- Accessibility theme was highlighted on

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			(May 29 – June 2) <ul style="list-style-type: none"> • ad in Active Lives 2006 Calendar • update accessibility web pages (internal and external) • posting of Assistive Listening Devices signs and other accessibility signs at City facilities • review of City-wide printed materials for accessibility 	internal and external websites <ul style="list-style-type: none"> • completed • ongoing • completed, developing a Communication Plan for these signs • ongoing • developed a Communication Plan to promote providing access to information for persons with disabilities
2. Development/implementation of Accessibility <u>Design Guidelines</u> . To develop accessibility design criteria for City facilities that would apply to capital projects and for private developments where applicable through the site plan process.	Physical, Architectural	Community Services, Corporate Services, Transportation and Works, Planning and Building.	<ul style="list-style-type: none"> • approval of Accessibility Design Handbook (ADH) by Council • produce the Accessibility Design Handbook for distribution • communication plan for ADH • circulate document to Building Industry Liaison Team (BILT) • continue accessibility review of new City facilities and renovation projects • develop a more formal process for 	<ul style="list-style-type: none"> • done • done • done • done, March '06 • ongoing • Facility Accessibility

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			city facility accessibility reviews which includes involvement of the AAC <ul style="list-style-type: none"> • amend Zoning By-Law and Disabled Persons Parking By-Law • provide training about accessibility design • develop multi-year accessibility retrofit priority plan • develop a plan for sharing Accessibility Design Handbook with the Private Sector 	Design Subcommittee of the AAC established <ul style="list-style-type: none"> • Spring '07 • Sidewalks and Trails training provided, Lunch 'n Learn, Spring Forum, checklist completed for facilities and site plans, training provided to AAC, FPM, P&D, P&B • in process
3. Development and implementation of a Disability Awareness/Sensitivity Training Program.	All	Corporate Services, Training and Development, Human Resources	<ul style="list-style-type: none"> • Develop Respectful Workplace Policy (Sept 2006) • Develop Formal (face-face) "Respectful Workplace" Training for managers and supervisors (Roll out from: October to December, 2006) 	<ul style="list-style-type: none"> • review of policy extended to Dec. 2007 • develop Jan.-April '07, roll out May/June '07

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To heighten staff's sensitivity to accessibility issues for customers and coworkers in the disability community.		<p>Access. Coord.</p> <p>Access. Coord, H.R. P&B</p> <p>Access. Coord.</p> <p>Access. Coord.</p>	<ul style="list-style-type: none"> Develop on-line "Respectful Workplace" Training –re: workplace harassment, diversity and accessibility for employees (January 2007) Investigate use of Customer Service Training program developed by Ministry provide Disability Awareness/Sensitivity Training to P&B, and H.R. staff provide information to facility staff regarding accessibility signage (meaning of disability symbols) and the use of Assistive Listening Devices invite Learning Disabilities Association to provide training 	<ul style="list-style-type: none"> June- Dec. '07 material received and used by Call Centre Team, Dec. '06 HR -Oct. '05, P&B - Jan. '06. Corporate Services Extended Leadership Team received training Oct. 20, 2006. done
4. Review of <u>Departmental Plans and Corporate Policies</u> in Relation to Accessibility	All	All Departments responsible for review of policies and	<ul style="list-style-type: none"> continue to review Corporate policies and Departmental/Corporate Strategies with an accessibility lens 	<ul style="list-style-type: none"> HR policy revisions complete ongoing annual review

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		Corporate Strategies. Mgmt Consulting, Corporate Policy Analyst to facilitate policy review.		
5. Examination of Accessibility Issues in <u>Future Directions</u> – Master Plan for <u>Recreation & Parks and Library Services</u>	Physical, architectural, information or communication , attitudinal, policies or practices	Community Services, Rec and Parks, Library Services	<ul style="list-style-type: none"> • identify accessible permitted parks on City's website • staff to receive training regarding "Universal Trail Assessment" (UTA) 	<ul style="list-style-type: none"> • review of parks done, Spring '06 • staff have been made aware of UTA through a workshop that covered "Designing Sidewalks and Trails for Access"
6. Implementation and ongoing Evaluation of Mississauga <u>Transit's</u> Accessibility Plan	Physical	Transportation and Works, Transit	<ul style="list-style-type: none"> • increase # of accessible buses • increase # of accessible routes • enhance marketing of accessible routes/buses and accessibility issues 	<ul style="list-style-type: none"> • 52 accessible buses added, Oct. '06 • will be adding 3 new accessible routes by end of 2006 • Jan.'06 Travel Tips brochure includes info. about leaving the front seats on buses for people with disabilities

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			<ul style="list-style-type: none"> • New Item: re-build Transit Operator Training, 2007 	<ul style="list-style-type: none"> • In Transit Brochure for May '06 included an article about transit etiquette i.e. allowing people with limited mobility to enter and exit first • In Transit Brochure for Sept '06 included an article about service dogs • expansion of City Centre Transit terminal completed included accessible counters • initial discussions re: improving driver sensitivity training

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<p>7. Evaluation of <u>Information Technology Services</u> with respect to improved accessibility.</p> <p>Self-Serve and assisted access through the Internet and other electronic channels.</p>	Information/Communication	Corporate Services, Information Technology	<ul style="list-style-type: none"> • Review and assess for W3C compliance Level 1, 2 and 3 • Review and assess effectiveness of Ministry of Health approved Assistive Software on eCity website • Review and assess opportunities for 'In Facility' Technology for public use 	<ul style="list-style-type: none"> • Planned 2007 • Planned 2007 • Planned 2007 • Fall '05, ClicknRide: Plan your bus trips before leaving home (including ability to filter routes based on accessibility) • Purchase Transit Tickets & Passes Online. Shipping fees removed for all transit fare media in fall '05 (300% increase in uptake) • Fall '05, MyCityCareer: Apply for a City job from home and/or receive email alerts when a particular job becomes available (powered by Workopolis) • Spring '06, Tee-Time Reservations Online: Book a tee-time at Lakeview Golf Course from home

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				<ul style="list-style-type: none">• Spring, '06, Dog License Renewals Online: Renew and pay from home• Spring, '06, Reserve a Computer Online: Book a library computer from home