



City of Mississauga Accessibility Plan

2006 Annual Report

2007 Initiatives

This publication is available in alternate formats upon request.

Contact: Diana Simpson, Accessibility Coordinator at 905-615-3608,
TTY: 905-615-3411 or diana.simpson@mississauga.ca

02 February 2007

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Appendix A: City of Mississauga - 2006 Accessibility Plan - Progress Report (chart)

A) 2006 ANNUAL REPORT:

1. INTRODUCTION

1.1. Key Contact

The key contact for inquiries regarding the City of Mississauga Accessibility Plan is the Accessibility Coordinator who acts as the staff liaison between the Accessibility Advisory Committee (AAC) and the Accessibility Staff Working Group (SWG).

Diana Simpson
Accessibility Coordinator
Corporate Services Department
Facilities and Property Management
300 City Centre Dr., C Box 460,
Mississauga, ON L5B 3C1
905-615-3608, TTY: 905-615-3411
diana.simpson@mississauga.ca or accessibility.info@mississauga.ca

1.2. Background

The workplace and the marketplace are changing. With an aging population, 20 percent of Ontarians are likely to have a disability in 20 years, up from about 13.5 per cent today. In the City of Mississauga, that represents 139,000 people. By 2021, persons aged 55 and over will form one third of the total population, this had great implications for City planning; especially from a Universal accessible design perspective.

Even though new legislation in the form of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) received Royal Assent on June 13, 2005 and is now law, the planning requirements of the

Ontarians with Disabilities Act, 2001 (ODA) remain in force until the act is repealed. The planning requirements of the ODA, 2001 will not be repealed until they have been replaced by standards under the new act.

The purpose of the new act is to:

- a) develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by January 1, 2025
- b) provide for the involvement of persons with disabilities, the government of Ontario and representatives of industries and of various sectors of the economy in the development of accessibility standards

Adopted accessibility standards will set out the measures, policies, practices and other steps needed to improve and prevent barriers for people with disabilities. They will be mandatory and will include time periods for implementation of standard requirements in stages of 5 years or less. The standards will apply to both the public and private sector and will address the full range of disabilities including physical, sensory, mental health, developmental and learning.

There are two basic elements to the process of standards development. The first deals with establishing common accessibility standards that will address barriers that are common to all sectors in Ontario. The common standards will deal with four core areas:

- 1) Customer Service – refers to delivering service to the public and could include business practices and employee training

- 2) Built environment – refers to access to, from and within buildings and outdoor spaces and could include counter heights, aisle/door widths, parking and signs as well as pedestrian access routes and signal systems
- 3) Employment – refers to hiring and retaining employees and could include employment practices, policies and processes
- 4) Information and communications – refers to information processing and communication and could include publications, software applications and websites

The second element of standards development relates to sector specific accessibility standards. Transportation has been designated as a sector and as such, is required to comply with the sector specific standards as well as comply with the standards established under the four core areas.

The Minister of Community and Social Services (COMSOC) is responsible for establishing and overseeing the process to develop and implement all accessibility standards established under the AODA.

Standards development committees will be established for each of the four core areas as well as for any determined sector specific standards to be developed.

To date, two standards development committees have been established, one covering customer service which is one of the core group of standards, and the second covering transportation which is sector specific.

Applications for the three remaining core standard development committees are to be received as follows:

- Information and communication – fall 2006
- Built environment – winter 2007
- Employment – spring 2007

Under the ODA, municipalities have a legal obligation to prepare annual accessibility plans. In preparing annual accessibility plans, municipalities must consider the following:

- The plans must address a broad range of disability issues, taking into account the full definition of disability under the ODA and the [Ontario Human Rights Code](#).
- The plans must examine all aspects of the municipality's operations, including its bylaws, practices, facilities, programs and services.
- Municipalities must take into consideration their roles as service providers and employers.
- The plans must identify steps to be taken over time to remove identified barriers and prevent any new ones.
- It is important that municipalities consider integrating accessibility planning into their business planning cycles to ensure a thoughtful, effective and efficient process and meaningful outcomes.
- All municipalities are accountable to their communities and, as such, must make their accessibility plans available to the public.

This report includes a list of our accomplishments over the past year with respect to the removal and prevention of barriers to persons with disabilities. The initiatives developed over the past 3 years will be reviewed. We have been investing resources to remove barriers, and will continue to build on this momentum to improve accessibility.

Each Department is involved in implementing initiatives in relation to improving accessibility and the removal/prevention of barriers within our by-laws, facilities, policies, programs, practices and services.

The Accessibility Plan outlines initiatives which include the following:

- **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**
- **implementation of accessibility design guidelines**
- **implementation of a disability awareness/sensitivity training program**
- **review of departmental plans and policies in relation to accessibility**
- **examination of accessibility issues in Recreation & Parks and Library Services**
- **implementation and evaluation of Mississauga Transit's Accessibility Plan**
- **evaluation and review of Information Technology with respect to improved accessibility**

1.3. Aim

This report describes the progress that the City of Mississauga has made during the past year to improve accessibility and remove and prevent barriers to persons with disabilities.

1.4. City of Mississauga Vision

The City of Mississauga has 10 vision statements that comprise the *Strategic Plan for the New Millennium*. These statements will serve as the guiding principles for the City's Corporate decision making process.

1. Mississauga will be a distinct major Canadian city.
2. The City Centre will be downtown Mississauga.
3. Mississauga will have distinct recognizable communities.
4. Mississauga will have a dynamic and diverse economic base.
5. Mississauga will have a transportation system which allows for safe and efficient movement within and beyond the city.
6. Mississauga will provide the right services, delivered in a superior way, at a reasonable cost.
7. Mississauga will be an environmentally responsible community.
8. Mississauga will be governed in an open and responsive manner.
9. Mississauga will achieve excellence in public administration.
10. Mississauga will offer a diversity of cultural opportunities.

There are connections with accessibility planning in all of the above listed Vision Statements. The City's success can be attributed to the Corporation's ability to anticipate, initiate, and manage change effectively. This is an ongoing process that involves: continuously monitoring our progress; identifying and evaluating emerging trends and issues; and, focussing on specific priorities that address our biggest challenges.

In 2005, the City's Extended Leadership Team (Commissioners, Directors) and Council identified four Strategic Priorities: Building a City for the 21st Century, Building a Sustainable Business Plan, Continuing to be an Employer of Choice and focusing on Leadership.

Actions were identified for 2006 and beyond in reference to one of the City's strategic priorities: Building a City for the 21st Century. In order to move forward, many projects have been identified to manage the transition to a 21st Century City. The projects fall under these categories:

- Expand Citizen's Access to Reliable and Convenient Transit Service
- Create Vibrant Places in the Downtown
- Maintain a Safe City
- Strengthen our Neighbourhoods
- Embrace Diversity
- Strengthen our Partnerships
- Positively Influence the Health of our Citizens
- Strengthen our Economic Engine
- Strive for National Leadership in Urban Design
- Establish Mississauga as the Model for Smart Growth
- Connect our Green Corridors

It is our obligation to ensure that accessibility planning is incorporated into all of the projects that are part of this strategic priority and the other three strategic priorities listed above.

1.5. Our Accessibility Vision

Our Accessibility Vision Statement as developed by the AAC and Staff Working Group is:

“To create a fully accessible community utilizing universal design principles resulting in improved attitudes and full inclusion.”

This Vision still applies to where we want to be in the future.

1.6. Accessibility Advisory Committee (AAC) and Subcommittees

The Ontario with Disabilities Act, 2001 (ODA) specifies that municipalities must consult with people with disabilities. Municipalities of 10,000 or more residents are to continue to work with their established AAC's as required by the AODA, 2005. A majority of the members must be people with disabilities. For the 2003 to 2006 election term, City Council appointed the following individuals to the AAC until November 30, 2006 or until their successors are appointed:

Carol MacEachern, Citizen, (Chair)
France Tolhurst, (Vice-Chair), Coalition for Persons with Disabilities
Hans Bueschleb, Citizen
*Jim Hardman, Canadian Hearing Society
Brian Howie, Citizen
Rabia Khedr, Citizen
Clement Lowe, Citizen
Peter Martini, Citizen
*Ian Pearson, Parkinson's Society of Canada
Nazira Remtulla, Citizen
Tony Silli, Citizen
Councillor Katie Mahoney
Councillor Pat Saito

During this term of office, Ian Parkinson resigned from the committee and Jim Hardman, Canadian Hearing Society was appointed.

Following the November 13, 2006 municipal election, the recruitment process for AAC members for the next term commenced. This new committee, consisting of existing and/or new members, will be in effect until November 30, 2010 or until their successors are appointed.

Subcommittees of the AAC:

Subcommittees of the AAC are formed to address specific issues and report to the AAC. At least one member of the AAC must be represented in a subcommittee.

The following subcommittees have been formed to assist with the implementation of the Accessibility Plan:

1. Accessibility Design Guidelines Subcommittee:
This subcommittee worked with the Accessibility Design Guidelines Task Group in the development of the Accessibility Design Handbook which was subsequently adopted by Council on October 26, 2005. At the moment this Subcommittee is inactive but may be needed again regarding any future amendments to the Handbook.
2. Motorized Wheelchairs & Scooters on City Streets and Sidewalks Subcommittee:
This subcommittee was formed in 2004 to review the request by the City of Cornwall regarding motorized wheelchairs and scooters on City streets and sidewalks. A notice regarding “Sidewalk & Roadway Travel for Personal Mobility Devices (Motorized Wheelchairs and Medical Scooters)” was created and distributed in the spring of 2006. This was done as the result of a recommendation from the AAC and Council. Since this

has been done and we have received no further direction from the Ministry, the subcommittee is currently inactive.

3. Corporate Policy and Procedures Subcommittee:

This subcommittee was formed to assist in reviewing Corporate Policies with an accessibility lens.

4. Accessibility to the E-city web site to accommodate Citizens with Disabilities (Note: this is not a formal subcommittee of the AAC). An AAC member has offered to provide feedback in relation to the accessibility of the e-City web site.

5. Facility Accessibility Design Subcommittee (FADS):

The role of FADS is to review City projects (new buildings and major renovation projects) and to provide feedback to the designers regarding the accessibility of the project.

These subcommittees consist of both Staff and AAC Members. Throughout the year we will be monitoring the effectiveness of these committees and determining whether or not new subcommittees need to be created or existing ones eliminated.

Educational Opportunities:

AAC Members had the opportunity to attend two workshops during 2006:

1. Accessibility Advisory Committee Continuing Education, hosted by the Region of Waterloo, and the cities of Cambridge, Kitchener, and Waterloo. The Accessibility Coordinator and Committee Clerk attended this session as well. This was a full day session which included topics such as:
 - Invisible Disabilities

- Municipalities 101: Understanding how municipalities function
 - How to read site plans
 - Effective Committees
 - AAC Networking
2. Accessibility Forum hosted by the City of Oshawa. Topics covered during this Forum included:
- Best Practices
 - Stories of Survivors
 - Computing by voice
 - Dr. Mark Nagler: Doing what it takes to achieve success

In June 2006, the Mississauga AAC hosted a Joint AAC Forum with the City of Mississauga, City of Brampton and Joint Peel-Caledon AAC's. Our guest speaker was Mr. Paul Tubbe who is the President of PhoenixRising Solutions and Chair of Vancouver's Advisory Committee on Disability issues. The title of the session was "Developing a Universal Design Lens for City Planning". 77 people attended this Forum including AAC members, City staff, disability organizations, and school boards.

In 2007, the Joint –Peel Caledon AAC will be hosting a Joint AAC session covering the topic of accessible housing.

1.7. Staff Working Group

The Staff Working Group currently consists of 19 members. This group works closely with the AAC. Group members attend AAC meetings as required and respond to requests for

information from the AAC, Accessibility Coordinator and Committee Coordinator. Listed below are the members of this Group:

ACCESSIBILITY STAFF WORKING GROUP:

Department and Divisions	Area of concern	Staff Representative
COMMUNITY SERVICES		
Library	access to services/programs	Betty Mansfield, Area Manager
Planning, Development and Business Services	sports facilities, pathways, play areas, signage, benches	Lorenzo Ruffini, Manager, Park Development Michael Gusche, Project Coordinator
Recreation and Parks	access to services/programs	Denise Mahoney, Supervisor Lisa Boyce-Gonsalves, Community Child and Youth Consultant
CORPORATE SERVICES		
Office of the City Clerk	access to Council and committee mtgs/agendas/minutes-committee administration	Brenda Luckhurst, Committee Coordinator

Department and Divisions	Area of concern	Staff Representative
Communications	e-city, events, public notices, news releases	Sonja Banic, Manager, Public Affairs Catherine Monast, Public Affairs Consultant
Customer Service	accessibility of the new Call Centre	Barbara Webster, Business Lead, Call Centre Consolidation Project
Facilities and Property Management	access to facilities overall responsibility for accessibility	Ken Owen, Director Diana Simpson, Accessibility Coordinator
Human Resources	employee accommodation, recruitment, training	Mary Lynn Vesey, Organizational Effectiveness Consultant
Information Technology	web site accessibility	Sven Tretop, eCity Project Leader
Legal Services	issues relating to ODA and compliance	Andrea Wilson-Peebles, Legal Counsel

Department and Divisions	Area of concern	Staff Representative
Materiel Management	-accessibility of equipment, supplies or services -procurement of facilities, equipment, supplies and services	Lydia Kowalyk, Senior Buyer, Materiel Management
PLANNING AND BUILDING		
Development and Design	site plans, ramps, curb cuts, parking, entrances...	Wayne Nishihama, Manager, Design Team
Building	By-laws, OBC, building inspections...	Frank Spagnolo, Manager, Building, Engineering and Inspections
TRANSPORTATION AND WORKS		
Enforcement	By-laws/licenses	Elaine Buckstein, Director
Mississauga Transit	Low floor buses, driver training, Transit Accessibility Plan	Evie Przybyla, Transit Planning Technologist

Department and Divisions	Area of concern	Staff Representative
Transportation and Infrastructure Planning	traffic signals, sidewalks, curb cuts	Steve Barrett, Project Manager, Transportation Asset Management.
Strategic Initiatives	policies	Rosemary Goslin, Corporate Policies Analyst

1.8. Partnerships

The Accessibility Coordinator is an active member of “Peel Partners in Accessibility” which consists of staff responsible for accessibility planning with the school boards, colleges, University of Toronto or hospitals. We work together to share information, best practices, and avoid duplication of effort.

The Accessibility Coordinator is also a member of the Ontario Network of Accessibility Professionals (ONAP). This group consists mainly of staff responsible for accessibility planning within the municipal sector. This group provides the opportunity to do benchmarking and share information.

We have maintained a database of Disability Organizations in the Mississauga area. We often consult with and work in partnership with these organizations for learning opportunities, resources and sharing of information. For example, organizations such as the CNIB, Canadian Hearing Society, and Mood Disorders Association are valuable agencies to link with.

2. 2006 UPDATE OF PLAN INITIATIVES

2.1. Communication Strategy

*Communications Division 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.
(Revised, 2006)*

UPDATE:

A number of external and internal tactics have been implemented this past year. Here are some examples:

- Promoted events such as: a) Lunch n' Learn session about Mental Illness/Mood Disorders in recognition of Mental Illness Awareness, b) joint AAC Forum.
- Produced news releases for the Annual Accessibility Plan and Accessibility Design Handbook
- Four more issues of the Accessibility e-Newsletter have been developed and posted internally for staff on "Inside Mississauga." (making a total of 8). The topics of these e-Newsletters were: a) "New Accessibility Act", b) "Making Your Meetings Accessible", c) "Access to City Information"; and, d) "What is Universal Design".
- Articles for Councillor's newsletters (about the Plan and the Accessibility Design Handbook).

- Article submitted to the Annual City Guide: Active Mississauga.
- Spring '06 Network (internal staff newsletter) included an article about the Accessibility Design Handbook.
- Accessibility Design Handbook posted on internal and external City web sites.
- AAC members, City Staff (including Mississauga Transit) participated in the Community Resources Fair for Persons with Disabilities
- City facilities accessibility signage was posted. These signs included decals on entrance doors and signs about the availability of assistive listening devices. A Communication Plan will be developed to assist staff in responding to questions from the public.
- Accessibility Tips continue to be included as part of the Accessibility Coordinator's e-mail signature.
- International Day of Disabled Persons, 2005 was recognized with a notice posted on our internal and external websites
- An ad was printed in the 2006 Recreation and Parks Calendar highlighting the City's commitment to accessibility along with contact information
- Internal and external accessibility web sites are continually updated

- A Communication Plan was created to inform staff about the importance of providing access to City information for persons with disabilities

In order to ensure that City publications are made accessible, the Communications Division will review new City-wide printed material with an accessibility lens. This is a new item that was added to the Implementation/Priority items in the Spring of 2006.

2.2. Development of Accessibility Design Guidelines

To develop design guidelines for City facilities that will be applied to all future capital projects. (2003)

UPDATE:

The City of Mississauga Accessibility Design Handbook was adopted by Council on October 26, 2005 and circulated to over 200 staff in various Divisions throughout the corporation. We have also received requests from several outside groups and individuals for copies of the Handbook (e.g. Joint Peel-Caledon AAC, Credit Valley Hospital, Trillium Health Centre, etc.). The Accessibility Design Handbook is available on the City's website. In developing the Handbook, we referred to other municipal standards documents such as the City of London Facility Accessibility Design Standards, 2001, as well as Canadian Standards Association, Barrier-Free Standards and the CNIB, Clearing the Path document.

The Accessibility Design Handbook includes a section regarding accessible parking spaces and signage. As a result, sections within the Zoning By-Law and Disabled Persons Parking By-Law are in the process of being amended.

Facility Accessibility Design Subcommittee (FADS):

We continue to review new City facilities and renovation projects using the Accessibility Design Handbook. One of the priorities of the 2006 City of Mississauga Accessibility Plan was to develop a more formal process for City facility accessibility reviews which would include the involvement of the Accessibility Advisory Committee. In keeping with this objective, the development of a Facility Accessibility Design Subcommittee of the AAC was recommended. This Subcommittee allows us to dialogue and receive more specialized advice from people with disabilities. By taking the time to thoroughly view drawings with an accessibility lens, the prevention of future barriers results. People with disabilities are able to share their personal experiences in accessing facilities in a smaller group environment instead of at a full AAC meeting. The FAD Subcommittee consists of four members of the AAC and the Accessibility Coordinator.

Training:

Listed below are the training opportunities related to facility accessibility design that have occurred in 2006:

- In March 2006, the Chair of the AAC, Carol MacEachern and the Manager of Development and Design, Wayne Nishihama informed the Building Industry Liaison Team (BILT), a team of Developers, about the AODA, the AAC, City's Accessibility Plan and most importantly, the Mississauga Accessibility Design Handbook (ADH).
- In December, 2005, a workshop titled: Designing Sidewalks and Trails was presented by Patti Longmuir, Consultant. Fifty staff from a variety of Departments attended the workshop (Corporate Services, Community Services, Planning & Building and Transportation & Works).

- A lunch n' learn session informing staff about the use of the Accessibility Design Handbook was provided to the Planning & Development section of Community Services.
- We were fortunate this year to have the assistance of an Accessibility Intern from the University of Toronto, John Bous. John put together an excellent training program titled: "Universal Accessibility Design – Built Environment. The training program covers sections of the Accessibility Design Handbook and provides an opportunity for participants to experience the design of a facility with a given disability. This training program has been provided to staff in three Departments: Corporate Services, Community Services and Planning & Building. It is a program that is suitable for outside agencies as well. We hope to provide this as an e-learning experience.
- In June 2006, we hosted a forum titled: "Developing a Universal Design Lens for City Planning". This session was presented by, Paul Tubbe, President of PhoenixRising Solutions and Chair of Vancouver's Advisory Committee on Disability issues. 77 people attended including AAC members, City staff, disability organizations, and school boards. Topics covered included: accessibility, "visitability", and universal design.
- Two checklists have been developed to complement the Accessibility Design Handbook: a) a condensed Facility Accessibility Design Checklist that highlights key components of the ADH, and b) a Site Plan checklist which also includes appropriate terminology when referring to persons with disabilities.

2.3. Development of a Disability Awareness / Sensitivity Training Program

Human Resources Division to research and design training programs for City staff that heighten their sensitivity to accessibility issues for customers and co-workers in the disability community. (2003)

UPDATE:

The following outlines our progress with this initiative:

- Human Resources Division, in partnership with an outside vendor, is developing an on-line learning course. This course titled: “*Respectful Workplace Training*” will include training on: workplace harassment, diversity and accessibility. Face to face respectful workplace training will be provided to managers and supervisors, in addition to on-line training. Both of these training programs are expected to roll out in 2007.
- The Accessibility Directorate of Ontario has produced a Customer Service Training Manual regarding serving persons with disabilities. It has already been used for training with Call Consolidation staff.
- To complement the posting of accessibility signage at our facilities, we provided staff with information about providing good customer service to persons with disabilities. The information included providing accommodations for persons who are hard of hearing, have physical disabilities or have visual impairments. In addition an explanation of International Symbols of Accessibility was included.
- Disability Awareness/Sensitivity Training was provided to Human Resources Staff (Oct. 2005), Planning & Building Staff (Jan. 2006) and the extended leadership team within

Corporate Services (Oct. 2006) as hosted by the Coalition for Persons with Disabilities. Staff commented about how valuable this training is.

- Accessibility training was provided to Parks Operators by the Accessibility Coordinator.
- Training to elections workers regarding serving persons with visual impairments was provided.
- Presentations about the City's Accessibility Plan were given to the Extended Leadership Team and Library Managers

2.4. Review of Departmental Plans and Corporate Policies

Individual Departments to review Departmental (Master) Plans as they are being reviewed/updated. Insert language related to improving accessibility for persons with disabilities in the next City Strategic Plan. City Manager's Office to include accessibility issues in annual Corporate Policy review program to ensure removal of barriers to persons with disabilities that may exist. (2003)

UPDATE:

Corporate Policy Review:

Every year, Corporate Policies that are five years old or more are reviewed. Since our first Accessibility Plan, 2003, we have been reviewing these policies with an “accessibility lens”. Three policies were amended to reflect appropriate terminology i.e. “disability” vs. “handicap”.

In response to recommendations from the AAC, three policies related to access to City information were amended: a) Documentation Standards, b) Provision of Audio-Visual Equipment and A.V. Technical Services and c) Internet Access and Acceptable Use. The

amendments included: providing documents in alternate formats upon request, providing an accessible web site and providing access to information at public meetings or events.

In February 2006, an update was provided to the AAC indicating that specific Human Resources Policies had been revised following the advice of the Corporate Policy and Procedures Subcommittee of the AAC. For example, within the Job Postings and Advertisements Policy, it is now stated that job postings be made available in alternate formats upon request; (eg. large print, electronic file). In the section related to job advertising, the policy now states that when outreach programs are used as a method of recruitment, organizations serving persons with disabilities shall be included.

2.5. Examination of Accessibility Issues in Future Directions

Recreation and Parks and Mississauga Library System (MLS) to make special provision for the examination of accessibility issues in their Strategic Planning project, Future Directions,(2003).

UPDATE:

Recreation and Parks and the Mississauga Library System (MLS) includes special provisions regarding accessibility issues in the 2004 strategic master plan for recreation, parks and library services, referred to as the 2004 Future Directions.

Although the 2004 Future Directions Report sets direction to the year 2031, the Plan is designed to be a living document that is updated every five years to reflect changes within the social, cultural, informational and educational environments of the City and the Province. A Work Plan to implement the priorities identified in Future Directions has been established and is contained within the Implementation Plan for the 2004 Future Directions document. The Implementation Plan itself will be updated annually, so as to track progress on the planned facilities and studies to be undertaken.

Trail Development:

An important priority identified through Future Directions was the increasing demand for multi-use trails throughout the City. Trails offer an important recreational facility for many people experiencing accessibility challenges, given that they are located close to residential communities, and offer unstructured recreation opportunities.

Mississauga's extensive trail network continues to grow. On Apr 26, 2006 Council approved plans to spend over \$1.7 million in 2006 to extend and make improvements to the multi-use trail network.

By making the trails accessible to cyclists, pedestrians and inline skaters, we are also making the trails more universally accessible; thus, more accessible to persons with disabilities.

Waterfront Parks Strategy:

A Waterfront Parks Strategy has been initiated by the Planning, Development and Business Services Division of Community Services. Phase One of this Strategy involved conducting a survey. This survey included questions related to accessibility. These were the results: "Over 95% of park visitors agree or strongly agree that the waterfront parks are appropriately accessible for people in wheelchairs, with strollers, or with other required mobility devices." Respondents were asked to indicate preferred different or additional facilities and activities for our waterfront parks. The following ideas relate to accessibility:

- Boardwalk along water
- lower bridges and fewer steps for seniors and others needing enhanced accessibility
- separate bicycle paths from pedestrian paths
- a greater number of accessible washrooms

With a growing aging population, these amenities will become more popular: benches, water fountains, accessible washrooms, signage, shade areas, shelters and accessible pathways. An increased focus on lighting will also occur as our population ages.

2.6. Implementation and Evaluation of Mississauga Transit's Accessibility Plan

Mississauga Transit will continue to look for ways to improve the accessibility of conventional transit in Mississauga. This includes a partnership with the Region of Peel and TransHelp services as well as the operation of and increasing the number of designated accessible routes/buses.(revised 2006)

UPDATE:

Mississauga Transit continues to work towards a more accessible transit system. Each year Mississauga Transit produces an annual plan called Transplan where the goals and objectives for the year are outlined. This year accessibility played a big part in Transplan with the introduction of three new fully accessible routes. Other transportation accessibility improvements are listed below:

- As of October 2006, we will have a total of 15 fully accessible routes, Routes 1/1C, 3, 4, 8, 12, 13, 16, 19/19A, 22, 23, 28, 30, 34, 48 and 68.
- Three routes (1/1C Dundas, 8 Cawthra / Indian Road, and 68 Windsor Hill) were designated fully accessible routes in October of 2006.
- Mississauga Transit updated the Accessible Transit Information Booklet both to include the new routes and updated information; as well its appeal and function was updated.

- Mississauga Transit attended the Community Resources Fair for Persons with Disabilities and made an accessible bus available to demonstrate how accessibility features work.
- Mississauga Transit will continue to work with the Region of Peel's Transportation Accessibility Specialist on special initiatives to increase the usage of conventional transit by persons with disabilities. Currently Mississauga Transit is working with the Region as well as other stakeholders from Brampton, Caledon and Mississauga on a Marketing Project to raise awareness of accessible conventional transit

Buses:

By the end of 2006, Mississauga Transit will have 281 accessible buses out of a total of 379 buses. This represents 74% of the fleet.

Shelters and Pads:

A majority of the bus shelters in Mississauga have been replaced with newly designed, accessible shelters. As of the end of 2006 the City will have 872 bus shelters. Of this total, only 5 locations are not fully accessible due to limited city property lines or ongoing construction. 25 new accessible shelters were installed across Mississauga by the end of October 2006. Also, Transit installed 79 new bus pads throughout the city to make access to transit more convenient.

Training:

All bus drivers have received Accessibility Training. It is proposed that refresher training take place every 3 years. All new bus drivers are required to take part in this training.

Mississauga Transit's Operations Department is working with members of the Accessibility Advisory Committee to improve the effectiveness of the driver's sensitivity training.

A review of the Transit Operator Manual included a review of accessible service operations, customer service and emergency procedures in relation to serving persons with disabilities.

Information:

Mississauga Transit boasts an online trip planner on their website (www.mississaugatransit.com) called "Click n' Ride". This tool makes conventional transit more user friendly for all customers. The trip planner allows customers to limit search results to accessible routes only. .

An "Accessible Transit Rider's Guide" outlining how to use the accessible buses is available. This Guide was updated and improved and released in October 2006.

"In Transit", Mississauga Transit's newsletter has included articles in three of eight editions published in 2006 related to sensitivity and awareness around disabilities.

Three Mississauga staff are involved in the Transportation Standards Development Committee (TSDC), as developed by the Ministry of Community and Social Services (COMSOC): Bill Cunningham, Director of Mississauga Transit, Evie Przbyla, Transit Planning Technologist, and James Bisson, Manager Mobile Licensing Enforcement.

2.7. Evaluation and Review of Information Technology Services

In 2004, this initiative was added, and an Information Technology task group to work on e-City web site accessibility was established

UPDATE:

The City of Mississauga's website: www.mississauga.ca offers up-to-date information about what is happening in our City. There are a growing number of online, transactional services that enable Mississauga residents, businesses and visitors to conduct business with the City from the comfort of their own home or office on a 24/7 self-serve basis. These online services range from registration in recreation programs, to browsing the library catalogue, to paying parking tickets online, and so forth. Currently, there are over 20 online services and the number is growing by 5 or 6 new services each year.

By increasing the number of services offered online, the City makes them much more accessible because they are available 24 hours a day / 7 days a week, they do not require the user to visit City Hall, and users can access them using whatever assistive technology works best for them.

The City has a full-time, dedicated "eCity" project team whose job it is to deliver new online services. From fall 2005 to fall 2006, the following online services were added:

- ClicknRide: a sophisticated transit route planner that enables bus riders to plan their bus journeys before leaving home. This includes the ability for users to narrow their search to displaying only those routes that are "accessible".
- MyCityCareer: a full-featured employment site (powered by Workopolis) that enables people to apply for City jobs, sign-up for job alerts, etc.
- Dog License Renewals Online: enables dog owners to renew and pay for dog licenses online.

- Reserve a Computer Online: enables library patrons to reserve a library computer workstation from home. This ensures that the workstation is available for them when they arrive at the Library.
- Tee-Time Reservations Online: enables golfers to reserve golf tee-times online.
- Transit Tickets & Passes Online: enables transit users to purchase transit tickets and passes online and to have them mailed to their home or business. By eliminating shipping fees in late 2005, the popularity of this service has tripled over the past year.

3. REVIEW OF ADDITIONAL SUCCESSES

These items are over and above our progress with the 7 Plan initiatives as listed above in Section 2.

The following items have resulted in barriers being removed within our programs, policies, practices, services, facilities and by-laws. These items are sorted by Department, although some items are interdepartmental.

Corporate Services Department:

- 1) The Facilities and Property Management Division continues to implement the Accessibility Retrofit Program which includes the development of a Multi Year Accessibility Retrofit Plan. The following projects have been done this year or will be done early 2007.
 - a) installation of one set of power door openers to Civic Square (early 2007)
 - b) accessible showers installed in pool change rooms at Meadowvale Community Centre
 - c) improved accessibility of Cawthra Park Pool change rooms and resurfaced deck

- d) renovation of pool change rooms, main entrance doors replaced with a pair of 38” doors and re-installation of the operators at South Common Community Centre
 - e) installation of an accessible unisex washroom at Cawthra Community Centre/Arena
 - f) replaced main entrance doors with full width pair of doors at Lakeview Library
 - g) replaced hardware on doors at David Ramsey Pool for ease of opening
 - h) replaced hardware on doors at Applewood Pool for ease of opening
 - i) asphalt ramp put in at door to the Mississauga Canoe Club
- 2) The Facilities Planning and Development section of Facilities and Property Management completed a review and assessment of 21 of our older facilities (arenas, community centres, indoor pools and outdoor pools). This review included an accessibility assessment (June 2006). Later, outside consultants (Barry Bryan Associates) were hired to further assess and determine costs for renovations for 16 of these facilities. The Mississauga Accessibility Design Handbook was used for the accessibility assessment. A multi year renovation plan for 12 facilities and 15 fire stations has been completed with construction dates ranging from 2008 to 2013. Priority facilities for construction for 2008 include: River Grove C.C., Vic Johnston Arena and Fire Station 106.
- 3) Two Accessible Parking spots were installed at Glenforest Pool.
- 4) An existing washroom was renovated to include accessible features in order to accommodate the specific needs of one of our staff.
- 5) A push button door opener was installed at the West door entrance of the Civic Centre.
- 6) Two e-Recruit (web job recruiting) Workstations were installed at the Civic Centre with one for standing and one for sitting or persons using wheelchairs. Four computers were made available for this purpose as well at the Central Library.

- 7) A notice regarding Safe Sidewalk and Roadway Travel for Personal Mobility Devices was posted on the City's website and sent to Disability Organizations.
- 8) Support was provided for the Rick Hansen Wheels In Motion Fundraising Event.
- 9) The fourth annual Health, Wellness and Safety Fair was held at the Civic Centre in March, 2006. This Fair featured displays from the Canadian Hearing Society, CNIB, MS Society, Canadian Lung Association and the Canadian Diabetic Association among other displays. Over 400 staff attended in addition to members of the public.
- 10) New toilet tissue and paper towel dispensers were installed in City facilities utilizing the City's Accessibility Design Handbook.
- 11) An emergency evacuation chair for injured persons or persons with disabilities is available on the 2nd floor of the Central Library, near meeting room CL3.
- 12) The United Way kick off event (Sept. '06) featured community displays from the CNIB, Erinoak and CMHA (Canadian Mental Health Association).
- 13) City Staff business cards were reviewed for readability/accessibility resulting in a more accessible look.
- 14) For the municipal elections an election machine for people who are visually impaired was made available at the advance polls. Through the CNIB, a special mail out was done to all their members notifying them of the machine. Elections workers received information about serving people with disabilities.

- 15) Customer Service Training was provided to staff working on the Call Consolidation Project. This training focused on telephone etiquette and included how to communicate with people with disabilities e.g. someone with poor speech.
- 16) Letters were sent to oil companies on behalf of the AAC emphasizing the need for the full service component of gas stations in Mississauga for serving persons with disabilities.
- 17) A municipal response regarding the Initial Proposed Customer Service Standard under the AODA was provided to the Ministry and sent to AMO and Ontario municipalities with AAC's.

Community Services:

- 18) The Next Step to Active Living Program (a daytime program for adults with acquired physical disabilities) presented and had a booth at the Community Support Services Information Fair (Dec. 1, 2005). This Program received additional funding from the Ministry of Health to provide enhanced programming at Huron Park Recreation Centre.
- 19) A Biodex Biostep, Recumbent Elliptical Cross Trainer (Fitness Equipment) was purchased and put to use at South Common Fitness Centre. This equipment is suitable for people with disabilities and seniors. We were fortunate to receive a donation from ACCE (Applied Consumer and Clinical Evaluations) in celebration of the company's 20th Anniversary to purchase this piece of equipment. Other accessible fitness equipment was purchased for River Grove Fitness Centre and Huron Park Recreation Centre.
- 20) Three new Comfort (washroom) stations were designed and are scheduled to be built in 2008: Quenippenon Park, Churchill Meadows Park, Lake Aquitaine Park, and East Credit Meadowvale Village Park. These new washroom facilities have followed the guidelines contained within the Mississauga Accessibility Design Handbook.

- 21) Karen Lieberman, Executive Director of the Mood Disorders Association, did a presentation to 75 Library Staff regarding the stigma of and understanding Mood Disorders.
- 22) Two accessible spray/splash pads were installed: Churchill Meadows and Park #443 (Kaiser Drive and Mavis Road)
- 23) An Optelec ClearView 300 Video Magnifier was donated to the Central Library. This is available on the 2nd floor of the Library in the Science Section and can be used to magnify books, magazines, photographs and for writing cheques and letters.
- 24) The Central Library Branch of the Mississauga Library System offers free wireless Internet service to library card holders who bring a laptop computer with wireless capability.
- 25) A Snow Removal Tips Brochure was prepared and circulated with Communications and Transportation & Works Staff.

Planning and Building Department:

- 26) Added a link to the Accessibility website: (www.mississauga.ca/accessibility) in reference to the Mississauga Accessibility Design Handbook in the City's Site Plan Manual.

Transportation and Works Department:

- 27) Enlarged street name signs were installed at signalized intersections to improve legibility and address changing needs of an aging population.

- 28) A recommendation was sent to the Minister of Transportation and copied to Ontario Accessibility Advisory Committees regarding improvements for Accessible Taxicab Vehicle Inspections.
- 29) Audible Pedestrian Signals (APS) were installed at Goreway Drive at Morning Star Drive. Two more APS's are being installed at Rathburn Road at Station Gate Road and Hurontario Street at Matheson Boulevard.
- 30) The Transportation and Works Department have put a process in place where they will notify the Canadian Institute for the Blind (CNIB) when new traffic signal phasing is implemented at City traffic signals. In turn the CNIB will seek to notify those clients who will be affected.
- 31) Accessible on street parking was put in at Port Credit Arena.

B) 2007 INITIATIVES:

4. PRIORITIES TO BE ADDRESSED IN 2007

The Accessibility Staff Working Group (SWG) met in early September 2006, to set priorities for 2007. We identified 2 main themes that we need to concentrate on in 2007 and beyond:

- A. Raising Awareness
- B. Removing Barriers

Raising Awareness:

This theme was voted as deserving the most attention. The need to develop a disability awareness/sensitivity training program for City staff was identified in the City's first Accessibility Plan, 2003. Even though we have been providing training opportunities, the Accessibility Staff Working Group felt that a more concerted effort with dedicated financial and human resources is required to

assist with understanding accessibility issues, incorporating accessibility planning into our day-day work, and moving the City of Mississauga towards becoming a more accessible city. Basically, for us to become more serious and focussed in our accessibility improvements, we need to continue to raise awareness.

Removing Barriers:

We have been systematically removing barriers over the past several years. Our last three Accessibility Plans have indicated progress in this area from amending policies, to increasing accessible transit opportunities, to improved computer on-line access and incorporating our new accessibility facility design Handbook into facility retrofits and new building projects. We will continue on this path to removing barriers.

The initial initiatives of the City of Mississauga Accessibility Plan developed in 2003 and 2004 still apply and are essentially strategic directions that will continue to move us forward into creating an accessible city. The Action items identified as priorities for 2007 fit into the original initiatives of the Plan. For 2007, it was identified that the review of Departmental Plans and Corporate Policies needed to be separated in order to highlight the importance of including accessibility planning in the City's Strategic Plan (see the fourth point below).

The initiatives for 2007 are:

- **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**
- **refinement and implementation of accessibility design guidelines**
- **development and implementation of a disability awareness/sensitivity training program**
- **ensure that Accessibility Planning is included in the City's Strategic Plan and Departmental Plans**

- **continue to review Corporate Policies in relation to accessibility**
- **monitor Future Directions – master plan for Recreation & Parks and Library Services in reference to accessibility**
- **improve accessibility of Mississauga Transit**
- **evaluation and review of Information Technology with respect to improved accessibility**

We will also monitor the accessibility standards as they are developed by the Standard Development Committees through the Accessibility Directorate of Ontario and will alter our plan as needed.

The next pages outline the initiatives and action plan for 2007.

Initiative	Raises Awareness and/or Removes Barriers, Main Barrier Type Addressed	Main Responsibility	Action	Time Frame
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	Raises Awareness Attitudinal, Information/Communication Barriers	Corporate Services, Communications Corporate Services, Communications Accessibility Coordinator Corporate Services, Communications	1.1 Produce a listing of accessible features the City offers (e.g. services, building features, programs, eCity) 1.2 Increase awareness of the Accessibility Advisory Committee 1.3 Presentation about the City's Accessibility Plan to Planning & Building Extended Leadership Team 1.4 Ongoing tactics to be implemented such as: news releases, articles in Councillors	2007 After new Committee in place 2007 Ongoing

Initiative	Raises Awareness and/or Removes Barriers, Main Barrier Type Addressed	Main Responsibility	Action	Time Frame
			newsletters, City Managers sessions, e-newsletters, Network articles, highlight International Day of Disabled Persons, website information	
		Corporate Services, Communications	1.5 Implement communication plan for accessibility signage in conjunction with training with staff.	2007
		Corporate Services, Communications	1.6 Implement communication plan for providing access to information. Continue to ensure that information and services are available in alternate formats	Ongoing

Initiative	Raises Awareness and/or Removes Barriers, Main Barrier Type Addressed	Main Responsibility	Action	Time Frame
		Communications and Accessibility Coordinator	upon request as per Corporate Policy. 1.7 Review of City-wide printed material for accessibility	Ongoing
2. Refinement/implementation of Accessibility <u>Design Guidelines</u> . 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.	Raises Awareness and Removes Barriers Physical and Architectural Barriers	Corporate Services, FPM Corporate Services and Planning & Building Accessibility Coordinator	2.1 Implement the Accessibility Program from Capital Budget to address building accessibility in older buildings. 2.2 Update the Mississauga Accessibility Design Handbook to reflect changes in OBC 2.3 Post the Mississauga Accessibility Design	Ongoing 2007 2007

Initiative	Raises Awareness and/or Removes Barriers, Main Barrier Type Addressed	Main Responsibility	Action	Time Frame
		Accessibility Coordinator	Handbook on eStore 2.4 Provide Accessibility Design Training as an e-learning opportunity	2007
		Accessibility Coordinator	2.5 Provide Accessibility Design Training to T& W staff	Feb. '07
		Planning & Building	2.6 Implement Accessible Parking Study in relation to the Zoning By Law and Disabled Persons Parking By-Law with respect to number of designated parking spaces for disabled persons as indicated	Early 2007

Initiative	Raises Awareness and/or Removes Barriers, Main Barrier Type Addressed	Main Responsibility	Action	Time Frame
			in the Accessibility Design Handbook.	
<p>3. Development and implementation of a Disability Awareness/Sensitivity <u>Training Program</u>.</p> <p>To heighten staff's sensitivity to accessibility issues for customers and coworkers in the disability community.</p>	<p>Raises Awareness</p> <p>All Barriers Addressed</p>	Corporate Services, HR	<p>3.1 Develop an Accessibility Awareness Training Program</p> <p>3.2 Provide Customer Service Training</p>	<p>Develop in 2007, implement in 2008</p> <p>2007</p>
<p>4. Ensure that Accessibility Planning is included in the <u>City's Strategic Plan and Departmental Plans</u>.</p>	<p>Raises Awareness and Removes Barriers</p> <p>All Barriers Addressed</p>	<p>All Departments, City Manager's Office</p> <p>Planning & Building</p>	<p>4.1 Include accessibility planning in the process to update the City's Strategic Priorities document.</p> <p>4.2 Include Accessibility Planning in the City's process to : "Build a city for</p>	<p>2007</p> <p>2007</p>

Initiative	Raises Awareness and/or Removes Barriers, Main Barrier Type Addressed	Main Responsibility	Action	Time Frame
		Community Services	the 21 st Century” 4.3 Ensure that accessibility planning and pricing is incorporated into Recreation and Park’s Older Adult Project	This project will extend into 2009.
		Planning & Building	4.4 Include accessibility planning in the Public Health and Urban Form Initiative	2007
		City Managers Office	4.5 Monitor the activity of the Healthy City Stewardship Centre, and provide advice as required regarding accessibility planning in reference to the Healthy	Ongoing

Initiative	Raises Awareness and/or Removes Barriers, Main Barrier Type Addressed	Main Responsibility	Action	Time Frame
			Mississauga 2010 Plan.	
5. Continue to review of <u>Corporate Policies</u> in relation to Accessibility	Raises Awareness and Removes Barriers All Barriers Addressed	Corporate Policy Analyst Corporate Services, HR and Accessibility Coordinator	5.1 Continue to review of Corporate Policies with an accessibility lens 5.2 Investigate the development of an Accessibility Policy	Ongoing 2007
6. Monitor Future Directions – Master Plan for <u>Recreation & Parks and Library Services</u> in reference to accessibility	Removes Barriers All Barriers Addressed	Community Services Community Services	6.1 Submit a bid to host the Paralympic Ontario Regional Games 6.2 Review of the Multi-Use Trail Strategy with respect to accessibility issues.	Early, '07, Games, May, '07 2007

Initiative	Raises Awareness and/or Removes Barriers, Main Barrier Type Addressed	Main Responsibility	Action	Time Frame
		Community Services	6.3 Libraries to investigate partnership with CNIB Library.	2007
7. Improve accessibility of Mississauga <u>Transit</u>	Removes Barriers Physical Barriers Addressed	Transportation & Works, Mississauga Transit	7.1 Develop 5 year strategy for accessible transit services including policy for personal care attendants.	2007
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.	Removes Barriers Information/Communication and Technological Barriers Addressed	Corporate Services, IT Corporate Services, IT	8.1 Review and Assess for W3C compliance Level 1, 2, and 3 8.2 Review and assess effectiveness of Ministry of Health approved Assistive Software on eCity website.	2007 2007

Initiative	Raises Awareness and/or Removes Barriers, Main Barrier Type Addressed	Main Responsibility	Action	Time Frame
		Corporate Services, IT	8.3 Review and Assess opportunities for “In Facility” Technology for public use	2007
		Corporate Services, IT	8.4 Continue delivering new online services.	Ongoing

5. CONCLUSION

We continue to work towards creating a universally accessible community by systematically removing barriers to persons with disabilities. These barriers include: physical, architectural, informational, attitudinal, technological and barriers created by policies or practices.

Since the purpose of the AODA is to develop, implement and enforce accessibility standards with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises we are obligated to continue our pursuit in the prevention and removal of barriers to persons with disabilities. Not to mention that it is simply, the right thing to do and makes good economic sense.

We have been proactive and have accomplished much in relation to accessibility improvements within our by-laws, facilities, policies, programs, practices and services. It is in our best interest and in the interest of our community to continue to move forward in the removal of barriers. Our Accessibility Vision as developed by the AAC and Staff Working Group in 2003 continues to apply to where we want to be:

“To create a fully accessible community utilizing universal design principles resulting in improved attitudes and full inclusion.”

As the sixth largest city in Canada, we must continue to deliver quality municipal programs and services to all of our citizens.