



City of Mississauga

Annual Accessibility Plan

2004/2005

This publication is available in alternate formats.

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Appendix A: City Strategic Agenda Initiative #22 – Accessibility

1. INTRODUCTION

1.1. Key Contact

The key contact for inquiries regarding the City of Mississauga Annual 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).

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1.2. Executive Summary

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. To this end, the ODA mandates that each municipality with a population over 10,000 prepare an annual accessibility plan.

Council adopted our first year plan (2003-2004) prepared by the Staff Working Group (SWG) in collaboration with the City of Mississauga Accessibility Advisory Committee (AAC) on September 24, 2003.

The Accessibility Plan includes a list of past accomplishments with respect to the removal and prevention of barriers. 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: **development of a communication strategy to inform staff and the public about issues related to persons with disabilities, development of accessibility design guidelines, implementation of disability/sensitivity awareness training, and the review of departmental/master plans and policies in relation to accessibility. In addition, Mississauga Transit's Accessibility Plan will be reviewed and continue to be implemented.**

To maintain a focus and consistency in the City's approach to accessibility issues, it was recommended that the Accessibility Coordinator position be retained. This position is part of the Facilities and Property Management Division within the Community Services Department although it acts as an inter-Departmental support mechanism.

Over the next few years, the AAC and Staff Working Group recommend that we continue to focus on the initiatives as listed above and to continue to review our by-laws, facilities, programs, policies, practices and services to remove barriers to persons with disabilities.

1.3. Aim

This report describes 1) the progress that the City of Mississauga has made during September 2003 to August 2004, and 2) the progress that the City of Mississauga will continue to make during September 2004 to August 2005 to improve accessibility and remove and prevent barriers to persons with disabilities.

1.4. Description of the City of Mississauga

Formed in 1974, Mississauga is now recognized as Canada's 6th largest and fastest growing major city with a population of more than 680,000 residents. Mississauga is a known major focal point for commercial activity, rich in arts, cultural facilities, parks, entertainment, and world class

sport and recreational facilities for all interests that attract residents and visitors alike.

Mississauga is home to more than 18,000 businesses and is a major employment centre within the GTA. We have over 481 parks and woodlands.

The Corporation of the City of Mississauga consists of 5 Departments with approximately 6,280 full time and part time employees. The Departments are City Manager's Office, Community Services, Corporate Services, Planning & Building, and Transportation & Works. The Divisions within each Department are:

City Manager's Office: Economic Development Office, Internal Audit, Management Consulting

Community Services: Facilities & Property Management, Fire & Emergency Services, Library, Planning & Administration, Recreation & Parks

Corporate Services: Communications, Enforcement, Finance, Human Resources, Information Technology, Legal Services, Materiel Management & Admin, Office of the City Clerk, Revenue

Planning & Building: Administration & Technology, Building, Development & Design, Policy Planning

Transportation & Works: Administration, Engineering & Works, Mississauga Transit, Transportation & Engineering, Planning

1.5. 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.

As mentioned in our initial Accessibility Plan ('03/'04), there are connections with accessibility planning in all of the above listed Vision Statements. Virtually everything we do within the City of Mississauga contributes to the achievement of the ten strategic vision statements in some way. Our success in this regard 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.

The City is currently engaged in more than 20 different Strategic Initiatives that are expected to advance us toward the Vision Statements. These special projects represent new directions for the City and are expected to fundamentally shift the long-term future direction of the Corporation. As a result of the ODA and the City's Accessibility Plan, a Strategic Initiative titled Accessibility, (# 22) was added in November 2003. (See Appendix A)

1.6. Our Accessibility Vision

The Vision that was developed with the AAC and Staff Working Group in 2003 is:

"To create a fully accessible community utilizing universal design principles resulting in improved attitudes and full integration."

This Vision still applies to where we want to be in the future. The only change to this vision statement is to replace the word "integration" with "inclusion". Integration implies that the person must adjust to the environment vs. having the environment adjust to them. Inclusion implies that the environment is all-inclusive within the context of universal access and it naturally allows people to be included with all their differences.

1.7. Development of the Accessibility Advisory Committee (AAC)

As 2003 was a municipal election year, we underwent a recruitment process to appoint new members to the AAC. We now have 12 members on the AAC for a 3 year term. The members are:

Carol MacEachern, Citizen, (Chair)
France Tolhurst, (Vice-Chair), Coalition for Persons with Disabilities
Hans Bueschleb, Citizen
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

An AAC Orientation session was held in February 2004. We discussed and reviewed the Roles and Responsibilities of the AAC, Staff Working Group, Accessibility Coordinator and Committee Coordinator. A document titled: *City of Mississauga AAC Roles and Responsibilities* was reviewed and adopted by the AAC and subsequently by Council. Members of the AAC have received an AAC Handbook that has been given to us by the Ministry of Citizenship and Immigration, Accessibility Directorate.

Due to the increased need to work cooperatively and diligently on accessibility improvements we have formed four subcommittees and one Task Group of the AAC:

1. Accessibility Design Guidelines Subcommittee
2. Motorized Wheelchairs & Scooters on City Streets and Sidewalks Subcommittee
3. Public Vehicle Advisory Committee Special Accessible Taxicab Subcommittee
4. Corporate Policy and Procedures Subcommittee
5. Accessibility to the E-city web site to accommodate Citizens with Disabilities Task Group (Note: this is not a formal subcommittee of AAC)

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 replaced.

1.8. Staff Working Group

The Staff Working Group currently consists of 19 members. This group works closely with the AAC. Group members will attend AAC meetings as required and will 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 | Current Staff Representative |
|------------------------------------|--|--|
| COMMUNITY SERVICES | | |
| Facilities and Property Management | access to facilities overall responsibility for accessibility | Ken Owen, Director Diana Simpson, Accessibility Coordinator |
| Library | access to services/programs | Betty Mansfield, Area Manager |
| Planning and Admin | sports facilities, pathways, play areas, signage, benches | Paul Taylor, Manager, Development |

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| | | |
|---------------------------|--|---|
| Recreation and Parks | access to services/programs | Denise Mahoney, Supervisor Karen Morden, Youth Consultant |
| CORPORATE SERVICES | | |
| Office of the City Clerk | -access to Council and committee mtgs/agendas/minutes -committee administration | Brenda Luckhurst, Committee Coordinator |
| Communications | e-city, events, public notices, news releases | Sonja Banic, Manager, Public Affairs Kathy Bonham-Brown, Public Affairs Consultant |
| Enforcement | by laws/licenses | Elaine Buckstein, Director |
| Human Resources | employee accommodation, recruitment, training | Pamela Hooke, Human Resources Consultant |
| Information Technology | web site accessibility | Shawn Slack, e-City project Director |
| Legal Services | issues relating to ODA and compliance | Wendy Kwok, Legal Counsel |

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| | | |
|---|---|--|
| Materiel Management | -accessibility of equipment, supplies or services -procurement | Marlene Knight, Manager, Materiel Management |
| PLANNING AND BUILDING | | |
| Development and Design | site plans, ramps, curb cuts, parking, entrances... | Wayne Nishihama, Mgr. Design Team |
| Building | By laws, OBC, building inspections... | Frank Spagnolo, Mgr. Bldg, Engineering and Inspections |
| TRANSPORTATION AND WORKS | | |
| Mississauga Transit | Low floor buses, driver training, Transit Access. Plan | Ettore Iannacito Manager, Service Development |
| Transportation and Engineering Planning | traffic signals, sidewalks, curb cuts | Richard Tupholme, Mgr. Infrastructure and Environmental Planning |
| CITY MANAGER'S OFFICE | | |
| Management Consulting | policies | Rosemary Goslin, Corporate Policies Analyst |

2. UPDATE OF 2003/2004 PLAN INITIATIVES

2.1. Retention of Accessibility Coordinator Position

The position of Accessibility Coordinator has been converted from a Career Development assignment to a permanent full time position.

2.2. Development of a Communications Strategy

2003/2004 Initiative:

Communications Division to design and implement a broad-based communication campaign to promote the Accessibility Plan and to increase the community's awareness of accessibility issues.

Update:

The Communication Strategy was approved by the AAC on February 23, 2004, and subsequently adopted by Council on March 10, 2004. We have implemented a number of external and internal tactics as identified in the strategy. Some examples of implemented tactics include:

- An article about the City's approach to accessibility is outlined in "Your Guide Mississauga Inside and Out" under City of Mississauga Services, as well as in the Special Needs section of the Recreation and Parks Brochure (Fall '04/Winter '05). In this Guide, Paul Mitcham, the Commissioner of Community Services, refers to the reopening of four community centres and one arena, which have been redeveloped with significant accessibility improvements.
- In January, 2004, Glenn Barnes, Region of Peel AAC, France Tolhurst, Mississauga AAC and Diana Simpson, Accessibility Coordinator had the pleasure of being guests on Councillor Pat Saito's Cable 10 Politically Speaking Show, which focused on accessibility.
- We have developed and posted both internal (for staff) and external accessibility web pages (public). Articles as well as our e-Newsletter series have appeared on the City's Intranet (internal/staff web site).

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- We are in the process of developing a general brochure and fact sheet for both internal and external use.
- Three news releases have been issued since the approval of our initial Accessibility Plan, 2003-2004.
- In order to be consistent with our message, maximize our exposure, and eliminate duplication we adopted the Region of Peel “Making Way” logo and message: Making Way for Ontarians with Disabilities” for our communication items.



2.3. Development of Accessibility Design Guidelines/Standards

2003/2004 Initiative:

Community Services (Facilities and Property Management; Planning and Admin.), Transportation and Works, and Planning and Building to develop design guidelines for City facilities that will be applied to all future capital projects.

Update:

This project has progressed well. The Task Group has become a subcommittee of the AAC. We have enlarged the subcommittee to include other experts (staff and AAC members). At this point, we have a third Draft of the document titled: “City of Mississauga Accessibility Design Guidelines/Standards”.

The guidelines/standards will be reviewed by Materiel Management/Purchasing. We plan to have the guidelines/standards reviewed by the AAC and adopted by Council by Spring 2005.

2.4. Development of a Disability Awareness/Sensitivity Training Program

2003/2004 Initiative:

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 disabled community.

Update:

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. The content of this training program is currently being developed.

A survey will be undertaken this Fall asking staff leaders to rate the top 3 training needs for people leaders based on a list of topics. Accessibility is listed as one of the topics.

The Ministry of Citizenship and Immigration, Accessibility Directorate of Ontario has been working on a number of training tools which we will review and determine if these resources are appropriate for our training needs. A Train-the-Trainer Program regarding accessibility planning and an AAC Handbook have recently been made available by the Ministry. The Ministry is also working on 3 other training pieces:

1. A Customer Service Training Manual related to serving persons with disabilities.
2. A Universal Design Professional Development Series
3. A project with the Ontario Historical Society to promote leadership within Ontario's heritage, culture and tourism sector to identify, prevent and remove barriers for people with disabilities.

2.5. Review of Departmental Plans and Corporate Policies in Relation to Accessibility

2003/2004 Initiative:

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.

Update:

Departmental Plans:

In order to raise accessibility as an issue within the Mississauga Plan, the AAC and subsequently, Council provided "Recommended Changes to the Mississauga Plan" (also known as the Official Plan) in April, 2004. The Mississauga Plan guides development, protects the natural environment and establishes a desired built form. These revisions are scheduled to be considered by Council along with other recommended changes in November, 2004. Approved Mississauga Plan amendments would be put into place in early 2005.

Additions and changes to the Human Resources (HR) Strategy were made in 2004 to reflect accessibility improvements. For example, under the HR Strategic Focus Action Plan regarding "Workforce Planning", ensuring that "Workplace Accommodation Plans" are in place is one of the listed tactics. In order to attract, select and retain quality people, the development of workforce planning driven Outreach Programs is cited as well as "ensuring that HR Policies, Programs and Systems are easily accessible and barrier free."

Corporate Policy Review:

A Corporate Policies and Procedures Subcommittee of the AAC was formed in order to provide input into removing barriers to our policies and procedures. Every five years, City of Mississauga Corporate policies and procedures are reviewed to ensure that they remain current. In 2004, we specifically asked departments to review the policies to ensure that there are no barriers to accessibility. Rosemary Goslin, Corporate Policies Analyst, and member of the Accessibility Staff Working Group provided the

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list of policies that were being reviewed in 2004 to the AAC. The Committee identified five specific policies from this list to be reviewed with an “accessibility lens”. These were the policies that were reviewed by the Subcommittee:

| | |
|----------|--|
| 01-01-04 | Job Postings and Advertisements, Human Resources |
| 01-01-05 | Candidate Selection Process, Human Resources |
| 01-03-07 | Standard of Behaviour, Human Resources |
| 01-07-11 | Rehabilitation and Placement of Disabled Employee, Human Resources |
| 03-07-01 | Provision of Audio-Visual Equipment and Services, Corporate Administration |

As a result of our review, a number of changes to these policies were recommended. For example, within the Job Postings and Advertisements Policy, we added: “Multiple formats will be available upon request; for example, Braille, large print, audiotape.” We also recommended that when recruiting potential employees, job advertisements be sent to “organizations serving persons with disabilities.”

Within the Candidate Selection Process Policy, we have recommended that reference to the Ontarians with Disabilities Act (ODA) be included and that the “hiring process be accessible to all candidates”.

The policy regarding Standard of Behaviour, Employee Conduct makes reference to the Attendance Policy. We realized that inclusive language needs to be replaced within this policy; these changes have been forwarded to HR.

With regards to the Provision of Audio-Visual Equipment and Services Policy, assistive listening devices need to be included. These devices are available at City Hall, and the newly re-developed Community Centres.

2.6. Examination of Accessibility Issues in Future Directions

2003/2004 Initiative:

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

Update:

Several open houses were held in order to receive feedback from the community regarding the future direction of Recreation & Parks and Library Services. Disability organizations were invited to these sessions. One of the major priorities that emerged from the research, analysis, and consultations indicated that “more emphasis on accessibility from a financial, physical and social perspective” is needed.

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 will be established by the end of September, 2004. For example, accessible playgrounds implementation plan , older adults strategy, youth strategy etc... Each project will be monitored and evaluated with an accessibility lens.

2.7. Continue Implementation and Evaluation of Mississauga Transit's Accessibility Plan

2003/2004 Initiative:

Mississauga Transit to continue the implementation of its recently adopted Accessibility Plan. This includes the partnership with Peel TransHelp services and the operation of designated accessible routes/buses.

Update:

Mississauga AAC members, Mississauga Transit and other City of Mississauga staff participated in the Study of Transportation for Persons with Disabilities. This study was released by the Region in April, 2004.

The Recommended Plan listed within this study includes:

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- Continuing and expanding TransHelp innovations in utilizing commercial taxi services and coordination with other agencies to provide service.
- Taking full advantage of the efforts and investment of Mississauga Transit and Brampton Transit in developing accessible conventional transit services.
- Establishing a specialized transit planning and coordinating office to plan, develop and coordinate services to ensure maximum overall efficiency in service delivery.

The key components of the recommended plan are:

- This coordinating office would plan and coordinate the various transportation services, working in cooperation with other agencies and providing an improved marketing (information and education) service. Working with the other agencies and supporting their programs is important to take advantage of the extensive volunteer resources and other funding sources available to these agencies.
- New services would include a taxi scrip program to provide TransHelp clients with a subsidy for the direct purchase of commercial taxi services and investigation of a community bus service demonstration in partnership with Mississauga Transit and Brampton Transit. Other service projects could include providing linked trips between TransHelp and the conventional transit services where feasible.
- A future review and update of the eligibility policy to ensure that persons unable to use conventional transit due to their disability have access to TransHelp. New policy and procedures should consider the use of a functional mobility assessment to determine applicants' ability to use conventional transit service. It is suggested this review not be undertaken until travel training and other measures to support increased accessibility of conventional transit are established.

Buses:

By the end of 2005, Mississauga Transit will have 176 accessible buses out of a total of 338 buses. This represents 52% of the fleet. Mississauga is committed to continuing to replace old buses with accessible buses.

Shelters:

Over the past 3 years, our bus shelters were replaced with newly designed accessible shelters. These new shelters accommodate people using wheelchairs and scooters. The City has 777 bus shelters. Of this total, only 5 locations are not fully accessible due to limited city property lines or on-going construction.

Training:

In the past four to five years, all bus drivers have received Accessibility Training. It is being proposed that refresher training take place every 3 years.

An "Accessible Transit Rider's Guide" outlining how to use the accessible buses is available. This Guide will be reviewed in 2005.

Routes

We now have a total 8 accessible routes. These routes are identified on the Route Map and Schedule Guide.

2.8. Evaluation and Review of Information Technology Services with respect to improved accessibility.

2004 Initiative:

In April, 2004, we added this initiative, appointed an additional staff member to the Staff Working Group from Information Technology and established a task group to work on e-city web site accessibility.

Update:

The task group will be researching best practices, doing an assessment of eCity and will develop recommendations through the eCity Steering Committee and Senior Management Team in consultation with the AAC.

AAC members were invited to attend an eCity Focus Group. This session gathered information regarding adding services to eCity.

3. REVIEW OF ADDITIONAL ACCESSIBILITY IMPROVEMENTS

For the City's initial Accessibility Plan (Sept. 2003), a corporate review of past initiatives with respect to accessibility was undertaken. This review listed 70 accessibility items. Since this last report, additional accessibility improvements have been implemented. These items are over and above the progress with the plan initiatives listed above in Section 2.

Improvements resulting in barriers being removed have occurred within our programs, policies, practices, services, facilities and by laws. The following items have been sorted by Department, although some items are interdepartmental. Some of the items have been implemented while others will be implemented prior to the end of our fiscal year 2004 or in early 2005.

Community Services Department:

1. Five redeveloped facilities opened in 2003/2004 with significant accessibility improvements:

Meadowvale Four Rinks – opened November, 2003

Burnhamthorpe Community Centre –official opening, October, 2004

Huron Park Recreation Centre - official opening, October, 2004

Malton Community Centre – official opening, October, 2004

Mississauga Valley Community Centre and Library - official opening, October, 2004

Mississauga Valley Community Centre received a \$25,000 donation from the Mississauga Central Lions Club to purchase a new pool chair lift at the Terry Fox Pool.

2. The Facilities and Property Management Division is developing an Accessibility Retrofit Program consisting of:
 - Facility Audit
 - Development of a Priority Screening Process
 - Development of a Multi Year Implementation Plan

At this time the first two elements have been completed. While the Multi Year Implementation Plan is being developed, the Accessibility Retrofit Program Development Team has reviewed accessibility requirements and proposed the following projects for implementation in 2005; subject to budget approval:

- Install power door openers on one set of doors to the Civic Square
 - Install power door openers on south doors to Council and 2nd floor elevator lobby doors
 - Upgrade to ball park washrooms at Port Credit Arena
 - Accessibility signage and renovate seniors washrooms at South Common Community Centre
 - Eliminate “One-Step” barriers at facility entrances – Phase 1
 - Renovate washrooms at Mississauga (Cawthra) Seniors’ Centre
 - Renovate lobby washrooms and pool change rooms at Cawthra Pool
 - Install sliding doors at entrance of Port Credit Arena
3. TTY pay phone installed at the Civic Centre.
 4. Official opening of St. Lawrence Park included accessible features.
 5. Port Credit Arena accessibility improvements to the entrance, washrooms and seating to be completed this fall, 2004.
 6. Ramp and accessible portable potties were provided at children’s Camp Totoredaca in 2004.
 7. A study has resulted in the completion of a ‘Base Model Washroom Design for Mississauga Parks’, which includes accessible washrooms.
 8. Clarkson Arena will be receiving a lift and accessible viewing in Fall 2004/early 2005.
 9. An accessible ramp was put in at Benares House.

10. Improved ramps will be installed at the North entrance to the Civic Centre in 2004/2005, subject to budget approval.
11. A review of Disabled Persons Parking signage at City facilities was undertaken. At City facilities such as libraries, arenas, community centres and pools, City staff have installed additional signage next to the Disabled Persons parking sign, which includes Parking Control's phone number. A news release and Rogers Cable TV piece highlighted the issue of people illegally parking in accessible parking spaces. This release has also been placed on the Accessibility Directorate of Ontario website
12. Recreation and Parks Division included accessibility information in their promotional material (e.g. skating, swimming, adult lifestyles, youth, and children brochures).
13. Youth Services of Recreation and Parks hosted a full day of Inclusion Training for the summer section head/senior staff.
14. The City's Special Events Manual to include a section related to planning for the needs of persons with disabilities for special events. The Manual will be reviewed in Fall, 2004 and will be ready for our next season of Special Events.
15. Seniors on-line information – profile enhanced and access to this site made easier.
16. Youth Services received a Community Partnership Award from Community Living Mississauga for successfully including youth with intellectual disabilities into City recreation programs.
17. A "Community Leisure Integration Network" of recreation professionals for Peel and Halton held its first meeting at Erinoak Children's Centre. Karen Morden, Community Child/Youth Consultant, City of Mississauga will continue to participate in this group.

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18. Library Services held a Staff Conference which included Disability Awareness/Sensitivity Training provided by the Coalition for Persons with Disabilities.

Corporate Services Department:

19. Launch of e-City took place in November 2003 – making city services more accessible to the public 24 hours a day, 7 days a week.
20. Review of the Public Vehicle Licensing By-law, which includes improvements regarding accessible taxicabs. A public meeting was held to receive public comment on the draft by-law. Persons with disabilities were invited to attend this public meeting and provided valuable input.
21. A revision to the Disabled Persons Parking By-law #134-83 by increasing the width of the space from 3.66 metres (12 feet) to 4.6 metres (15 feet) was put in place.
22. The Purchasing By law is being reviewed. The by-law will include a principle related to accessibility. The principle will indicate that the City will promote and incorporate whenever possible the requirements of the ODA in procurement activities within the Corporation.
23. The Procedural By-law is currently being reviewed. The AAC provided recommendations for amendments regarding removing barriers to persons with disabilities within this by law. This by law governs meetings of Council and committees thereof.
24. Municipal elections provided a training session led by a CNIB Employee regarding how to accommodate people with visual impairments.
25. E-recruit – H.R. Employee Recruitment Strategy implemented (launch early '05)

26. In Spring 2004, the Animal Services Centre was renovated to include accessible facility improvements.
27. A resolution was sent to the Ministry from the Mayor to encourage the Ministry to develop comprehensive standards for the province wide application of the ODA, that funding is provided for municipal retrofits and that financial incentives are provided for businesses to become accessible.

Transportation and Works Department:

28. Staff recommended the implementation of a City Disabled parking Permit program, which will address the accessibility, needs of disabled residents and eliminate current misuse. As a result, amendments will be made to Traffic By-law 555-00. This includes removal of on street parking without a special permit.
29. Two additional audible pedestrian signals were installed at the intersections of Burnhamthorpe and Creditview, and Mississauga and Lakeshore Roads.
30. An additional countdown signal was installed at Lakeshore and Southdown Roads.

4. ADDITIONAL WORK PENDING (2004/2005)

A number of action items have emanated from discussions during AAC meetings. These items are listed below:

1. Staff to investigate the feasibility of amending the Disabled Persons Parking By-law 134/84 to require private facilities to install signage for Parking Control's # in addition to the regulated disabled persons parking signage.
2. A review of emergency evacuation procedures for persons with disabilities within the Central Library.

3. A review of Corporate Policy and Procedures regarding accessible fonts in printed materials.
4. A review of accommodations for motorized wheelchairs and scooters on City streets and sidewalks.
5. Staff training and awareness regarding meeting the needs of persons who are hard of hearing, deaf or deafened.

5. CONCLUSION

A whole year has gone by since the approval of the City's first Accessibility Plan on September 24, 2003. We are well on our way to creating a fully 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.

A cultural shift needs to occur in order for us to incorporate accessibility planning into our short term and long term plans within the City of Mississauga. We need to continually consult with persons with disabilities in order to effectively remove barriers.

It has been a challenging year - a year that has moved us closer to our vision of "creating a fully accessible community utilizing universal design principles resulting in improved attitudes and full inclusion."

City Strategic Agenda Initiatives *2002/2003*

22 Accessibility

UPDATED NOVEMBER 2003

Description: The purpose of the Ontarians with Disabilities Act (ODA) 2001 is to improve opportunities for persons with disabilities and to provide for their participation in the identification, removal and prevention of barriers to their full participation in society. Barriers include physical, architectural, communication, attitudinal, technological and barriers created by policies or practices. The ODA defines disability broadly by including persons with physical, visual, hearing and mental impairments (in addition to persons with developmental and learning disabilities). The ODA also mandates that municipalities form municipal Accessibility Advisory Committees (AAC) with at least 50% of its membership being persons with disabilities and to file annually an Accessibility Plan. Mississauga formed its first committee in 2002. This committee has been assigned the task of advising City Council on all matters that pertain to persons with disabilities, in areas such as: Public Transit, Recreation Programs, Parks, Municipal Facilities, Parking, Site Plan Review, Housing, Employment and Communication practices.

Expected Outcomes: There will be a heightened awareness of accessibility issues for our customers and co-workers. Accessibility planning will become a way of thinking. Instead of being an after thought, accessibility planning will be an integral part of our regular planning processes and will be reflected in our departmental plans, business plans, and budget plans. Our planning processes will reflect the intent of the ODA to remove barriers in existence and to prevent new barriers from being formed in the future. Accessibility will be improved by removing/preventing barriers in our by-laws, facilities, policies, programs,

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practices and services. Inclusion of persons with disabilities will also enhance the economic well being of the city and continue to keep us on the “leading edge”.

Current Status: Council approved the City’s first Accessibility Plan on September 24, 2003. We are moving towards improved accessibility by implementing the following initiatives: developing a communication strategy; developing and adopting accessibility design guidelines, providing disability awareness/sensitivity training; reviewing departmental plans and policies in relation to accessibility (including Library and Recreation and Parks Future Directions); and evaluating Mississauga Transit’s Accessibility Plan.

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