



MINUTES

MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

MONDAY, MARCH 9, 2009 – 2:00 p.m.

PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE
1275 Mississauga Valley Boulevard, Mississauga, ON L5A 3R8
<http://www.mississauga.ca>

Members Present:

Councillor Katie Mahoney, Ward 8
Rabia Khedr, Citizen Member (Chair)
Naz Husain, Citizen Member (Vice-Chair)
Kristine Beavis, Citizen Member
Hans Bueschleb, Citizen Member
Carol-Ann Chafe, Citizen Member
Al Cormier, Chair Transportation Accessibility Standards Development
Committee
Clement Lowe, Citizen Member
Nazira Remtulla, Citizen Member

Members Absent:

Councillor Pat Saito, Ward 9
Glenn Barnes, Citizen Member
Jim Hardman (The Canadian Hearing Society)

Staff Present:

Lori-anne Bonham, Project Coordinator, Landscape Architecture
Lydia Kowalyk, Senior Buyer
Alana Tyers, Transit Planner
Finola Pearson, Public Affairs Specialist
Lawrence Franklin, Urban Designer, Development & Design Division
Diana Simpson, Accessibility Coordinator
Frank Spagnolo, Manager, Building Engineering & Inspection
Nigel Roberts, Manager Departmental Systems IT
Shawn Slack, Project Director, Customer Service Division
Stephen Chan, Manager Staffing & Development Corporate HR
Michael Cleland, Manager, Recreation and Parks Business Development
Karen Morden, Manager, Youth Services Recreation and Parks Division

MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

INDEX – MARCH 9, 2009

CALL TO ORDER

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST

DEPUTATIONS

MATTERS CONSIDERED:

1. Administrative Matters
2. Business Arising out of Previous Meeting(s)
3. New Business
4. AODA Standards
5. Subcommittee Report(s)
6. Pending Work Plan Items
7. Items for Information
8. Other Business
9. Date of Next Meeting

ADJOURNMENT

CALL TO ORDER – 2:07 p.m.

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST - NIL

DEPUTATIONS

A. Proposed Recreation and Parks Division Fee Assistance Program

Michael Cleland, Manager, Recreation and Parks Business Development and Karen Morden, Manager, Youth Services Recreation and Parks Division, provided an overview of the proposed Recreation and Parks Division Fee Assistance Program ("FAP"). Mr. Cleland advised that Council adopted a recommendation to develop the FAP and staff is now preparing the draft Corporate Policy for approval by Council in April of 2009 with the hopes of launching the FAP in May of 2009. Mr. Cleland explained that there is community demand for additional funds for adult Recreation and Parks services. Mr. Cleland advised that the cost of the FAP is minimal to the tax payer and it will address a strategic priority of Recreation and Parks and the Corporation. Subsequently, Ms. Morden explained the benefits of targeting income assistance to families.

In response to Naz Husain, Citizen Member's inquiry, Mr. Cleland advised that Recreation and Parks received some corporate sponsorship; however, the cost associated with funding the FAP is minimal.

In response to questions from Al Cormier, Chair Transportation Accessibility Standards Development Committee and Rabia Khedr, Citizen Member (Chair), Mr. Cleland and Ms. Morden explained the proposed application process for the FAP. Ms. Husain suggested that any marketing for the FAP be targeted to the high school age group.

Ms. Khedr questioned the gap between the poverty statistics contained in the staff corporate report and available spaces through the FAP. Mr. Cleland explained the process for determining the allotted spaces and added that capacity would be monitored and reviewed.

In response to Mr. Cormier's inquiry, Mr. Cleland explained the process for collecting financial information for applicants.

Ms. Husain expressed support for the FAP and moved a motion to receive the deputation for information. The motion was voted upon and carried.

Received for Information (Naz Husain)

See recommendation AAC-0009-2009

Item 7.2

CA.24.FEE

MATTERS CONSIDERED:

1. Administrative Matters:

1.1 Confirmation / Additions to the Agenda of this Meeting

The agenda prepared for this meeting was confirmed and no items of business were added.

MG.26

1.2 Minutes of Previous Meeting – January 19, 2009

Nazira Remtulla, Citizen Member moved a motion to amend the minutes to reflect that the inquiry in Deputation A - Next Step to Active Living was made by Naz Husain, Citizen Member. The motion was voted upon and carried.

Diana Simpson, Accessibility Coordinator, requested that the 5.4 Built Environment Development Accessibility Standards be amended to reflect that there are two task group meetings being held and that she sits on the Standards Development Committee with the Accessibility Coordinator for the City of Brampton, co-representing the Association of Municipalities of Ontario. Ms. Remtulla moved a motion to amend the minutes of the January 19, 2009 meeting as requested by Ms. Simpson. The motion was voted upon and carried.

On a motion by Nazira Remtulla, Citizen Member the Minutes of the Accessibility Advisory Committee meeting held on January 19, 2009 were adopted as amended.

Adopted as Amended (Nazira Remtulla)

MG.26

2. Business Arising out of Previous Meetings

2.1 Restructure of AAC Subcommittees
(AAC-0014-2008 March 3, 2008)

Memorandum dated February 26, 2009 from Jessica Reid, Legislative Coordinator Legislative Services Division, regarding the restructure of the AAC Subcommittees.

Recommendation:

1. That the Corporate Policies and Procedures Subcommittee be an ongoing subcommittee of the Accessibility Advisory Committee to review City corporate policies and procedures and practices for compliance with the *Accessibility for Ontarians with Disabilities Act*.
2. That the mandate of the Accessibility Design Guidelines Subcommittee of Accessibility Advisory Committee be considered mandate of the Facility Accessibility Design Subcommittee of Accessibility Advisory Committee and that the Accessibility Design Guidelines Subcommittee be disbanded.
3. That citizen member Naz Husain and Al Cormier, Chair Transportation Accessibility Standards Development Committee, be appointed to the Facility Accessibility Design Subcommittee of the Accessibility Advisory Committee for a term of office to November 30, 2010, or until successors are appointed.
4. That the Promotional Awareness Ad Hoc Committee be established as a subcommittee of the Accessibility Advisory Committee (AAC) to promote the AAC and accessibility awareness and that the Promotional Awareness Ad Hoc Committee be renamed Promotional Awareness Subcommittee.
5. That the Accessibility Advisory Committee establish an Accessible Transportation Subcommittee to review accessible transportation issues for compliance with the *Accessibility for Ontarians with Disabilities Act*.
6. That citizen members Glenn Barnes, Carol-Ann Chafe, Naz Husain and Rabia Khedr be appointed to the Accessible Transportation Subcommittee of Accessibility Advisory Committee for a term of office to November 30, 2010, or until successors are appointed.

Councillor Katie Mahoney moved a verbal motion to receive the memorandum for information. The motion was voted upon and carried.

Approved (Councillor Katie Mahoney)
See recommendation AAC-0010-2009
MG.26

2.2 Region of Peel initiative for access to recreation programs for youth with disabilities
(AAC-0049-2008 September 22, 2008)

Memorandum dated February 24, 2009 from Lisa Boyce-Gonsalves, Community Child/Youth Consultant Recreation and Parks Division, regarding the initiative by Region of Peel for access to recreation programs for youth with disabilities.

Kristine Beavis, Citizen Member moved a verbal motion to receive the memorandum for information. The motion was voted upon and carried.

Received for Information (Kristine Beavis)
See recommendation AAC-0011-2009
CS.12.DIS

3. New Business

3.1 eCity Portal Accessibility Report

Accessibility Report regarding the eCity Portal dated January 27, 2009 from Peter Mancuso Webmaster/Portal Administrator Enterprise Systems Information Technology.

Nigel Roberts, Manager Departmental Systems IT provided a brief explanation of the Report.

Rabia Khedr, Citizen Member (Chair), inquired about the testing method that was used for the Accessibility Report and Ms. Khedr and Naz Husain, Citizen Member, offered to complete accessibility testing for the City as JAWS screen reading software users. In addition, Ms. Khedr mentioned that the Accessibility Directorate of Ontario and the Adaptive Technology Resource Centre at University of Toronto have useful tools available for accessibility testing. Following further discussion, Shawn Slack, Director of Customer Service commented that the Customer Service Steering Committee is committed in 2009 to eCity conduct accessibility testing and input from a JAWS user would be helpful. Ms. Husain suggested that incorporating a text only option on the eCity Portal would be best for JAWS users.

In response to comments from Diana Simpson, Accessibility Coordinator, Mr. Roberts indicated that Information & Technology staff are aware of the accessibility issues surrounding Adobe format documents and are looking at ways to make documents on the eCity Portal more accessible in the future.

Further general discussion regarding web page accessibility took place. Subsequently, Ms. Simpson advised that Information & Technology staff are looking at providing web author training.

Nazira Remtulla, Citizen Member moved a verbal motion to receive the Accessibility Report on eCity Portal dated January 27, 2009 for information. The motion was voted upon and carried.

Received for Information (Nazira Remtulla)
See recommendation AAC-0012-2009
CA.02.ACC

4. Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Standards

4.1 Transportation Accessibility Standards

Memorandum dated January 26, 2009 from the Ministry of Community and Social Services.

Al Cormier, Chair Transportation Accessibility Standards Development Committee advised that the proposed Standard remains with the Minister of Community and Social Services.

4.2 Ontario Regulation 429/07 - Accessibility Standards for Customer Service

Shawn Slack, Director of Customer Service, thanked Kristine Beavis and Naz Husain, Citizen Members, for participating in the Accessible Customer Service employee training introductory video. He advised that he is presenting at the Association for Municipal Managers, Clerks and Treasurers of Ontario workshop on March 24, 2009 regarding implementing the accessible customer service standard for a large municipality.

Diana Simpson, Accessibility Coordinator advised that staff training began last week for 144 transit operators which included simulation exercises and how to use accessible equipment on the vehicles. In addition, Naz Husain, Citizen Member advised that she recently made two presentations to taxi drivers.

4.3 Built Environment Accessibility Standards

Diana Simpson, Accessibility Coordinator advised that the technical standard was released to stakeholders and various City Divisions compiled almost two hundred comments on the technical standard.

Ms. Simpson also advised that a task group of the Built Environment Standard Development Committee (ABE-SDC) is holding two full-day meetings and there are ongoing discussions around the standard's application and timelines. The ABE-SDC's goal is to have a draft Standard to the Minister of Community and Social Services by the end of May 2009.

4.4 Employment Accessibility Standards

Communication dated February 18, 2009 from the Accessibility Directorate of Ontario regarding the public review for the initial proposed Employment Accessibility Standard and attached Initial Proposed Employment Accessibility Standard.

Communication dated February 19, 2009 from the Association of Municipalities of Ontario titled Government Releases Draft Employment Standard under AODA for Public Review.

Naz Husain, Citizen Member advised that the public review period was extended to May 22, 2009.

4.5 Information and Communications Accessibility Standards

Letter dated February 3, 2009 from the Office of the President of the Association of Municipalities of Ontario.

Memorandum dated February 27, 2009 from Sonja Banic, Manager Public Affairs.

Naz Husain, Citizen Member moved a verbal motion to receive the correspondence and verbal updates for information. The motion was voted upon and carried.

Received for Information (Naz Husain)
See recommendation AAC-0013-2009
TS.14.ACC / CS.12.DIS / CS.12.INF

5. Subcommittee Reports

5.1 Facility Accessibility Design Subcommittee February 12, 2009 – Ontario Realty Corporation Questionnaire

Memorandum from Diana Simpson, Accessibility Coordinator Facilities & Property Management, reporting on the Facility Accessibility Design Subcommittee meeting on February 12, 2009 regarding accessible signage standard for Ontario government office buildings.

Ms. Simpson advised that the Ontario Realty Corporation requested the Committee's feedback. She commented that the Subcommittee felt that it is important to have universal accessibility around signage and way finding based on the built environment. Ms. Simpson provided a copy of this FADS report to the Project Manager for the Civic Centre signage and way finding project.

Kristine Beavis, Citizen Member moved a verbal motion to receive the memorandum for information. The motion was voted upon and carried.

Received for Information (Kristine Beavis)
See recommendation AAC-0014-2009
MG.26.FAC

5.2 Facility Accessibility Design Subcommittee Report dated February 12, 2009 - City Centre Park #471

Recommendation:

1. That the proposed site plan and floor plan for the City Centre Park #471 west of the Living Arts Centre as presented by Jill Goldie, Project Manager, Landscape Architecture Park Development Section, Sandra Cooke of Janet Rosenberg + Associates, and Christine Vozoris and Paul Cravit of CS&P Architects Inc., to the Facility Accessibility Design Subcommittee at its meeting on February 12, 2009, be received for information.
2. That the Accessibility Advisory Committee at its meeting on March 9, 2009 supports the suggestions contained in the Facility Accessibility Design Subcommittee Report dated February 12, 2009 regarding City Centre Park #471.
3. That the Facility Accessibility Design Subcommittee conduct an accessibility site visit following completion of the City Centre Park #471 west of the Living Arts Centre and report to the Accessibility Advisory Committee.

Al Cormier, Chair, Transportation Accessibility Standards Development Committee moved a verbal motion to support the report and approve the recommendations. The motion was voted upon and carried.

Supported (Al Cormier)
See recommendation AAC-0015-2009
MG.26.FAC

5.3 Promotional Awareness Ad Hoc Committee Report dated February 19, 2009 - AAC Event and Awards for Access Awareness

Recommendation:

1. That the Promotional Awareness Ad Hoc Committee Report dated February 19, 2009, be received for information.
2. That the Accessibility Advisory Committee hold an event in 2009 to promote access awareness within the community and among City staff and that costs for this event be funded by the Accessibility Advisory Committee budget account.
3. That the Promotional Awareness Ad Hoc Committee explore the possibility of accessibility awards and invite representatives from the existing City award committees to review their practices with a goal to incorporate accessibility into existing City awards programs.

Diana Simpson, Accessibility Coordinator advised that the Access Awareness Event will be held on Wednesday, June 3, 2009 at the Living Arts Centre, Bank of Montreal Room at 7:00 p.m. The event will recognize the accessibility achievements of the City and create greater public awareness for the Committee and accessibility. AAC members will provide stories of barriers faced for a person with disability, provide City displays on accessibility initiatives and achievements, and will highlight National Access Awareness Week.

Clement Lowe, Citizen Member moved a verbal motion to support the report and approve the recommendations. The motion was voted upon and carried.

Supported (Clement Lowe)

See recommendation AAC-0016-2009
PR.04

5.4 Corporate Policies and Procedures Subcommittee Report dated February 19, 2009 - Provision of Services to Persons with Disabilities

Recommendation:

That the Corporate Policies and Procedures Subcommittee Report dated February 19, 2009 regarding Corporate Policy and Procedure - Provision of Services to Persons with Disabilities, be received for information, and that the Accessibility Advisory Committee supports the City of Mississauga Corporate Policy & Procedure titled Provision of Services to Persons with Disabilities as presented.

Nazira Remtulla, Citizen Member moved a verbal motion to support the report. The motion was voted upon and carried.

Supported (Nazira Remtulla)
See recommendation AAC-0017-2009
CA.24.SER

5.5 Corporate Policies and Procedures Subcommittee Report dated February 19, 2009 - Customer Service Training Program

Recommendation:

That the Corporate Policies and Procedures Subcommittee Report dated February 19, 2009 regarding the corporate Customer Service Training Program, be received for information, and that subject to the suggestions contained in the said Report, the Accessibility Advisory Committee supports the proposed customer service training program as presented.

Naz Husain, Citizen Member moved a verbal motion to support the report. The motion was voted upon and carried.

Supported (Naz Husain)
See recommendation AAC-0018-2009
CS.12.CUS

6. Pending Work Plan Items (Updates to be provided as necessary)

Pending Work Plan Items Report dated March 9, 2009 on the status of items emanating out of previous Accessibility Advisory Committee meetings.

Kristine Beavis, Citizen Member moved a verbal motion to receive the report for information. The motion was voted upon and carried.

Received for Information (Kristine Beavis)
See recommendation AAC-0019-2009
MG.26

7. Items for Information

Hans Bueschleb, Citizen Member moved that the following items be received for information. The motion was voted upon and carried.

- 7.1 Memorandum dated January 21, 2009 from Rabia Khedr, Chair of the AAC, to the Budget Committee regarding snow removal. (AAC-0002-2009)

- 7.2 Corporate Report dated January 21, 2009 from the Paul A. Mitcham, Commissioner of Community Services to General Committee regarding Fee Assistance Program for recreation programs.
- 7.3 Mississauga News Release dated February 4, 2009 titled 2009 Accessibility Plan Reflects City's Dedication to Remove Barriers for Persons with Disabilities.
- 7.4 Information regarding the local Immigrant and Settlement Adaptation Program funded by the Government of Canada.

Received for Information (Hans Bueschleb)
See recommendation AAC-0020-2009
MG.26

8. Other Business

Access Awareness Update:

Rabia Khedr, Chair advised that she had an article published in the Winter 2008-2009 edition of Abilities magazine titled "Privacy Unbound - Personal Support Workers and Cultural Differences". In addition, she submitted a storey for the York Centre for Asian Research Virtual Museum of Asian Canadian Cultural Heritage which provided a link to the City's Accessibility website.

PR.04

9. Date of Next Meetings:

Facility Accessibility Design Subcommittee:
Thursday, March 26, 2009 at 1:30 p.m.
Committee Room C, Civic Centre

Accessibility Advisory Committee:
Monday, April 20, 2009 at 2:00 p.m.
Program Room 1, Mississauga Valley Community Centre

ADJOURNMENT : 3:23 p.m.

REPORT 2-2009

TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Accessibility Advisory Committee presents its second report for 2009 and recommends:

AAC-0009-2009

That the verbal presentation by Michael Cleland, Manager Recreation and Parks Business Development and Karen Morden, Manager Youth Services Recreation and Parks Division, to the Accessibility Advisory Committee, at its meeting on March 9, 2009, regarding implementation of the Recreation and Parks Division Fee Assistance Program, be received for information.

CA.24.FEE
(AAC-0009-2009)

AAC-0010-2009

1. That the Corporate Policies and Procedures Subcommittee be an ongoing subcommittee of the Accessibility Advisory Committee to review City corporate policies and procedures and practices for compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*.
2. That the mandate of the Accessibility Design Guidelines Subcommittee of Accessibility Advisory Committee be considered mandate of the Facility Accessibility Design Subcommittee of Accessibility Advisory Committee and that the Accessibility Design Guidelines Subcommittee be disbanded.
3. That citizen member Naz Husain and Al Cormier, Chair Transportation Accessibility Standards Development Committee, be appointed to the Facility Accessibility Design Subcommittee of the Accessibility Advisory Committee for a term of office to November 30, 2010, or until successors are appointed.
4. That the Promotional Awareness Ad Hoc Committee be established as a subcommittee of the Accessibility Advisory Committee (AAC) to promote the AAC and accessibility awareness and that the Promotional Awareness Ad Hoc Committee be renamed Promotional Awareness Subcommittee.
5. That the Accessibility Advisory Committee establish an Accessible Transportation Subcommittee to review accessible transportation issues for compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*.
6. That citizen members Glenn Barnes, Carol-Ann Chafe, Naz Husain and Rabia Khedr be appointed to the Accessible Transportation Subcommittee of Accessibility Advisory Committee for a term of office to November 30, 2010, or until successors are appointed.

MG.26
(AAC-0010-2009)

AAC-0011-2009

That the memorandum dated February 24, 2009 from Lisa Boyce-Gonsalves, Community Child / Youth Consultant Recreation and Parks Division, regarding the initiative by Region of Peel for access to recreation programs for youth with disabilities, be received for information.

CS.12.DIS
(AAC-0011-2009)

AAC-0012-2009

That the Accessibility Report regarding the eCity Portal dated January 27, 2009 from Peter Mancuso Webmaster/Portal Administrator Enterprise Systems Information Technology, be received for information.

CA.02.ACC
(AAC-0012-2009)

AAC-0013-2009

1. That the following items, presented to the Accessibility Advisory Committee at its meeting on March 9, 2009, be received for information:

- (i) Memorandum dated January 26, 2009 from the Ministry of Community and Social Services, and the verbal update from Al Cormier, Chair, Transportation Accessibility Standards Development Committee, regarding the final proposed Accessible Transportation Standard under the *Accessibility for Ontarians with Disabilities Act, 2005*.
- (ii) Communication dated February 18, 2009 from the Accessibility Directorate of Ontario regarding the public review for the initial proposed Employment Accessibility Standard and attached Initial Proposed Employment Accessibility Standard.
- (iii) Communication dated February 9, 2009 from the Association of Municipalities of Ontario titled Government Releases Draft Employment Standard under the *Accessibility for Ontarians with Disabilities Act, 2005* for Public Review.
- (iv) Letter dated February 3, 2009 from the Office of the President of the Association of Municipalities of Ontario, and memorandum dated February 27, 2009 from Sonja Banic, Manager Public Affairs, providing feedback on the proposed Information and Communications Standard under the *Accessibility for Ontarians with Disabilities Act, 2005*.

2. That the verbal updates from Shawn Slack, Director Customer Service, Diana Simpson, Accessibility Coordinator, Al Cormier, Chair, Transportation Accessibility Standards Development Committee, and Naz Husain, citizen member, regarding the accessible standards under the *Accessibility for Ontarians with Disabilities Act, 2005*, be received for information.

CS.12.DIS / TS.14.ACC / CS.12.INF
(AAC-0013-2009)

AAC-0014-2009

That the memorandum from Diana Simpson, Accessibility Coordinator Facilities & Property Management, reporting on the Facility Accessibility Design Subcommittee

meeting on February 12, 2009 regarding accessible signage standards for Ontario government office buildings, be received for information.

MG.26.FAC

(AAC-0014-2009)

AAC-0015-2009

1. That the proposed site plan and floor plan for the City Centre Park #471 west of the Living Arts Centre as presented by Jill Goldie, Project Manager, Landscape Architecture Park Development Section, Sandra Cooke of Janet Rosenberg + Associates, and Christine Vozoris and Paul Cravit of CS&P Architects Inc., to the Facility Accessibility Design Subcommittee at its meeting on February 12, 2009, be received for information.
2. That the Accessibility Advisory Committee supports the suggestions contained in the Facility Accessibility Design Subcommittee Report dated February 12, 2009 regarding City Centre Park #471.
3. That the Facility Accessibility Design Subcommittee conduct an accessibility site visit following completion of the City Centre Park #471 west of the Living Arts Centre and report to the Accessibility Advisory Committee.

MG.26.FAC

(AAC-0015-2009)

AAC-0016-2009

1. That the Promotional Awareness Ad Hoc Committee Report dated February 19, 2009, be received for information.
2. That the Accessibility Advisory Committee hold an event in 2009 to promote access awareness within the community and among City staff and that costs for this event be funded by the Accessibility Advisory Committee budget account.
3. That the Promotional Awareness Ad Hoc Committee explore the possibility of accessibility awards and invite representatives from the existing City award committees to review their practices with a goal to incorporate accessibility into existing City awards programs.

MG.26.PRO

(AAC-0016-2009)

AAC-0017-2009

That the Corporate Policies and Procedures Subcommittee Report dated February 19, 2009 regarding the proposed Corporate Policy and Procedure - Provision of Services to Persons with Disabilities, be received for information, and that the Accessibility Advisory Committee supports the proposed Corporate Policy & Procedure titled Provision of Services to Persons with Disabilities as presented.

MG.26.COR

(AAC-0017-2009)

AAC-0018-2009

That the Corporate Policies and Procedures Subcommittee Report dated February 19, 2009 regarding the proposed Customer Service Training Program, be received for

information, and that subject to the suggestions contained in the said Report, the Accessibility Advisory Committee supports the proposed customer service training program.

MG.26.COR
(AAC-0018-2009)

AAC-0019-2009

That the Pending Work Plan Items Report dated March 9, 2009 on the status of items emanating out of previous Accessibility Advisory Committee meetings, be received for information.

MG.26
(AAC-0019-2009)

AAC-0020-2009

That the following items, presented to the Accessibility Advisory Committee at its meeting on March 9, 2009, be received for information:

1. Memorandum dated January 21, 2009 from Rabia Khedr, Chair of the AAC, to the Budget Committee regarding snow removal. (AAC-0002-2009)
2. Corporate Report dated January 21, 2009 from the Paul A. Mitcham, Commissioner of Community Services to General Committee regarding Fee Assistance Program for recreation programs.
3. Mississauga News Release dated February 4, 2009 titled 2009 Accessibility Plan Reflects City's Dedication to Remove Barriers for Persons with Disabilities.
4. Information regarding the local Immigrant and Settlement Adaptation Program funded by the Government of Canada.

MG.26
(AAC-0020-2009)