

Policy Title: Accessibility

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Section:	Corporate Administration	Subsection:	Provision Of City Services
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Policy Statement – Statement of Commitment

The City of Mississauga (the “City”) is committed to implementing, maintaining and enhancing accessibility with respect to employment and the use of all City goods, services, programs and facilities in a timely manner for all persons with Disabilities in a manner that:

- Respects their dignity and independence
- Ensures reasonable efforts are made to provide an opportunity equal to that given to others, and
- Allows persons with Disabilities to benefit from the same services, in the same place and in a similar way to others, to the greatest extent possible

Purpose

This policy is intended to address the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), the Ontario *Human Rights Code* and related standards and regulations introduced under the legislation, ensuring that persons with Disabilities are provided equal opportunities and standards of service.

This policy enables the implementation of procedures to ensure compliance with the accessibility standards under the AODA as listed below:

- a. Information and Communications Standards
- b. Employment Standards
- c. Transportation Standards
- d. Design of Public Spaces Standards (Accessible Built Environment)
- e. Customer Service Standard

This policy will provide the framework for compliance with the requirements. All City Corporate Policies and Procedures, by-laws standards and guidelines must comply with the standards developed under the AODA.

Scope

This policy applies to the employment life cycle and the provision of goods, services or facilities to Employees and members of the public or other third parties by, or on behalf of, the City of Mississauga.

This policy and its related procedures apply to all Employees, elected officials, citizen members of committees, boards and authorities and volunteers, contractors, third parties or any individual representing or acting on behalf of the City in any manner.

Legislative Requirements

The *Accessibility for Ontarians with Disabilities Act, 2005* requires organizations to establish policies, practices and procedures governing how the organization will achieve accessibility through meeting its requirements and compliance dates under Ontario Regulation 191/11, the Integrated Accessibility Standards ([IASR](#)).

The requirements set out in the AODA Regulations are not a replacement or a substitution for those established under the Ontario *Human Rights Code*, nor do the standards limit any obligations owed to persons with disabilities under any other legislation. The *Ontario Human Rights Code* protects people from discrimination and harassment. The Code also clearly sets out rights and responsibilities for everyone in Ontario. The Code says:

- Everyone has the right to equal treatment with respect to accommodation, employment, goods and services and facilities without discrimination based on the grounds listed in the Code
- If certain systems, physical structures or people's attitudes create discriminatory Barriers, they must be removed or changed, if this can be done without creating undue hardship

Where there is a conflict between the AODA and the Ontario *Human Rights Code* around issues of accessibility, Section 38 of the AODA provides that the highest level of accessibility will prevail.

Definitions

The definitions used in this policy are based on the definitions provided in the AODA.

"Accessible Formats" may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with Disabilities.

"Accessible Route" means a continuous, unobstructed path connecting accessible elements and spaces at the exterior of a building and within the interior spaces of a building. Interior accessible routes may include corridors, floors, ramps, elevators and clear floor spaces at fixtures. Exterior accessible routes may include parking access aisles, curb ramps, crosswalks, etc.

"Amenities" means items in Public Spaces that provide a convenience or service for use by the public. Examples include, but are not limited to, drinking fountains, benches and garbage containers.

“Assistive Device” means a piece of equipment or aid that a person with a Disability uses to help with daily living (e.g., wheelchair, screen reader, hearing aid, cane or walker, oxygen tank.) Assistive Devices may accompany the customer or already be on the premises and are used to assist persons with Disabilities in carrying out activities or in accessing the services provided by the City.

“Barrier” means anything that prevents a person with a Disability from fully participating in all aspects of society because of their Disability, including barriers that are physical, architectural, informational or related to communication, attitudinal, technological, or due to a policy or practice.

“Bus” means a motor vehicle designed for carrying 10 or more passengers and used for the transportation of persons.

“Career Development and Advancement” means the provision of additional responsibility within an Employee’s current position or movement from one job to another within the organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization.

“Communication Supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, assistive listening devices (ALD), American Sign Language (ASL) interpreters and other supports that facilitate effective communications.

“Conventional Transportation Services” means any public passenger transportation services on transit Buses, motor coaches or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.

“Disability” is defined by the Ontario *Human Rights Code* and the AODA as:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- A condition of mental impairment or a developmental disability
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

“Employee” means a person receiving or entitled to wages for work performed, including but not limited to full-time, part-time, temporary employees and paid interns.

“Mobility Aid” means a device used to facilitate the transport, in a seated posture, of a person with a Disability.

“Mobility Assistive Device” means a cane, walker or similar aid.

“Performance Management” means a program that defines and assesses Employee performance, productivity and effectiveness, with the goal of facilitating Employee success.

“Public Spaces” means outdoor recreational trails, beach access routes, boardwalks, ramps, outdoor public use eating areas, outdoor play spaces, outdoor paths of travel (including ramps, stairs and curbs, accessible pedestrian signals and Rest Areas), accessible parking and service counters and includes maintenance and restoration of these public spaces.

“Redeployment” means assignment of an Employee to another job or department within the organization as an alternative to layoff, when a particular job or department within the organization has been down-sized or eliminated.

“Redeveloped” means any planned significant alteration to a Public Space. It does not include maintenance activities, environmental mitigation or environmental restoration.

“Rest Area” means a dedicated space on a recreational trail or exterior path of travel intended for public use that allows a person to stop and rest.

A “Service Animal” is a service animal for a person with a Disability if:

- The animal can be readily identified as one that is being used by the person for reasons relating to the person’s Disability, as a result of visual indicators such as the vest or harness worn by the animal, or
- The person provides documentation from one of the following health professionals regulated in Ontario confirming that the person requires the animal for reasons relating to their Disability:
 - College of Audiologists and Speech-Language Pathologists of Ontario
 - College of Chiropractors of Ontario
 - College of Nurses of Ontario
 - College of Occupational Therapists of Ontario
 - College of Optometrists of Ontario
 - College of Physicians and Surgeons of Ontario
 - College of Physiotherapists of Ontario
 - College of Psychologists of Ontario
 - College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

In addition to a registered health professional, the City will also accept an identification card from the Attorney General or an officer of their Ministry, which confirms the identity of a blind person and their guide dog. R.S.O. 1990, c. B.7, s.4 (2).

“Support Person” means, in relation to a person with a Disability, another person who accompanies them in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

“Taxicab” means a motor vehicle as defined in the *Highway Traffic Act*, other than a car pool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality.

“Vibro-tactile Walk Indicator” means a push-button signal device at pedestrian crossings that vibrates and communicates the walk cycle through the sense of touch.

“Workplace Emergency Response” means actions to be taken from the time an emergency occurs to the arrival of the attending emergency services.

Ontario Regulation 191/11 - Integrated Accessibility Standards

Accessibility standards are laws that government, businesses, non-profits and public sector organizations must follow to become more accessible. They help organizations identify and remove Barriers to improve accessibility for people with disabilities in five areas of daily life: information and communication, employment, transportation, design of Public Spaces and customer service.

City of Mississauga is committed to identifying, removing and preventing accessibility Barriers through the implementation of policies and procedures, training staff, developing a multi-year accessibility plan and incorporating accessibility into all City initiatives.

1. General Requirements

Accessibility Policies

The City has developed and will continue to maintain an accessibility policy governing how the organization will meet the requirements of the AODA.

Multi-year Accessibility Plans

The City has established, implemented, documented and will maintain a multi-year accessibility plan and review it every five years. Progress on the plan is provided annually to the Mississauga Accessibility Advisory Committee (AAC) and Council.

Procurement

The City incorporates accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so. If not practical, the City will provide an explanation, upon request.

Self-service Kiosks

The City incorporates accessibility features when designing, procuring or acquiring self-service kiosks (interactive electronic terminals, including point-of-sale devices) intended for public use that allow users to access services and/or products.

Training

The City provides training on the requirements of the AODA Regulations and on the Ontario *Human Rights Code* as it pertains to persons with Disabilities.

2. Accessible Information and Communications Standards Requirements**Accessible Formats and Communication Supports**

Upon request, in a timely manner and at no cost, the City will provide or arrange for Accessible Formats and Communication Supports that take into account the person's accessibility needs. The City will also notify the public about the availability of Accessible Formats and Communication Supports.

Feedback

The City welcomes feedback on how goods, services and facilities are provided to persons with Disabilities. Feedback may be provided:

- In person
- By telephone
- In writing or by email
- By any other communication technology as required

Feedback about the accessibility of the City's goods, services or facilities will be directed to the Accessibility Unit, Asset Management and Accessibility Section. Customers can expect a response within 10 business days. If the City requires additional time, the estimated date for response will be provided to the submitter. In situations where no contact information is provided and no response can be given, the feedback will be tracked and actioned accordingly.

Emergency Procedure, Plans or Public Safety Information

Upon request, and in a timely manner, the City will provide the public with existing public emergency procedures, plans or public safety information in an Accessible Format or with appropriate Communication Supports.

Accessible Websites and Web Content

The City's website and web content controlled directly by the City or through a contractual relationship that allows for modification of the product shall conform to the Worldwide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and AA according to the schedule set out in the Regulations.

Public Libraries

Provide access to or arrange for the provision of access to accessible materials where they exist.

3. Accessible Employment Standard Requirements

The Accessible Employment Standard's requirements do not apply to volunteers and other unpaid individuals.

Recruitment

The City shall:

- Notify Employees and the public about the availability of accommodations in its recruitment process for applicants with Disabilities
- Notify job applicants who are selected for an interview and/or testing that accommodations are available upon request in relation to the materials or processes to be used
- Consult with any applicant who requests an accommodation in a manner that takes into account the applicant's Disability, and
- Notify successful applicants of City policies and any other additional supports pertaining to the accommodation of Employees with Disabilities as part of their offer of employment

Employee Supports, Accessible Formats and Communication Supports for Employees

The City will ensure that all Employees are informed of the policies used to support Employees with Disabilities. This information will be provided to new Employees as part of the orientation program or as soon as practicable. All Employees will be notified of any changes to existing policies relating to job accommodations that take into account an Employee's accessibility needs.

The City will consult with the Employee, upon request, to provide or arrange for Accessible Formats and Communication Supports for information that is needed to perform the Employee's job.

Workplace Emergency Response Information

The City will provide individualized Workplace Emergency Response information to Employees whose Disability is such that an individual plan is necessary and the City is aware of the need for accommodation. The City will work with the Employee as necessary to ensure an individualized plan is in place as soon practicable.

Should the Employee move to a new position and/or location within the City, the information shall be reviewed, in accordance with the accommodation process and as part of the general Workplace Emergency Response plan review. With the Employee's consent, this information will be provided to any person designated by the City to provide assistance.

Individual Accommodation Plans

The City has established a written process for developing and maintaining individual accommodation plans for Employees with Disabilities. When requested, these plans include individualized Workplace Emergency Response information, information regarding Accessible Formats and Communication Supports and any other accommodations to be provided.

Return to Work Process

The City has established a return to work process that outlines the steps the City will take to facilitate the return to work for Employees who have been absent due to a Disability and require Disability-related accommodations in order to return to work.

Performance Management and Career Development and Advancement

The City will take into account the accessibility needs of Employees with Disabilities, as well as any documented individual accommodation plans, when using its Performance Management process, providing career development and/or when considering Redeployment and advancement to Employees with Disabilities.

4. Accessible Transportation Standard Requirements

The City of Mississauga is a provider of Conventional Transportation Services and Taxicab licences only.

Accessibility Plan, Conventional Transportation Services

In addition to its corporate multi-year accessibility plan, the City will develop a plan for its Conventional Transportation Services. The plan will outline measures to identify, remove and prevent Barriers to persons with Disabilities and be reviewed through an annual public meeting that includes persons with Disabilities. The plan will also describe the process for managing, evaluating and taking action on customer feedback and dealing with accessibility equipment failures.

Availability of Information on Accessibility Equipment

The City shall provide current information on accessibility equipment and features of vehicles, routes and services and will make this information available to the public in an Accessible Format, upon request.

Non-functioning Accessibility Equipment

Reasonable steps will be taken to accommodate persons with Disabilities if the accessibility equipment on a vehicle is not functioning and an equivalent service cannot be provided. The equipment shall be repaired as soon as practicable.

Accessibility Training

Accessibility training related to transportation will be provided to applicable Employees and volunteers and will include:

- The safe use of accessibility equipment and features
- Acceptable modifications to procedures in situations where temporary Barriers exist or accessibility equipment on a vehicle fails, and
- Emergency preparedness and response procedures that provide for the safety of persons with Disabilities

The City will keep a record of the training in accordance with the Integrated Accessibility Standards Regulation.

Emergency Preparedness and Response Policies

The City will:

- Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with Disabilities
- Make the policies available to the public, and
- Provide the policies in an Accessible Format upon request

Fares

Fares for persons with Disabilities cannot exceed standard fares. No fare will be charged to a Support Person who travels with a person with a Disability.

General Responsibilities

The following services will be offered and information related to these services will be available in an Accessible Format, upon request:

- Deployment of lifting devices and ramps, upon request
- Adequate time to board and de-board vehicles and secure Mobility Aids
- Assistance of staff to provide for these activities when requested
- The ability for a person with a Disability to travel with a medical aid

Accessible Bus Stops and Shelters

The City will:

- Consult with the public, persons with Disabilities and the AAC in the development of accessible design criteria for Bus stops and shelters
- Ensure that persons with Disabilities can board and de-board a transportation vehicle at the closest available safe location, if the designated stop is not accessible and the safe location is along the same transit route
- Take into consideration the preference of persons with Disabilities when identifying a safe location to board and de-board, and
- Develop a process for promptly reporting to MiWay when a transit stop is temporarily inaccessible or when a temporary Barrier exists

Storage of Mobility Aids

Ensure that Mobility Aids and Assistive Devices are safely stored within reach of the person with the Disability. No fees shall be charged for the storage of a Mobility Aid or Assistive Device.

Priority Seating

Clearly marked priority seating for persons with Disabilities shall be provided in close proximity to the front entrance and be clearly marked as intended for persons with Disabilities.

Service Disruptions

Where a route or service is temporarily changed and the change is known in advance, alternate arrangements for accessible transportation will be made. Information on alternative arrangements shall be communicated in a manner that takes into account the person's Disability.

Pre-boarding Announcements

Electronic pre-boarding announcements of routes, direction, destination or next stop shall be provided. Upon request, verbal pre-boarding announcements shall be available.

Onboard Announcements

Electronic announcements of all destination points or available route stops on which the vehicle is being operated shall be provided. All destination points shall be legibly and visually displayed through electronic means.

Technical Requirements

All City transportation vehicles shall meet the technical requirements for features such as grab bars; safe, non-slip surfaces and steps; storage for Assistive and/or Mobility Aids; stop-requests and emergency response controls; suitable lighting and signage; and indicators and alarms for Mobility Aids such as lifts, as prescribed by the Regulation.

Taxicabs

By licensing Taxicabs, the City shall ensure that owners and operators are:

- Charging fares for persons with Disabilities that do not exceed normal fares, and
- Not charging a fare for the storage and transportation of Assistive and/or Mobility Aids or Mobility Assistive Devices

In addition, the City shall ensure that owners and operators of Taxicabs place vehicle registration and identification information on the rear bumper of the Taxicab and make the information available in alternative formats, upon request.

The City will consult with the public, persons with Disabilities and the AAC on the appropriate proportion of on-demand accessible Taxicabs and report on the progress in its multi-year accessibility plan and annual status updates.

5. Accessible Design of Public Spaces Standard Requirements

The Design of Public Spaces Standard applies to new construction and redevelopment of elements in Public Spaces owned, operated or leased and maintained by the City and designed or constructed by the City or any individual representing or performing any function on behalf of the City.

This policy does not require immediate changes (retrofits) to meet the standards and does not apply to emergency repairs or to Public Spaces where it is not practicable to comply with all or

some of the requirements due to existing physical or site constraints that prohibit modification or addition of elements, spaces or features.

The *Ontario Building Code* (OBC) governs accessibility features in buildings as well as walkways or ramps that connect to building entranceways, as well as new construction and renovations, mainly for interior design. The Ministry of Municipal Affairs and Housing is responsible for administering the OBC.

The City's Facility Accessibility Design Standards (FADS) integrates universal design best practices with Ontario Regulations. Use of FADS is mandatory for all new construction, additions, renovations and capital replacements at City owned buildings, including leased buildings and temporary structures. The City's FADS often go above the minimum requirements of the OBC and the Design of Public Spaces Standard to ensure City facilities are inclusive and user-friendly for residents and visitors of all abilities. This policy reflects the requirements of the FADS where applicable.

Recreational Trails

A recreational trail is a public pedestrian trail intended for recreational and leisure purposes. All newly constructed recreational trails maintained by the City shall meet the technical requirements for features including:

- Minimum clear width
- Minimum head room clearance
- Trail surface
- Openings in the surface
- Edge protection
- Trail entrance
- Signage
- Boardwalks
- Ramps

Consultation

Prior to constructing new or redeveloping existing recreational trails, the City shall hold consultations with the public, persons with Disabilities and the AAC on the following:

1. The slope of the trail
2. The need for and location of ramps on the trail
3. The need for, location and design of
 - Rest Areas
 - Passing areas
 - Viewing areas
 - Amenities on the trail
 - Any other pertinent feature

Beach Access Routes

Accessible Routes on beaches are constructed for public pedestrian use to provide access to public beaches. Accessible Routes on beaches include permanent or temporary routes that provide access from a parking lot, recreational trail, sidewalk or walkway or an amenity.

Note: The standard does not apply to beach access routes created through repetitive use and without formal authorization.

All newly constructed or Redeveloped Accessible Routes on beaches maintained by the City shall meet the technical requirements for features including:

- Minimum clear width
- Minimum head room clearance
- Surface and surface area
- Changes in level
- Openings in the surface
- Maximum cross slope
- Maximum running slope
- Entrances
- Boardwalks
- Ramps

Recreational Trails and Beach Access Routes – Common Exceptions

The standard does not apply where the City can demonstrate a requirement would:

- Likely affect the cultural heritage value or interest of a property identified, designated or otherwise protected under the *Ontario Heritage Act*
- Affect the preservation of places set apart as National Historic Sites of Canada under the *Canada National Parks Act*
- Affect the national historic interest or significance of historic places marked or commemorated under the *Historic Sites and Monuments Act (Canada)*
- Damage, directly or indirectly, the cultural heritage or natural heritage on a property included in the United Nations Educational, Scientific and Cultural Organisation's World Heritage List of sites under the Convention Concerning the Protection of the World Cultural and Natural Heritage
- Adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values, whether the adverse effects are direct or indirect, and
- Not be practicable to comply with because existing physical or site constraints prohibit modification or addition of elements, spaces or features

Outdoor Public Use Eating Areas

Outdoor public eating areas consist of tables that are found in Public Spaces, such as public parks, and are specifically intended for use by the public as a place to consume food. All newly constructed or Redeveloped outdoor public use eating areas that are maintained by the City shall meet the technical requirements for features including:

- At least 20 per cent, but not less than one table must be accessible
- Accessible picnic tables located on an Accessible Route
- Depth
- Height
- Colour contrast
- Ground and floor surface

Outdoor Play Spaces

All newly constructed or Redeveloped outdoor play spaces maintained by the City shall meet the technical requirements for features including:

- Sensory and active play components for children and caregivers with various Disabilities
- Ground surface that is firm, stable and has impact attenuating properties for injury prevention, and
- Sufficient clearance to provide children and caregivers with various Disabilities the ability to move through, in and around the outdoor play space

Prior to constructing new or redeveloping existing outdoor play spaces, the City will hold consultations with the public, persons with Disabilities and the AAC on the needs of children and caregivers with various Disabilities.

Exterior Paths of Travel

Exterior paths of travel are sidewalks, walkways and multi-use paths, designed and constructed for pedestrian travel and intended to provide a functional service. All newly constructed or Redeveloped exterior paths of travel maintained by the City shall meet the technical requirements for features including:

- Exterior paths of travel (minimum clear width, minimum head room clearance, surface and surface area, openings in the surface, changes in level, maximum running slope and maximum cross slope)
- Ramps (minimum clear width, surface, maximum running slope, landings, openings in the surface, handrails, wall or guard rails, edge protection)
- Stairs (treads, riser, runs, tonal contrast markings, tactile walking surface indicators, handrails and guard rail)
- Curb ramps (minimum clear width, maximum running slope, maximum cross slope and tactile walking surface indicators)
- Depressed curbs (maximum running slope, direction of travel and tactile walking surface indicators), and
- Accessible pedestrian signals (locator and indicator tone, installation placement, tactile arrows, activation features, audible and Vibro-tactile Walk Indicators)

Prior to constructing new or redeveloping existing exterior paths of travel, the City shall hold consultations with the public, persons with Disabilities and the AAC on the design and placement of Rest Areas along the exterior path of travel.

Off-street Parking

All newly constructed or Redeveloped off-street parking maintained by the City shall meet the technical requirements for features including:

- Types of accessible parking spaces
 - Type A – minimum width of 3.4 metres (11.15 feet) and accessible van parking signage
 - Type B – minimum width of 2.4 metres (7.9 feet) and accessible car parking signage
- Access aisles
 - Minimum width
 - Extend full length of parking space
 - Tonal contrast of markings
- Signage – space is identified with an accessible permit parking sign, as prescribed in the Regulation
- Minimum number and type of accessible parking spaces, as prescribed in the Regulation

The City is not required to meet the minimum number of accessible parking spaces if it is not practicable due to existing physical or site constraints. Where the City claims an exception to the minimum number of accessible parking spaces it will provide as close to as many accessible parking spaces that meet the requirements.

On-street Parking

On-street parking spaces are designated spaces where vehicles can be parked on a temporary basis and are located on a public highway, street, avenue, parkway or similar type of road that provides direct access to shops, offices and other facilities.

Prior to constructing new or redeveloping existing accessible on-street parking, the City shall hold consultations with the public, persons with Disabilities and the AAC on the need, location and design of accessible on-street parking spaces.

Service Counters

Service counters are places where an individual receives a service and can include information desks, kiosks or counters. All newly constructed or Redeveloped service counters maintained by the City shall meet the technical requirements for features including:

- Minimum number of accessible service counters
- Located on an Accessible Route
- Speaking ports
- Countertop height and knee clearance
- Toe and floor space
- Signage and reach

Fixed Queuing Guides

Fixed queuing guides are permanent or built-in fixtures that direct people to follow a set path and are often used to organize long customer service lines. All newly constructed fixed queuing

guides that are fixed to the floor, both indoors and outdoors, and maintained by the City shall meet the technical requirements for features including:

- Minimum width
- Colour/tonal contrast
- Floor space
- Cane detectable
- Visual and auditory signals
- Tactile walking surface indicators

Waiting Areas

Waiting areas are places where people wait to receive a service and often include fixed seating. Accessible seating space is an area alongside the other seating locations where a person using a Mobility Aid can position themselves and/or their equipment.

All newly constructed or Redeveloped waiting areas that are maintained by the City shall meet the technical requirements for features including:

- Minimum number of accessible seating
- Located on an Accessible Route
- Floor space

Maintenance

Maintenance includes undertaking activities to keep existing Public Spaces in good working order and restoring spaces or elements back to their original condition. The City shall meet the maintenance requirements, as prescribed in the standard, and include maintenance requirements in the City's multi-year accessibility plans.

6. Accessible Customer Service Standard Requirements

Use of Assistive Devices

Individuals must be permitted to enter the premises with Assistive Devices and utilize them to access City goods, services and facilities, unless excluded by law or otherwise prohibited due to health and safety or privacy issues. In such cases, staff must provide an explanation and other measures used to ensure the individual can access City goods, services or facilities, where possible.

Where Assistive Devices are available in City facilities, they must be kept in good working order and staff trained on how to use them. The public must be informed of their availability

Use of Service Animals

Guide dogs and other Service Animals may be used in all City areas/premises that are open to the public, unless otherwise prohibited by law. Care and control of Service Animals are the responsibility of the person using them.

A person with a Disability must be permitted to enter those areas of the premises that are open to the public or third parties with the Service Animal and to keep the animal with them unless otherwise excluded by law or where the Service Animal may affect the health and safety of other customers. If a Service Animal is excluded from the premises, City staff will inform the individual of the reasons and discuss alternative methods for the person to access City goods, services and facilities.

When Employees cannot easily identify that an animal is a Service Animal, they may ask the person to provide documentation (template, letter or form) from a regulated health professional confirming the person needs the animal for reasons relating to their Disability.

Support Persons

Persons with Disabilities must not be prevented from accessing their Support Person when using goods, services and facilities provided by the City.

Where participant fees are charged (e.g. admission or registration) the fee must be waived for the Support Person.

The City may require a person with a Disability to be accompanied by a Support Person to protect their health and safety and/or that of others on the premises. The City will consult with the person with a Disability to determine if accompaniment by a Support Person is the only way to allow the person with a Disability to access the City's goods, services and facilities. If the City determines that a Support Person is required, the City will waive any fee or fare for the Support Person.

Notice of Temporary Disruptions

In the event of a service disruption at any City facility, service, program or system, notice shall be provided on the City website and posted in a conspicuous place at the location, where possible.

The notice shall provide the reason for the disruption, its anticipated duration and a description of alternative facilities, services, programs or systems that may be available.

Notice of Availability of Documents

The City will notify the public that documents related to accessible customer service are available in an Accessible Format or with Communication Support, upon request. Notice will be posted on the City's website.

Framework for Compliance

The City of Mississauga is committed to an inclusive community where all residents have access to City services, programs and facilities in a manner that is integrated and promotes dignity and independence. The City meets all AODA requirements through the following methods, processes and actions:

1. City of Mississauga's Strategic Plan - The Strategic Plan defines the City's priorities, processes and short and long-term plans and prioritizes budget and resource allocations.

One of the Plan's key Strategic Goals is to Ensure Affordability and Accessibility "to provide a range of affordable and accessible housing, transit and service options."

2. City of Mississauga's Official Plan - The Official Plan ensures that all changes within the urban environment will be considered for their capacity to create successful places where all people will collectively thrive.
3. City of Mississauga's Multi-Year Accessibility Plan – The City's Multi-Year Accessibility Plan outlines the actions the City will take to meet the AODA requirements, prevent and remove Barriers and when it will do so. An accessibility plan creates a road map for the City and puts into action the City's commitment to accessibility and its accessibility policies. Council and the public are able to track the City's progress through annual status and compliance reports to the province every two years.
4. MiWay – Mississauga Transit's Accessibility Plan – This plan provides an annual update on the accomplishments and current initiatives to provide accessible transportation to the persons with Disabilities, in accordance with the AODA and Regulations. The plan is available on the City's website in an Accessible Format.
5. Mississauga Accessibility Advisory Committee (AAC) - The AAC, an advisory committee to Council, advises, recommends and assists the City in promoting and facilitating a Barrier-free Mississauga for persons of all abilities. A majority of the members of the AAC are persons with Disabilities.
6. The City of Mississauga incorporates accessibility into its By-Laws and Corporate Policies
Note: All Corporate Policies, regardless of whether or not they specifically address accessibility, are reviewed with an accessibility lens.
7. Training – Training will be provided to all City Employees, volunteers, anyone who provides goods, services or facilities on behalf of the City and anyone involved in developing City policies and procedures.

Training will be appropriate to the duties of Employees and other individuals and include:

- The purpose of the AODA and the requirements of the Customer Service Standards
- The City's procedure on providing accessible customer service
- The Ontario *Human Rights Code*, where it relates to persons with Disabilities
- How to interact and communicate with people with various types of Disabilities
- How to interact with people who use an Assistive Device or require the assistance of a Service Animal or a Support Person
- How to use City equipment or Assistive Devices available to help provide goods, services or facilities to persons with Disabilities (e.g., screen readers, wheelchairs, pool lifts, sound amplifiers etc.)

- What to do if a person with a Disability is having difficulty accessing City goods, services or facilities

Training will be provided as soon as practical and on an ongoing basis in connection with changes to the policies, practices and procedures governing the Regulations. The City will maintain records of training in accordance with Ontario Regulation 191/11.

8. Transportation and Works Operator Standard Practice Instruction Manual – The Manual, comprised of a series of standard operating procedures for transit Employees, outlines the requirements of the AODA and related Regulations and how the requirements will be met.
9. Procurement Authorization Request Form (PAR Form) and Contract Managers Guidebook – The Guidebook includes a checklist to ensure accessibility considerations and requirements are part of the procurement cycle, including the planning and document development stages.
10. City of Mississauga Facility Accessibility Design Standards – In recognition of the diverse needs of Employees, residents and visitors to the City, the mandate of the Facility Accessibility Design Standards is to outline design criteria which are intended to generate built environments that are more inclusive. The City recognizes that the application of the criteria is dependent on the ability of the City to apply the criteria in compliance with legislation such as the *Ontario Building Code* and the *Planning Act*.

Revision History

Reference	Description
GC-0859-2012 – 2012 12 12	
June 17, 2013	Mayor & Council and LT approval to add Built Environment
January, 2017	Scheduled review – revised to reflect legislated changes to the IASR; other minor housekeeping edits.
September 30, 2020	Scheduled review. Reformatted with admin edits to clarify or add existing information.