

City of Mississauga

Multi-Year Accessibility Plan 2018- 2022

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City of Mississauga
Multi-Year Accessibility
Plan 2018-2022



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Executive Summary

Under the Accessibility for Ontarians with Disabilities Act (AODA), the City of Mississauga is required to develop multi-year accessibility plans to help make Ontario accessible by 2025. This is the City's second multi-year accessibility plan (MYAP) which builds on the accomplishments of the 2012-2017 plan.

While the City is compliant with all requirements under the AODA and its Standards, this plan acts as our accessibility road map, outlining key actions to maintain compliance. It also describes additional non-legislative initiatives designed to create a more inclusive community. It helps us relay our commitment to accessibility and an inclusive community.

An accessible Mississauga means:

- Persons with disabilities receive quality goods and services in a timely manner
- Information and communications are available in accessible formats to all City employees, residents, visitors and customers
- Persons with disabilities are able to participate fully and meaningfully as City employees
- There is greater accessibility in City facilities and public spaces
- City employees are able to continually identify barriers to accessibility and actively seek solutions to prevent or remove them

The plan is based on best practice research, as well as input from the City's Accessibility Advisory Committee, Staff Accessibility Resource Team, persons with disabilities, accessibility stakeholders and staff. It is organized around the following standards and general requirements of the AODA.

The five standards are:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

Our 2018–2022 priorities and commitments

The new five-year accessibility plan includes both new and continuing initiatives that will help meet the City's commitment to an inclusive community where all residents and visitors have access to City services, programs and facilities in a manner that is integrated and promotes dignity and independence.

Accessibility is everyone's responsibility and will be incorporated by design into the work of all City Departments.

General Requirements and Governance – 2018-2022 Goals

The general requirements of the IASR require the City to have accessibility policies, a statement of commitment and a multi-year accessibility plan. In addition to the Standards under the IASR, the City is committed to going beyond the legislated requirements to ensure that barriers to accessibility are identified and addressed across the organization.

Outcomes:

- An organization which fosters a culture where everyone feels like they belong, that values and includes employees, residents and visitors with disabilities
- City employees, residents and visitors are aware of available resources and accommodations when accessing City goods, services and facilities
- Clear roles and accountability at all levels of the organization
- Employees are supported to identify barriers to accessibility and actively seek solutions to prevent and remove them

2018-2022 Goals

- Establish a corporate accessibility governance structure and accountability framework to oversee the implementation of the multi-year accessibility plan (MYAP)
- Provide annual status updates on the City's MYAP to the City's AAC and Council and post on the City's website
- Promote accessibility awareness within the organization and community
- Continue to demonstrate leadership in accessibility by meeting or exceeding timelines of provincial legislation
- Continue to ensure City purchases include accessibility design, features and criteria
- Update Corporate Accessibility Policy in 2020 as part of the City's policy review process
- Increase the number of accessibility audits for City facilities
- Continue to provide training on the IASR and the Ontario Human Rights Code to all new employees, volunteers, anyone who participates in developing City policies or provides goods, services or facilities on behalf of the City
- Adopt and implement the Dynamic Symbol of Access at City facilities, where feasible

Customer Service – 2018-2022 Goals

The Accessible Customer Service Standard under the IASR requires the City to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to support this requirement.

Outcome:

- An accessible Mississauga that includes ensuring people with disabilities receive quality goods and services in a timely manner, supported by effective policies, procedures, tools and resources that promote accessibility in customer service

The City of Mississauga continues to:

- Train staff, Council, volunteers and those who provide goods, services or facilities on the City's behalf on an ongoing basis, as required
- Monitor customer service to ensure we are maintaining and improving upon the level of accessibility we provide in programs, services and facilities
- Provide notice of service disruptions

2018–2022 Goals

- Develop and consult AAC on an Election Accessibility Plan including auditing potential voting locations, ensuring forms and signage are accessible and providing accessible customer service training to election officials
- Create an Accessibility Report, highlighting the accessibility achievements of the 2022 election and demonstrating the City's commitment to ongoing improvements in the future
- Create Accessibility Report after the 2022 election highlighting key accomplishments and identifying challenges
- Explore assistive technologies that make City programs and services more accessible including, but not limited to:
 - Assistive listening devices
 - Assistive devices
 - Charging stations for mobility devices
 - CART captioning

Information and Communications - 2018-2022 Goals

The Information and Communications Standard under the IASR requires the City to communicate and provide information in ways that are accessible to people with disabilities.

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Outcomes:

- Enhanced accessibility as it relates to communication supports, formats, and websites and web content.
- City staff have the tools and resources to effectively develop information and communications in accessible formats

By delivering information and communications in accessible formats to all City employees, residents, visitors and customers, the City will support the effective delivery of services.

The City of Mississauga continues to:

- Maintain a process for receiving and responding to feedback in ways that are accessible to people with disabilities
- Notify the public about the availability of accessible formats and communication supports
- Provide accessible formats and communication supports, upon request
- Provide emergency information in alternative formats, upon request
- Maintain an accessible website and web content
- Review documents and templates to ensure they are accessible

2018–2022 Goals

- Provide training to staff on creating accessible documents, as required
- Ensure documents and content posted online are in accessible formats
- Develop a strategy to meet WCAG 2.0 Level AA requirements
- Develop resources for employees on accessible public engagement and consultations
- Expand digital content offered by City of Mississauga Libraries

Employment – 2018-2022 Goals

The Employment Standard under the IASR sets out accessibility requirements that the City must follow to support the recruitment and accommodation of employees. This includes preparing individualized emergency response information for persons with disabilities and making employment practices and workplaces more accessible for new and existing employees with disabilities.

Outcomes:

- Accommodation practices will be reviewed to ensure people with disabilities are able to participate fully and meaningfully as City employees

The City of Mississauga continues to:

- Notify applicants about the availability of accessibility accommodations in the recruitment process
- Advise successful applicants about the availability of accommodations for employees with disabilities
- Make policies on accommodating and supporting employees with disabilities available to all employees
- Provide accessible formats and/or communication supports to employees with disabilities who require it
- Document individual accommodation plans for employees with disabilities
- Offer a return to work process for employees with disabilities

2018–2022 Goals

- Continue to regularly review corporate policies and practices to ensure applicants and employees with disabilities receive the proper support
- Train staff on mental health awareness program The Working Mind, created by the Mental Health Commission of Canada
- Provide training to staff on the City’s new Workforce Diversity and Inclusion Strategy

Transportation – 2018-2022 Goals

The Transportation Standard under the IASR sets out the requirements to prevent and remove barriers to make public transportation and related services more accessible.

Outcome:

- The City continues to support the development of transportation services for residents and visitors that are barrier-free

The City of Mississauga continues to:

- Make information about accessible equipment available using multiple formats of communication
- Procure vehicles and equipment that meet the technical requirements of the regulation
- Provide training to all new staff
- Monitor taxi owners and operators in Mississauga to ensure they are meeting the requirements of the regulation

2018–2022 Goals

- Conduct accessible taxicab “On-Demand Solutions” study as recommended by Public Vehicle Advisory Committee
- Design and begin construction of Hurontario Light Rail Transit (LRT)
- Develop and implement City Parking Master Plan
- Continue facility, service and operation improvements to enhance the universal design of the transit system
- Continue to integrate accessibility considerations in the design and implementation of the City’s Cycling Master Plan
- Continue to integrate accessibility considerations in the design and implementation Dundas Connects

Public Spaces and Facilities – 2018-2022 Goals

The Design of Public Spaces Standard under the IASR requires the City to ensure that newly-constructed or significantly renovated public spaces (e.g., beach access routes and accessible parking) are accessible.

The City also complies with the Ontario Building Code’s requirements for accessibility in the built environment, often exceeding the requirements through the application of the City’s Facility Accessibility Design Standards (FADS).

Outcome:

- Improved accessibility of City facilities and public spaces. This includes incorporating accessibility retrofits where possible during renovations
- Prevention and removal of accessibility barriers within City facilities through the mandatory use of FADS for new construction and redevelopments

The City of Mississauga continues to:

- Consult the Mississauga Accessibility Advisory Committee, the public and people with disabilities prior to redeveloping or constructing new public spaces under this Standard
- Incorporate public consultations into existing processes wherever possible
- Meet or exceed the technical requirements of DOPS

2018–2022 Goals

- Continue to maintain and update the Mississauga FADS
- Continue to prioritize and retrofit existing built environment barriers at facilities under the City’s management to comply with FADS

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- Continue to implement accessibility improvements as part of state of good repair capital and maintenance programs
 - Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements
 - Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation
 - Explore the inclusion of mobility device charging stations in new and redeveloped public spaces
 - Increase the number of accessible picnic tables at parks
 - Continue to enhance the accessibility of new and redeveloped playgrounds
 - Continue to fulfill requests for accessible pedestrian signals and install with all new traffic signals and replacements of existing traffic crossing signals
 - Continue to install tactile walking surface indicators at all corners during state of good repair
 - Continue to implement Park Bench Arm Rest Addition Program
 - Install two operators for public washroom at BraeBen Golf Course
 - Install 24 automatic door operators on corridor doors leading to rinks and rink change rooms at Paramount Fine Foods Centre
 - Install three automatic door operators at Burnhamthorpe Library site
 - Improve accessibility at City Centre Transit Terminal by adding sliding doors at the terminal platform, elevator upgrades and replace escalator
 - Replace elevator/lift at Burnhamthorpe Community Centre and Huron Park Recreation Centre