Accessibility Plan

September 2006

Making Way

For Ontarians with Disabilities

Region of Peel
Working for you

Region of Peel

Working for you

Accessibility Planning Program

Region of Peel
Working for you

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A. *Background*

A.1 **Preparing the Service Strategy Business Plan**

This plan was prepared by the Region of Peel's Accessibility Planning Specialist in consultation with the Joint Peel-Caledon Accessibility Advisory Committee, the Commissioner of Corporate Services and Regional Solicitor, the Director of Strategic Planning, the Regional Clerk and Director of Clerk's, and departmental staff.

A.2 **Key Contacts**

Joint Peel-Caledon Accessibility Advisory Committee (AAC)

Membership

Glenn Barnes (Chair, Community Member)
William Goursky (Vice Chair, Community Member)
Maureen Tymkow (Community Member)
Harvinder Bajwa (Community Member)
Terri LeRoux (Community Member)
Marlowe Horn (Community Member)
Naz Husain (Community Member)
Emil Kolb (Regional Council Member)
George Carlson (Regional Council Member, Mississauga)
Richard Paterak (Regional Council Member, Caledon)
Sandra Hames (City Councillor, Brampton)

Committee Contact Information

Joint Peel-Caledon Accessibility Advisory Committee (AAC)
aac@peelregion.ca

Stephanie Juruis, Acting Legislative Coordinator, Accessibility Advisory Committee
905-791-7800, ext.4697
stephanie.juruis@peelregion.ca

Regional Accessibility Planning Program Staff
R. Kent Gillespie, Commissioner of Corporate Services and Regional Solicitor,
905-791-7800, ext. 4315
kent.gillespie@peelregion.ca

Ava Macintyre, Acting Regional Clerk and Director of Clerk's,
905-791-7800, ext. 4325
ava.macintyre@peelregion.ca

Meenu Sikand, Accessibility Planning Specialist,
905-791-7800, ext. 4778
meenu.sikand@peelregion.ca

Municipal Contact Information

The Regional Municipality of Peel
10 Peel Centre Drive
Brampton, Ontario
L6T 4B9
905-791-7800
www.peelregion.ca

A.3   Additional Information

This Accessibility Planning Program 2006 Service Strategy Business Plan (SSBP) document will serve as the Region of Peel's fourth Accessibility Plan as per the municipal requirements under the *Ontarians with Disabilities Act, 2001* (ODA).   The ODA, 2001, requires that each year Regional Council prepare an accessibility plan and seek the advice of its Accessibility Advisory Committee in doing so.

On September 18, 2003, Regional Council approved its first Accessibility Plan. On October 7, 2004, Regional Council approved the second Accessibility Plan developed using the Service Strategy Business Planning (SSBP) process used throughout the Region for its various programs and services. Third Accessibility Plan was approved by the Council on October 6, 2005.

On June 13, 2005, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was enacted. The AODA, 2005, requires the development of accessibility standards with the goal of leading to an accessible Ontario in 20 years. However, the legal obligations under the ODA, 2001, remain in force until the Act is repealed.

Similar to the previous year's Plans, the fourth Accessibility Plan, once approved by Regional Council, will also be converted into alternate formats and will be posted on the Regional Web site **www.peelregion.ca**

B.   *Description of Current Services*

B.1   Program Location Map

Accessibility Planning Program staff are located at 10 Peel Centre Drive, Brampton.

B.2 Profile of Current Services

Program Support & Coordination

The Accessibility Planning Program coordinates implementation and development of annual accessibility plans as well as providing support to the Joint Peel-Caledon Accessibility Advisory Committee (AAC), Region, Accessibility Planning SSBP Steering Committee and all Regional departments in assessing and ensuring that services, programs, projects, and policy initiatives address accessibility for citizens, customers, and employees with disabilities.

B.3 Description of Clients/Customers

Regional Departments

Accessibility Planning Program provides accessibility advice and informational support services to all Regional Departments.

Regional Employees

The Region of Peel's diverse workforce has approximately 3200 employees who deliver programs and services to over one million Peel residents.

Prospective Employees

All individuals who wish to seek employment at the Region of Peel.

Customers and Clients of Regional Programs and Services

All individuals who access and use services, programs and information offered and delivered by the Region of Peel.

Prospective Customers and Clients of Regional Programs and Services

All individuals who in the future may require access to services, programs and information offered and delivered by the Region of Peel.

B.4 Description of Suppliers, Partners and Stakeholders

Suppliers
- Disability Education Trainers (Coalition for Persons with Disabilities Peel/Halton/Dufferin; Learning Disabilities Association of Peel Region)
- Translation service providers

Partners
- Regional departments involved in program and service delivery endeavours.
- Professional Associations:
  Association of Municipal Clerks and Treasures of Ontario (AMCTO), Association of Municipalities of Ontario (AMO)
- Accessibility Directorate of Ontario
- External collaborative accessibility networks:
  Ontario Network of Accessibility Professionals (ONAP),
  Peel Partners in Accessibility,
  Coalition of Accessibility Advisory Committees
- City of Brampton Accessibility Advisory Committee
- City of Mississauga Accessibility Advisory Committee

Stakeholders
- Provincial Government – Ministry of Community and Social Services (Ministry responsible for AODA and ODA)
- Joint Peel-Caledon Accessibility Advisory Committee (AAC) to advise the Region of Peel on accessibility issues and addressing the legislative requirements under AODA, ODA and subsequent regulations.

B.5   Overall Organization Structure

B.5   Organizational Structure for Accessibility Planning SSBP

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                        │    Regional Council     │
                        └─────────────────────────┘
                                    ▲
┌─────────────────────┐   ┌─────────────────────────┐
│ Joint Peel-Caledon  │   │ Executive Management    │
│ Accessibility       │   │      Team (EMT)         │
│ Advisory Committee  │   └─────────────────────────┘
└─────────────────────┘                ▲

              ┌─────────────────────────┐   ┌─────────────────────────┐
              │ Accessibility Planning  │◄──│ Accessibility Planning  │
              │    SSBP Sponsor         │   │ SSBP Steering Committee │
              └─────────────────────────┘   └─────────────────────────┘

    ┌─────────────────────┐        ┌─────────────────────┐
    │   Accessibility     │        │    Coordinating     │
    │     Program         │        │  Project Manager    │
    │ (Clerk's Division)  │        └─────────────────────┘
    └─────────────────────┘

┌──────────────────┐  ┌──────────────────┐  ┌──────────────────┐
│ Project Manager  │  │ Project Manager  │  │ Project Manager  │
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┌──────────────────┐  ┌──────────────────┐  ┌──────────────────┐
│  Project Team    │  │  Project Team    │  │  Project Team    │
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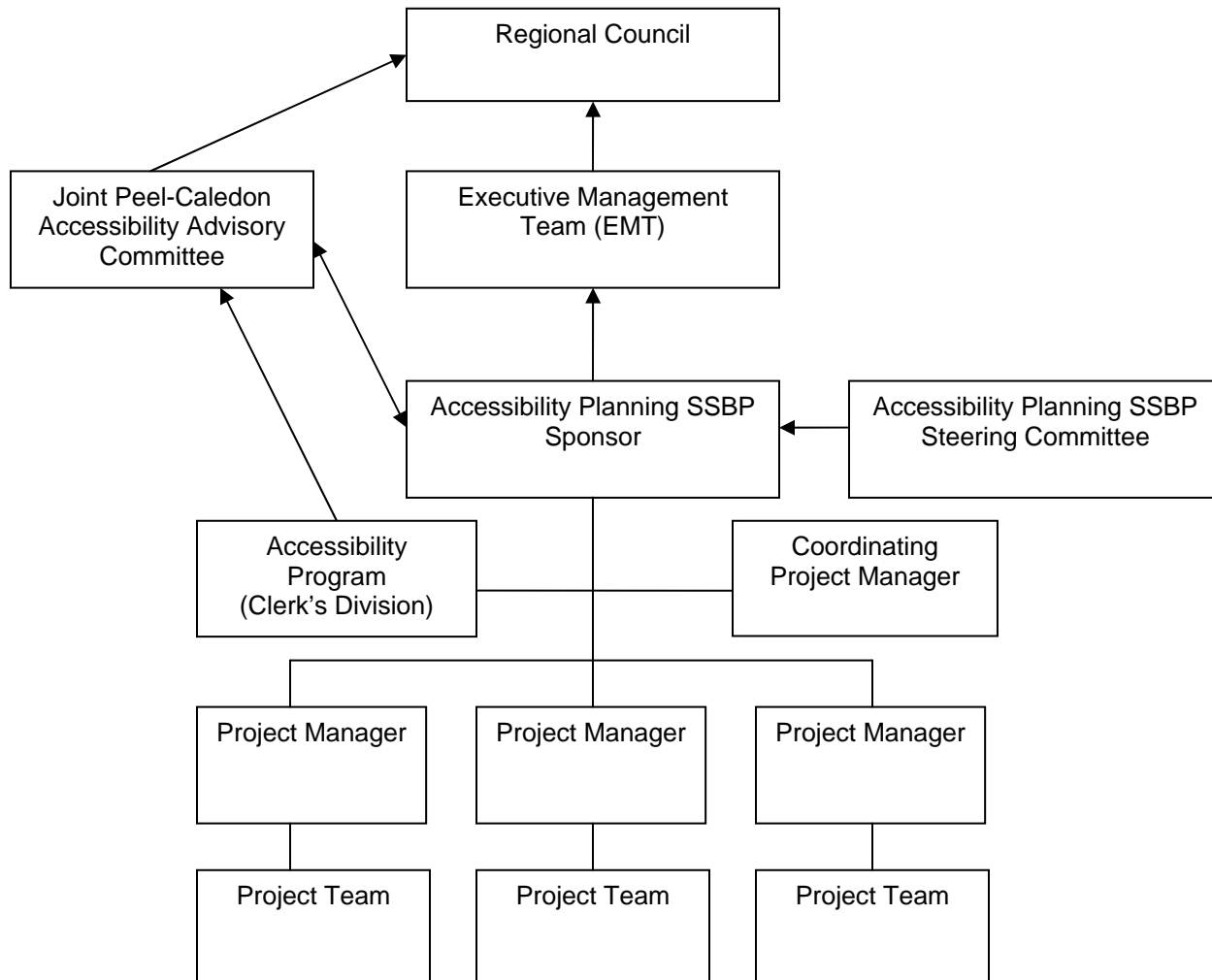
B.6 Significant Recent Activities/Initiatives

- Updated Joint Peel-Caledon Accessibility Advisory Committee (AAC) brochures to clarify mandate, roles and responsibilities of the committee as well as the Regional Accessibility Planning Program and distributed the brochures to Regional Staff and members of the public to raise their understanding of both.
- Continue to educate departmental management teams and staff on the usage of electronic Barrier Identification and Tracking Tool (BITT) to assist management teams in engaging employees at all levels in identifying and reporting barriers on-line, and to use the information collected to manage departmental accessibility tasks by prioritizing and planning for improvements during the Service Strategy and Business Planning (SSBP) process.
- Made presentations to all Regional Departmental Management Teams to provide an overview of the new BITT tool; Region's obligations under the existing (ODA) and new provincial disability legislation (AODA) while highlighting the evolving strategic approach to improving accessibility of Regional programs, services and facilities.
- The Accessibility Planning Program and the Joint Peel-Caledon Accessibility Advisory Committee continue to participate in joint meetings with members of the City of Brampton and the City of Mississauga Accessibility Advisory Committees to discuss best practices, common issues affecting Peel citizens with disabilities and various remedies to improve accessibility.
- Members of the AAC and staff visited Regional event Peel Children Water Festival, attended Liveable Peel Conference, provided input to develop a strategy for Peel Youth and conducted an accessibility audit of the Peel family shelter.
- In December 2006, Accessibility Planning Program in partnership with the Housing Department and Joint Peel Caledon Accessibility Advisory Committee organized a full-day internal event (also proclaimed by Regional Council) to celebrate the United Nation's International Day of Disabled Persons; awarded AAC accessibility awards to regional departments and organized mental health awareness session for 143 employees.

- AAC members along with Housing and Property and Social Services departments participated in "Connections 2006 – the 7th Annual Resource Fair for Persons with Disabilities" in the Region of Peel.
- During 2006, in partnership with Health, two disability educational series comprised of six Lunch N Learn sessions were organized for 90 Regional staff at various locations. Three sessions aimed at improving staff understanding of preparing universal accessible information resources for clients and co-workers with disabilities were scheduled for August, 2006 at three regional locations. Three sessions provided staff specific tips to improving their communications skills in providing service to clients with disabilities.
- AAC members reviewed site plan and provided accessibility recommendations and a letter of endorsement supporting 10 Peel Centre Expansion Project.
- AAC members met with the architecture and project team to review various design options proposed to re-construct the front ramp at 10 Peel Centre Drive. Design was approved and endorsed by the members of AAC. Construction of the ramp is currently underway.
- AAC members and Accessibility Planning Specialist met with the John Street Senior's Residence project team to review 50% and 75% of the design concept and provided accessibility recommendations.
- Collaborated with the Housing and Property department and the members of AAC to review and improve existing emergency evacuation procedures to ensure safe exit of both, staff and volunteers with various disabilities from regional headquarters.

Appendix III provides readers with detailed information about accessibility initiatives reported by Regional departments since the development of our third Plan that support the objectives of the Accessibility Planning Service Strategy and Business Plan.

C. *Trends and Issues*

C.1 Emerging Trends

- By the year 2021, forecasts for the Region of Peel indicate that about 15 per cent of the population will be aged 65 or older
- Incidence of disability increases significantly with age, which indicates that the number of persons with disabilities and the related needs to access Regional services can be expected to increase at a relatively high rate over the next 20 years
- Highest rate of growth in Peel is the population of seniors (69 per cent increase in the seniors' population in the last five years)
- Increased demand for adequate transportation for persons with mobility disabilities
- Rapid population growth and development in the region of Peel
- Citizen/client/customer focus creates expectation of immediate response to accessibility issues
- Reduction in financial resources to address accessibility issues
- More seniors and people with disabilities are living in family structures
- Increased expectations from compliance agencies (such as Ontario Human Rights Commission (OHRC))
- Increasing expectation for municipal governments to serve as delivery agents for provincial policies

See Appendix IV for illustration of data that provide more details on the emerging trends.

C.2 Key Strategic Issues
- Compliance with existing and new legislation (ODA, AODA, Planning Act, OHRC, Ontario Building Code)
- Growing expectations for municipal governments to immediately respond to the accessibility needs of its customers, clients, citizens and employees
- Planning for Peel's rapidly growing population and aging citizens

- Establishing an effective accessibility planning program infrastructure within the Region, including development of efficient and effective processes
- Building and maintaining momentum among staff and AAC for addressing foundational issues for a sustainable and meaningful change
- Creating collaborative internal and external partnerships to identify and address current and emerging accessibility issues
- Level of awareness and understanding of: different types of disabilities; the identification, removal and prevention of barriers; and the ODA and AODA requirements among staff, Regional Council and the public

D. *Mandate, Objectives and Actions*

D.1 Mandate and Objectives

Mandate:

The Accessibility Planning Program will contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives:

1. To develop ability of all Regional staff to effectively and proactively identify and address accessibility barriers

2. To improve accessibility of Regional programs, services and facilities

3. To address policy issues and optimize advocacy efforts

4. To build public awareness and knowledge of accessibility issues

D.2 Objectives and Actions

1. **To develop ability of all Regional staff to effectively and proactively identify and address accessibility barriers**
   1.1 Build an effective training and development program for staff
   1.2 Ensure ongoing internal communication on accessibility
   1.3 Develop specific accessibility standards and guidelines for all internal and external publications

2. **To improve accessibility of Regional programs, services and facilities.**
   2.1 Ensure effective processes are in place to integrate AAC recommendations
   2.2 Strengthen organizational processes that will support accessibility

2.3 Develop a process for reporting of barriers and accessibility issues
2.4 Integrate accessibility issues into key planning documents
2.5 Ensure accessibility while organizing corporate events and meetings
2.6 Ensure effective processes are in place to implement Universal Design philosophy

3. **To address policy issues and optimize advocacy efforts**
   3.1 Undertake policy development approach
   3.2 Establish strong partnerships with other governments and non-governmental organizations
   3.3 Pursue advocacy opportunities with the province

4. **To build public awareness and knowledge of accessibility issues**
   4.1 Create opportunities for public engagement
   4.2 Implement an external communication and education strategy

See the Accessibility Work Plan in Appendix II, which lists tasks that support each of the Objectives and related Actions.

D.3 Strategic Plan Connection
The objectives and actions in the Accessibility Planning Program Service Strategy Business Plan are consistent with, and support, the following goals in the Region's Strategic Plan, *Fast Forward Peel: Building a Strong Community Together.*

Goal 1: Improve the community's health, social well-being and safety
Goal 5: Be a citizen-focused Regional government

Strategic Action 5.4: Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities

D.4 Service Principles (Optional)
The Regional Values function as Accessibility Planning Program service principles.

E. *Monitoring and Measuring the Service Strategy Business Plan*

E.1 Objectives and Outcomes

1. **To develop the ability of all Regional staff to effectively and proactively identify and address accessibility barriers.**
   - Identify and document accessibility barriers in a consistent manner using a centralized database within the corporation
   - Create opportunities for recognition of the Accessibility Planning Program and role of AAC among Council, senior management and external organizations
   - Appropriate departmental staff participation in Accessibility projects and corporate activities
   - Raise disability awareness of the Council and staff by providing specific training and educational materials

2. **To improve accessibility of Regional programs, services and facilities**
   - Active and appropriate collaboration across the Departments to address accessibility issues
   - Provide information support to strategically influence departmental program decision making to improve accessibility within their operations

3. **To address policy issues and optimize advocacy efforts**
   - Opportunities for sharing AAC messages with Council, province, public and external organizations

4. **To build public awareness and knowledge of accessibility issues**
   - Opportunities for recognition of the Accessibility Planning Program by Council, senior management, citizens and external organizations
   - Has been recognized and sought out by other organizations for best practices

This section will provide readers with detailed information of Regional accessibility initiatives by listing activities which have taken place since the development of the third Accessibility Plan. The second and third Plans were developed by identifying four main objectives to achieve the Regional goal of creating a receptive and accessible community, which will ensure full participation of persons with disabilities according to the obligations set out by the provincial disability legislations the *Ontarians with Disabilities Act, 2001 (ODA)* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA).* The following initiatives fully support the four objectives outlined in the second, third and fourth Regional Accessibility Plans.

Objective #1: To develop ability of all Regional staff to effectively and proactively identify and address accessibility barriers.

- Prepared a Pathways story for the International Day of Disabled Persons (IDDP) for Regional employees to disseminate information related to the IDDP and to seek nominations from all staff by identifying significant accessibility improvements achieved by their peers. Nominations received were compiled and forwarded to the members of the AAC for their consideration.
- On December 2, 2005, the Accessibility Planning Office successfully organized the 2nd Regional IDDP, sponsored by the Housing and Property Department; proclaimed by Regional Council and supported by the AAC and the IDDP organizing committee.
- Activities of the day included a message from the Acting CAO; the sponsoring Commissioner; a presentation entitled **"Depression: Beyond the Secrecy and the Shame"** given by Karen Liberman of the Mood Disorders Association of Ontario; experiential learning stations to learn about mobility and learning disabilities, displays by the accessibility Planning Program, TransHelp and the Canadian

Mortgage and Housing Corporation; video presentation; web-casting of the event for employees in satellite offices and distribution of the annual accessibility awards.

- Approximately 143 staff participated in the event. Survey feedback received from the participants strongly supported the focus of raising awareness about invisible disabilities. Survey results indicated that future events should focus on hearing or vision disabilities or workplace accommodations.

- During the 2nd Annual Accessibility Awards Presentation, the AAC distributed four Certificates of Achievement and five Letters of Appreciation to recognize efforts of Regional staff and departments for improving accessibility of Regional programs, services, projects and facilities.

- Throughout the year, the Accessibility Planning Specialist continued to follow up with departmental coordinators from all nine departments regarding the status of barriers submitted through the Barrier Identification and Tracking Tool (BITT). The Accessibility Planning Specialist continued to meet with Communication Services staff to discuss strategies on how to increase awareness of BITT amongst Regional employees.

- As requested by the members of the BITT departmental coordinators team, the Accessibility Planning Specialist organized four meetings to assist them in planning for the removal of barriers identified by Regional staff and to provide guidance to departmental coordinators.

- Scheduled meetings with staff from People, Information and Technology, Health and Finance to explore partnership opportunities to conduct disability education sessions for Regional staff.

- Two Series of six Lunch and Learn sessions were scheduled for Regional staff, in partnership with the Health department, the Accessibility Planning Program and the Joint Peel-Caledon

Accessibility Advisory Committee. The first series was held in June, 2006, and attracted 57 attendees. Three sessions organized in August, 2006 were aimed at improving staff understanding of how to prepare universal accessible information resources for clients and co-workers with disabilities. Each participant received a resource package, hands on experience in creating accessible resources and a certificate of completion. The last series will be presented early in 2007. Evaluation summaries for each session are being prepared and will be shared with Senior Management, AAC and other stakeholders.

Objective #2: To improve accessibility of Regional programs, services and facilities.

- A new Accessible Transportation Coordination Office is being created that will have three primary functions:
  - o Gateway to direct users to appropriate services and screen applicants
  - o Support to transit, including TransHelp, to optimize access and use
  - o Brokerage to assist community service agencies by providing additional support for all high needs passengers with disabilities; and providing health and social transportation that cannot be covered by local transit or TransHelp.
- The Accessible Transportation Coordination Specialist organized four focus groups with Community Living and Erinoak clients to determine the transportation needs and wants of specific groups of people with disabilities (who are not eligible for TransHelp) and to identify the special and unique training needs of youth who will become the next generation of accessible transit consumers.

Ontarians with Disabilities Act, 2001
and
Service Strategy Business Planning Requirements

- A subcommittee of AAC members was created to ensure that the 2007 Peel Children Water Festival event location and activities will be inclusive and accessible for attendees with various disabilities. An audit of this year's event was conducted by the subcommittee members and feedback from this audit is currently being collected. Members of Regional staff and the AAC subcommittee will meet in July to review the recommendations received and start developing an implementation plan.

- As project sponsor of the Accessibility Planning Program, R. Kent Gillespie, Commissioner of Corporate Services is currently seeking resources to implement various components of the Executive Management Team approved new governing structure for Regional Accessibility Planning SSBP.

- The Commissioner of Corporate Services and the Director of Strategic Initiatives conducted a consultation session to gather members' input and comments related to the Regional Accessibility Plan and other accessibility initiatives.

- AAC members and the Accessibility Planning Specialist met with the John Street Senior's Residence project team to review their design concept and provide accessibility recommendations.

- Collaborated with the Housing and Property department and the members of AAC to review and improve existing emergency evacuation procedures to ensure safe exit of both, staff and volunteers with various disabilities from regional headquarters.

- AAC members reviewed site plan and provided accessibility recommendations and a letter of endorsement supporting 10 Peel Centre Expansion Project.

- AAC members met with the architecture and project team to review various design options proposed to re-construct the front ramp at 10 Peel Centre Drive. Design was approved and endorsed by the members of AAC. Construction of the ramp is currently underway.

Objective #3: To address policy issues and optimize advocacy efforts.

- Vice-chair of the AAC and the Accessibility Planning Specialist participated in the "Accessibility Advisory Committee Continuing Education" workshop organized by the City of Kitchener and Region of Waterloo to gain first hand knowledge of systemic and attitudinal gaps experienced by organizations servicing people with invisible disabilities as well as to network with other municipal staff and Accessibility Advisory Committees within the province of Ontario.

- Accessibility Planning Specialist also participated in a one day conference titled "Implications of International Disability Policies" where a number of speakers highlighted the key points of the draft United Nations Convention now officially known as the "International Convention on the Rights of People with Disabilities" (ICRPD), which is currently in its final stages of review by UN members countries including in depth discussions as to how such a convention would impact existing legislations, public policy, disability rights and accessibility initiatives within various global communities including Canada.

- Joint Peel-Caledon Accessibility Advisory Committee will be hosting a joint AAC meeting with area municipalities in early 2007. The topic proposed for the meeting is "Housing".

- Vice-chair of the AAC participated in the 2006 Liveable Peel Conference to receive first hand knowledge of Regional planning process to address the issues of the growing number of senior's and persons with disabilities population in the Region of Peel and the Regional strategy to enhance accessibility and sustainability of its programs and services while meeting the future needs of Peel citizens.

- The Accessibility Planning Specialist reviewed a draft of the customer services standards developed by the Provincial Accessibility Advisory Committee and provided input for their consideration.
- The Accessible Transportation Specialist began discussions with the Brampton and Mississauga Transit and the Region of Peel TransHelp to develop a broad communication strategy promoting conventional transit as a viable option for many people with disabilities, who may not be eligible for TransHelp service.

Objective #4: To build public awareness and knowledge of accessibility issues.

- The Accessibility Planning Specialist participated in the "Deaf for a Day" event hosted by the Canadian Hearing Society of Mississauga along with two Councillors from the Town of Milton to raise public awareness of issues impacting citizens of Peel who are deaf, deafened or hard of hearing.
- The Region of Peel launched a pilot project named "Transportation Training Institute Office" in partnership with the Ministry of Health and Long Term Care (MOHLTC).

Accessibility Work Plan

Mandate
Contribute to creating a receptive, accessible community
that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
1. To develop ability of all Regional staff to effectively and proactively identify and address accessibility barriers.	1.1 Build an effective training and development program for staff.	▪ Establish a training and development curriculum, including customized training modules and tools for specific operational needs.	Attitudinal and Information	December 2007	11 (3) (b) (d)
		▪ Development of a comprehensive initiative "Diversity, Access and Equity Strategy" (DAE) by the Health department to provide training and tools for program staff regarding	Attitudinal and Information	Fall 2006 and continuing	11 (3) (b) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   1
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

Accessibility Work Plan

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Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		accessibility. 1. DAE Strategy Approved 2. Develop & Implement action plan		July 2006 December 2008	
		▪ TransHelp in-house trainer will be reviewing all policies and procedures with current driver/operators, and will also be providing training to outside service providers (e.g. taxi companies).	Information and Policy/Practice	Completed	11 (3) (b) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   2
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

Accessibility Work Plan

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Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		▪ Accessibility Planning Specialist scheduled to present to staff of all 11 directly-operated child care centres on accessibility.	Attitudinal and Information	2007	11 (3) (b) (d)
		▪ Implement sensitivity training for Regional Council and the Executive Management Team. ▪ This training will also be included within the orientation session conducted for new Council members following	Attitudinal and Policy/Practice	Completed January 2007	11 (3) (b) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   3
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

Making Way
For Ontarians with Disabilities

Accessibility Work Plan

Mandate
Contribute to creating a receptive, accessible community
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Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		each municipal election.			
	1.2 Ensure ongoing internal communication on accessibility.	▪ Develop and implement a corporate-wide communication and education strategy and implement strategy using Pathways to submit Accessibility Stories, Poll Questions, and Surveys.	Attitudinal	On-going	11 (3) (b) (d)
	1.3 Develop specific accessibility standards and	▪ Review existing publications and standards and	Information	On-going	11 (3) (b) (d)

Accessibility Work Plan

Mandate
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Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
	guidelines for all internal and external publications.	provide recommendations.			
(d)		▪ Review the W3C (Web site Accessibility Standards) and apply to Health department Web site. 1. Web team will commence work as DAE strategy has been approved	Information	2007 - 2008	11 (3) (b) (d)
		▪ Review accessibility	Information	December	11 (3) (b) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   5
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

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**Mandate
Contribute to creating a receptive, accessible community
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Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		guidelines for publications related to Health department programs. 1. Health and Communications Services will commence work in Fall, 2006		2007	
		▪ Health department planning to undertake an environmental scan of existing policies, guidelines and standards relating to accessibility within	Information	2007	11 (3) (b) (d)

Accessibility Work Plan

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Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		each division. 1. DAE Strategy approved 2. Develop & implement action plan			
		▪ TransHelp currently reviewing the accessibility of newsletter and Web site, including consideration of font size, colour, and language.	Information and Communication	Completed	11 (3) (b) (d)
2. To improve accessibility of Regional programs,	2.1 Ensure effective process in place to integrate AAC	▪ Clarify roles and responsibilities of AAC and staff by	Policy/Practice and Attitudinal	Completed and Ongoing	11 (1) (b) (i) 12 (2) – (6)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   7
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

Making Way
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Objectives	Actions		Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
services and facilities.		advice.	developing AAC brochures and distributing them externally and internally.			
	2.2	Strengthen organizational processes that will support accessibility.	▪ Adopt CSA standards where available and applicable.	Policy/Practice	Completed and Ongoing	11 (2)
			▪ Public Works department developing accessible corporate standard for interior facility signage (increasing font sizes	Policy/Practice	Completed	11 (2)

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Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		of signs, etc)			
		▪ Social Services department developing pilot project to explore the development of new accessible office space.	Physical	Completed	11 (2)
		▪ The Employment Resource Centre at Peel Youth Village installing computers equipped with screen magnifier software for visitors with low vision, and telephones with TTY	Communication	2008	11 (2)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   9
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

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Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		uni-phone access.			
		▪ Research and document departmental best practices and share with other departments.	Information	Ongoing	
		▪ Recognize departmental and individual efforts to improve accessibility by awarding them annually and highlighting their achievements to encourage others.		Completed and Ongoing	

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   10
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

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Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
	2.3 Develop a process for reporting of barriers and accessibility issues.	▪ Ensure accessibility plans incorporated into departmental Service Strategy Business Plans.	Policy/Practice	On-going	11 (3) (d)
	2.4 Integrate accessibility issues into key planning documents.	▪ Ensure accessibility is integrated into human services component of Regional Official Plan renewal and any future amendments to the Regional Official Plan Strategic Update.	Policy/Practice	Completed and Ongoing	11 (3) (d)
		▪ Ensure transportation needs of persons	Policy/Practice	Completed	11 (3) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   11
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

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that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		with disabilities included as a component in transportation demand study implementation.			
	2.5 Ensure accessibility while organizing corporate events and meetings.	▪ Create a checklist to support decision-making and publish on Pathways, the Regional intranet.	Policy/Practice	Completed and Ongoing	11 (3) (d)
	2.6 Ensure effective process in place to implement universal design philosophy.	▪ Research and prepare guidelines and standards for site managers to assist in identifying barriers	Policy/Practice and Architectural	Fall 2005 (Pending Steering Committee Establish	11 (3) (d) 12 (4) – (6)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   12
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

Accessibility Work Plan

Mandate
Contribute to creating a receptive, accessible community
that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		in existing and new facilities.		ment)	
		▪ Social Services department planning to renovate space at the Valley Child Care Centre for a new Infant Therapeutic Nursery Program, which will be wheelchair accessible.	Architectural and Physical	Completed	11 (3) (d) 12 (4) – (6)
		▪ TransHelp working on ensuring all of the exterior doors to their building are accessible.	Physical	Completed	11 (3) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers 13
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

Accessibility Work Plan

Mandate
Contribute to creating a receptive, accessible community
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Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		▪ Review and advise on detailed plan for Joint Use Facility.	Architectural	Completed	12 (4)(a)
3. To address policy issues and optimize advocacy efforts.	3.1 Undertake policy development approach.	▪ Develop a barrier free policy for the Region of Peel to address barrier removal and prevention	Policy/Practice	Fall 2005 (Pending Steering Committee Establish ment)	11 (3) (d)
	3.2 Establish strong partnerships with other governments and non-governmental organizations.	▪ Participate in existing networks.	Information and Communication	On-going	11 (3) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   14
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

Accessibility Work Plan

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Objectives	Actions		Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
			▪ Establish a network of Peel professionals responsible for implementing ODA.	Policy/Practice	Completed	11 (3) (d)
	3.3	Pursue advocacy opportunities with the Province.	▪ A Community Forum is being organized to engage external organizations and the Province	Information	Winter 2006	
4. To build public awareness and knowledge of accessibility issues.	4.1	Create opportunities for public engagement.	▪ Post AAC agendas and minutes on external Web site.	Information	Completed	11(1)(b)(ii)
			▪ Host a community event/forum.	Information	November 2006	11(1)(b)(ii)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   15
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

Accessibility Work Plan

Mandate
Contribute to creating a receptive, accessible community
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Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		▪ Develop approach to engage stakeholders in renewal of plan.	Information	On-going	11(1)(b)(ii)
		▪ Social Services department (Children's Services Division) is developing a survey to assess the accessibility of programs relating to special needs and physical accessibility, with the goal of creating an inventory of programs and services for parents	Information	Completed	11 (4)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   16
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

Accessibility Work Plan

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Objectives	Actions		Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
			and caregivers of children from birth to six years.			
			▪ TransHelp is working with Communications Services to assess whether the public is interested in accessing their newsletter via the Web site rather than through hard copies.	Information and Communication	Completed	
	4.2	Implement an external communication and education	▪ Develop an external and internal communication Work Plan.	Information	On-going	11(4)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   17
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

Accessibility Work Plan

Mandate
Contribute to creating a receptive, accessible community
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Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
	strategy.				
		▪ Develop and maintain accessibility planning external Web page.	Information and Communication	On-going	11(4)
		▪ Provide regular updates and news/information to media.	Information and Communication	On-going	11(4)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers   18
**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.

Summary of Accessibility Initiatives
July 2005 – June 2006

1. To develop the ability of all Regional staff to effectively and proactively identify and address accessibility barriers

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
1.1 Build an effective training and development program for staff.	Establish a training and development curriculum, including customized training modules and tools for specific operational needs.	Social Services Children Services	Provision of High/Scope training to all Early Childhood Education staff in Directly-Operated Child Care Centres that promotes the inclusion of all children through the use of pictures, symbols and textured materials in learning areas	Policy/Practice	Completed and Ongoing
	Awareness Initiative for staff	Social Services TransHelp	TransHelp is in the process of scheduling mandatory training for all Staff on the following courses: Assertiveness Training, Diversity Training, Email Management and Non-violent Crisis Intervention	Attitudinal	Summer 2006 – Ongoing
		Health	Two Lunch and Learns entitled *Effective Communication with People with Disabilities* and *How to Prepare Universal Accessible Promotional Materials* presented at 3 Health offices by Peel Health in partnership with Accessibility	Attitudinal	June 06 and August 06

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			Planning Program and the Accessibility Advisory Committee		
		Health	Community Development Officer provides training, guidance and mediation to staff as needed on diversity, access and equity issues	Information and Procedure	Ongoing
		Health	Long Term Care Division has a Diversity Handbook for staff and is updating it to reflect current learning.	Information	Completed and Ongoing
	Implement sensitivity training for staff	Social Services Children Services	Five Resource Teachers visited Ont. Foundation for Visually Impaired Children Nursery School in High Park, Toronto, for hands-on experience and training related to visual impairments	Attitudinal Policy/Practice	Spring 2006
1.2 Ensure ongoing internal communication on accessibility.	Develop and implement a communication and education strategy.	Social Services Ontario Works	Staff participated in mandatory training on Addictions issues.	Attitudinal	Spring/ Summer 2006
		Housing	Co-hosted and sponsored the International Day of Disabled Persons Event	Informational	December 2005

Summary of Accessibility Initiatives
July 2005 – June 2006

APPENDIX III
2006 ACCESSIBILITY PLAN

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	Presentations, meetings, discussions and education of clients on service processes	Social Services TransHelp	Presentations to Community Homes and Hospitals. Informed clients of our eligibility criteria, types of registration, and trip booking procedures.	Policy/Procedures	Dec 2005 – Ongoing
	Communicate use of accessible technology features of service	Social Services TransHelp	Promoted use of the Interactive Voice Response System (IVR) – Information sheets distributed on the bus and via Winter 2005 Newsletter.	Information Technological	Winter 2005
		Housing	Presented material about World Elder Abuse Awareness Day to staff of the Region of Peel. Pamphlets and purple ribbons were given to staff to acknowledge this day.	Informational	June 2006
		Housing	Presentation on Clean and Sober Thinking to self-help groups. These are independent groups for people with addictions which meet weekly in the Peel Region.	Informational	May 2006
		Social Services Children Services	Program information from other service providers is made available to staff and clients at the DOCC	Policy/Practice	Completed and Ongoing

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			centres, the Valley Infant-Parent Program and the Shelter programs (e.g. Peel Speech-Language Program, Food banks, Mental Health agencies)		
		Social Services Children Services	Community agency professionals attend staff meetings and provide in-service training sessions (i.e. Epilepsy Association, Ontario Foundation for Visually Impaired Children)	Attitudinal Policy/Practice	Completed and Ongoing
		Social Services Ontario Works	Employee office Wellness Committee has offered education and awareness sessions to staff including topics like the ABC's of depression)	Attitudinal	2006/ ongoing
		Social Services Ontario Works	Staff participated in a "Deaf and Hearing Cultural Exchange" coordinated through the Coalition for Persons with Disabilities Employment Access.	Attitudinal	Spring 2006
		Social Services Ontario Works Public Works and Children Services	Staff participated in demonstration tables and attended International Day of Disabled Persons in December 2005.	Attitudinal	December 2005

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Social Services Ontario Works	Mood disorder Assoc. presentation at Staff Development Events (Divisional, Unit, Frontline Homelessness Forum)	Attitudinal	2005/06
		Social Services Ontario Works	Community partners attend staff meetings (i.e. legal services, assistants for clients with physically disables)	Attitudinal Policy/Practice	Ongoing
1.3 Develop accessibility standards and guidelines for all internal and external publications	Review existing publications and standards and provide recommendations.	Social Services Ontario Works	Children's Services is currently in the process of costing out translations for publications in Braille and Telecommunication Device for the Deaf (TDD) accessibility.	Policy/Practice	Ongoing
		Housing	Added wheelchair access information to Heritage Museum building brochure.	Informational	Fall 2005
	Review written information to ensure plain language	Social Services Ontario Works	Outreach site for Early Literacy at Credit Valley Hospital has display board information that is easy to read in plain, clear language	Informational	Completed and Ongoing
		Health	Significant financial resources are budgeted annually to ensure telephone and face-to-face	Policy/Practice	Completed and Ongoing

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			interpretation is available to assist clients utilizing our programs. Culturally appropriate e translation of program brochures or educational materials is done when it is deemed necessary (e.g. Long Term Care (LTC) is working on translating information on LTC and the Adult Day Services into other languages). Sign language is arranged upon request as well.		
		Health	Long Term Care Division has completed user testing on its web site with the support of Communications. This process allowed us to observe various users while using our site. The original intent was to understand if our site was easy to use, however, as a by-product of this process, we have received valuable feedback on things like the font size and colour used on our site, the positioning of the links on the site, the photo selections, the type of information we should include,	Policy/Practice	Completed and Ongoing

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			etc. We are now working with Communications to prepare an action plan for next steps.		
		Corporate Services	Regional Clerk's Office has ensured that all future orders for manager's business cards will be printed in Braille	Informational	Ongoing

Summary of Accessibility Initiatives
July 2005 – June 2006

2. To improve accessibility of Regional programs, services and facilities

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
2.1 Ensure effective processes are in place to integrate AAC advice.	Clarify roles and responsibilities of AAC and staff	Health	Staff of the Access and Information Services Team (in the Business and Information Services Division) network and collaborate with the AAC as well as with the Accessibility Planning Specialist (e.g. on Lunch and Learn workshops).	Physical	2006 Ongoing
		Housing	New seniors building in Brampton, John Street - AAC members consulted on all suite entrances & washrooms on handicap (turning radius and grab bars)	Physical	Summer 2006
		Housing	Staff worked with members of AAC to review site and floor plans for the Joint Use Facility (JUF). Some minor changes were suggested which would further improve accessible to this new building. A successful presentation	Physical	Spring 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			was made to AAC in May 2006 where the design was supported.		
		Corporate Services	Purchased electronic magnifying readers for members of AAC and also members of the public and staff using the Council Chambers.	Communicational	2005
2.2 Strengthen organizational processes that will support accessibility	Adopt CSA standards	Housing	Presentation made to AAC identifying how Canadian Standards Association (CSA) standards would be used as a minimum in all new construction projects at the Region, therefore, CSA standards are referred to as our minimum design guidelines. AAC supports this approach.	Informational	Spring 2006
		Housing	Address needs of persons with hearing impairment through the sign language skills of a staff person.	Communicational	Summer 2005-Spring 2006
		Planning	Preparing a report to council on the potential use of federal gas tax funding to improve accessible transportation.	Transportation	Fall 2006
		Health	The new mobile dental clinic and the new Peel Youth Leaders (smoking cessation) have improved program		Completed and Ongoing

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			access for clients that are a challenge to reach.		
		Health	Health Department is guided by Ministry of Health and Long Term Care *Mandatory Health Programs and Services Guidelines 1997* – Equal Access Program Standard (e.g. #2 "When planning to use facilities and sites for mandatory public health programs, the Board of Health shall select those which are barrier-free and have suitable access").		2005 and Ongoing
2.2 Strengthen organizational processes that will support accessibility	Improve accessibility of services for the public	Public Works	A new accessible standard was developed for interior signage and was implemented at 2 Copper Road	Policy/Practice	Completed
		Public Works	Compiled a list of short and long term recommendations that will serve to improve the Peel Children's Water Festival. These recommendations are based on the collective observations and experiences of teachers that	Policy/Practice	Ongoing

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			attended the 2006 PCWF with students that have special needs as well as some members of the Joint Peel-Caledon Accessibility Advisory Committee.		
		Public Works	Worked with the Canadian National Institute for the Blind (CNIB) to install audible pedestrian signals at several locations throughout the Region. Our Engineering and Construction division will continue working with the CNIB to meet their needs.	Policy/Practice	Ongoing
		Public Works	Engineering and Construction has installed several "countdown" pedestrian signals in highly populated areas such as plazas, and seniors' residences, as well as installing these signals by request. Countdown signals show the allotted time to cross the intersection.	Policy/Practice	Ongoing
	Improve accessibility of services for the public	Social Services Ontario Works	Communication and outreach to the hospitals discussing how to enhance our service (discharge planning).	Policy/Practice	Ongoing

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Corporate Services	Adapted approach to use pdf format wherever possible to increase accessibility to information	Communicational	2006
	Enhanced recruitment processes / job advertisement by using Workopolis as a job application tool	People, Information & Technology/ Human Resources	Enables anyone to apply for a job via the internet in a fair manner without the need to come to headquarters to do so	Physical	2006
	Enhancement to Tele-work Policy by combining new technology such as CAFÉ and a more flexible policy to enable employees to work from home	People, Information & Technology/ Human Resources	Tele-work Policy enhancement	Physical	2006 Ongoing
	Cross Border Transportation Initiative to improve service delivery.	Social Services TransHelp	Provided cross border transportation for Erinoak Summer program participants to Toronto, Burlington, Oakville and Milton.	Policy – allowing access to community on a wider scale	Summer 2006
	Improved Assessment Procedure to provide better customer	Social Services TransHelp	Improved scheduling of assessment applicants that helped reduce wait time and streamlined process. This was done by increasing the number of	Procedure	April 2006 and on

Summary of Accessibility Initiatives
July 2005 – June 2006

APPENDIX III

2006 ACCESSIBILITY PLAN

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	service.		assessment dates we provided each month.		
	Technology Upgrade to improve customer service.	Social Services TransHelp	Changes to the Interactive Voice Response System (IVR). Clients can now check pick up time information only after scheduling is complete.	Information Technological	Summer 2006
		Social Services TransHelp	Advance booking window decreased from two weeks to one week.	Information Policy/Practice	Summer 2006
		Social Services TransHelp	Ride Booking and Advance Cancellation Cut off time was moved from 12:00 pm to 2:00 pm Trip confirmation time changed from 2:00 pm to 4:00 pm	Information Policy/Practice	Summer 2006
	Changes to operational procedure to increase service availability.	Social Services TransHelp	Pilot Project – Availability of bus service on Saturday	Policy/Practice	Ongoing
		Social Services Ontario Works	Communication and outreach to the hospitals discussing how to enhance our service (discharge planning).	Policy/Practice	Ongoing

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Social Services Ontario Works	Needle disposal boxes made available at client service sites.	Policy/Practice	Summer 2006
		Social Services Ontario Works	Creation of the Youth Caseloads – for youths accessing social assistance	Policy/Practice	Spring 2006
		Social Services Ontario Works	Revised presentation for START* sessions to improve readability for clients with colour-blindness. *start application process for assistance	Policy/Practice	Spring 2006
		Social Services Ontario Works	Outreach Team has been equipped with mobile technological tools to improve service delivery and access to information for and about clients.	Technological/ Policy/Practice	Spring 2006
		Social Services Ontario Works	Ontario Works is in the process of adding the Ontario Works 1-800 phone number and Caseworkers e-mail addresses to the business cards	Technological	In progress
		Social Services Ontario Works	Employment services have been expanded to include Ontario Disability Support Program (ODSP) clients.	Policy/Practice	June 2006

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Social Services Ontario Works	Verification process of Ontario Works eligibility and assistance has been simplified to improve service.	Policy/Practice	Spring 2006/ Ongoing
		Social Services Ontario Works	Changes have been made to simplify the income reporting process. Exception based income reporting was implemented resulting in a 40% decrease in the requirement of Ontario Works clients to submit Income Reporting Statements.	Policy/Practice	Completed
		Social Services Ontario Works	Expanded service at the Employment Resource Centre to include weekend and evening service.	Policy/Practice	Completed/ Ongoing
		Social Services Ontario Works	Employment Resource Centres are no longer restricted to Ontario Works Clients and are now available to all community members.	Policy/Practice	Completed/ Ongoing
		Social Services Ontario Works	Program information from other service providers is made available in the Employment Resource centres.	Policy/Practice	Completed/ Ongoing

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Social Services Ontario Works	Ontario Works in Peel is one of the pilot sites for implementing an addictions initiative to expand service for clients with addictions issues.	Policy/Practice	Spring 2006/ Ongoing
		Social Services Ontario Works	JobsNow – retention for clients with multiple barriers	Policy/Practice	Spring 2005- Fall 2006
		Social Services Ontario Works	Plans underway to implement a Scent Sensitivity program	Physical Attitudinal	Summer/Fall 2006 Launch
	Review publications for Plain Language	Social Services Ontario Works	Support Information Sessions (for clients) and the new Family Support Unit brochure was reviewed for use of plain language.	Informational	Completed
		Social Services Ontario Works	Simplification of brochures in the control clerk area	Informational	Completed
2.3 Develop a process for the reporting of barriers and accessibility	Research potential approaches and provide recommendation	Housing	Barrier Identification and Tracking Tool (BITT) application was presented to various groups within the Housing & Property department. This has heightened staff's awareness and	Informational	April 2006

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Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			sensitivities to accessibility issues. Property Managers were directed to keep accessibility in the forefront when taking actions on any reconfigurations and/or re-designs.		
	Technology Development	Health	Health has been working with the Accessibility Planning Specialist on the Barrier Identification and Tracking Tool (BITT) – the tool is in the process of being revamped.	Information Technology	2005 and Ongoing
2.4 Upgrade of technology to improve accessibility	Technology upgrade	People, Information & Technology/ Human Resources	PercUP Computer upgrade included accessibility improvement such as voice activated software and higher quality screens	Information Technology	2006 Ongoing
2.5 Ensure accessibility while organizing corporate events and meetings.		Health	During Peel Health committee/ workgroup meetings with community partners, we ensure the needs of each internal and external committee member are assessed by the chair of the committee (prior to each meeting).	Policy/Practice	Ongoing
2.6 Ensure effective process in place to	Improve accessibility of public services	Public Works	Accessibility is now considered in the early stages of construction for all Public Works facilities.	Policy/Practice	Ongoing

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
address facility and architectural barriers			Recommendations made by the Joint Peel-Caledon Accessibility Advisory Committee at the Battleford Community Recycling Centre (CRC) are incorporated into the basic design of new CRC's.		
		Public Works	Staff attended a training session on Designing Sidewalks and Trails for Access	Policy/Practice	Completed
		Public Works	Several modifications were made to leased premises at 11 Indell Lane during tenant construction to permit better accessibility while considering the short term of the lease.	Architectural	Completed
		Corporate Services	Kitchen in Council Lounge now wheelchair accessible through reconfiguration of furniture, appliances and fixtures.	Physical	2006
		Corporate Services	Installed automatic door opener in Legislative Services area.	Physical	2006
	Improve accessibility of projects and initiatives.	Health	Business and Information Services (BIS) team combined responsibility for facilities with responsibility for accessibility (as part of the diversity,	Policy/Practice Physical	Ongoing

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			access & equity portfolio) – which facilitates integration of issues and addressing of barriers.		
	Improve accessibility of public space.	Health	New office location at 55 Standish Court selected and developed as a barrier free site.	Physical	Completion is scheduled for Dec. 2006
	Improve accessibility of "Peel Manor" Long Term Care Facility.	Health	Peel Manor has added several wider automatic doors to accommodate persons with physical disabilities.	Physical	2006
	Ensure accessibility of future long term care facilities.	Health	Long Term Care Division will begin a major redevelopment program at Sheridan Villa and planning phases are ensuring full incorporation of accessibility for any clients, staff or visitors with physical disabilities.	Physical	2006 – 2009
		Social Services Ontario Works	Renovations to the Millcreek and Coventry Road Employment Resource Centres/Reception areas were discussed at an Accessibility Advisory Committee meeting and considerations were made for accessibility issues	Policy/Practice Physical	Completed

Summary of Accessibility Initiatives
July 2005 – June 2006

APPENDIX III

2006 ACCESSIBILITY PLAN

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Social Services Ontario Works	Accessibility considerations were made when constructing Peel Youth Village (elevator, main door opener, barrier-free entrance Washrooms in House 3A are considered barrier-free and showers in public washrooms are also considered barrier-free).		
	Improved access at front of building for customers and staff, both.	Social Services TransHelp	Cut-out in concrete curb from courtyard to bus staging area.	Physical	May 2006
	New signage in hallways	Social Services TransHelp	Placed visible signage in main hallways to advise of 'uneven' ground in certain areas as a short-term solution. A capital project solution is being considered as a longer term, permanent solution.	Physical Awareness	June 2006
	Created wheelchair access to picnic area for employees and customers.	Social Services TransHelp	Reconfigured picnic tables in the common employee picnic area to allow for access of wheelchair at picnic tables.	Physical	June 2006
		Social Services TransHelp	Installed paddle style faucets for accessible washroom sinks.	Physical	March 2006

Making Way
For Ontarians with Disabilities

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	Improved accessibility of front office space	Social Services TransHelp	Side-walk width increased in the front office to allow greater access to front office.	Physical	January 2006
	Improved accessibility of common areas in court-yard.	Social Services TransHelp	Increased the size of usable area in the employee courtyard with the addition of twelve (12) 18' inch square concrete slabs for safer access.	Physical	March 2006
	Improved washroom accessibility.	Social Services TransHelp	Increased the number of accessible washroom stalls and installed new automatic doors for Men's/Women's washrooms	Physical	February 2006
	Improve accessibility of public space	Housing	Ontario Works Coventry and Millcreek ERC Centres, installed new furniture and ergonomic accessories. Information Technology (IT) installed flat screen monitors, special programs for visually impaired, and a TDD line at each site to assist visually and hearing impaired users.	Physical	Spring 2006
		Housing	Copper Road – Awaiting implementing interior standard signage including tactile with the special addition of raised lettering and Braille on the main directory and washrooms where public frequents.	Informational	Summer 2006

Making Way
For Ontarians with Disabilities

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing	Peel Health Dept 55 Standish – First trial with Herman Miller systems furniture barrier free reception area.	Physical	Summer 2006
		Housing	Purchase new tables which are higher and thereby accessible to wheelchair users.	Physical	January 2006
		Housing	Installed a new fully accessible washroom on the 3rd Floor of the Peel Heritage Museum building.	Physical	January 2006
		Housing	10 Peel Centre Drive: Re-install Evacuation Procedures at a lower level so people in wheelchairs can view them.	Architectural	Summer 2006
		Housing	21 Coventry- Install horn strobes for hearing impaired staff. Installation of these devices is a pro-active measure and improves safety for all staff.	Physical	December 2005
		Housing	Installed barrier free automated doors systems at: TransHelp, Wilkinson Shelter, 150 Central Park Drive, Mavis Shelter and 44 Peel Centre Drive. This improved accessibility provides greater customer service to all clientele.	Physical	Fall 2005

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing	All handicap door openers are tied into the Access control system throughout all Regional facilities.	Physical	Jan-July 2006
		Housing	10 Peel Centre Drive new ramp and front entrance in progress. Extensive collaborative effort between AAC, Commercial Property Management (CPM) and architects. CPM received very positive feed back regarding their awareness and sensitivity to accessibility issues	Architectural	Summer 2006
		Housing	New handicap door opener will be installed shortly and would be tied to the Access control system at the Customer Contact Centre at 10 Peel to accommodate new staff needs.	Physical	Summer 2006
		Housing	10 Peel Centre Drive - Install 2-way radios for the Fire Team on each floor to keep track and assist persons requiring assistance	Physical	Summer 2006
		Housing	Capital project is in progress to address/upgrade barrier-free main entrance access at Howden, Greenbriar, Cooksville, Ernest Majury, Streets Ville and Ridgeway Child Care	Physical	Summer 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			Centres. Consultant was secured and is currently assessing sites. Consultants recommendations with be tabled by Capital with the AAC. This is another example of the collaborative efforts and support of improved accessibility for all.		
		Housing	To increase accessibility at Whillans Gate; Surveyor's Point (apt #804)– strobe light in some units	Physical	Summer 2006
		Housing	To improve accessibility at Lakeside Court, Fairview Place – handicap unit – installation of grab bars in handicap units for tubs and toilets.	Physical	Summer 2006
		Housing	Installed automatic door openers in coordination with Caledon Community Service & Peel Living at Riverview, Walkers Road, Stationview Place, Maple & Pinnacle	Physical	Fall 2005
		Housing	To accommodate a resident's need at Britannia – Approval given to replace a regular stove with an accessible stove.	Physical	Summer 2005

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing	Installation of strobe light smoke alarms – one unit at Lakeview Promenade (A210) and one unit at Riley Court	Physical	Summer 2006
		Housing	Installation of small ramp at unit front door for several units at senior building	Physical	Summer 2006
		Housing	Proper illumination of lighting and signage in corridors has been upgraded to provide better visual accessibility	Physical	Summer 2006
		Housing	Installed automatic door openers at the front entrance of Erindale Terrace (two openers)	Physical	Summer 2006
		Housing	Installed handrails in the common area corridors throughout Maplegrove.	Physical	Spring 2006
		Housing	To improve access at Central Park. Two automatic door openers were installed on the front doors.	Physical	Summer 2006
		Housing	To improve access at Mchardy Court – ramps were installed outside ground floor apartment unit balcony doors – which lead to parking lot.	Physical	Summer 2006

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing	Plans to install automatic doors at Fletchers View to provide access to recycling and garbage areas.	Physical	Summer 2006
		Housing	Feasibility and design work has been completed for installation of new elevators at Maple Grove and Jane to improve access for people with disabilities. Work tendered in 2006, installation scheduled for early 2007.	Physical	Summer 2006 Early 2007
		Housing	Address needs of persons with hearing impairment through the sign language skills of a staff person.	Communications	Summer 2005-Spring 2006
		Housing	Peel Access to Housing (PATH) application form made available online and can be enlarged for easier reading for visually impaired.	Informational	Spring 2006

Summary of Accessibility Initiatives
July 2005 – June 2006

3. To address policy issues and optimize advocacy efforts

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
3.2 Establish strong partnerships with other governments and organizations.		Health	Peel Health staff participated in following external committees comprised of various stakeholders: 1. Regional Diversity Roundtable; 2. Ontario Public Health Association 3. Access, Equity and Social Justice Committee; 4. French Language Health Services group.	Information, Attitudinal, Policy and Practices	Ongoing
		Health	Community Development Officer (CDO) continue to consult with Local Health Integration Networks (LHINS) and other agencies on Incorporating Diversity into LHINS	Information, Attitudinal	Ongoing

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	Participate in existing networks	Housing	Within the Housing Initiatives Section, the Building Healthy Communities forum brings together key community groups to share valuable information as it relates to housing and related support.	Informational	May 2006- continous process
		Housing	Made presentation about RAIN Program (Reaching Adolescents In Need) to the Building Healthy Communities network. The RAIN program is a pilot project of the Associated Youth Services of Peel (AYSP). Through RAIN outreach workers meet with youth in the community including on the street, about the needs of youth with mental health issues. These youth are assessed and they are connected to appropriate services.	Informational	January 2006
		Housing	Organized the private sector Builder Developer Forum on older Adults housing needs.	Informational	February 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing	Policy staff led the coordination of two workshops in early 2006 that brought together many community agencies to discuss older adults' mental health and housing needs.	Informational	January 2006

Summary of Accessibility Initiatives
July 2005 – June 2006

4. To build public awareness and knowledge of accessibility issues

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
4.1 Create opportunities for public involvement.		Health	The *Diversity, Access and Equity (DAE) Strategy* is currently focussed internally but the focus will broaden to include external initiatives in the future.	Policy	N/A
4.2 Implement an external communication and education strategy	Improve website accessibility.	Social Services Ontario Works	Enhancements to the External website include, font size changes, making forms available on line, reorganized to make information more straightforward.	Technological	Ongoing
	Develop an external communication strategy.	Housing	Participated in the annual Connections Resource Fair for Persons with Disabilities	Communicational	May 2006
		Housing	Participated in a Senior's Fair in Brampton. Provided Peel housing information for seniors in the Region of Peel. Seniors and community agencies were invited.	Informational	Fall 2005
		Housing	Forum for accessibility features for older adults housing	Informational	February 2006

Summary of Accessibility Initiatives
July 2005 – June 2006

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing	Had an information session at Community Care Access Centre (Homecare) about social housing within the Region of Peel. Health care professionals were invited.	Communicational	Spring 2006
		Housing	Workshop on mental health & housing needs of older adults	Attitudinal	Spring 2006

Making Way
For Ontarians with Disabilities

Illustration of Emerging Trends

From Statistics Canada Participation and Activity Limitation Survey (PALS) 2001

Total Number and Percentage of People with Disabilities in Canada
- Approximately 3.6 million people in Canada have disabilities, representing 12.4 per cent of Canada's population

Total Number and Percentage of People with Disabilities in Ontario
- Approximately 1.5 million people in Ontario have disabilities, representing 13.5 per cent of Ontario's population

Disability Rate Increases with Age
- Of the total Canadian population, 12.4 per cent have a disability. National statistics indicate that 40.5 per cent of people aged 65+ have a disability, while amongst those aged 15-64, 9.9 per cent have a disability. Of the total population of Canadian children aged 0-14, 3.3 per cent have a disability.

Projected statistics on Aging Population
- Population projections estimate that by 2021, Canadians aged 65 and older will number close to 6.7 million or about one-fifth of the total population. The share of seniors in the Canadian population will be one of the highest among the industrialized countries (Statistics Canada Source: Family violence against older adults", Family violence in Canada: a statistical profile, catalogue number 85-224-XIE, 2002; and "Seniors….The market to watch in the next millennium", Travel-log, Autumn 1999, Vol. 18, no.4).

**PALS provide information on the prevalence of people with disabilities, their employment profile, their income and their participation in society.

Making Way
For Ontarians with Disabilities

Illustration of Emerging Trends

Region of Peel Statistics

The Region of Peel is one of the most rapidly growing communities in the Greater Toronto Area and Hamilton (GTAH) area. The Region is made up of the City of Mississauga which is urban, the City of Brampton which is rapidly urbanizing and the Town of Caledon which is largely rural in character.

Peel Region has experienced significant growth over the past decades and will continue to do so in the future. Between 1991 to 2001, Peel Region experience an increase in population going from about 760,000 people in 1991 to 1.1 million. Over the next 30 years we expect to increase to 1.64 million by 2031. Figure 1 below provides an indication of growth in the Region. It must be noted that major future population growth can be attributed to the City of Brampton. The below population forecasts for 2041 and 2051 are not approved by Council but used for illustration purposes.
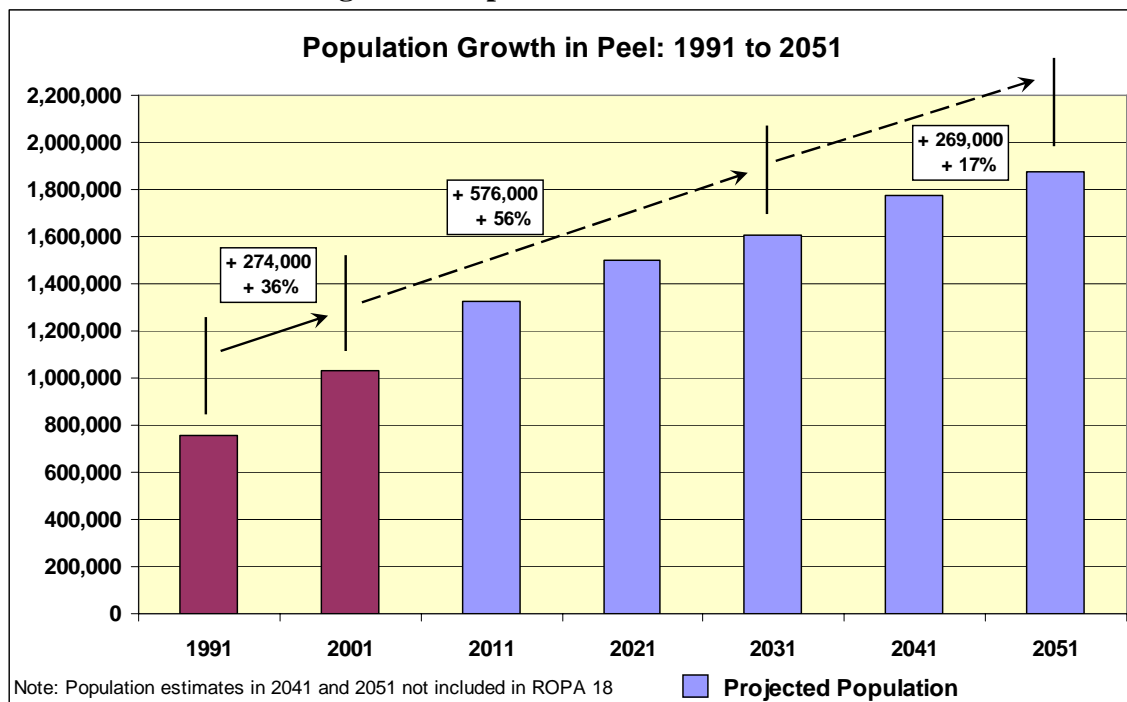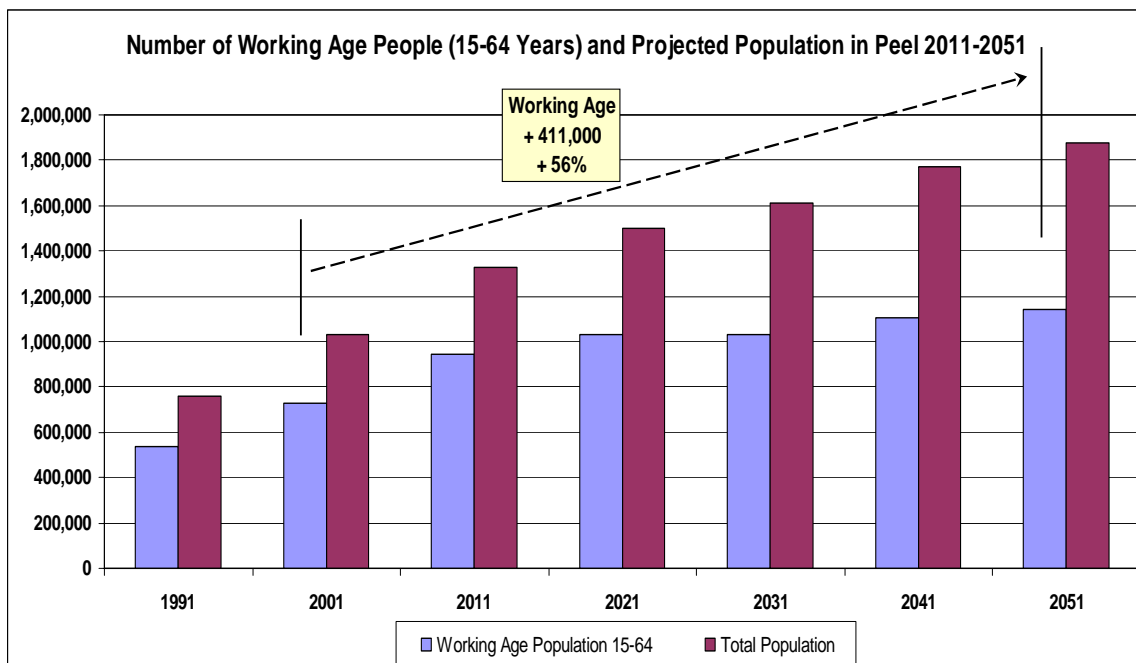
Figure 1: Population Forecasts in Peel

Population Growth in Peel: 1991 to 2051

Note: Population estimates in 2041 and 2051 not included in ROPA 18

Making Way
For Ontarians with Disabilities

Illustration of Emerging Trends

Peel has a strong labour force and this will continue into the future. In 2001, the working age groups (15-64) made up 71% of the total population, in 2031 it is estimated to decrease slightly to 64% and in 2051 estimates indicate a continued decrease to 61%. These slight decreases can be attributed to an increasingly aging population. Figure 2 below provides an illustration of the working age trend. The below forecasts for 2041 and 2051 are not approved by Council but used for illustration purposes.

Figure 2: Total Population and Working Age in Peel Forecasts

Number of Working Age People (15-64 Years) and Projected Population in Peel 2011-2051

Working Age
+ 411,000
+ 56%

Legend: Working Age Population 15-64, Total Population

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Making Way
For Ontarians with Disabilities

Illustration of Emerging Trends

At present, the Region's has an over 55 (older adult) population making up about 16% of the total population. However, by the year 2031 it is estimated to increase to about 33% and by 2051 it is estimated that 38% of the total population will be an older adult.   In terms of the over 75 age group, approximately 30,000 people are older than 75 years of age currently; in 2031 this figure will increase to nearly 140,000. This is four times as many people over the age of 75 as today.   In 2051 the over 75 year's age group will be the largest age group in the Region with over 260,000 people. This is over eight times as many people over the age of 75 as today.   Figure 3 below provides a picture of the number of older adults in Peel between 1991 and 2051. Please note that forecasts for 2041 and 2051 are not approved by Council but used for illustration purposes.
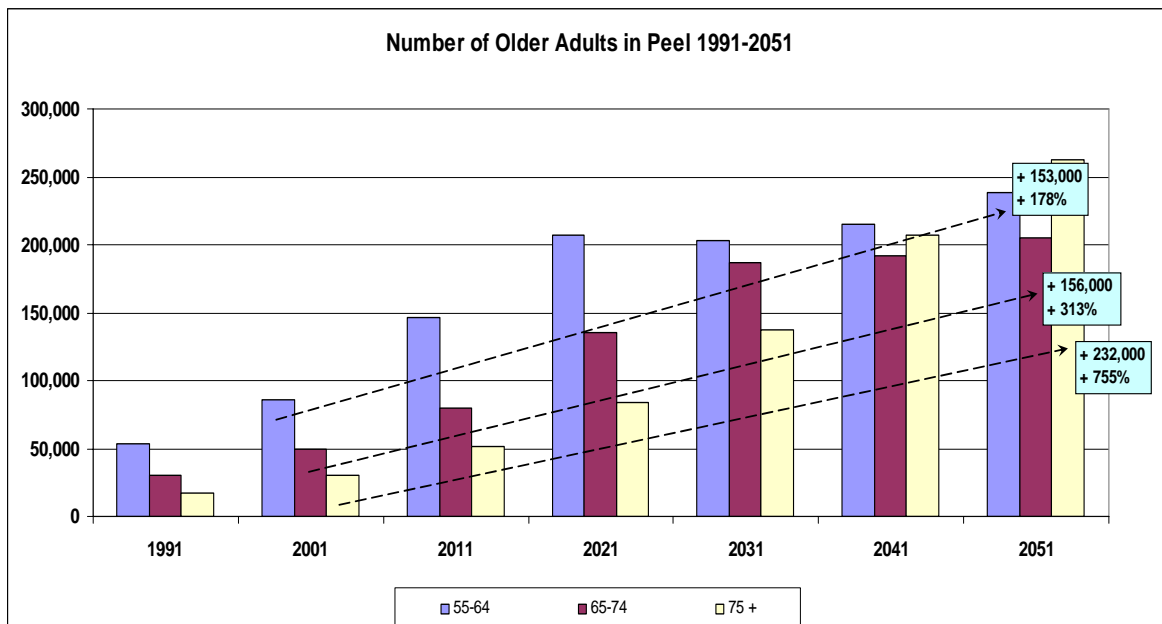
Figure 3: Older Adults in Peel Forecasts

Number of Older Adults in Peel 1991-2051

Illustration of Emerging Trends

Since the incidence of disability increases significantly with age, the above noted trend indicates that the number of persons with disabilities and related needs to access Regional services can be expected to increase at a high rate in the future. It is anticipated that with the aging of the population, the number of persons with disabilities is expected to increase at a higher rate than the total population. The below graph (Figure 4) indicates that the number of persons with disabilities in the Region of Peel is expected to increase by 75% relative to year 2001 using Census 2001 data. Please note the these forecasts are based on a 2004 study and therefore reflects the most current forecasts available at that time.

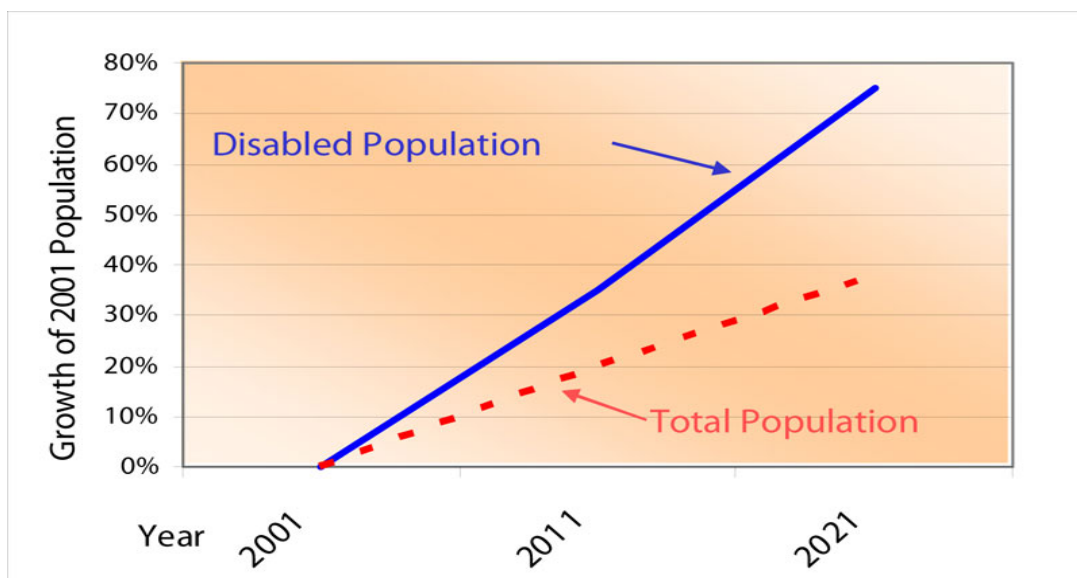**Figure 4: Forecast Growth in Disabled Population in Peel**

Making Way
For Ontarians with Disabilities
Illustration of Emerging Trends

The incidence of disability among the population increases significantly with age. The below graph (Figure 5) shows the percent of the total population in each age cohort with a disability that limits daily living activities using Census 2001 data. Overall, about 12.4% of the total Canadian population has a disability that impacts their everyday activities. As previously noted, these forecasts are based on a 2004 study and therefore reflect the most current forecasts available at that time.

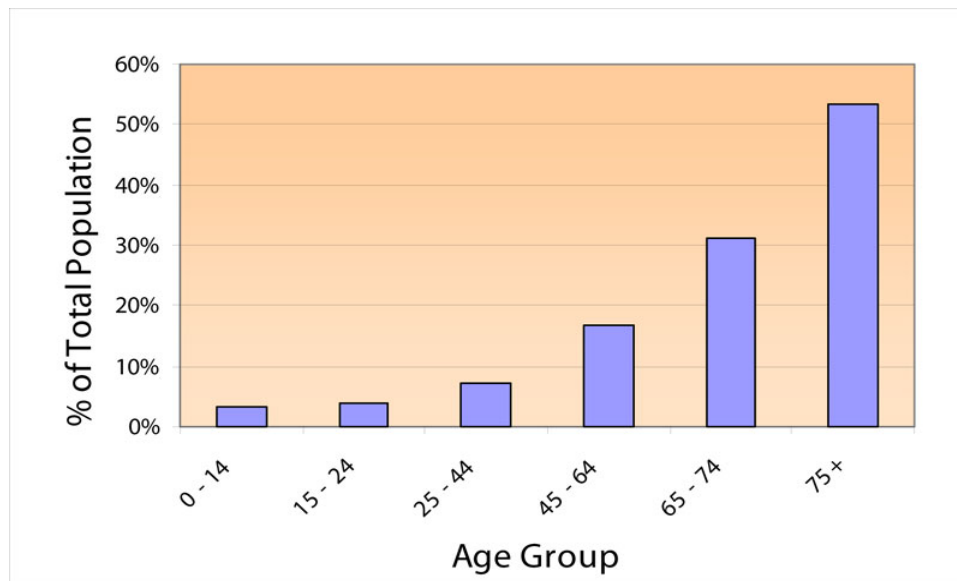**Figure 5: Per Cent of Population with Disabilities by Age Group in Canada**

6

Illustration of Emerging Trends

Another key trend is related to mental health in Canada. According to the World Health Organization, five of the 10 leading causes of disability worldwide are mental disorders and substance misuse. It must be noted that only about one-third of affected people see a health professional for mental health issues and only about 21 percent of affected people who felt they needed help actually obtained such help while others did not seek medical help. It is estimated that by 2020, depression will be the second leading cause of disability worldwide. Data from 1995 to 2002 illustrates that in Peel the annual number of hospitalizations for depression are about 400 people. This is an important fact because this figure only captures serious instances of depression, however does not capture those that do not seek help. Figure 6 below illustrates the affects of mental health in Canada.

Figure 6: Impacts of Mental Health in Canada
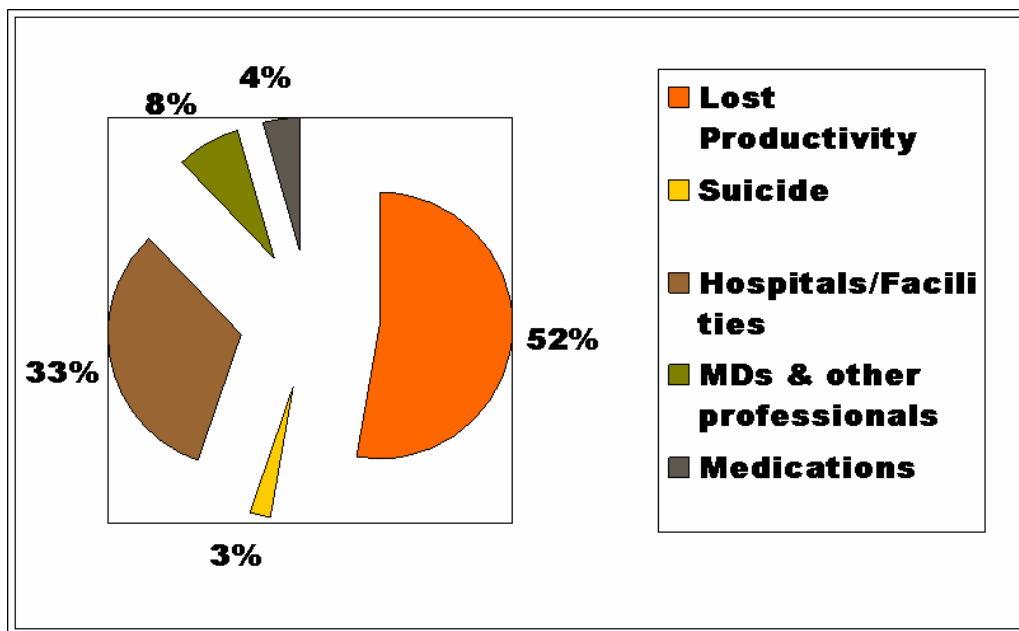
Accessible Transportation Coordination Office Initiatives

The Study of Transportation for Persons with Disabilities was initiated by the Region through the planning department, in cooperation with the member municipalities and public transit services in the Region, to develop a comprehensive strategy for the ongoing provision of transportation services to persons with disabilities. The study was designed to provide an assessment of transportation needs in the Region of Peel, a review the existing transportation services, identification of policy options and the development of a strategic direction to respond to the transportation needs of persons with disabilities.

A key recommendation from the study called for the development of a strategy that would lead to a broader range of travel options for people with disabilities, using a "family of services" approach coordinated by Peel Region.

In the sixteen months since the inception of her position, the Transportation Accessibility Specialist for the Region has worked to develop a framework and implementation plan for the "family of services" model.

This has required investigating and experiencing best practice transportation methodologies in both the United States and Canada. Focus groups have been conducted with seniors, multicultural groups and people with both intellectual and physical disabilities to explore factors that influence access to and uptake of transportation resources. Based on this research, a conceptual model for a Peel Transportation Coordination Office was developed and was approved by Regional Council in May 2006.

Initially, the new office has three main functions. It will:
1. Act as a gateway to direct users to appropriate services and screen applicants
2. Provide support to transit, including TransHelp, to optimize access to and use of their services
3. Serve as a brokerage to administer community services aimed at providing additional travel supports for all passengers with disabilities; and providing health and social transportation that cannot be offered by local transit or TransHelp:

Accessible Transportation Coordination Office Initiatives

➢ Training:
  ➢ Transit training to facilitate use of local transit by people with a range of disabilities
  ➢ Passenger assistance training for attendants and for drivers in non-profit community programs
  ➢ Sensitivity training for transit operators

➢ Direct health and social transportation for
  ➢ Dialysis
  ➢ Day programs
  ➢ Community Living programs

Red Cross will be the lead transportation provision and coordination agency for urban brokerage operations. Caledon Community Services will assume this role for rural Peel. The new office represents a key service development that supports accessibility objective number two in the accessibility section of the Social Services Business Plan (SSBP) for the Region of Peel. Objective number two requires demonstrated improvement in terms of access to municipal programs, services and facilities. Information in the following paragraphs further supports Objective two.

To help support the Transportation Coordination Office a new staff person will soon be working with the Transportation Accessibility Specialist.

The Transportation Resource Coordinator will assist persons with disabilities, their families and caregivers to identify appropriate transportation services and resources and will work to develop strategies to help people with disabilities access and use these services to enhance their mobility in the community.

The model described in the next three paragraphs has been presented to Council but funding has not yet been confirmed. Pending approval staff have developed a model for a cost effective shared "passenger assistant" service that will provide supervised transportation where needed, for vulnerable riders who cannot travel safely alone.

The core of this service will be the development of shared dedicated runs that will serve multiple long term care homes, mental health day programs and

Accessible Transportation Coordination Office Initiatives

Community Living sites to ensure that each passenger who needs it is supervised in transit and met at each end by their designated caregivers.

The Passenger Assistant Program will include the development of a pool of attendants, to accompany passengers in need of supervision on some dedicated bus runs. The passenger assistant program will provide training for agencies to provide their own attendants and drivers in non-profit community programs (e.g. Alzheimer Society, Canadian Cancer Society, CNIB, India Rainbow), so that they can accompany their own passengers who require supervision on their rides using any form of transportation. These would include rides on conventional local transit and volunteer driver programs. Cost sharing for the attendants will be sought from families and community agencies as the service grows. This program will be operational in the fall of 2006. The Passenger Assistant Program will operate out of the Transportation Training Institute, which is a joint initiative of the Region of Peel and the Ministry of Health and Long-Term Care. The institute is currently housed at the Red Cross Peel Branch. The Coordinator will also work closely with the Region's Transportation Accessibility Specialist. The development of the Institute reflects strong commitment to Objective number four in the accessibility section of the SSBP for the Region of Peel. Objective number four aims to "build public awareness and knowledge of accessibility issues".

In support of Objective three in the accessibility Section of the SSBP: " To address policy issues and optimize advocacy efforts", at least two general information sessions will be hosted this fall to explain the concept of travel training and how it can enhance travel options for people with disabilities.

In the future, reports will be prepared for Regional Council aimed at encouraging the possibility of pilot testing both community bus and taxi scrip programs.

"Community bus" has been identified as a cost effective alternative to reduce demand on TransHelp. This model is in place in several communities in Ontario and consists of small low-floor buses (usually 25 to 30 feet) going to common malls, recreational and health care sites on semi-fixed routes. They have regular scheduled stops at multi-unit buildings with high concentrations of seniors and persons with disabilities, but can deviate to the doors of higher-need individuals in single family homes. Anyone can ride for a transit fare, but the runs are marketed to persons with disabilities who make up about a third of the riders at any given time.

Accessible Transportation Coordination Office Initiatives

Appendix V
2006 Accessibility Plan

Taxi Scrip is a user-side subsidy for qualified applicants, usually based on a broader criterion than for para-transit, The aim of the program is to enable spontaneous travel, with the taxpayer covering part of the taxi fare. The municipality issues "scrip" at less then the face value to registered clients who pay taxi drivers with their scrip vouchers. The vouchers are then cashed in by the taxi companies at the municipal office to reimburse their drivers for full fare.

Making Way
For Ontarians with Disabilities

Region of Peel: Liveable Peel Initiative

The Liveable Peel initiative was created to help the Region of Peel plan for growth 30 to 50 years into the future. Peel Region is currently facing significant growth pressures, an ageing population and an increasingly diverse community fuelled by strong immigration. The Region is currently examining these and other trends into the future and determining their potential implications for Regional programs and services, in order to ensure that Peel residents continue to enjoy a high quality of life over the long-term. An important aspect of ensuring a high quality of life in Peel is providing human services that meet the diverse needs of the population; therefore trends concerning the increasing senior population and increasing population of persons with disabilities are important considerations for Liveable Peel.

In order to move forward on this important corporate initiative, in November 2004 the Region developed a Service Strategy Business Plan (SSBP) to further define and scope the Liveable Peel initiative. The SSBP process resulted in a Liveable Peel mandate that, "the Region of Peel will ensure that future generations are able to live, work and travel in an inclusive and prosperous community." The following objectives were also developed:

1. To manage the impacts of growth and affect change through Regional initiatives and partnerships.
2. To achieve a sustainable land use and transportation system.
3. To balance the demands of social, economic, environmental and cultural interests.
4. To increase recognition and support of long-term planning.
5. To capitalize on community capacity and stakeholder involvement.

It must be noted that the above objectives attempt to address a range of impacts that affect the Region such as environmental impacts, human service needs, including accessibility issues, growth implications, importance of community engagement, etc. The Region recognizes the needs of vulnerable populations (such as the seniors, persons with disabilities, immigrant needs and others) and Liveable Peel aims to address these needs into the future.

Making Way
For Ontarians with Disabilities

Region of Peel: Liveable Peel Initiative

Liveable Peel is an important initiative for the Region's Executive Management Team (EMT), which has established an internal Liveable Peel Steering Committee made up of senior staff from across the Corporation. In August 2006, the committee established a number of preliminary priority key project areas: immigration, determinants of health, housing, and impacts of growth on watersheds. These project areas are subject to refinement and need to be assessed in terms of resources required to undertake studies in these areas.

In terms of immigration, Regional staff is examining immigration and related labour force issues. Studies indicate that programs and services need to evolve to become more accessible to immigrants, foreign credentials need to be recognized by employers, the aging immigrant needs must be ascertained and addressed, and that the current housing supply must adapt to suit larger household size, which immigrants bring to our community.

Specifically in terms of housing, the Region of Peel is experiencing many challenges to meet the housing needs of our population due to rapid population growth, significant immigration, and changing socio-economic and demographic conditions. Regional staff is working together on a Housing Strategy to identify housing issues and to provide a full range of affordable and accessible housing for current and future residents.

A review of social determinants of health to identify unmet health needs and implications indicates that factors such as income and employment, the surrounding environment, age, safety, weight, level of activity and personal health practices help or hinder a population's chances of good health.

Regional staff is also assessing the impacts of growth on the watershed to 2051. The Credit River's water quality in Peel is forecasted to decline if "business-as-usual" development practices continue. This presents challenges for all watershed partners, including the Region, to develop new approaches to ensure that watersheds are healthy in the future.

Region of Peel: Liveable Peel Initiative

In addition to the above, consultation on a vision for Peel over the long-term will be obtained through engaging stakeholders during the Strategic Plan process. Each of the project areas determined by the committee will include a communication and consultation component.

In conclusion, the Liveable Peel initiative and its associated projects are mindful of the needs and concerns of the aging population and persons with disabilities. As such Liveable Peel projects such as housing, immigration, social determinants and environment, as well as consultation and communication will include components on accessibility, participation, engagement in order to understand and address barriers facing the residents of Peel over the long-term.

Accessibility for Ontarians with Disabilities Act, 2005 (Bill 118) Accessibility Standards Development Overview

On June 13, 2005, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) received Royal Assent. This new legislation will require the provincial government to work with the disability community and the public and private sectors to develop accessibility standards. Each standard will require those persons and organizations with obligations to implement measures, policies or practices in order to identify, remove and prevent the erection of barriers for people with disabilities. These barriers may be related to the goods, services, facilities, employment, accommodation, buildings, structures or premises received or encountered by people with disabilities.

What is an Accessibility Standard?

An accessibility standard is a rule that persons and organizations have to follow to identify, remove and prevent barriers. By definition, a standard is an agreed way of doing something. They may be voluntary or regulated by law, and they can be local or international in scope.

Accessibility standards could cover such areas as: accessible buses, safe pedestrian routes into buildings, automatic doors at entrances, lower counter heights at cash registers, large-print menus, signage, accessible washroom facilities, staff training in serving customers with learning disabilities and adaptive technology in the workplace.

Process for Standards Development under the AODA (2005)

Under the act, standards set out the rules that will help make Ontario more accessible. Proposed accessibility standards will be developed and recommended to the Minister of Community and Social services by two Standards Development Committees (SDCs). The SDCs will be made up of members of the community, business, broader public sector, affected provincial ministries, people with disabilities and their representatives.

Accessibility for Ontarians with Disabilities Act, 2005 (Bill 118)
Accessibility Standards Development Overview

The public will be given an opportunity to review and make comments on the proposed standards developed by SDCs. A notice will be posted on the Ministry website when proposed accessibility standards are ready for public review and comments.

Following the public comment period, the Minister will decide that the proposed standards will be recommended to become a regulation. Once adopted by regulation under the AODA 2005, these standards will provide rules, guidelines or procedures for activities related to the ability of goods and services for all Ontarians.

The SDCs have flexibility. They can set different proposed timelines to achieve standards for different kinds of organizations. Economic conditions or costs are two reasons why a committee might set different proposed timelines. Some requirements will be easier to implement, others may take longer.

Once a standard has been adopted as a regulation, all affected persons and organizations, including municipalities, will be required to comply with the standard within the time frames provided in the regulations. An Accessibility Report will also be filed annually or at other specified times with a Director appointed by the Deputy Minister. The Director will be responsible for exercising duties specified in the AODA and in the regulations. This Accessibility Report will be made accessible to the public. Spot audits will be conducted by inspectors to verify the report contents. To ensure compliance, the Director can order the affected person or organization to pay a fine, file a report or comply with the Director's recommendations. Penalties shall apply to those who are convicted of an offence under the Act.

Accessibility for Ontarians with Disabilities Act, 2005 (Bill 118)
Accessibility Standards Development Overview

Standards Development Committees (SDCs)

Following a public recruitment process in Fall 2005, members were selected for the following two Standards Development Committees:
- **Transportation Standards Development Committee**
- **Customer Service Standards Development Committee**

The Customer Service SDC has 26 voting members and the Transportation SDC has 27 members. In addition, a Chair has been assigned to each committee. Minutes of the committee meetings are posted on the Ministry website. In addition to these two committees, the intention is to develop common standards in the following areas:
- **Built Environment**
- **Employment**
- **Information and Communications**

Accessibility Standards Advisory Council (ASAC)

Twelve citizen members were appointed to the Accessibility Standards Advisory Council (ASAC) (hyperlink) by the Minister for a three year renewable term, to advise the provincial government on the progress made by the standards development committees, public information programs and other matters.

The Minister is also required to prepare an annual report on progress under the legislation. A comprehensive review of the effectiveness of the AODA must also be undertaken within four years of its enactment, with subsequent reviews every three years thereafter.

** Above information was obtained from the Ministry of Community and Social Services website.

Accessibility Planning by Public Sector: Municipalities

Even though new legislation in the form of the Accessibility for Ontarians with Disabilities Act, 2005(AODA) received Royal Assent on June 13, 2005 and is now law, the planning requirements of the Ontarians with Disabilities Act, 2001 (ODA) remain in force until the Act is repealed.

Under the ODA, all municipalities have a legal obligation to prepare accessibility plans. The ODA specifies that municipalities must consult with people with disabilities in preparing their accessibility plans.

In preparing annual accessibility plans, municipalities must consider the following:

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

** Above information was obtained from the Ministry of Community and Social Services website.

Glossary of Terms

Term	Definition
Citizen	Includes people who live and/or work in Peel, direct recipients of our services, our clients, ratepayers and businesses
Clients/Customers	Includes people who receive products and services that the Region deliver
Citizen-focused	Brings the voice of our citizens into the organization to help us understand and respond to their needs and expectations given available resources and Council policy decisions
Community	Reflects the physical area within Peel and the groups who live and/or work within it
Development	Includes both existing and new construction of buildings, property and infrastructure
Diversity	Refers to a broad range of attributes including, but not limited to social, economic, racial, cultural, geographic and religious
Liveable region	Refers to a community that is safe, environmentally healthy, inclusive and provides choice and access for all people
Stakeholders	Includes people who have some special interest in the products and services we deliver. They will or might be particularly affected by the way we deliver the service but are not simply clients or customers
Partners	Individuals or groups associated with one another in carrying on a business or providing services with shared risks or benefits
Suppliers	Individuals or groups that provide products and services (external to the Region). Suppliers can be an organization, company or person who is not an employee that provides an input, material or indirect service for which compensation is received
Peel Region/ Regional	Refers to the Corporation of the Regional Municipality of Peel
Peel region/region	The geographic area included within Peel, not the political jurisdiction

Term	Definition
Regional Values	The Region's essential and enduring characteristics for workplace behaviour
Strategic Actions	The ways the Region will contribute to making the goals happen (the how)
Strategic Plan	The Region's corporate document that guides Council and staff in addressing the changing needs of people who live and work in Peel The plan is renewed for every new term of Regional Council Strategic Plan includes: Vision, Mission, Goals, Strategic Actions, Success Indicators, Management System and Regional Values
Success Indicators	Measures identified to demonstrate achievements
Outcomes	Results of specific actions and tasks undertaken
Sustainable	Using resources today in a way that ensures they will be there tomorrow
Vision	The community's vision and purpose stated in powerful, memorable terms
Mission	The Region of Peel's contribution towards achieving the community vision
Goals	The results the Region wants to achieve in each of its areas of interest/responsibility (the what)
Objective	The outcomes a department/division/business/ program wants to achieve in each of its areas of responsibility (the what)
Actions	The ways the department/division/ business/program will contribute to making those results happen (the how)
Task	Operational steps taken to complete an action.
Work Plan	Outline of tasks and actions supporting specific objectives and projected timelines

Making Way
For Ontarians with Disabilities

Glossary of Terms

Term	Definition
Barrier	A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communicational barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
Disability	The ODA adopts the broad definition for disability that is set out in the *Ontario Human Rights Code*. Disability is: ▪ 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.*