

**Summary of Accessibility Accomplishments
July 2007 – June 2008**

Objective 1: To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility.

Appendix II
2008 Accessibility Plan

Action 1.1	
Build an effective training and development program for staff.	
1.1.1	<p>Activity: Presentation to staff from Moms on a Mission, about Homelessness and Hidden Disabilities at the 2008 Homelessness Forum.</p> <p>Barrier Addressed*: Informational, Attitudinal</p> <p>Result Achieved: Staff informed about disabilities clients may have.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
1.1.2	<p>Activity: Lunch and Learn held in conjunction with the Region of Peel’s 4th International Day of Disabled Persons Celebration. Staff presented with storybooks that convey positive messages regarding disability, inclusion, accessibility, and children’s acceptance of differences.</p> <p>Barrier Addressed*: Informational, Attitudinal</p> <p>Result Achieved: Staff gained knowledge of resources available with regards to disability, inclusion, accessibility, and children’s acceptance of differences.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
1.1.3	<p>Activity: Lunch and Learn on Hidden Disabilities (from Attention Deficits to Fetal Alcohol Effects).</p> <p>Barrier Addressed*: Informational, Attitudinal</p> <p>Result Achieved: Staff informed about how to assist clients and children with hidden disabilities.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
1.1.4	<p>Activity: TransHelp to organize Skilform training for all drivers to address attitudinal barriers towards persons with disabilities.</p> <p>Barrier Addressed*: Informational, Attitudinal</p> <p>Result Achieved: TransHelp continues to provide Skilform training to all new drivers and refresher training to existing drivers.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Customer Service, Transportation</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.

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1.1.5	<p>Activity: TransHelp to invite a staff member from the Accessible Transportation Coordination attended Staff Development Day to update TransHelp about the services that ATCO provides.</p> <p>Barrier Addressed*: Informational, Attitudinal</p> <p>Result Achieved: ATCO staff attended Staff Development Day for TransHelp and provided an update to all staff.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication, Transportation</p>
1.1.6	<p>Activity: TransHelp staff to participate in transit industry workshops and seminars.</p> <p>Barrier Addressed*: Informational, Policy/Practice</p> <p>Result Achieved: TransHelp staff participates in transit industry workshops and meetings such as OPTA, CUTA and Metrolinx.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication, Transportation</p>
1.1.7	<p>Activity: Review of the accessibility training guidelines used to train staff and students on how to present to people with disabilities attending the Peel Children’s Water Festival.</p> <p>Barrier Addressed*: Attitudinal</p> <p>Result Achieved: Staff and students were able to use the techniques presented to them through the training process during the Festival.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication</p>
1.1.8	<p>Activity: Human Resources to implement Diversity Strategy and an employment systems review. This is a review of policies and access points for potential candidates to ensure that there are no physical and/or cultural barriers.</p> <p>Barrier Addressed*: Policy/Practice, Attitudinal, Informational</p> <p>Result Achieved: Employment Systems Review was completed in 2008. The following improvements to accessibility in the Region’s recruitment and</p>

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	<p>selection process have been made: Revised Hiring @ Peel training module for employees new to supervisory positions; Offer of accommodation for interviews; Discontinuation of psychometric testing in selection process; Removal of barriers in the workplace accommodation process by revising the Accommodation Policy and guidelines for management and staff. A new Diversity Policy is being reviewed for approval and a Corporate Diversity Learning and Communication strategy is being developed. Department: Employee and Business Services Standards: Employment</p>
1.1.9	<p>Activity: Health Services Department assisted in organizing the International Day of Disabled Persons Event in November 2007. Barrier Addressed*: Attitudinal, Informational Result Achieved: Consulting assistance provided. Department: Health Services Standards: Customer Service</p>
1.1.10	<p>Activity: Health Services Department organized two Lunch and Learn series in collaboration with the Joint Peel-Caledon Accessibility Advisory Committee Barrier Addressed*: Attitudinal, Informational Result Achieved: The Lunch and Learn presentations provided information about Cultural Competency in Health Promotion. Department: Health Services Standards: Information and Communication</p>
1.1.11	<p>Activity: Accessibility Planning Program and Joint Peel-Caledon AAC celebrated the annual United National International Day of Disabled Persons. The 2007 theme was “Decent Work for Persons with Disabilities”. Barrier Addressed*: Attitudinal, Informational Result Achieved: Highlights included a special AAC meeting with invited guest speakers, an accessibility awards presentation and informational displays</p>

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	to educate the public and staff about employment for persons with disabilities. Department: Corporate Services Standards: Customer Service, Employment
1.1.12	Activity: “Inclusion Training” was provided for Child Care Centre Supervisors at the Region’s 12 Child Care Centres. This training is for Supervisors and consultants in the community. Barrier Addressed*: Informational, Communicational, Attitudinal Result Achieved: Over 75 participants were trained in Spring of 2008. More sessions are scheduled for Fall 2008. Department: Human Services (Children’s Services) Standards: Information and Communication
1.1.13	Activity: Staff was encouraged to attend Accessibility forums throughout the year. Barrier Addressed*: Informational, Communicational Result Achieved: Increased staff awareness. Department: Executive Office Standards: Information and Communication
1.1.14	Activity: Presentation made at AAC meeting in August 2007 about personal emergency preparedness for persons with disabilities. Barrier Addressed*: Communicational, Informational, Health and Safety Result Achieved: Increase awareness and education about personal emergency preparedness for persons with disabilities. Department: Corporate Services Standards: Information and Communication
1.1.15	Activity: Presentations made to departmental staff about personal emergency preparedness. The presentation includes information for persons with disabilities and those who have a family member with a disability. Barrier Addressed*: Communicational, Informational, Health and Safety Result Achieved: Increase staff awareness and education about personal emergency preparedness for persons with disabilities.

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