

SEPTEMBER 2009

ACCESSIBILITY PLAN





The Regional Municipality of Peel Accessibility Plan – September 2009

Introduction

This is the seventh Region of Peel **Accessibility Plan**. The annual Plan endorsed by the Peel Regional Council and the Peel Accessibility Advisory Committee (AAC) will be submitted to the Province of Ontario in accordance with annual municipal reporting requirements set out in the *Ontarians with Disabilities Act, 2001 (ODA)*.

The Region of Peel Accessibility Planning Program in conjunction with the Accessibility Steering Committee, which is comprised of a cross-section of departmental representatives, works to improve the accessibility of Regional programs, services and facilities. In 2006, the Accessibility Steering Committee identified 12 corporate accessibility projects that would allow the Region of Peel to become increasingly accessible. All of these projects have been approved by the Regional Council, endorsed by the Executive Management Team and assigned to appropriate departments. Many of these projects currently are in progress. Please refer to Appendix I of this Plan to obtain further details about the corporate accessibility projects identified in the plan.

The 2009 Accessibility Plan is a compilation of accessibility accomplishments submitted by Regional departments. These accomplishments are listed in Appendix II of this Plan and are labelled as Summary of Accessibility Accomplishments.

Throughout the year, members of the AAC and Regional staff including the Accessibility Planning Program continue to promote accessibility internally and externally by auditing regional facilities, making presentations to departments, stakeholder groups and by disseminating audience specific accessibility information at various resource fairs and community events. A series of information articles were developed for staff and published on the internal website highlighting accessibility standards, disability resources and stories to educate all Region of Peel employees. In 2008, the AAC partnered with Regional



staff and sector partners, to create the Universal Accessibility Standards (UAS) for the Region's new Affordable Residential Properties. Regional Council approved the UAS in April 2009 for future housing projects developed by the Region of Peel. Supporting the principals outlined in the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* the UAS document supports the Region of Peel goal of creating accessible housing options that provide independence and inclusiveness for all abilities.

Accessibility continues to be an important Regional objective and remains a major focus for the organization as our community continues to evolve. In future, the number of persons living with disabilities in Peel is expected to increase significantly because of the aging population.

Recognizing and eliminating barriers that exist within the Region of Peel is a key priority as people with disabilities are entitled to the same rights, responsibilities and services as those without disabilities. Led by this vision of inclusivity and equality we selected our 2008 theme of International Day of Persons with Disabilities (IDPD) as *Dignity and Justice for all of us*. It highlighted the importance of full and equal enjoyment of human rights and participation in society by persons with disabilities. Keynote speaker Shelley White, CEO of the United Way of Peel Region highlighted the important work done by United Way and the unmet needs of persons with disabilities living in the community. A panel discussion moderated by the AAC highlighted various Regional services and programs delivered to persons with disabilities. The AAC also presented Accessibility Awards to Regional staff whose efforts had improved accessibility of Regional programs, services and facilities. Approximately 120 people attended this informative and inclusive event. The AAC selection committee chose three Regional projects or individuals, to receive Certificates of Recognition for their efforts to improve the accessibility of Regional services, programs and facilities. These award recipients were presented with their Certificates at a special AAC meeting.

A project team led by the Corporate Services Department and the Accessibility Planning Program worked diligently on developing an Accessible Customer Service Policy to meet our obligations set by the Ontario Regulation 429/07, also known as the Accessibility Standards for Customer Service. An implementation



plan to develop and deliver the training to ensure compliance with this regulation is currently underway. The Region of Peel Accessibility Program is working cooperatively with key departmental and program staff to monitor training developments.

Our seventh **Accessibility Plan – September 2009**, represents the ongoing process of ensuring the programs and services of the Region of Peel become more accessible for individuals with disabilities. As an organization strongly committed to integrated processes, the Region of Peel will continue its efforts to identify and remove existing barriers while laying the foundation for the prevention of future barriers.

Region of Peel Accessibility Planning Program Overview



TABLE OF CONTENTS

A.	<i>Background</i>	
A.1	Preparing the Accessibility Plan.....	4
A.2	Key Contacts	5-6
A.3	Additional Information.....	7
B.	<i>Description of Current Services</i>	
B.1	Program Location	7
B.2	Profile of Current Services	7-8
B.3	Description of Clients/Customers.....	8-9
B.4	Description of Suppliers, Partners and Stakeholders	9
B.5	Overall Organization Structure and Staffing.....	10
B.6	Corporate Projects.....	10
C.	<i>Trends and Issues</i>	
C.1	Emerging Trends.....	11-12
C.2	Key Strategic Issues	13



TABLE OF CONTENTS (Continued)

D. *Mandate, Objectives and Actions*

D.1	Mandate and Objectives	14
D.2	Objectives and Actions	15
D.3	Strategic Plan Connection.....	16
D.4	Service Principles	16

Appendices

Appendix I Corporate Projects

**Appendix II Summary of Accessibility Accomplishments
July 2008 – June 2009**

Appendix III Highlights of Selected Accessibility Initiatives

- **Accessible Customer Service Standards**
- **Region of Peel Housing Strategy**
- **Universal Accessibility Standards (UAS) for New Affordable Housing Projects**
- **Peel Advisory Working Group on Older Adults' Housing**
- **Transhelp: Striving to Exceed Expectations of Our Customers**
- **Accessible Transportation Coordination Office**
- **Peel Children's Water Festival**

Appendix IV Emerging Trends

Appendix V Accessibility Standards (AODA)

Appendix VI Glossary of Terms

A. Background

A.1 Preparing the Accessibility Plan

This Plan was prepared by the Region of Peel Accessibility Planning Program in consultation with the Accessibility Planning Steering Committee, the Region of Peel Accessibility Advisory Committee (AAC), the Chief Financial Officer and Commissioner of Corporate Services, the Regional Clerk and key departmental staff.

Under the *Ontarians with Disabilities Act, 2001* (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 accessibility plans, municipalities must consider the following**:

- Plans must address a broad range of disability issues, taking into account the full range of disabilities defined 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.

**Information obtained from the Ministry of Community and Social Services website.



A.2 Key Contacts

Region of Peel Accessibility Advisory Committee (AAC)

Current Membership

William Goursky (Chair, Community Member)
Naz Husain (Vice-Chair, Community Member)
Harvinder Bajwa (Community Member)
Glenn Barnes (Community Member)
Sandra Hames (City Councillor, Brampton)
Jim Hardman (Community Member)
Emil Kolb (Regional Chair)
Sue McFadden (Regional Councillor, Mississauga)
Richard Paterak (Regional Councillor, Caledon)
Jan Spry (Community Member)
Maureen Tymkow (Community Member)

Accessibility Planning Steering Committee

Sponsor

Norma Trim (CFO and Commissioner of Corporate Services)

Membership

Jeff Payne (Deputy Regional Clerk and Acting Director, Clerk's division)
Carol Reid (Director of Transition, Employee and Business Services)
John Austin (Manager, Workplace Health and Safety)
Linda Instance (Administrator, Peel Manor)
Sherona Chirkut Hollman (Program Analyst, Ontario Works)
Sharon Navarro (Program Analyst, Ontario Works)

Committee Contact Information

Region of Peel Accessibility Advisory Committee (AAC)

aac@peelregion.ca



Regional Accessibility Planning Program Staff

Norma Trim, CFO and Commissioner of Corporate Services,
905-791-7800, ext. 4258

norma.trim@peelregion.ca

Jeff Payne, Deputy Regional Clerk and Acting Director, Clerk's Division
905-791-7800, ext. 4325

jeff.payne@peelregion.ca

John Daly, Acting Manager, Regulatory Compliance
905-791-7800, ext. 4131

john.daly@peelregion.ca

Meenu Sikand, Accessibility Planning Specialist
Accessibility Planning Program

905-791-7800, ext. 4778

meenu.sikand@peelregion.ca

Accessibility Planning Project Management

Kumee Rao, Accessibility Planning Project Manager
905-791-7800, ext. 4637

kumee.rao@peelregion.ca

Municipal Contact Information

The Regional Municipality of Peel
10 Peel Centre Drive, Suite A, 5th floor
Brampton, Ontario

L6T 4B9

905-791-7800

www.peelregion.ca



A.3 Additional Information

This 2009 Accessibility Plan is the seventh Region of Peel Accessibility Plan as per the municipal requirements under the *Ontarians with Disabilities Act, 2001 (ODA)*. The ODA requires that each year the Region prepare and publish an Accessibility Plan and seek the advice of an AAC in doing so.

On June 13, 2005, the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* was enacted. The AODA requires the development of accessibility standards with the goal of leading to an accessible Ontario by 2025. The legal obligations under the ODA remain in force until the Act is repealed. Please refer to Appendix V of this Plan to obtain further details about these proposed accessibility standards.

Similar to the Plans of previous years, the seventh Accessibility Plan, as approved by Regional Council, is available in alternate formats when requested and will be posted on the Region of Peel website www.peelregion.ca.

B. Description of Current Services

B.1 Program Location

Accessibility Planning Program staff are located at Region of Peel Administrative Headquarters, Suite A, 10 Peel Centre Drive, Brampton, Ontario, L6T 4B9.

B.2 Profile of Current Services

Program Support & Coordination

The Program coordinates implementation and development of annual accessibility plans as well as providing support to the AAC, the Accessibility Planning Steering Committee and all Regional departments in assessing and ensuring that services, programs, projects, and policy initiatives address the accessibility needs of



citizens, customers, and employees with disabilities.

Supported by the Accessibility Planning Specialist, the Regional Accessibility Planning process is aligned with departmental processes, and may establish project teams comprised of departmental representatives, AAC members and outside resources, in working toward the goals of:

- developing Regional annual Accessibility Plan(s) for approval by Council;
- consulting with the members of AAC;
- assisting the Executive Management Team (EMT), Accessibility Steering Committee and Council in prioritizing accessibility barriers for elimination with proposals for actions; and,
- networking and partnering with other municipalities and external organizations.

B.3 Description of Clients/Customers

Customers and Clients of Regional Programs and Services

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

Regional Departments

All departments seeking accessibility advice and informational support.

Regional Employees

All Regional employees who deliver programs and services to Peel residents.

Prospective Employees

All individuals who wish to seek employment at 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; and Canadian Hearing Society;
- Translation and Sign Language Interpretation service providers.

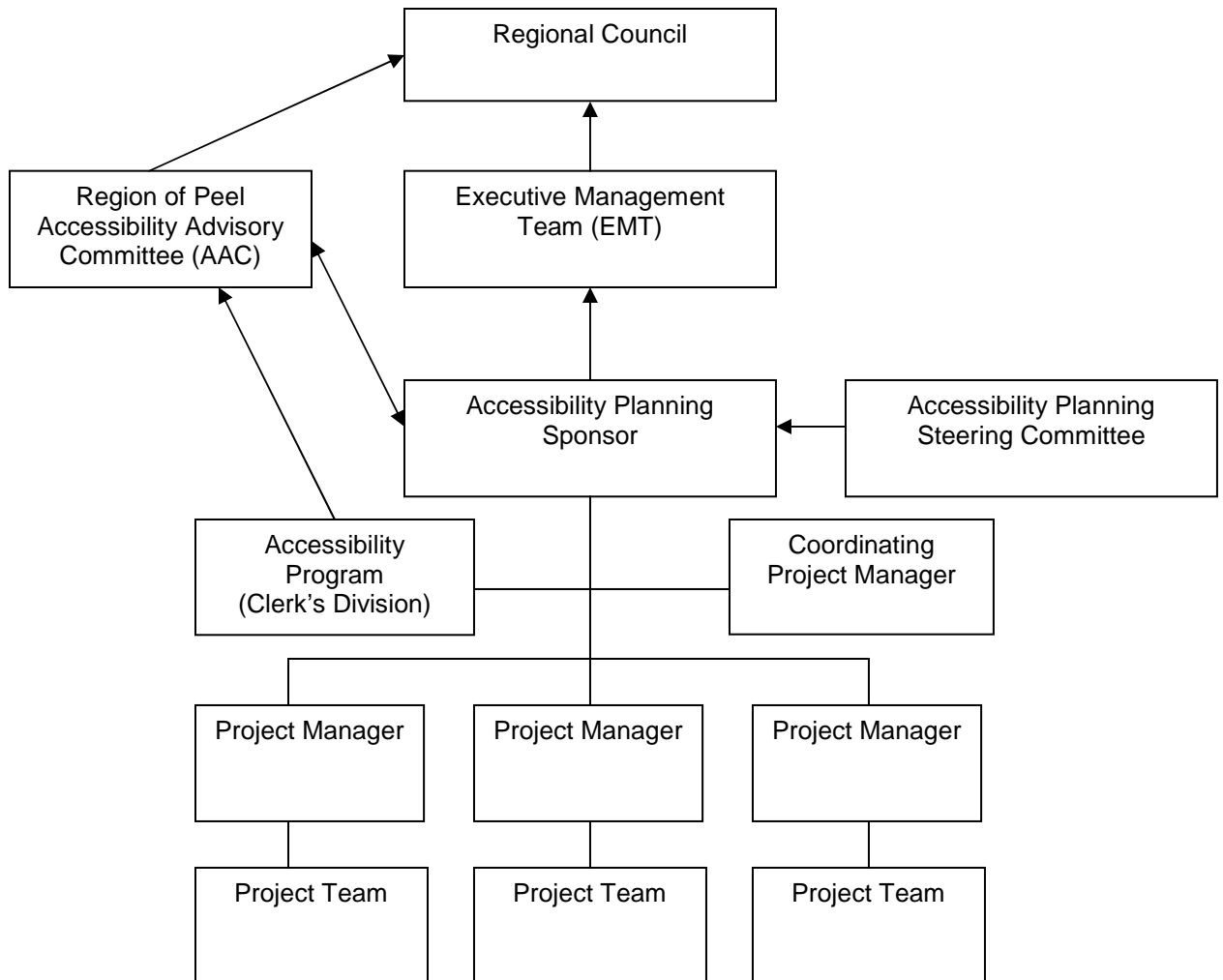
Partners

- Regional departments;
- Professional Associations: Association of Municipal Clerks and Treasurers of Ontario (AMCTO) and Association of Municipalities of Ontario (AMO);
- Accessibility Directorate of Ontario;
- External collaborative accessibility networks: Ontario Network of Accessibility Professionals (ONAP), Peel Partners in Accessibility and Coalition of Accessibility Advisory Committees;
- City of Brampton Accessibility Advisory Committee;
- City of Mississauga Accessibility Advisory Committee;
- Town of Caledon Accessibility Advisory Committee.

Stakeholders

- Ministry of Community and Social Services;
- Region of Peel Accessibility Advisory Committee (AAC) to advise the Region of Peel on accessibility issues and to address the legislative requirements under AODA, ODA and subsequent regulations.

B.5 Organizational Structure for Accessibility Planning Process



B.6 Corporate Projects

Please refer to Appendix I, Corporate Projects.

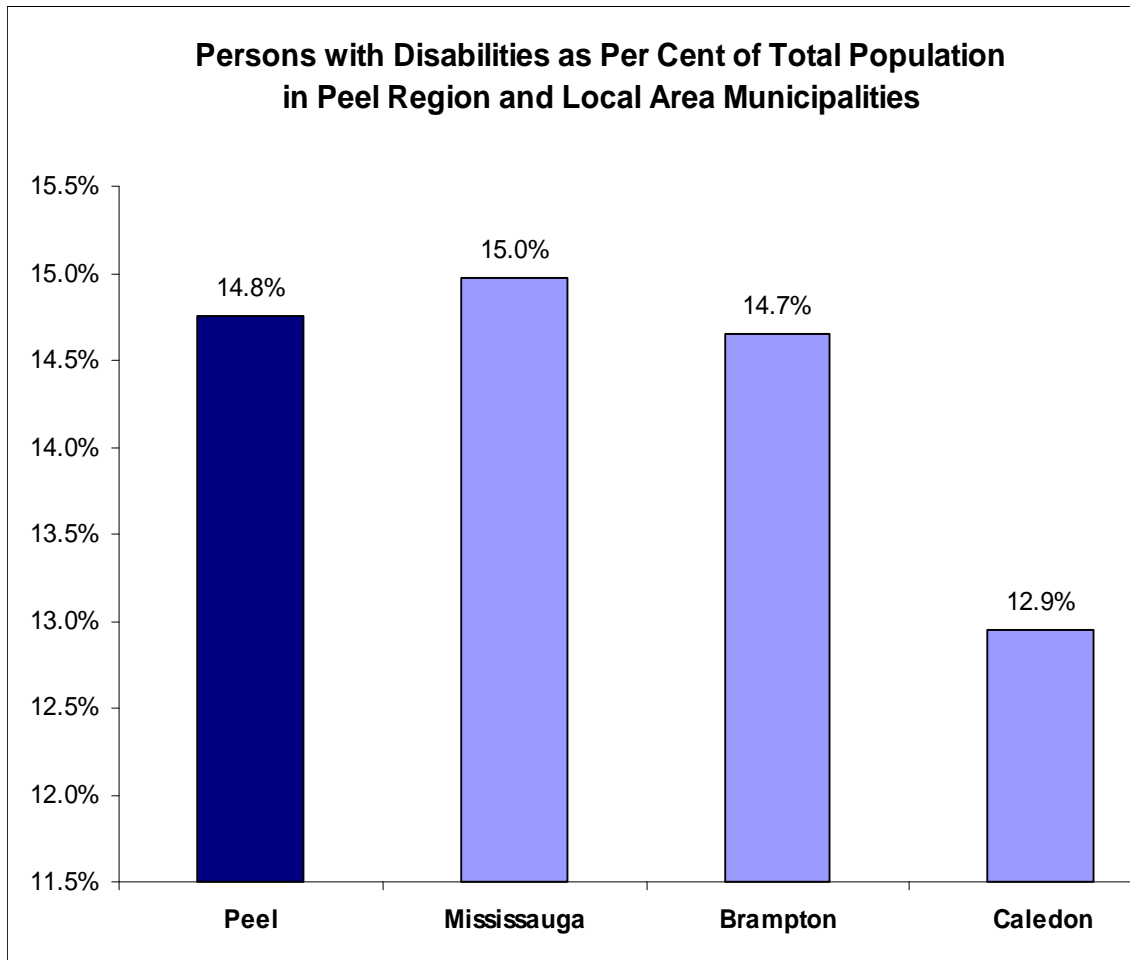
C. Trends and Issues

C.1 Emerging Trends:

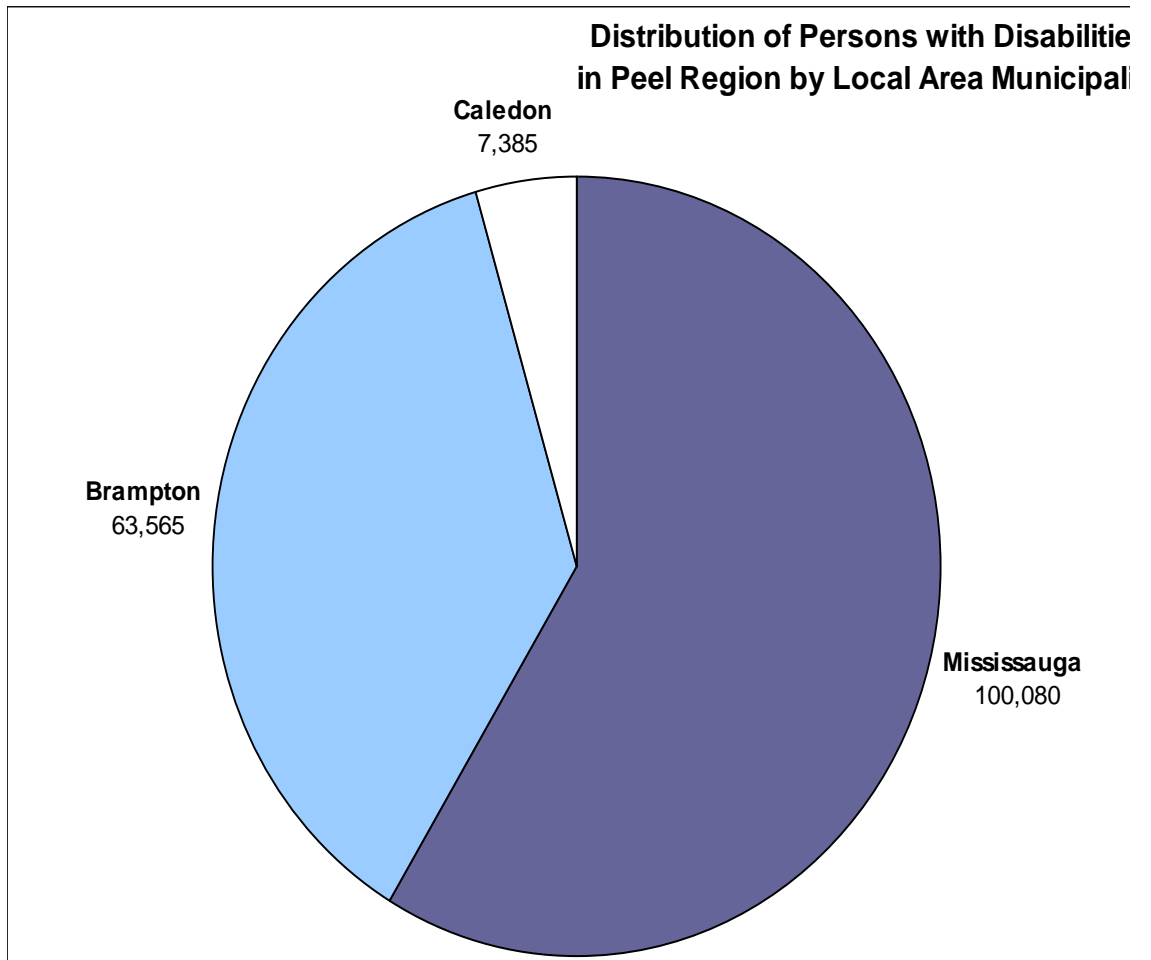
- Approximately 4.4 million people living in **Canada** reported to have a disability. This number represents that 14.3 per cent of the total population in Canada has either a visible or non-visible disability.
- Approximately 1.85 million people living in **Ontario** reported to have a disability. This number represents that 15.5 per cent of the total population in Ontario has either a visible or non-visible disability.
- Approximately 171,030 people living in **Peel** reported to have a disability. This number represent that 14.8 per cent of the total population in Peel region has either a visible or non-visible disability.

Following is the further breakdown of disability population residing within the three municipalities of Peel. According to 2006 statistics:

- 100,080 persons with disabilities currently reside in the City of Mississauga. This number represent that 15.0 per cent of the total population in the City of Mississauga has either a visible or non-visible disability.
- 63,565 persons with disabilities currently reside in the City of Brampton. This number represent that 14.7 per cent of the total population in the City of Brampton has either a visible or non-visible disability.
- 7,365 persons with disabilities currently reside in the Town of Caledon. This number represent that 12.9 per cent of the total population in Peel region has either a visible or non-visible disability.



Source: Statistics Canada, Participation and Activity Limitation Survey, 2006; Region of Peel Environment, Transportation and Planning Services, Peel Data Center.



Source: Statistics Canada, Participation and Activity Limitation Survey, 2006; Region of Peel Environment, Transportation and Planning Services, Peel Data Center.

Please refer to Appendix IV for more illustrations of emerging trends in Peel.

C.2 Key Strategic Issues:

- Compliance with existing and new legislations (ODA, AODA, Planning Act, Ontario Human Rights Code (OHRC), Ontario Building Code (OBC), United Nation's International Convention on Rights of Persons With Disabilities (ICRPD))
- Ontario Regulation 429/07, Accessibility Standards for Customer Service (the "Regulation")
- 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 in organizational culture
- 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 receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Objectives:

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;
2. To develop and strengthen organizational processes that will support accessibility;
3. To review and develop policies to ensure prevention and removal of accessibility barriers;
4. To build public awareness and advocate for accessibility of programs and services.

D.2 Objectives and Actions

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.
 - 1.1 Build an effective training and development program for staff.
 - 1.2 Build an effective internal communication strategy that promotes accessibility.

2. To develop and strengthen organizational processes that will support accessibility.
 - 2.1 Ensure processes are in place to consult effectively with the AAC.
 - 2.2 Improve processes for identification and reporting of barriers and accessibility issues.
 - 2.3 Integrate accessibility into key planning documents.

3. To review and develop policies to ensure prevention and removal of accessibility barriers.
 - 3.1 Integrate accessibility into procurement policy.
 - 3.2 Develop and implement accessibility standards.

4. To build public awareness and advocate for accessibility of programs and services.
 - 4.1 Create opportunities for public engagement.
 - 4.2 Establish strong partnerships with other governments and non-governmental organizations.

Refer to Appendix I to see the list of projects supporting the above stated Objectives and Actions.



D.3 Strategic Plan Connection

The objectives and actions in this Accessibility Plan are consistent with, and support, the following goals in the Region's Strategic Plan V:

Goal 1: Deliver citizen-focused services

Goal 3: Provide human services that meet current and changing needs

Goal 5: Be a citizen-focused Regional government

D.4 Service Principles

The Regional Values function as Accessibility Planning Program service principles.

1. Supportive and Respectful Environment

We work in an environment that is positive, healthy, caring and free from discrimination. We respect diversity and treat one another in ways that are fair, courteous and compassionate, recognizing everyone's contributions.

2. Teamwork

We practise teamwork, cooperation and collaboration, and reinforce these with a strong vision and positive leadership.

3. Effective Communication

We practise open, two-way communication in a clear and honest manner.

4. Integrity

We are ethical, professional and trustworthy in our work.

5. Quality Service

We provide services that are accountable, accessible, responsive, efficient and effective. We seek new and innovative ideas for improvement in policies, practices and services.

Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Appendix I

2009 Accessibility Plan

1. Accessible Transportation: Family of Services (brokerage) Project:

This project includes the development and implementation of a “family of services” model to deliver accessible transportation services to Peel, including:

- Partnership with Brampton and Mississauga Transit to maximize use of their new accessibility features;
- Continued TransHelp focus on personal physical disabilities/mobility impairment and a narrow transit mandate;
- Creation of a new Accessible Transportation Coordination Office (for details, refer to Appendix III).

Status and Accomplishments:

Process and forms were developed for customers who are not eligible for TransHelp service. As part of this established process, the customer is referred by TransHelp to the Accessible Transportation Coordination Office and then assisted to obtain appropriate supports and services.

Time Frame: In Progress.

Priority: High

Project Sponsor: Environment, Transportation and Planning Services

Standards: Transportation and Customer Service

2. Accessibility Education Project

Develop and implement an effective learning program for staff about accessibility to include awareness and sensitivity to accessibility issues, knowledge of accessibility policies and best practices. The learning program is designed to build capacity of staff to identify barriers and prevent barrier creation in relation to all types of disabilities including attitudinal and policy barriers. It would incorporate key messages into the Diversity Program as determined in consultation with the Accessibility Planning Specialist and Communication Services.

Status and Accomplishments:

To incorporate awareness and sensitivity to accessibility issues, knowledge of accessibility policies and best practices into a selection of current existing learning programs and events where appropriate, including staff orientation. Accessibility training plan will be developed to coincide with the Accessibility Standards for Customer Service Project (refer to Project #10 AODA Compliance Projects).

Time Frame: To begin project in second half of 2008 with implementation starting in 2009 and on-going.

Priority: High

Project Sponsor: Employee and Business Services

Standards: Customer Service and Information and Communication

3. Accessible Procurement Project

To review and revise existing purchasing by-law, policies and procedures to integrate accessibility review into the Region of Peel procurement process for goods and services.

Status and Accomplishments:

Procedures [F35-01](#) and [F35-32](#) have been updated to add accessibility review to all documents. All downloadable pdf format tender documents are also now available to the visually impaired as Portable Document Format (pdf) documents that can be read out loud by the Adobe Acrobat program.

Time Frame: Completed.

Priority: High

Project Sponsor: Employee and Business Services

Standards: Customer Service and Information and Communication

3. Accessibility Advisory Committee (AAC) Consultation Process for Building, Structures and Premises

Develop and implement a process to seek advice from the Accessibility Advisory Committee (AAC) regarding the accessibility of Regional buildings, structure or premises

- a) that the Region purchases, constructs or significantly renovates;
- b) for which the Region enters into a new lease; or
- c) that a person provides as municipal capital facilities under an agreement.

The process must permit compliance with subsection 12(4) of the ODA including the process for seeking advice, incorporating the advice and resolving competing priorities. The project will also consider the use of standards for accessibility and which standards should apply.

Status and Accomplishments of 4(a) and (c):

- Review current timing for project planning process for budget and scope
- Review list of upcoming projects and status
- Consult with Facilities Construction and Real Estate and Leasing
- Review land acquisition and leasing policies
- Review process with AAC for input
- Confirm applicability of standards
- Develop process to resolve conflicting/competing priorities

Time Frame: Phase I-Review of project planning and consultation with stakeholders and leasing (2009). Phase II-Proposal to AAC (2010). Phase III-Implementation (2011).

(continued)

Accessibility Advisory Committee (AAC) Consultation Process for Building, Structures and Premises

Status and Accomplishments of 4(b):

- Review Lease Acquisition Corporate Policy
- Develop Lease Acquisition Protocol

Time Frame: In progress.

Priority: Medium

Project Sponsor: Employee and Business Services

Standards: Built Environment

5. Accessibility Policy Project

Establish and communicate a Corporate Accessibility Policy. This policy will:

- Articulate the goals and objectives of the Region in relation to improving accessibility for persons with disabilities.
- Describe the types of disabilities and barriers that can occur in relation to participation in Regional government, the delivery of Regional programs, services and the ability of employees to carry out their work.
- Identify processes, procedures and training tools to assist the Region to reduce or prevent barriers.
- Establish appropriate accountability at all levels of the organization for promoting and implementing the policy.

Status and Accomplishments: In Progress

Phase one of the project has been completed. The Region has adopted a Corporate Accessibility Policy G00-18. Accessibility training plan including delivery of training via e-learning, in class sessions, booklets and “Train the Trainers” method has been developed and is currently being deployed. An HRMS PeopleSoft report is also being prepared in support of reporting compliance. This project coincides with the Accessibility Standards for Customer Service Project (refer to Project #2)

Time Frame: Expected completion date of this project is December 31, 2009.

Priority: High

Project Sponsor: Corporate Services

Standards: Accessible Customer Service

6. Accessibility Plan Development and Approval Process Project

Establish and document the process for the development and approval of the Region’s annual Accessibility Plan. This will include the roles and responsibilities of the Accessibility Planning Program, the Accessibility Planning Steering Committee, EMT, the AAC and Regional Council. It will be determined how this process relates to or is integrated with corporate planning.

Status and Accomplishments: Completed

Time Frame: Completed.

Priority: Medium

Project Sponsor: Corporate Services

Standards: Accessible Customer Service and Information & Communication

7. Barrier Identification and Reporting Process

Review and revise the Barrier Identification and Tracking Tool (BITT) process and functionality and recommend modifications, including:

- identification of appropriate staff roles and responsibilities within departments;
- improvements to the effectiveness of the process to identify barriers that affect employees, citizens, clients and customers during their interactions with the Region of Peel, and;
- improvements to the reporting and analysis of data obtained through the process.

Status and Accomplishments: Project has yet to be initiated.

Time Frame: Expected start date of project is February 2010.

Priority: Medium

Project Sponsor: Corporate Services

Standards: Accessible Customer Service and Information & Communication

8. Accessibility Integration Project

As a part of the Corporate Planning Process Improvement project, establish policies, processes and accountability for integrating accessibility projects and barrier reduction into key planning processes such as the Strategic Plan, the Official Plan, Corporate planning processes, technology plans and Budget.

Status and Accomplishments:

Departments will be asked to develop accessibility strategies/tactics as part of the new Corporate Planning Process (CPP). The new CPP process is currently being developed.

Time Frame: Expected start date of project is April 1, 2009.

Priority: Medium

Project Sponsor: Executive Office

Standards: Accessible Customer Service, Information & Communication, Built Environment and Employment

9. Emergency Evacuation Plan Coordination Project

Establish an inventory of all Regional facilities that should have an emergency evacuation plan for staff and/or visitors, determine whether emergency evacuation plans that provide for the evacuation of persons with disabilities are in place for each and identify gaps, evaluate whether emergency evacuation procedures have been properly documented and implemented through signage, training and testing.

Status and Accomplishments:

Gap analysis of all CPM managed facilities re: physical environments (e.g. alarms, strobes, signage, etc.) and evacuation procedures for persons with disabilities. Analysis of Environment, Transportation and Planning Services, Long Term Care Centres, Peel Living, and Police facilities will be determined, as Employee and Business Services do not manage these facilities.

Time Frame: Expected start date of project is October 1, 2009.

Priority: Medium

Project Sponsor: Employee and Business Services

Standards: Information & Communication

10. AODA Compliance Projects

AODA compliance project is a collection of five projects affecting all Regional Departments. The five Accessibility Standards will be enacted through regulations under the *Accessibility for Ontarians with Disabilities Act (AODA)*. As each standard comes into force, the AODA compliance project will coordinate interdepartmental initiatives to manage the compliance requirements efficiently. A coordinating role and mandate should also be established to utilize common approaches, shared lessons learned and track progress.

Status and Accomplishments:

- Project governance structure has been established.
- First AODA Compliance project, Accessibility Standards for Customer Service is currently in progress with a targeted completion date of January 1, 2010.
- Identification of divisional project managers for other compliance project is in progress.

Time Frame: It will coincide with Regulations as they are passed to ensure compliance.

Priority: High

Project Sponsor: Corporate Services. Each divisional project will assign respective project sponsors.

Standards: Accessible Customer Service, Transportation, Information and Communication, Employment, Built Environment.

11. Print and Internet Communication Standards Project

Develop and implement accessibility standards and guidelines for internal and external regional publications, intranet and internet sites.

Status and Accomplishments: Project has yet to be initiated.

Time Frame: To be determined

Priority: Medium

Project Sponsor: Employee and Business Services

Standards: Information & Communication

12. Accessibility Advisory Committee Terms of Reference Review Project

Conduct a review and report to Regional Council recommendations on modifications to the Terms of Reference for the Joint Peel-Caledon Accessibility Advisory Committee regarding mandate structure, reporting, term of office for members and any other appropriate matters.

Status and Accomplishments:

Project Charter reviewed with Sponsor on March 18, 2008. Terms of Reference presented at May 20, 2008 AAC Meeting for comment. Final presentation to AAC made at June 17, 2008 AAC Meeting for endorsement. Terms of Reference approved by Regional Council on July 3, 2008.

Time Frame: Completed.

Priority: High

Project Sponsor: Corporate Services

Standards: Information and Communication



**Summary of Departmental Accessibility Accomplishments
July 2008 to June 2009**

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

**The Four Objectives Supported by the Departmental
Accessibility Accomplishments are:**

- 5. 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;**
- 6. To develop and strengthen organizational processes that will support accessibility;**
- 7. To review and develop policies to ensure prevention and removal of accessibility barriers;**
- 8. To build public awareness and advocate for accessibility of programs and services.**



Index

- 1.0 Corporate Services
- 2.0 Employee and Business Services
- 3.0 Environment, Transportation and Planning Services
- 4.0 Health Services
- 5.0 Human Services

1.0 Corporate Services

<p>1.01</p>	<p>Activity: A Corporate Policy G00-18, also known as Accessible Customer Service Policy, has been developed with input received from a cross-departmental project team and members of AAC. The policy received approval from the Regional Council.</p> <p>Barrier Addressed*: Attitudinal</p> <p>Result Achieved: Staff has increased knowledge of serving customer with various disabilities.</p> <p>Department: Corporate Services</p> <p>Standards: Customer Service</p>
<p>1.02</p>	<p>Activity: The Region began implementation of the Accessible Customer Service Standard, which is the first standard, or regulation, implemented under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) by providing formal and informal training events for regional staff.</p> <p>Barrier Addressed*: Attitudinal</p> <p>Result Achieved: Staff has increased knowledge of serving customer with disabilities.</p> <p>Department: Corporate Services</p> <p>Standards: Customer Service</p>
<p>1.03</p>	<p>Activity: PDF documents prepared for distribution to AAC and Council were converted in accessible format so these documents are accessible to screen reader users.</p>

	<p>Barrier Addressed*: Information and Communication, Customer service.</p> <p>Result Achieved: Access to Council and Committee documents.</p> <p>Department: Corporate Services</p> <p>Standards: Customer Service, Information & Communication</p>
<p>1.04</p>	<p>Activity: Organized National Access Awareness Week to raise staff sensitivity to persons with disabilities and to promote mandate of AAC and Accessibility Planning Program. Over 100 employees, members AAC and the Executive Management Team participated in the event.</p> <p>Barrier Addressed*: Attitudinal</p> <p>Result Achieved: Staff received disability sensitivity and awareness training.</p> <p>Department: Corporate Services</p> <p>Standards: Customer Service</p>
<p>1.05</p>	<p>Activity: AAC and Accessibility Planning Program staff collaborated to set up information and display booth at various internal and external events to disseminate accessibility information to community and staff.</p> <p>Barrier Addressed*: Attitudinal</p> <p>Result Achieved: Participants of following events received ROP accessibility information</p> <ul style="list-style-type: none"> ○ Peel Children’s Water Festival ○ Connections 2009 ○ Region of Peel Diversity Forum ○ Region of Peel Customer service Week <p>Department: Corporate Services</p> <p>Standards: Information and Communication, Customer Service</p>
<p>1.06</p>	<p>Activity: Celebrated 2008 International Day of Persons with Disabilities where over 140 participants from the community and regional employees received information about accessible regional service, programs and Accessibility for Ontarians with</p>

	<p>Disabilities Act, 2005. Thirteen vendor displays were also organized to disseminate disability specific information such as accessible housing, adaptive technology, disability services and programs offered by regional departments and external providers in Peel.</p> <p>Barrier Addressed*: Information</p> <p>Result Achieved: Shared accessibility information and resources with community and staff to assist customers with disabilities and making regional services more inclusive.</p> <p>Department: Corporate Services</p> <p>Standards: All AODA Standards</p>
<p>1.07</p>	<p>Activity: Organized AAC tour to audit Regional Headquarter.</p> <p>Barrier Addressed*: Physical, Architectural</p> <p>Result Achieved: Documented AAC recommendations to enhance accessibility of Regional headquarters for its clients and staff with disability.</p> <p>Department: Corporate Services</p> <p>Standards: Built Environment</p>
<p>1.08</p>	<p>Activity: Organized annual Accessibility Awards on behalf of the AAC. Received nominations from the departments, compiled and coordinated AAC recommendations to select the award recipients and prepared certificates for distribution.</p> <p>Barrier Addressed*: Attitudinal</p> <p>Result Achieved: Acknowledged regional staff's accessibility accomplishments and encouraged others to follow the footsteps of awards recipients.</p> <p>Department: Corporate Services</p> <p>Standards: All AODA Standards</p>

<p>1.09</p>	<p>Activity: Regional staff participated in provincial AODA and Emergency Preparedness Roundtable Consultations.</p> <p>Barrier Addressed*: Policy/Practices</p> <p>Result Achieved: Provided expert input into the provincial consultations.</p> <p>Department: Corporate Services</p> <p>Standards: All AODA Standards</p>
<p>1.10</p>	<p>Activity: Distribution of the Emergency Management Ontario Emergency Preparedness Guide for People with Disabilities/Special Needs during Emergency Preparedness Week public events.</p> <p>Barrier Addressed*: Informational, Attitudinal</p> <p>Result Achieved: Raising awareness of accessibility barriers related to emergency situations, as well as providing planning tools to facilitate personal preparedness of individuals with disabilities.</p> <p>Department: Corporate Services</p> <p>Standards: Information and Communication, Customer Service</p>
<p>1.11</p>	<p>Activity: Members of the AAC and Accessibility Planning program participated in one day provincial AAC Forum in Toronto that was organized by the Accessibility Directorate of Ontario.</p> <p>Barrier Addressed*: Attitudinal, Policy/Practices</p> <p>Result Achieved: Engage in the dialogue with Accessibility Directorate of Ontario and other municipal colleagues to discuss the best practices and tools available to support the important requirements of the AODA.</p> <p>Department: Corporate Services</p> <p>Standards: All AODA Standards</p>

2.0 Employee and Business Services

<p>2.01</p>	<p>Activity: Creative Services staff reviewed the CNIB Clear Print Accessibility Guidelines.</p> <p>Barrier Addressed*: Awareness of issues that impact visually impaired readers.</p> <p>Result Achieved: Increased knowledge among staff to consider readability as an important part of print design.</p> <p>Department: Employee and Business Services</p> <p>Standards: Information and Communication; Customer Service</p>
<p>2.02</p>	<p>Activity: Human Resources department established a Diversity Network comprised of representatives from all departments including the Accessibility Planning Program.</p> <p>Barrier Addressed: Attitudinal</p> <p>Result Achieved: Increased staff knowledge and awareness.</p> <p>Department: Employee and Business Services</p> <p>Standards: Customer Service; Information and Communication</p>
<p>2.03</p>	<p>Activity: Human Resources managers now ask candidates if they require any accommodation including disability accommodations, when attending hiring interviews.</p> <p>Barrier Addressed: Policy/practice, Employment</p> <p>Result Achieved: Reduction of potential barriers in the interview process.</p> <p>Department: Employee and Business Services</p> <p>Standards: Employment; Customer Service</p>
<p>2.04</p>	<p>Activity: The Region has developed a Corporate Diversity Commitment Statement that is endorsed by the Executive Management Team and includes reference to disability.</p> <p>Barrier Addressed: Attitudinal, Policy/Practice</p>

	<p>Result Achieved: This Statement commits all staff to treat people with dignity, respect and fairness in delivering Regional programs.</p> <p>Department: Employee and Business Services</p> <p>Standards: Customer Service, Employment</p>
2.05	<p>Activity: All job posting templates now include reference to diversity statement.</p> <p>Barrier Addressed: Attitudinal, Policy/Practice</p> <p>Result Achieved: Build staff awareness regarding the Region’s hiring philosophy.</p> <p>Department: Employee and Business Services</p> <p>Standards: Employment, Customer Service</p>
2.06	<p>Activity: Presented a corporate response to the draft Accessible Employment Standards at the request of the AAC and the Accessibility Planning Program.</p> <p>Barrier Addressed: Policy/Practice, Attitudinal</p> <p>Result Achieved: Obtained AAC support for the staff recommendations.</p> <p>Department: Employee and Business Services</p> <p>Standards: Employment; Customer Service</p>
2.07	<p>Activity: Improved the Region’s “Hiring @ Peel” training program to include messages on human rights, fair and equitable recruitment procedures and the reduction of barriers to various historically marginalized groups in the recruitment process.</p> <p>Barrier Addressed: Attitudinal</p> <p>Result Achieved: Hiring managers are more aware of potential barriers in recruitment procedures and different ways to reduce or eliminate them.</p> <p>Department: Employee and Business Services</p>

	<p>Standards: Employment, Customer Service</p>
<p>2.08</p>	<p>Activity: Human Resources now encourage all hiring managers to use hiring panels that reflect the diversity of our surrounding community.</p> <p>Barrier Addressed*: Attitudinal, Policy/Practice</p> <p>Result Achieved: Encourages a fair and equitable hiring process, as well as better informed hiring decisions.</p> <p>Department: Employee and Business Services</p> <p>Standards: Employment, Customer Service</p>
<p>2.09</p>	<p>Activity: Development and Construction (Devcon) section was part of working group for the AAC since May 2008 to help the AAC develop Universal Accessibility Standards for Affordable Residential Properties. Instead of re-inventing something from scratch, the group created a comparison matrix of standards/guidelines from other municipalities: London, Mississauga, Toronto, and Brampton, as well as from other resources. Each standard was considered with functionality, operational issues, and affordability in mind. An interactive website to showcase the features within an accessible suite was created. In conjunction with Housing Initiatives, the draft was presented to Council on April 16, 2009 for approval. Council adopted the standards on May 13, 2009.</p> <p>Barrier Addressed*: Architectural</p> <p>Result Achieved: A standardized document that will allow Region to improve accessibility of its future residential buildings.</p> <p>Department: EBS/RPAM – Development and Construction</p> <p>Standards: Built Environment</p>
<p>2.10</p>	<p>Activity: Completed construction of accessibility designs of 10 PEP which includes:</p> <ul style="list-style-type: none"> • door-less washrooms; • grade integration at access and connection with existing 10 Peel; • Strobe light for smoke detectors at public area.

	<p>Barrier Addressed*: Seamless facility wide access and safety considerations.</p> <p>Result Achieved: Better use of building by client and staff with disabilities.</p> <p>Department: EBS/RPAM – Asset Renewal and Construction</p> <p>Standards: Built Environment</p>
2.11	<p>Activity: Re-construct the barrier free ramp at 16 Stationview Place.</p> <p>Barrier Addressed*: Barrier to mobility.</p> <p>Result Achieved: Enable safe use of building by residents with mobility disabilities.</p> <p>Department: EBS/RPAM – Asset Renewal and Construction</p> <p>Standards: Built Environment</p>

3.0 Environment, Transportation and Planning Services

3.01	<p>Activity: Region is implementing various mechanisms such as Stop control devices and continuous sidewalks with curb depressions, across restricted access point(s) to promote pedestrian activity and enhance accessibility of the pedestrian routes for pedestrians with disabilities.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: These mechanisms are applied to all new development projects.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Built Environment, Transportation</p>
3.02	<p>Activity: Implementing Directional Lines to make intersection crossings safe for visually impaired pedestrians.</p> <p>Barrier Addressed*: Physical</p>

	<p>Result Achieved: This applies to all new development projects. The directional lines indicate to visually impaired pedestrian(s) of an approaching intersection and the direction of travel.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Built Environment, Transportation</p>
<p>3.03</p>	<p>Activity: Installed Audible Pedestrian Signals at the Regional intersections.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Continue to implement mechanisms that would assist visually impaired persons in crossing signalized intersections safely and independently.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Built Environment, Transportation</p>
<p>3.04</p>	<p>Activity: Installed “Countdown Pedestrian Heads” to improve safe pedestrian crossing.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Numerical information provided to pedestrians that identify how much crossing time is remaining before the lights will change at the intersection.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Built Environment, Transportation</p>
<p>3.05</p>	<p>Activity: Ladder type crosswalk pavement markings are being used to indicate to drivers that they are approaching a pedestrian crosswalk.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Enhances crosswalk visibility for drivers and pedestrians.</p> <p>Department: Environment, Transportation and Planning Services</p>

	<p>Standards: Built Environment, Transportation</p>
<p>3.06</p>	<p>Activity: Ontario Public Transit Association and TransHelp developed a training program ‘Training for Drivers of Sedan Taxis who Serve People with Disabilities’.</p> <p>Barrier Addressed*: Informational, Attitudinal</p> <p>Result Achieved: Taxi drivers received Accessible Customer Service training.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Customer Service, Transportation</p>
<p>3.07</p>	<p>Activity: TransHelp’s ‘Transporting of Infants’ policy was updated.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: Better and additional accessibility options are now available to clients who have young children and infants. The policy has been standardized across all vehicle types (buses and taxis).</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Customer Service, Transportation</p>
<p>3.08</p>	<p>Activity: TransHelp registration process has been streamlined for easier access.</p> <p>Barrier Addressed*: Technological, Policy/Practice</p> <p>Result Achieved: Application and registration for TransHelp services available through easy to complete application available by mail, in-person or online. Eligibility now determined through health-care professional, mandatory assessments no longer required. Turn around times for activation has been streamlined so clients who need the service can start using it as soon as possible.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Customer Service, Transportation</p>

<p>3.09</p>	<p>Activity: Transhelp now has implemented ‘Same Day’ Service policy on permanent basis for its customers.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: Same Day trip bookings now a regular part of doing business. Clients have the ability to call in and request a trip the same day for last minute, unplanned outings. Accommodation rate is high and expected to be 100% in future.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Transportation, Customer Service</p>
<p>3.10</p>	<p>Activity: Late Ride and After Hours Dispatch Telephone Extension for clients</p> <p>Barrier Addressed*: Communicational, Policy/Practice.</p> <p>Result Achieved: Increased options for clients to connect with TransHelp dispatch operations to get timely and accurate details on the status of their trips during the day and after regular business hours.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Transportation, Customer Service</p>
<p>3.11</p>	<p>Activity: Credit Card form available on TransHelp Website for clients to authorize debits to their credit cards for payment of fares to their account.</p> <p>Barrier Addressed*: Technological, Customer Service</p> <p>Result Achieved: Clients have several options available when making payments to their accounts. Previously to debit their credit card they would need to complete a hard-copy form and have it mailed, faxed, or dropped off in person. This can now be done online.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Customer Service, Information and Communication, Transportation</p>

<p>3.12</p>	<p>Activity: Cross boundary trips policy has been reviewed to improve accessibility of our service.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: TransHelp continues to make available options for client to easily cross municipal borders. Process of connecting to neighbouring Para-transit services has been streamlined. TransHelp regularly serves clients traveling into Toronto and Oakville with direct trips where feasible.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Transportation, Customer Service</p>
<p>3.13</p>	<p>Activity: Waste Management has improved accessibility of its publications such as the “Waste Guide” by including photographs of recyclable and non-recyclable material along with the text.</p> <p>Barrier Addressed*: Visual and language barriers</p> <p>Result Achieved: Improved accessibility of our publications.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication Standard</p>
<p>3.14</p>	<p>Activity: Waste Management has been creating and updating new brochures/flyers for various programs and has made an effort to switch from using illustrations to using photographs that are much more easily interpreted by residents.</p> <p>Barrier Addressed*: Visual and language barriers</p> <p>Result Achieved: Improved accessibility of information distributed to customers.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication</p>

<p>3.15</p>	<p>Activity: Waste Management always tries to utilize plain language, use as many visuals as possible and use a font size that is legible.</p> <p>Barrier Addressed*: Informational</p> <p>Result Achieved: Improved and accessible information.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication</p>
<p>3.16</p>	<p>Activity: Waste collection routinely provide enhanced front-door, side-door and/or garage service to resident’s who have disabilities or where accessibility may be an issue. This enhanced service level is typically provided by our on-road Waste Collection staff on an “as requested” basis and addresses physical barriers.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: The result is usually increased customer satisfaction and increased trust and confidence in the services we provide.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Customer Service</p>
<p>3.17</p>	<p>Activity: Repaving project for the entire Peel Integrated Waste Management Facility site to address health and safety issues and to increase accessibility for our customers and anyone visiting the site (tours).</p> <p>Barrier Addressed*: Health & Safety, Physical</p> <p>Result Achieved: This has enhanced our customer service through addressing real and potential physical barriers.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Built Environment, Customer Service</p>

<p>3.18</p>	<p>Activity: Introduction of front-end recycling in multi-residential locations is also intended to improve customer service through increased accessibility of our services by removal of physical barriers caused by insufficient capacity.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: The result has been greater participation in our programs.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Customer Service</p>
<p>3.19</p>	<p>Activity: In-house mobile sign service program has improved accessibility through increased messaging of programs and services, and greater responsiveness and flexibility in messaging and sign usage.</p> <p>Barrier Addressed*: Visual</p> <p>Result Achieved: This has allowed us to increase our internal client base resulting in enhanced communication for a broader array of Regional services.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication</p>
<p>3.20</p>	<p>Activity: The designs for Heartlake and Clarkson Community Recycling Centers are constructed to meet or exceed the regional accessibility guidelines and designs and site-plans have been approved by the AAC.</p> <p>Barrier Addressed*: Health & Safety, Physical</p> <p>Result Achieved: Identified and removed existing as well as potential physical barriers.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Built Environment</p>

<p>3.21</p>	<p>Activity: Peel Data Centre is entertaining service requests for information about data related to persons with disabilities.</p> <p>Barrier Addressed*: Informational, Educational, Awareness</p> <p>Result Achieved: Developed a profile of population in Peel using the 2006 Census of Canada Participation and Activity Limitations (PALS) survey to understand how many people in Peel Region have some form of functional limitations due to a disability.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Customer Service</p>
<p>3.22</p>	<p>Activity: Peel Region Housing Strategy</p> <p>Barrier Addressed*: One of the goals of the strategy was to understand the housing needs of special groups in Peel Region to ensure that the needs of all residents were taken into consideration.</p> <p>Result Achieved: A complete analysis of the needs of all residents including those with special needs was completed. This study was then used to develop policies in our official plan aimed at meeting the needs of all Peel residents.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication, Built Environment</p>

4.0 Health Services

<p>4.01</p>	<p>Activity: Accessibility to Meadowvale and Fairview Healthy Sexuality Clinic services.</p> <p>Barrier Addressed*: Barriers to accessibility of doors, hallways, exam rooms, counselling rooms and reception desks for clients using a mobility device.</p> <p>Result Achieved: As per assessment done by the AAC clinics now are accessible.</p> <p>Department: Health - Communicable Diseases</p> <p>Standards: Built Environment, Customer Service</p>
<p>4.02</p>	<p>Activity: We have relocated to a new building that is a lot easier to access for example, no revolving doors and meeting rooms for the public as well as staff are accessible.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Accessible Health Services.</p> <p>Department: Health - Family Health Services</p> <p>Standards: Customer Service</p>
<p>4.03</p>	<p>Activity: Provided volunteer employment opportunity for a young person with developmental disability.</p> <p>Barrier Addressed*: Attitudinal</p> <p>Result Achieved: A young person with a disability received work experience and staff learn about interacting with persons with developmental disabilities.</p> <p>Department: Health - Family Health Services</p> <p>Standards: Customer Service, Employment</p>

<p>4.04</p>	<p>Activity: Provide breastfeeding home visits for clients who have mobility issues or postpartum, instead of requesting that they visit our breastfeeding clinics.</p> <p>Barrier Addressed*: Physical, Policy/Practice</p> <p>Result Achieved: Improved knowledge to provide accessible customer service.</p> <p>Department: Health - Family Health Services</p> <p>Standards: Customer Service</p>
<p>4.05</p>	<p>Activity: Advocacy – Assisted clients with developmental disabilities to access health care services at shelters (as needed).</p> <p>Barrier Addressed*: Communication, policy/practice</p> <p>Result Achieved: Clients with disabilities can access appropriate services needed.</p> <p>Department: Health - Family Health Services</p> <p>Standards: Customer Service</p>
<p>4.06</p>	<p>Activity: Clients with Postpartum Mood Disorder are prioritized for access to services.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: Clients with disabilities can access appropriate services needed.</p> <p>Department: Health - Family Health Services</p> <p>Standards: Customer Service</p>
<p>4.07</p>	<p>Activity: Conducted an audit of 44 Peel Centre Drive Reception area.</p> <p>Barrier Addressed*: Architectural</p> <p>Result Achieved: Annual Accessibility audit completed.</p> <p>Department: Health - Internal Client Services</p>

	<p>Standards: Built Environment, Customer Service</p>
<p>4.08</p>	<p>Activity: Design of Paramedic Reporting Station at 6825 Tomken Road, Mississauga was approved by the City of Mississauga AAC and the Region of Peel AAC. Specific design elements include accessible washrooms and shower stalls on both floors for public as well as staff.</p> <p>Barrier Addressed*: Architectural</p> <p>Result Achieved: Accessible access to all areas of the building.</p> <p>Department: Health - Internal Client Services</p> <p>Standards: Built Environment</p>
<p>4.09</p>	<p>Activity: Design of Paramedic Reporting Station at Queen Street West and Kimbark Drive, Brampton.</p> <p>Barrier Addressed*: Architectural</p> <p>Result Achieved: Building design developed in consultation with the City of Brampton Accessibility Coordinator to meet Brampton standards and by-law are designed. Final design will be presented to the City of Brampton Accessibility Committee and the Region of Peel Accessibility Committee for review. Specific design elements incorporated in the design to date include accessible washrooms on both ground and second floor for public and staff. Accessible shower stalls in staff shower and locker areas. Accessible access to the building including elevators, sliding doors, and corridors. Site plan includes accessible parking.</p> <p>Department: Health - Internal Client Services</p> <p>Standards: Built Environment</p>
<p>4.10</p>	<p>Activity: Door openings were widened into the resident Chapel at Malton Village Long Term Care (LTC) facility, all resident bathrooms and common areas at Davis Centre LTC and into three court yard doors at Peel Manor LTC. At Peel Manor one bathroom door was widened to meet the specifications of the newer and wider model wheel chairs.</p>

	<p>Barrier Addressed*: Architectural</p> <p>Result Achieved: Improved accessibility. Better client movement and enjoyment of resident spaces.</p> <p>Department: Health - Long Term Care</p> <p>Standards: Built Environment</p>
<p>4.11</p>	<p>Activity: Eight doors retrofitted with actuators to add automatic door openers at Malton Village Long Term Care and Peel Manor Long Term Care facilities.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Improved accessibility to resident common areas for all residents.</p> <p>Department: Health - Long Term Care</p> <p>Standards: Built Environment</p>
<p>4.12</p>	<p>Activity: Adult Day Service (ADS) garden built to include expanded, no trip/no barrier pathways at Malton Village Long Term Care facility.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Improved access for clients to and around outdoor plant garden.</p> <p>Department: Health - Long Term Care</p> <p>Standards: Built Environment</p>
<p>4.13</p>	<p>Activity: Eight recessed pot lamps were retrofitted in the first floor solariums at Malton Village Long Term Care facility.</p> <p>Barrier Addressed*: Architectural</p> <p>Result Achieved: Better lighting improved use of space for resident activities.</p> <p>Department: Health - Long Term Care</p> <p>Standards: Built Environment</p>

<p>4.14</p>	<p>Activity: Carpeting in resident lounges was replaced with laminated vinyl hardwood flooring at Malton Village Long Term Care facility.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Improved resident mobility when using the area.</p> <p>Department: Health - Long Term Care</p> <p>Standards: Built Environment</p>
<p>4.15</p>	<p>Activity: Malton Village Long Term Care partnered with the Ministry of Community and Social Services and the Developmental Services Sector to support the needs that are specific to residents with developmental disabilities and to access resources such as developmental services training for staff, specialized equipment, organized outings and ongoing support.</p> <p>Barrier Addressed*: Policy/Practice and Communication</p> <p>Result Achieved: Ensures that LTC is a positive and supportive environment for clients from the developmental sector.</p> <p>Department: Health - Long Term Care</p> <p>Standards: Customer Service; Information and Communication</p>
<p>4.16</p>	<p>Activity: All nursing areas in Malton Village Long Term Care were retrofitted with Dual Panel call bell LAD systems. All resident calls are visible to all staff in the area, are identified by room number only and indicated in green lettering. A simple chime reminds all staff to look up at the panel.</p> <p>Barrier Addressed*: Communication, Technological and Policy/Practice</p> <p>Result Achieved: The system improved resident communication and staff response time for those residents in need of assistance, providing enhanced safety and care for the residents at Malton Village.</p>

	<p>Department: Health - Long Term Care</p> <p>Standards: Customer Service, Information and Communication</p>
<p>4.17</p>	<p>Activity: During Sheridan Villa’s redevelopment program the number of accessible washrooms for residents and public were increased.</p> <p>Barrier Addressed*: Physical, Architectural</p> <p>Result Achieved: Improved accessibility to washroom facilities.</p> <p>Department: Health - Long Term Care</p> <p>Standards: Built Environment</p>
<p>4.18</p>	<p>Activity: At Sheridan Villa, all door keypads in the new wings were lowered to ease access to doors. Peel Manor lowered entrance door keypad.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Residents have improved access to all areas of the home.</p> <p>Department: Health - Long Term Care</p> <p>Standards: Built Environment</p>
<p>4.19</p>	<p>Activity: Three outdoor terraces and one enclosed courtyard were added at Sheridan Villa.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: All residents and families can enjoy the outdoor space.</p> <p>Department: Health Services - Long Term Care</p> <p>Standards: Built Environment</p>

<p>4.20</p>	<p>Activity: As part of Sheridan Villa’s redevelopment program tub rooms were increased in size.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: More space and increased accessibility in tub rooms. Improved safety, resident care and comfort.</p> <p>Department: Health – Long Term Care</p> <p>Standards: Built Environment</p>
<p>4.21</p>	<p>Activity: Elevators retrofitted with lower key pads and emergency call buttons at Peel Manor Long Term Care.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Improved resident access to all levels of the home and increased safety of residents while using the elevator.</p> <p>Department: Health - Long Term Care</p> <p>Standards: Communication, Built Environment</p>
<p>4.22</p>	<p>Activity: All windows in the second floor home resident areas at Peel Manor were lowered.</p> <p>Barrier Addressed*: Physical, Architectural.</p> <p>Result Achieved: Residents have a better view of outside from the resident areas. Provides a brighter and homier space for residents and families.</p> <p>Department: Health - Long Term Care</p> <p>Standards: Built Environment</p>

4.23	<p>Activity: Training Contact Centre Staff and other staff in Using Bell Relay system.</p> <p>Barrier Addressed*: Policy Practice</p> <p>Result Achieved: All staff providing telephone based services is able to provide telephone based services to deaf/hard of hearing clients.</p> <p>Department: Health - Communicable Diseases</p> <p>Standards: Information and Communication</p>
4.24	<p>Activity: Accommodation made for families with special circumstance (barriers) when enforcing the Immunization of School Pupils Act. Deadlines for response are extended or removed and individuals experiencing barriers are offered 1:1 assistance from staff to problem solve and support their ability to comply.</p> <p>Barrier Addressed*: Customer Service</p> <p>Result Achieved: All pupils are immunized.</p> <p>Department: Health - Communicable Diseases</p> <p>Standards: Customer Service</p>

5.0 Human Services

<p>5.01</p>	<p>Activity: Human Services staff participated in Clear Language and Design Training to assist in the development and review of documents.</p> <p>Barrier Addressed*: Informational & Communicational</p> <p>Result Achieved: Staff has been given the resources to develop documents that are consistent with Plain Language.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
<p>5.02</p>	<p>Activity: Community Relations Team assisted in the display for the International Day of the Persons with Disability event highlighting supports available in the community.</p> <p>Barrier Addressed*: Informational & Communicational</p> <p>Result Achieved: Staff and members of public received information about Ontario Works programs and services available to the community including the homeless population.</p> <p>Department: Human Services</p> <p>Standards: Information & Communication</p>
<p>5.03</p>	<p>Activity: Community Relations Team prepared and managed the Human Services display for the Corporate Diversity Event, which provided information about Ontario Works programs that support clients with disabilities and deal with the complex needs of clients. Focus was on specialized teams such as Immigration, Youth, and ODSP teams.</p> <p>Barrier Addressed*: Informational & Communicational</p> <p>Result Achieved: Staff was able to collect resources and learn about the different services within Ontario Works.</p>

	<p>Department: Human Services</p> <p>Standards: Information and Communication</p>
<p>5.04</p>	<p>Activity: Community Relations Program Analyst attends monthly Accessibility Advisory Committee (AAC) meetings and other meetings and workshops in the community. Information is disseminated to staff as needed.</p> <p>Barrier Addressed*: Informational & Communicational</p> <p>Result Achieved: Staff is kept informed of any information or events that are occurring.</p> <p>Department: Human Services</p> <p>Standards: Information & Communication</p>
<p>5.05</p>	<p>Activity: Community Relations Team coordinates the dissemination of the changes to Ontario Works legislation regarding Ontario Child Benefit to Ontario Works, Housing, Children’s Services and Peel Health Staff.</p> <p>Barrier Addressed*: Informational and Communication</p> <p>Result Achieved: Staff who shares clients in the Human Services Department and Peel Health, were given information about legislative changes so they would be able to address questions that may arise from their clients.</p> <p>Department: Human Services</p> <p>Standards: Information & Communication, Customer Service</p>
<p>5.06</p>	<p>Activity: Community Relations team in Human Services meets with the Multicultural Community Consultation Group quarterly to discuss changes and updates in the program delivery of Ontario Works. Agencies are also given the opportunity to provide any updates regarding their agencies, including agencies serving persons with disabilities, to bring forward any issues and concerns they have for their clients.</p> <p>Barrier Addressed*: Informational & Communicational</p>

	<p>Result Achieved: Agencies are kept informed of any changes to the service delivery model and also can communicate any trends, concerns, or issues they may be seeing with our shared clients.</p> <p>Department: Human Services</p> <p>Standards: Information & Communication; Customer Service</p>
<p>5.07</p>	<p>Activity: The Departmental Working Group for the AODA Customer Service Standards was developed and met regularly over a 9 month period to provide awareness and input into the methods as to which the Region of Peel would comply with the Customer Service Regulation, as stipulated by the AODA.</p> <p>Barrier Addressed*: Informational & Communicational</p> <p>Result Achieved: Human Services was able to provide input into how the Region of Peel would comply with the Customer Service Regulation, as stipulated by the AODA.</p> <p>Department: Human Services</p> <p>Standards: Information & Communication</p>
<p>5.08</p>	<p>Activity: Advanced level autism training was provided for Resource Teachers working at the Region of Peel Learn-Play-Care (LPC) centres and Resource Consultants working in the community</p> <p>Barrier Addressed*: Skills and knowledge among staff to ensure that all children can access and remain enrolled in early learning programs</p> <p>Result Achieved: Over 30 children with autism were successfully included at the LPC centres</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>

<p>5.09</p>	<p>Activity: Provided Supportive Approaches through Innovative Learning (SAIL) Training to Supervisors and Managers</p> <p>Barrier Addressed*: Communication, Language, Informational and Customer Service</p> <p>Result Achieved: Improve ability to listen and address unique needs of clients including clients with visible and invisible disabilities</p> <p>Department: Human Services</p> <p>Standards: Customer Service, Information & Communication</p>
<p>5.10</p>	<p>Activity: The Outreach Team now is highly visible in the community. They patrol the streets with the Mobile Outreach van to assist clients outside of the core business hours.</p> <p>Barrier Addressed*: Policy/Procedure, Attitudinal</p> <p>Result Achieved: Staff has been able to build relationships with individuals who would normally not ask for assistance, even though they require supports such as homeless individuals. Many of these clients have visible and invisible disabilities.</p> <p>Department: Human Services</p> <p>Standards: Customer Service, Information & Communication</p>
<p>5.11</p>	<p>Activity: Human Services caseworkers complete financial subsidy applications and file updates outside of the office; i.e. shelters, hospitals and partnering agencies.</p> <p>Barrier Addressed*: Financial, Policy/Procedure</p> <p>Result Achieved: Clients have access to Regional services using a variety of methods.</p> <p>Department: Human Services</p>

	<p>Standards: Customer Services, Transportation</p>
<p>5.12</p>	<p>Activity: The Transitional Housing Units offer a multidisciplinary approach to their clients. Clients are able to access Employment, Health, financial subsidy information, and other community agencies at the transitional housing units. They do not have to travel to the different offices/organizations to access supports.</p> <p>Barrier Addressed*: Informational, Transportation</p> <p>Result Achieved: Clients are able to access supports at “home” in their housing units.</p> <p>Department: Human Services</p> <p>Standards: Information & Communication; Transportation</p>
<p>5.13</p>	<p>Activity: Home visits are offered by Resource Teachers.</p> <p>Barrier Addressed*: Some parents of children with special needs are unable or uncomfortable coming to the Learn-Play-Care (LPC) centers for parent meetings because of mental health or transportation reasons or because of the sensitivity of the information being discussed.</p> <p>Result Achieved: Monthly meetings with all parents of children with special needs, sometimes scheduled for early evening to allow other family members to participate as well.</p> <p>Department: Human Services</p> <p>Standards: Transportation, Customer Service</p>
<p>5.14</p>	<p>Activity: Special Needs Program at Learn-Play-Care (LPC) centres to enable full inclusion and to implement individualized learning plans to support unique developmental needs of children.</p> <p>Barrier Addressed*: Equal access to early learning and child care services for children with multiple and often complex needs.</p> <p>Result Achieved: 123 children with identified special needs received service.</p>

	<p>Department: Human Services</p> <p>Standards: Customer Service</p>
<p>5.15</p>	<p>Activity: Home-based family literacy programs.</p> <p>Barrier Addressed*: Families unable to attend family literacy programs in schools due to transportation, mobility or psychosocial reasons.</p> <p>Result Achieved: 4 new sites for family literacy programs in buildings where people live have been established.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
<p>5.16</p>	<p>Activity: Communication is sent out to the community when there is a closure or service disruption. This includes after hours and contingency plans.</p> <p>Barrier Addressed*: Informational and Communicational</p> <p>Result Achieved: The community is aware of the service disruption and are aware of what to do if they need assistance.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication, Customer Service</p>
<p>5.17</p>	<p>Activity: Accessible units were built into the emergency shelters.</p> <p>Barrier Addressed*: Built Environment</p> <p>Result Achieved: Clients with mobility disability can access the emergency shelters.</p> <p>Department: Human Services</p> <p>Standards: Built Environment</p>

<p>5.18</p>	<p>Activity: Clients applying for financial subsidy upon disclosure of a disability or childcare issues booked in with a caseworker for a home visit appointment.</p> <p>Barrier Addressed*: Policy</p> <p>Result Achieved: Clients do not have to make their way to the Human Services office to complete their financial subsidy application if their disability or child care issues prevent them from visiting the Regional office.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
<p>5.19</p>	<p>Activity: The Client Contact Unit is able to identify clients during the telephone application who are not able to attend an appointment in person due to various reasons such as transportation, childcare, caring for a family member, in a temporary long term health care facility or is unable to leave the home due to illness or disability.</p> <p>Barrier Addressed*: Accessibility, Transportation</p> <p>Result Achieved: Regional services are adapted to meet clients' need.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
<p>5.20</p>	<p>Activity: When needed, Human Services staff accommodates different clients by meeting them outside of the Human Services facilities as well as by completing financial subsidy applications over the phone.</p> <p>Barrier Addressed*: Accessibility, Transportation</p> <p>Result Achieved: Clients are able to be seen for appointments in their homes, outside agencies (Caledon Community Services, hospitals), or at other locations.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
<p>5.21</p>	<p>Activity: Main Entrance at Brampton West Learn-Play-Care (LPC) centre is now accessible.</p> <p>Barrier Addressed*: Accessibility, Safety</p>

	<p>Result Achieved: Created barrier free entrance at the Brampton West Learn-Play-Care (LPC) centre.</p> <p>Department: Human Services</p> <p>Standards: Built Environment, Customer Service</p>
5.22	<p>Activity: New Children’s Washroom has been added to Brampton West Learn-Play-Care (LPC) centre.</p> <p>Barrier Addressed*: Accessibility</p> <p>Result Achieved: Barriers were eliminated by creating accessible washroom.</p> <p>Department: Human Services</p> <p>Standards: Built Environment, Customer Service</p>
5.23	<p>Activity: Training was provided to staff for Special Needs Unit on Family Centred Practice.</p> <p>Barrier Addressed*: Customer service</p> <p>Result Achieved: High levels of satisfaction reported by parents of children with special needs in annual survey.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
5.24	<p>Activity: A draft Inclusion Policy for Learn-Play-Care (LPC) centres was developed.</p> <p>Barrier Addressed*: Written policy to support current practices.</p> <p>Result Achieved: Draft policy is in final stage of approval.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>

<p>5.25</p>	<p>Activity: Increase the capacity of community child care centres to offer inclusive programming for children with special needs.</p> <p>Barrier Addressed*: Policies and practices which prevent children with special needs from attending many community based child care centres.</p> <p>Result Achieved: Inclusion training provided to child care operators. Workshop to assist service providers to develop an Inclusion Policy.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
<p>5.26</p>	<p>Activity: Increase the capacity of Learn-Play-Care (LPC) centre to identify and make appropriate referrals for children showing signs of delayed development due to various disabilities or medical or functional reasons.</p> <p>Barrier Addressed*: Access to inclusion in appropriate early learning programs.</p> <p>Result Achieved: Red Flags guide distributed to all LPC centres. Resource Teachers and some Early Childhood Educators trained in using Ages and Stages Questionnaire developmental screening tools.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
<p>5.27</p>	<p>Activity: A project is currently underway to open an integrated nursery school program in Brampton, scheduled for September, 2009.</p> <p>Barrier Addressed*: Few part time early learning options available for children with special needs in north Brampton.</p> <p>Result Achieved: Budget approval given. Renovations are under way. Program scheduled to open in September. Community Advisory Committee has been established.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>

<p>5.28</p>	<p>Activity: Creation of a partnership with Peel Children’s Centre to facilitate access to intensive children’s mental health services for families with children under 6 years of age.</p> <p>Barrier Addressed*: Timely access to mental health services for families.</p> <p>Result Achieved: 6-8 spaces per year in the Intensive Child and Family program at Peel Children’s Centre are now reserved for Region of Peel clients.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
<p>5.29</p>	<p>Activity: Coordinated information and referral services for children with special needs to access child care and early learning services.</p> <p>Barrier Addressed*: Information</p> <p>Result Achieved: Over 430 referrals were made in the past year.</p> <p>Department: Human Services</p> <p>Standards: Information & communication, Customer Service</p>
<p>5.30</p>	<p>Activity: Coordinated wait list for child care for children with special needs.</p> <p>Barrier Addressed*: Access to childcare for children with special needs.</p> <p>Result Achieved: Families receive guidance and support to collect the necessary documentation required for access to special needs child care fee subsidies and the Special Needs Program at the Region’s Learn-Play-Care (LPC) centre.</p> <p>Department: Human Services</p> <p>Standards: Customer Service, Policy/Practice</p>
<p>5.31</p>	<p>Activity: Early Literacy Program community outreach.</p> <p>Barrier Addressed*: Access to community programs for families who have difficulty going out into the community due to economic, health or psychosocial reasons.</p>

	<p>Result Achieved: Early Literacy Specialists take literacy sessions to community locations where families are presented with “snuggle up and read” kits in collaboration with the Winter Coats Program and Early Learning and Parenting in Peel Neighbourhoods.</p> <p>Department: Human Services</p> <p>Standards: Customer Service, Transportation; Information & Communication</p>
5.32	<p>Activity: Community Corners program.</p> <p>Barrier Addressed*: Information, Transportation</p> <p>Result Achieved: Awareness and education of external community programs and agencies for families who have difficulty going to the facilities. This provides families and opportunity to learn information about new agencies.</p> <p>Department: Human Services</p> <p>Standards: Transportation, Customer Service, Information and Communication</p>
5.33	<p>Activity: Community Relations Team is visible in the community. Presentations are made to community agencies as requested to inform the community about the programs and services available.</p> <p>Barrier Addressed*: Ability of community to access program information.</p> <p>Result Achieved: The Region of Peel has been able to build partnerships and relationships with the community members and organizations. Clients and organizations are given the resources to advocate for themselves and each other.</p> <p>Department: Human Services</p> <p>Standards: Information & Communication; Customer Service</p>

<p>5.34</p>	<p>Activity: Broader Distribution of Booklets Entitled “A Guide to Housing Options for the 55 Plus Group in Peel Region”. This booklet includes information on:</p> <ul style="list-style-type: none"> • Peel Access to Housing, how to apply for social housing and modified units for persons with disabilities; • Region of Peel Long Term Care homes; • Highlighting social housing projects noting accessible units and how to apply; • Older adult population data; • Information about community agencies that offer support services and programs for people who require support services or who have physical or mental health issues. <p>Barrier Addressed*: Lack of information about accessible social housing in the Region of Peel.</p> <p>Result Achieved: Increased awareness of disability issues and barriers for seniors and promotion of Regional services to assist.</p> <p>Department: Human Services</p> <p>Standards: Information & Communication; Customer Service</p>
<p>5.35</p>	<p>Activity: Promoted information about Regional housing and long-term care locations in “<i>The Care Guide</i>”. With a distribution of 110,000 copies annually, this is Canada’s most comprehensive guide documenting housing and care services available for seniors. Peel Advisory Working Group on Older Adult’s Housing (PAWGOAH) partnered with the Care Guide to produce articles relating to older adults and their families in Peel. Its January 2009 edition focused on information about the PAWGOAH, social housing in Peel, long-term care, new housing developments, accessibility in the Region of Peel and elder abuse.</p> <p>Barrier Addressed*: Information</p> <p>Result Achieved: Increased awareness of housing barriers impacting seniors.</p> <p>Department: Human Services</p>

	<p>Standards: Information & Communication; Customer Service</p>
<p>5.36</p>	<p>Activity: Broaden the number and locations of Parenting Workshops in the Community.</p> <p>Barrier Addressed*: Accessibility to parenting workshops for communities that do not have a regional child care centre.</p> <p>Result Achieved: 3 additional community agencies now host the Parenting workshops.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
<p>5.37</p>	<p>Activity: Child Care Service Providers Handbook posted to Peel Region website. Previously this handbook was available in print only.</p> <p>Barrier Addressed*: Information</p> <p>Result Achieved: Handbook available on line February, 2009</p> <p>Department: Human Services</p> <p>Standards: Information & Communication</p>
<p>5.38</p>	<p>Activity: Parent Policy Agreement for child care fee subsidy posted to Peel Region website. Previously this Policy was available in print only.</p> <p>Barrier Addressed*: Information</p> <p>Result Achieved: Clients are able to access forms in multiple ways.</p> <p>Department: Human Services</p> <p>Standards: Information & Communication</p>

<p>5.39</p>	<p>Activity: Learning In Our Neighbourhood (LION) mobile early learning units are available to the community in Peel. These buses have been modified to improve accessibility.</p> <p>Barrier Addressed*: Families unable to access early learning and parenting programs in underserved and isolated communities. It is more difficult for parents with mobility issues to travel to programs in the community</p> <p>Result Achieved: 3 LIONs mobile units are now in operation. All of them have been retrofitted with accessibility in mind (coach lift system, grab bars in washrooms etc). This initiative won the 2008 Regional Accessibility Award from the Region of Peel AAC.</p> <p>Department: Human Services</p> <p>Standards: Information & Communication, Customer Service, Transportation</p>
<p>5.40</p>	<p>Activity: Early literacy services and materials for children with special needs</p> <p>Barrier Addressed*: Families of children with special needs often have many appointments and limited time to attend community programs. They may also feel uncomfortable taking their child into a community based program with typically developing children.</p> <p>Result Achieved: Collaborative project with Erinoak Kids Preschool Speech and Language Program scheduled for implementation in September, 2009</p> <p>Department: Human Services</p> <p>Standards: Information & Communication, Customer Service</p>
<p>5.41</p>	<p>Activity: Family Literacy Information Packages.</p> <p>Barrier Addressed*: Literacy and Learning needs</p> <p>Result Achieved: Packages now include a variety of handouts and materials to address a variety of learning styles.</p> <p>Department: Human Services</p>

	<p>Standards: Information & Communication</p>
<p>5.42</p>	<p>Activity: Early learning and parenting services started in social housing buildings.</p> <p>Barrier Addressed*: Access to community programs for families who have difficulty going out into the community due to economic, health or psychosocial reasons.</p> <p>Result Achieved: Pilot programs started in two separate neighbourhoods.</p> <p>Department: Human Services</p> <p>Standards: Information & Communication, Customer Service, Transportation</p>
<p>5.43</p>	<p>Activity: Children’s Services website has been redesigned.</p> <p>Barrier Addressed*: Information</p> <p>Result Achieved: Modified children’s services website for easy read and use.</p> <p>Department: Human Services - Access to community programs for families who have difficulty going out into the community due to economic, health or psychosocial reasons.</p> <p>Standards: Information & Communication, Customer Service</p>

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



Highlights of Selected Accessibility Initiatives July 2008 – June 2009

Appendix III 2009 Accessibility Plan

This section highlights departmental activities advancing accessibility within the Region. Regional staff continues to demonstrate commitment to persons with disabilities either as individuals or as part of the project teams that focus on improving access to regional programs, services and facilities.

David Szwarc, Region of Peel Chief Administrative Officer (CAO), was a member of a Canadian delegation to the International Workshop on *Equity and Diversity in the Public Service in Brasilia*, Brazil in May 2009, sponsored through a partnership between the Canada School of Public Service (CSPS) and Escola Nacional de Administracao Publica (ENAP). As a presenter, David shared his experience and knowledge related to the work at the municipal level of government in promoting equity and diversity including disability. With his colleagues in Brazil, David shared our broad definition of diversity, which included disability when speaking of diversity. His presentation focused on organizational change, the management of change and the use of training in promoting equity and increasing the diversity of the civil service to reflect the composition of the public it serves.

Regional office of the Ministry of Youth and Children services invited the Accessibility Planning Specialist, Meenu Sikand and Richard Ngun, Project Manager, Employee and Business Services to share regional integrated approach to accessibility planning and the Region of Peel's recently developed Universal Accessibility Standards (UAS) for new affordable housing projects.

Our AAC members, Naz Husain and Glenn Barnes, have worked diligently on provincial Accessibility Standards Development Committees (SDC) for Employment and Transportation. Their

personal and professional experiences in these two areas were instrumental in their appointment on the SDCs. We were fortunate to receive ongoing development details of the Standard Development process from both of them at our monthly AAC meetings. They also shared their individual and committees perspectives on the challenges and rewards with being involved in the process.

Guided by the vision of the AAC and the AODA the Regional Accessibility Planning Program was able to meet and exceed its mandate of improving accessibility and raising awareness among staff. The Region is privileged to have access to such a dedicated group of volunteers as part of its AAC.

The following is a detailed outline of seven regional initiatives that had a significant focus on enhancing accessibility for persons with disabilities as part of their deliverables.



Jeff Payne, Deputy Regional Clerk and Acting Director, Clerk's Division (L) and William Goursky, Chair of Accessibility Advisory Committee (R) Welcomed Staff at 2009 NAAW Celebration

1. Accessible Customer Service Standards

The Accessibility Standard for Customer Service project was initiated to ensure that the Region of Peel complies with the Customer Service Regulation 429/07 by the legislated date of January 1, 2010. Two key deliverables of this project are the adoption of an accessibility policy and the delivery of accessible customer service training.

The first mile stone completed was the development, approval and implementation of the accessibility policy. The Accessible Customer Services Policy was validated and communicated as follows:

- Accessibility Program Steering Committee presentation
- Executive Management Team endorsement
- Accessibility Advisory Committee presentation
- Communication to Commissioners and Directors
- Publication on the internal and external website
- Inclusion within all training mediums for Accessible Customer Service training

The second deliverable; the awareness training, has been rolled out in a variety of methods to ensure that all Regional staff can conveniently access training. The training is currently available to staff through following methods:

1. e-learning

An online tutorial was developed and is available to all regional staff from their workstations. This module guides the user through obligations under the AODA and offers tips on serving customers with a disability while tracking completed training for compliance process.

2. In class training

In class courses are available to Regional staff via Learning and Development training courses. This course is part of the course list offered by the training program to all employees.



3. Train the Trainer method

Staff assigned to the role of Departmental Trainer, whether for the implementation of the Accessible Customer Service standard or as a permanent role, may request training as a Trainer of Accessible Customer Service.

4. via a booklet

An easy to read booklet has been designed for self-study for employees who do not have immediate access to a computer and may also be used for vendors, agents and volunteers of the corporation unable to access other training mediums.

A training tracking system was implemented to capture, reconcile and report employee training as per the AODA reporting standards.

In order to fully implement this initiative, the sustainability of the corporate policy was given appropriate attention by integrating training requirements to our employee orientation checklist. Additional efforts were put forth to ensure other Regional Policies are integrated to reflect the Accessibility Corporate Policy in due course.

The Region of Peel is proud to say that we have overcome many road blocks from funding to resource availability and are working diligently to achieve compliance by January 1, 2010.

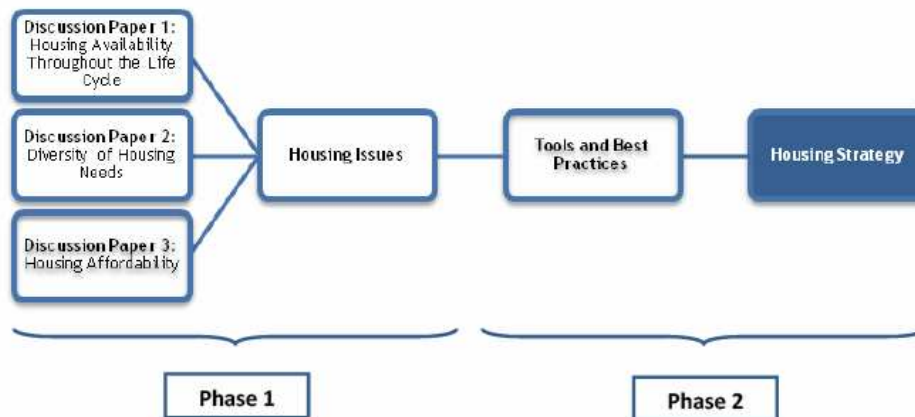
2. Region of Peel Housing Strategy

The Region of Peel has witnessed many changes in the last fifteen years, such as rapid population growth, an increase in the number of immigrants settling in the Region, increased construction activity and a shift in socio-economic and demographic conditions. The purpose of developing a housing strategy for Peel Region is to assess the current housing situation and the future affordable, accessible and social housing needs in the context of these recent changes.

The scope of this project was designed to meet the requirements stemming from the *Growth Plan for the Greater Golden Horseshoe* (2006), the Provincial Policy Statement (2005) and the Regional Official Plan.

The Housing Strategy includes two phases (see Figure 1).

Figure 1: Pictorial Overview of Housing Strategy



The first phase involved the preparation of a series of three discussion papers:

- **Discussion Paper 1:** Housing Availability Throughout the Life-Cycle (identified housing issues in Peel for the entire housing continuum and options available to provide safe, affordable and accessible housing to Peel residents throughout their lives);
- **Discussion Paper 2:** Diversity of Housing Needs (identified current and future needs, factors that hinder the supply, and tools and options available to increase the supply of social, accessible and special-needs housing); and
- **Discussion Paper 3:** Housing Affordability.

The housing issues and needs identified in the three discussion papers were consolidated into the Housing Issues Paper. The Housing Issues Paper formed the basis for the goals addressed in the Housing Strategy.

The second phase of the work involved the preparation of the Tools and Practices Background Paper that reviewed relevant federal, provincial, and municipal policies and identified best practices and innovative tools available to address the identified issues. The

information in the Tools and Practices Background Paper led to the identification of four goals and several proposed actions which are outlined in the Housing Strategy. The proposed actions include policy recommendations for the Regional Official Plan and Area Municipal official plans. In Regional Official Plan Amendment 23, there are proposed revisions to the housing policies in the Regional Official Plan that were derived from policy recommendations in the Housing Strategy. In collaboration with the area municipalities and community groups, a working group will be established to select and implement the proposed actions in the Housing Strategy.

The following four goals were identified:

- 1) Adequate and Diverse Housing Supply (e.g., A more diverse housing supply is needed to ensure housing choice and affordability for residents with various economic and personal circumstances);
- 2) Affordable Housing Supply (e.g., A variety of measures are required to encourage the creation of affordable rental and ownership housing for households of low and moderate incomes);
- 3) Housing Access and Options for Diverse and Special Needs Groups (e.g., Key to this goal is removing the barriers to accessing permanent affordable housing and other housing forms that meet the needs of residents facing particular difficulties finding adequate affordable housing including people with disabilities and diverse population groups such as Aboriginal people, visible minorities, immigrants, recent immigrants, youth, older adults, lone parents and female-led households).
- 4) Sustainable, Compact and Complete Communities (e.g., There is a need for well designed neighbourhoods that include an appropriate mix of land uses, a full range of housing, transit supportive and energy efficient development, a regard for health and safety and a degree



of intensification to help ensure optimal use of existing land supply for the growing population).

Housing accessibility is a key component of Peel's Housing Strategy and forms the focus on Goal number 3. A number of objectives and key actions have been identified as part of the overall plan. For example, to address the third goal, one objective is: "To make available housing for residents with special needs including provision of accessible housing and appropriate support services." There are a significant number of key actions that have been proposed in support of this objective.

- An example of such an action is a policy recommendation for the Regional and Area Municipal official plans: "Consider making it mandatory for all new affordable housing developments to conform to accessibility and visitability guidelines."
- A financial action proposes: "Consider exploring the feasibility of funding support programs as well as other innovative initiatives for partnering with community organizations to provide the required supports."
- Other actions noted for this objective include those related to education (e.g., educate the building industry about recent changes to the Ontario Building Code) and advocacy (e.g., inform the Province of the need for a long-term, sustainable senior government programs for people with special needs).

In Regional Official Plan Amendment (ROPA) 23, the following proposed policies aim to ensure provision of accessible housing:

- a) Explore, jointly with the area municipalities, strategies to encourage the incorporation of universally accessibility features in existing residential development;
- b) Work with the area municipalities, building industry and regional and area municipal Accessibility Advisory Committees to develop and implement guidelines to include universally



accessibility features in all new residential development, redevelopment and intensification; and

- c) Establish Regional guidelines requiring the incorporation of universal accessible features in existing and new Regionally funded or managed affordable housing developments.

In support of this Strategy, the work is ongoing and involves the following next steps:

- Open Houses and Public Meeting will be held for ROPA 23 in September 2009;
- Adoption of ROPA 23 policies in October/November;
- Report to Council in Fall 2009 to approve the Regional Housing Strategy and proceed with implementation; and
- Fall 2009 setup a working group to select and implement proposed actions in the Housing Strategy.

In conclusion, the Peel Housing Strategy recognizes the universal benefits of accessible housing and accessible communities for individuals and residents of all ages.

3. Universal Accessibility Standards for New Affordable Housing Projects

In its commitment to accessibility for all residents, Peel Regional Council approved the first ever Region of Peel Universal Accessibility Standards (UAS) applicable to all new social housing projects developed by the Region. The UAS was developed through an active collaboration between the Region of Peel Accessibility Advisory Committee (AAC), Regional staff and sector partners.



A report submitted to Council by the Human Services Department stated that with an increase in the aging population the demand for more accessible units in Peel is on rise. One in four seniors aged 65 and over lives alone, a rate which is expected to double by 2026. In addition to the seniors, people with disabilities of all ages need access to affordable and accessible housing. According to 2006 Statistic Canada Survey, approximately 15 per cent of the Ontarians have reported to have some form of disability.

To meet the rising demand for accessible units Regional Council approved the UAS by adopting the Resolution 2009-340, which reads.

That the “2008 Universal Accessibility Standards for Affordable Residential Properties” (UAS) be adopted as a preferred development standard for inclusion in design and development of future Region of Peel affordable housing projects;

And further, that the UAS be incorporated into the Region of Peel Affordable Housing Design Guidelines for consideration subject to feasibility analysis, project characteristics and cost;

And further, that the Accessibility Advisory Committee (AAC) review all future affordable housing projects in collaboration with Development & Construction staff to determine opportunities to incorporate UAS and to ensure ongoing compliance;

And further, that the AAC, in collaboration with Regional staff, complete an annual evaluation to determine the efficacy of the UAS and make revisions as appropriate;

And further, that a copy of the UAS document be sent to the Province of Ontario with a view to inform the legislative process and advocate for funding to support the implementation of the UAS.

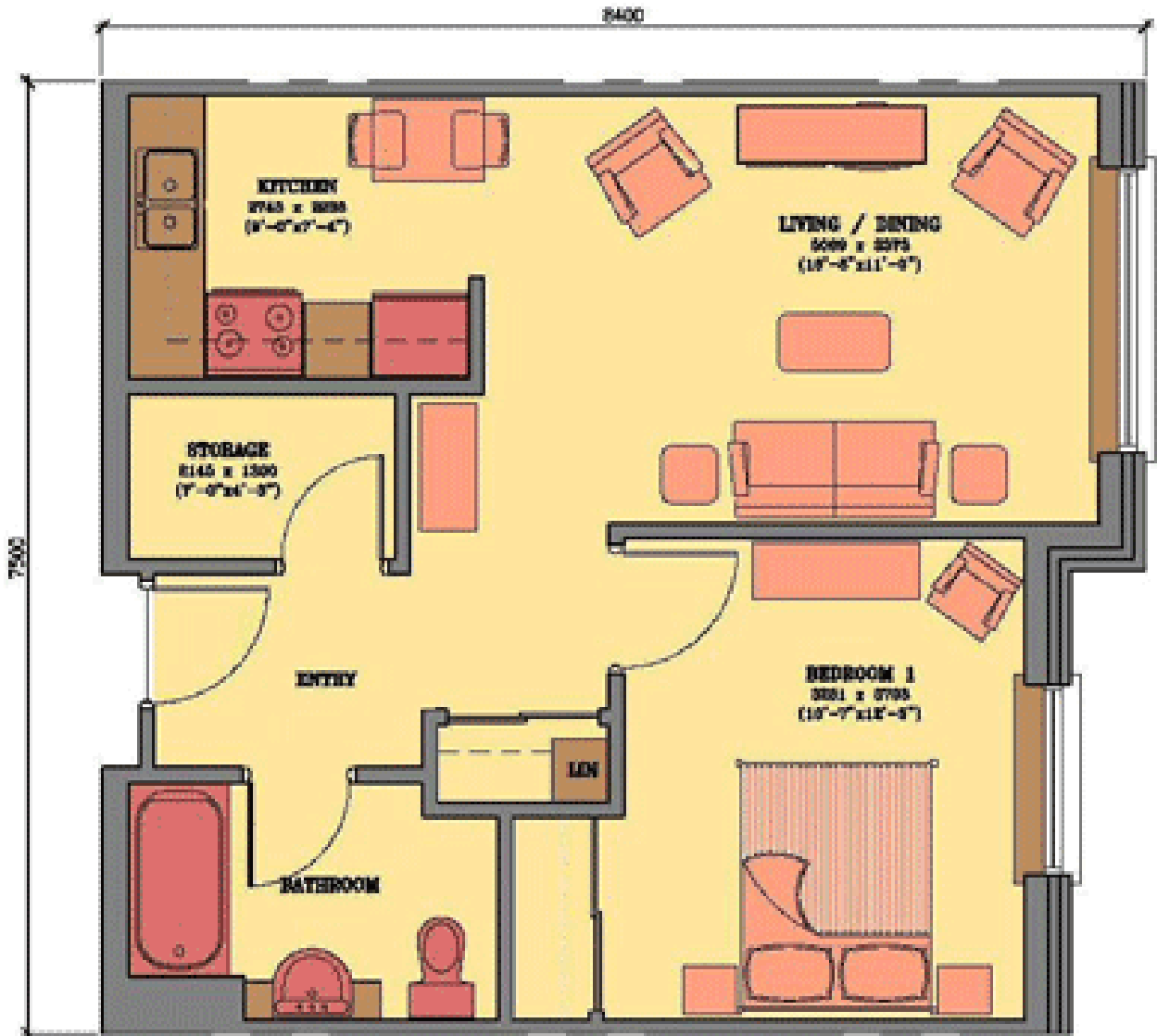
Current housing market conditions in Peel demands more accessible options so more residents can stay in their home, safely and



independently. The UAS would allow the Region to set the bar higher in addressing a variety of needs for residents who will be occupying future housing developments. By designing adequate turning radius space for wheelchairs and automatic doorways for common areas the Region is able to cater to a wide range of needs in the marketplace.

To view the UAS report, visit www.peelbuilds.ca where you will also find an interactive webpage that will highlight the differences between a standard one-bedroom apartment and one that has been modified as a fully accessible unit.

Standard - One Bed Room Suite



ONE BEDROOM - STANDARD

Barrier Free - One Bed Room Suite



ONE BEDROOM BARRIER FREE SUITE
79.8 M² (859 FT²)

1 UNIT TOTAL

The AAC will continue to provide input into all future affordable housing projects to determine opportunities to incorporate UAS and to ensure ongoing compliance.


The Accessibility for Ontarians with Disabilities Act (AODA) seeks to remove all barriers in the Province of Ontario by the year 2025 and create an accessible Ontario. The UAS document is an important resource to assist the Region of Peel in achieving its goal to create

accessible housing options that provide independence and inclusiveness for all abilities.



Recipients of 2009 AAC Accessibility Awards

4. Peel Advisory Working Group on Older Adults' Housing (PAWGOAH)

	<p>Peel Advisory Working Group on Older Adults' Housing (PAWGOAH)</p>
<p>Peel Advisory Working Group on Older Adults' Housing</p>	



PAWGOAH was established in 2001 by Peel Regional Council and its mandate is to ***“To develop and promote ways for meeting current and future needs for appropriate and affordable rental and ownership housing for older adults in the Region of Peel.”*** This advocacy and research working group consists of more than 20 members representing community agencies, private sector and social housing developers, government representatives (including municipal, regional, provincial and federal levels), the health sector and older adult residents. Over the years PAWGOAH has held sessions and forums with many groups including builders, developers, planners, housing renovators and real estate agents to inform them of the needs of the increasing population of older adults aged 55 and over.

Key Activities Supporting Accessibility Initiatives:

The following key public education activities undertaken by the Peel Advisory Working Group on Older Adults’ Housing (PAWGOAH) helped to address the lack of information about accessible housing in the Region of Peel and the activities helped to raise awareness of disability issues and barriers.

Presentations delivered by the Peel Advisory Working Group on Older Adults’ Housing to approximately 500 participants at the following events:

1. Presentations for three large Professional Business Group for Retired People (Probus) Clubs
2. A session for families at the Clarkson Community Centre
3. A training session for agents belonging to the Brampton Real Estate Board
4. A meeting of the Building Healthy Communities Committee.



PAWGOAH provided training to over 100 real estate agents who are members of the Brampton Real Estate Board.

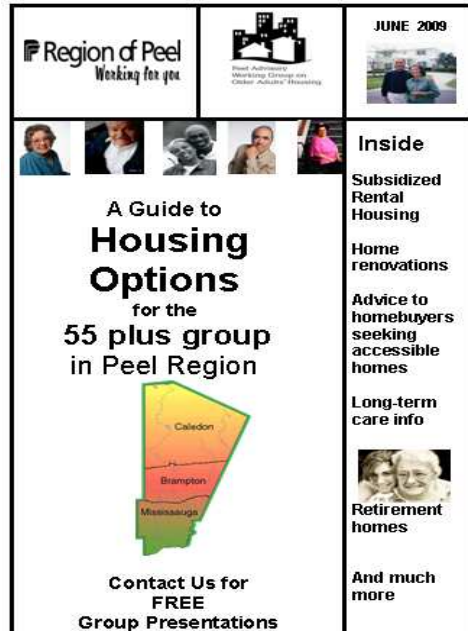


PAWGOAH Chair Michael Wright made presentations to several Peel Probus Clubs whose members are retired business people.

Broader Distribution of Booklets Entitled “A Guide to Housing Options for the 55 Plus Group in Peel Region”:

This booklet includes information on a variety of housing options available in Peel including social housing, long term care, and federal assistance to renovate homes to make them accessible, etc.

PAWGOAH strived to disseminate the booklet more broadly. Over the past year, more than 1000 booklets were sent to libraries, seniors clubs, Access Peel, Peel Customer Care Centre, the Region of Peel Health Department’s reception area at 44 Peel Centre Drive, the Peel Elder Abuse Prevention Network as well as conferences including the Aging, Mental Health and Addiction Conference, the Connections Resource Fair for Persons with Disabilities, the Elder Help Peel Senior and Youth Conference, the Credit Valley Hospital’s ‘Multiculturalism Fair’ and the Brampton Senior Citizens’ Council Information Fair.



Published Region of Peel accessible housing information in a leading Canadian publication



The Care Guide is Canada's most comprehensive guide to seniors housing and care services and has a distribution of 110,000 copies annually in the GTA.. PAWGOAH has partnered with the Care Guide to produce articles relating to older adults and their families in Peel who are interested in housing and other relevant care services. The January 2009 edition of the Care Guide focused on information about the PAWGOAH, social housing in Peel, long-term care, new housing developments in Peel, accessibility in the Region of Peel (including the Accessibility Advisory Committee) and elder abuse. This increased awareness of progress in addressing the housing needs of older adult residents in Peel.

Included “accessibility” as one of the topics at PAWGOAH regular meetings

At the December 2008 meeting, the PAWGOAH group collaborated with the ROP Accessibility Advisory Committee to hold their meetings on the same day and to invite each other’s members to meetings. As well, Meenu Sikand, Region of Peel Accessibility Planning Specialist, made a presentation to the PAWGOAH to increase awareness of the AAC and of the barriers persons with disabilities encounter when seeking to accessible residence in community. The June 19, 2009 meeting of the PAWGOAH was held at the newly constructed extension of the Caledon East Walker Road Peel Living Seniors Building located on Walker Road in Caledon East. A presentation was given and a tour conducted to show the members the new building which boasted numerous accessibility features.



5. TransHelp: Striving to Exceed Expectations of Our Customers

The Region of Peel delivered TransHelp service continues to operate on 'continuous improvement' philosophy. Our 2008 Customer Satisfaction Survey showed a 9.0 out of 10 rating for overall satisfaction with the most recent trip. This is up from 8.6 in 2005. Even though we're meeting the needs of our customers in excellent manner our aim is to exceed their service expectations.

To achieve this goal the following is a list of service activities that have taken place in this past year:

- **Transporting of Children's and Infants** – We updated our policy to ensure that passengers with young children and infants have adequate and practical means of transportation.
- **Same Day Service** – The TransHelp Same Day Service Pilot launched in 2008 has been expanded and become a regular part of doing business. Clients requiring last minute transportation arrangements can contact the office and book a trip. The rate of accommodation is extremely high and we hope to have a guaranteed same-day service in place by 2010.
- **Registration Procedure** – TransHelp's registration procedure was streamlined to make it easier for prospective clients to get on the service. Clients are no longer required to come into the TransHelp office for an assessment. Eligibility is based upon information provided by a healthcare practitioner.
- **Cross Border Trips** – We continue to hear from our clients how difficult it is to make arrangements for connection trips with other transportation provider in neighbouring municipalities. To this end, TransHelp has committed to working with our counterparts in other municipalities to find innovative ways to address these concerns for our clients. In many cases TransHelp provides direct trips for many clients into Toronto and Oakville on a regular basis.



- **Mississauga Carassauga Festival Shuttle** – For the second year in a row, TransHelp was approached by the Carassauga Festival to provide an accessible, door to door shuttle service for event goers at the annual Mississauga Carassauga Festival of Cultures event which took place in May 2009 in different venues across Mississauga. Over a three-day weekend TransHelp buses transported nearly 6,000 event goers. The customer service, flexibility and assistance from TransHelp Operators were the highlights of the weekend. The Festival is already looking for assistance from us again next year in a much larger capacity.
- **Rick Hansen Foundation Support** – For the third year in a row TransHelp staff came together to participate in the Annual Rick Hansen Wheels in Motion. This year TransHelp participated with teams in Mississauga and Brampton. In total, \$2000 was contributed to this great cause which recognizes individuals living with Spinal Cord Injuries and ultimately strives for a more accessible community.
- **Peel Children Water Festival** – For the second year running TransHelp has donated shuttle bus services to the Peel Children’s Water Festival held at the Heart Lake Conservation Area in Brampton. Buses transported festival goers from various designated spots inside the park to the main festival area.
- **International Day of Persons with Disabilities** - TransHelp remains an active participant of the Region of Peel’s annual celebration of IDPD. Free rides are offered to all TransHelp users who attend the Region’s celebrations. A display booth with program information for community members and staff in attendance is also organized by the staff and members of the Transhelp Advisory Committee (TAC).



Region of Peel TransHelp Team at 2009 Rick Hansen Event

6. Accessible Transportation Coordination Office

The Region of Peel Accessible Transportation Coordination Office (ATCO) was established to provide transportation supports and services to people with disabilities who are not currently eligible for TransHelp service. The key functions of this office are:

- To act as a gateway to direct users to appropriate transportation services and to screen applicants;
- To provide support to various transit service providers in the Region of Peel, including TransHelp, to optimize access to and use of their services;
- To serve as a brokerage to administer community transportation services aimed at providing additional travel supports for all passengers with disabilities;
- To coordinate and ensure the provision of health and social transportation that cannot be offered by local transit or TransHelp;
- To conceptualize, develop and implement new leading edge transportation supports and services for residents of Peel with all types of disabilities;
- To develop and improve the Family of Services Transportation model by maximizing usage of resources available. Based on community consultation and feedback, ATCO develops and implements new supports and services as required;
- To assist persons with disabilities, their families and caregivers to identify appropriate transportation services and community resources, and work to develop strategies to help people with disabilities access and use these services to enhance their mobility in the community.

In 2009, ATCO plans to roll-out four new programs in addition to continuing to oversee the provision of dialysis transportation for ambulatory residents.

1. Our Passenger Assistant Program was launched in March 2009. This program provides supervised transportation to those passengers with disabilities who cannot safely travel alone but do not qualify for Transhelp. The focus of this program is on the delivery of assisted transportation to adult day programs within the



Region of Peel, serving seniors, adults with intellectual disability, and those living with mental health disabilities. While in transit, each passenger is supervised and assisted by a trained passenger assistant and at each end of their trip meet with designated caregivers. The program provides peace of mind to both, passengers and caregivers, while allowing independent and safe travel options to those who are unable to travel unassisted. Since March 2009, approximately 5,900 rides have been provided using five vehicles that carry ten passengers plus the passenger assistant.

2. Community bus is potentially an effective alternative to para-transit for persons with disabilities who require a fixed route service because of their disability. Community buses make regularly scheduled stops at multi-unit buildings with high concentrations of seniors and people with disabilities to take people to places of common interest and necessity i.e. day programs, grocery stores, community centres. Anyone can travel for a transit fare, including people without disabilities. This service will begin in August 2009 and the user cost is \$3.00 per one-way ride.
3. The taxi scrip initiative will provide spontaneous transit to low income passengers with disabilities in the Region to access urgent appointments and visits to Long Term care facilities. In the beginning of August 2009, a small pilot of 10,000 rides on taxi scrip has been planned. This pilot will allow spontaneous travel required to attend urgent appointments including medical appointments, and visits to Long Term care facilities.
4. The Conventional Transit Access Initiatives program provides a range of opportunities for people with disabilities to become more comfortable and familiar with accessible conventional transit systems. ATCO provides and pays for travel training assessments as well as up to five hours of individualized travel training for those who want to learn to use either Brampton or Mississauga transit. A “how-to” video available on DVD or via the internet, will provide encouragement as well as tips on how to use transit service. In summer 2009, users will have the chance to “try transit for free” for



a specific period of time, as part of an overall fare incentive strategy.

To date, the ATCO office has funded assessments and provided individualized travel training session for twenty-three ATCO clients. It is reasonable to expect that the number of requests for travel training assessments and travel training sessions will increase significantly while the fare incentive initiative is operational.

Future Activities and Initiatives

In 2009/10 ATCO staff will be taking a closer look at how dialysis transportation for ambulatory users is being delivered in Peel to the users who do not qualify for TransHelp services. There is a further need in the community for transportation supports and services for small children with disabilities. Many parents and family members are at risk of losing their jobs because of the extraordinary twice daily efforts they must make to get their children to and from specialized intervention and/or treatment programs.

Seniors who cannot or do not drive any longer are looking for ways to attend community programs, do necessary shopping and visit spouses or loved ones who reside in Peel's Long-Term Care Facilities. Again, this is an unmet need.

ATCO staff receives many calls from people who continue to need transportation to attend medical appointments. ATCO staff makes referrals to the Red Cross, but anecdotally we believe that demand likely exceeds capacity. In near future, ATCO staff wants to access and help address this service gap.



Recipients of 2009 AAC Accessibility Awards



7. Peel Children's Water Festival

The 2009 Peel Children's Water Festival (PCWF) was held between May 21 and May 27, 2009 (excluding Sunday, May 24) at the Heart Lake Conservation Area in Brampton. The PCWF is an annual, six-day environmental education event, which provides learning opportunities to students in grades two through five during the weekday event, as well as to all Peel residents at the Family Fun Day event. Using more than 50 practical and interactive activities, participants are exposed to important environmental messages related to the protection and stewardship of water resources.

The 2009 PCWF event marks the fourteenth anniversary of the festival, with more than 65,000 Peel students having attended the event since its inception in 1996. The planning and execution of the PCWF is achieved through the collaborative efforts of many external partners along with the Region of Peel Health Services, Corporate Services and Environment, Transportation and Planning Services departments. In 2009, the theme "When it Rains, it Pours – Climate Change" highlighted the effects of climate change on the water cycle. Climate Change is the weather conditions, including temperature, precipitation and wind, which are normal in a particular region.

The planning and execution of the PCWF is achieved through the collaborative efforts of many external partners and the Region of Peel Health Services, Corporate Services and Environment, Transportation and Planning Services. With significant support from the Toronto Region Conservation Authority (TRCA), the festival boasts a local flare where visitors have an opportunity to learn more about local issues and projects undertaken by various community partners. Other groups in attendance included: Brampton Clean City, Eco Caledon, City of Brampton, Communities in Bloom, Credit Valley Conservation, Etobicoke & Mimico Creek Watersheds Coalition, Kortright Centre, Izaak Walton Fly Fishing Club, Malton Environmental Stewardship, Ontario Clean Water Agency and Toronto Renewable Energy.



AAC members and Accessibility Staff Hosted an Information and Activity Display at 2009 PCWF Family Fun Day

In 2009 the festival's organizing committee continued to improve on accessibility elements within the festival planning process. In order to mentor this objective a member of the Regional Accessibility Planning Program was part of the Festival Steering Committee membership. Members of the Peel Accessibility Advisory Committee (AAC) and staff of the Accessibility Planning Program also participated in the 2009 Family Fun Day event by providing a display booth focused on the connection to water and accessibility. Information about the Regional program and services was distributed at the event.



Athletes from Cruiser Sports Educated Festival Participants about Wheelchair Sports at 2009 PCWF Family Fun Day

As part of the display booth three athletes from the Cruiser Sports volunteered their time to showcase a basketball demonstration for those with disabilities, and they also invited community members to try their chances at wheelchair basketball, which was very popular throughout the day. Through the focus of making new activities more experiential and eliminating operational barriers, the festival greatly improved the overall accessibility of the event. Accomplishments included creating new activity scripts to be inclusive, comprehensive and experiential, to train secondary school students to present activities with accessibility in mind, updating park operations to include accessible washrooms and ramps to access various areas on site and editing communication material to clearly mark limited accessibility areas. TransHelp had also partnered with the PCWF to ensure increased accessibility at the event.



The planning and execution of the PCWF is achieved through the collaborative efforts of many external partners and the Region of Peel Health Services, Corporate Services and Environment, Transportation and Planning Services.

Illustration of Emerging Trends

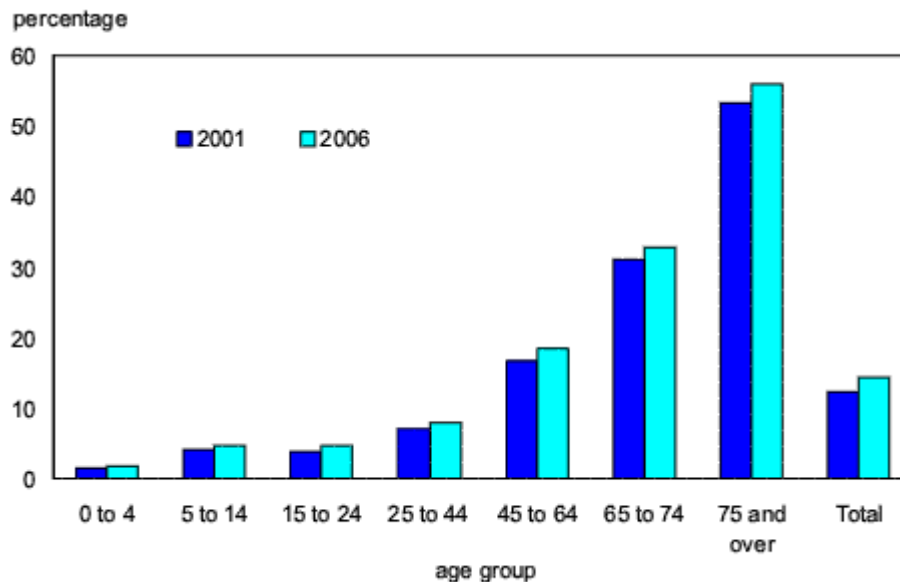
Appendix IV
2009 Accessibility Plan

Participation and Activity Limitation Survey (PALS):

An estimated 4.4 million Canadians—one out of every seven in the population—reported having a disability in 2006. This is an increase of over three-quarters of a million people in five years.

Data collected from the Participation and Activity Limitation Survey (PALS) in 2001 indicated that 12.4% of the population reported a disability. By 2006, this rate had increased to 14.3% of the population.

Disability rate by age, Canada, 2001 and 2006



Source: Statistics Canada, Participation and Activity Limitation Survey, 2001 and 2006.

Children with a Disability:

Population aging is only one factor that has contributed to the increase in the disability rate since 2001. Disability rates have increased for nearly all age groups.

Among children aged 14 and under, an estimated 202,350 or 3.7% reported a disability of some kind in 2006. This was up from 3.3% in 2001.

Chronic health conditions affected 69.8% of children aged 4 and under and 66.6% of children aged 5 to 14.

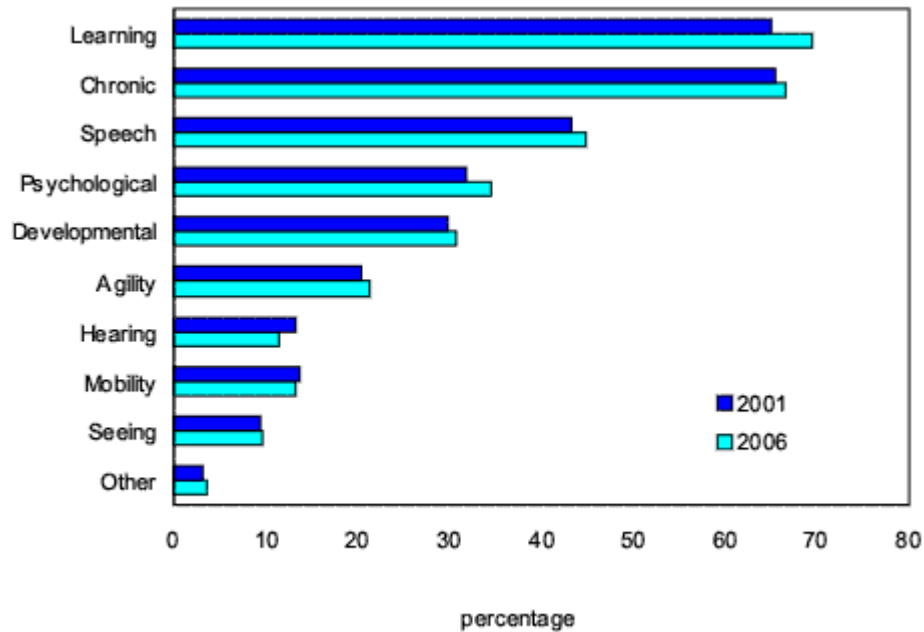
Approximately half of all children aged 4 and under reported a single disability in 2006. Slightly more than 40% of those who reported having a disability reported two disabilities, and just less than 9% reported three or more.

Approximately three-quarters of school-aged children with a disability reported having multiple disabilities, while only 26.3% experienced a single disability.

For children aged 5 to 14 with disabilities, the greatest proportion reported having a mild disability (33.5%), followed by moderate (24.1%), severe (23.5%) and very severe (18.9%) disabilities.

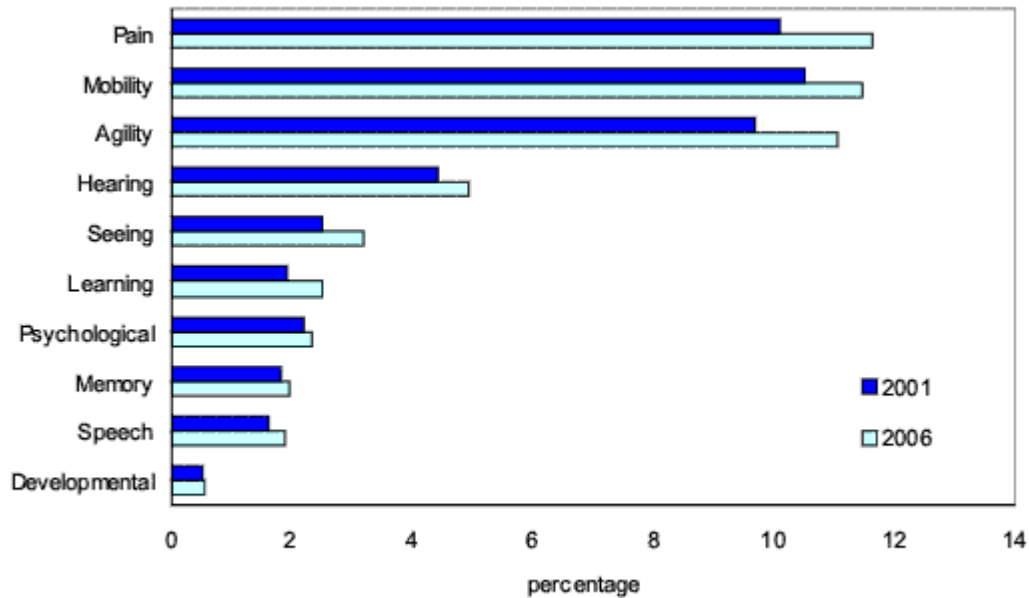
Source: Statistics Canada, Participation and Activity Limitation Survey, 2001 and 2006.

***Disability rates by type of disability
for children aged 5 to 14 years,
Canada, 2001 and 2006***



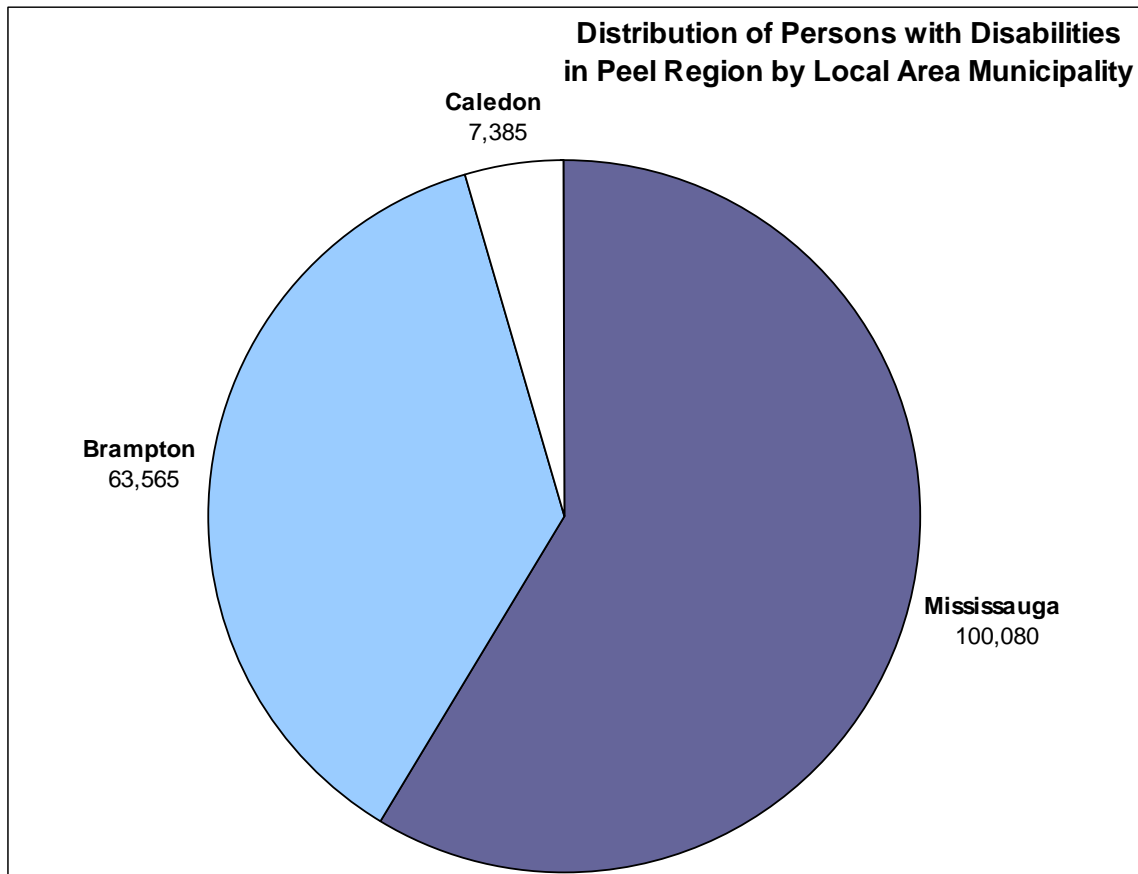
Source: Statistics Canada, Participation and Activity Limitation Survey, 2001 and 2006.

***Disability rate by type of disability
for persons 15 years of age or older,
Canada 2001 and 2006***

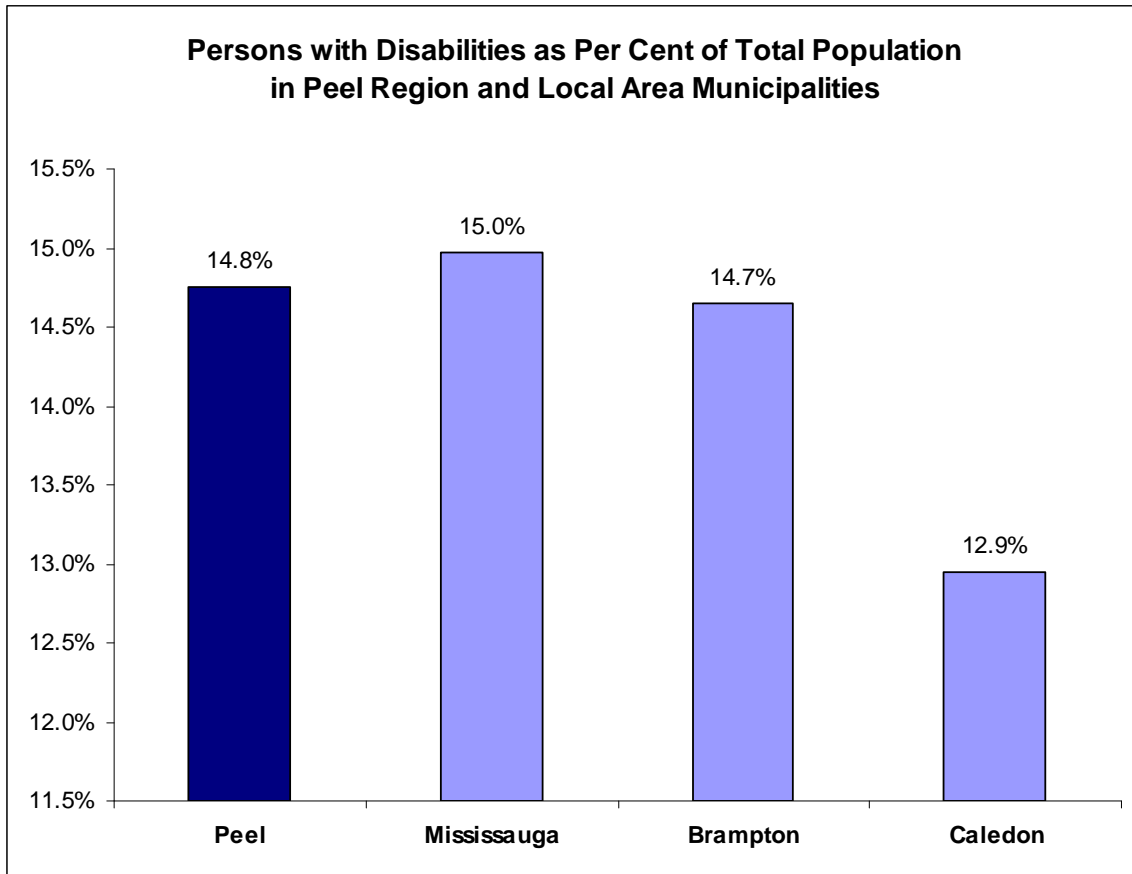


Source: Statistics Canada, Participation and Activity Limitation Survey, 2001 and 2006.

Persons with Disabilities Living in Peel Region:

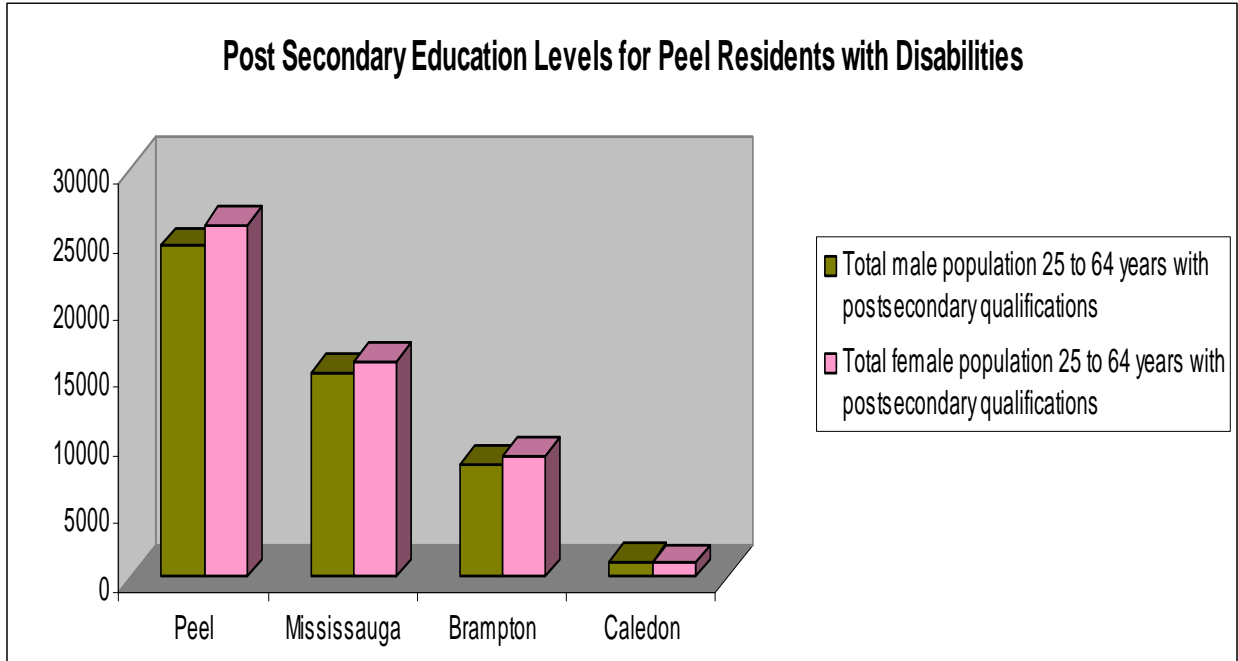


Source: Peel Data Center, Statistics Canada, Participation and Activity Limitation Survey 2006.



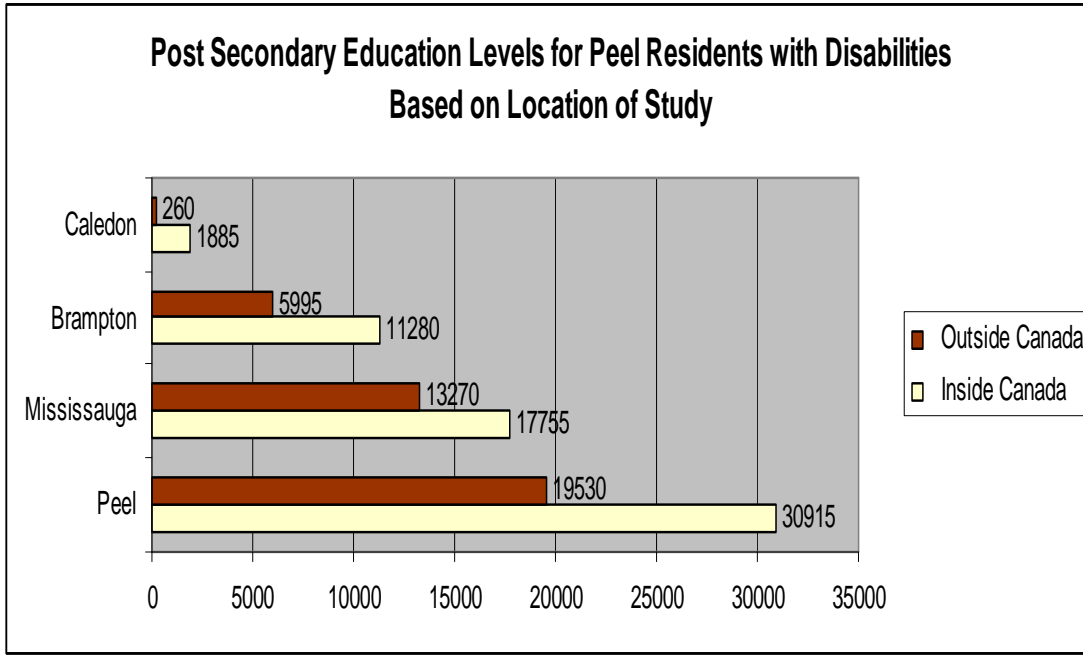
Source: Peel Data Center, Statistics Canada, Participation and Activity Limitation Survey 2006.

Population of Peel with Post Secondary Education Based on the Gender:



Source: Peel Data Center, Statistics Canada, Participation and Activity Limitation Survey 2006.

Post Secondary Education Completed by Peel Residents with Disabilities Based on the Location of Study:



Source: Peel Data Center, Statistics Canada, Participation and Activity Limitation Survey 2006.



Accessibility for Ontarians with Disabilities Act, 2005 and Accessibility Standards

Appendix V
2009 Accessibility Plan

On June 13, 2005, the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* sometimes referred to as Bill 118 received Royal Assent. This legislation requires businesses and organizations that provide goods and services to people in Ontario to meet accessibility standards in five areas:

- Customer Service
- Transportation
- Information and Communications
- Built Environment
- Employment

The Accessibility Standards for Customer Service Regulation, O. Reg. 429/07, became law on January 1, 2008 and applies to designated public sector organizations on and after January 1, 2010 and to other providers of goods and services on and after January 1, 2012.

What is an Accessibility Standard?

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

Standards Development Committees (SDCs)

Under the Act, standards set out the rules that will help make Ontario more accessible. All proposed accessibility standards will be developed and recommended to the Minister of Community and Social Services by SDCs that are made up of members of the



community, business, broader public sector, affected provincial ministries, people with disabilities and their representatives.

The public is given an opportunity to review and make comments on the standards proposed by SDCs during the required public review period. Following this period, the Minister decides what proposed standards will be recommended to become a regulation. Once a standard has been adopted as a regulation, all affected persons and organizations, including municipalities, are required to comply with the standard within the time frames provided in the regulations. 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.

The AODA was passed by the Ontario Legislature with the goal of creating standards to improve accessibility across the province by 2025. The AODA includes five standards which will become law over a number of years in the province of Ontario.

As a customer-focused organization Peel is working diligently to implement Regulation 429/07 and to become fully accessible to persons with disabilities by the Provincial deadline of 2025.

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

Glossary of Terms

Appendix VI
2009 Accessibility Plan

Term	Definition
AAC	Region of Peel Accessibility Advisory Committee
Accessibility Planning Program	Region of Peel Program, which is responsible for <ul style="list-style-type: none"> ▪ Supporting and coordinating activities of the AAC, ▪ Preparing and publishing annual Accessibility Plans(s) using the information submitted by the Regional departments, ▪ Monitoring the progress of Regional Accessibility Initiatives with the support of Accessibility Advisory Committee, ▪ Ensuring that Regional Services, programs and facilities are and continue to become more accessible for persons with disabilities
Accessible Customer Service Standards	Ontario's first Accessibility Standard, the customer service standard also known as Regulation 429/07, which came into effect on January 1, 2008.
Accessibility Standard	A rule that persons or organizations in Ontario must follow to identify, remove and prevent barriers.
Accessibility Steering Committee	Region of Peel staff committee comprised of key departmental and Accessibility Planning Program staff
ADO	Accessibility Directorate of Ontario
AODA	AODA stands for Accessibility for Ontarians with Disabilities Act, 2005. It is built on the principle that persons with disabilities should have the same opportunities to access goods and services
Assistive Devices	Devices that people may bring with them or that are already on the premises and are used to assist persons with disabilities in carrying out activities or in accessing the services provided
ATCO	Region of Peel Accessible Transportation Coordination Office

Term	Definition
Barrier	<p>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. Barriers can be:</p> <p>Physical:</p> <ul style="list-style-type: none"> • A door that cannot be opened by a person with limited mobility and strength <p>Architectural:</p> <ul style="list-style-type: none"> • An entrance door that is too narrow or has a step as an obstacle for a wheelchair or scooter. <p>Informational:</p> <ul style="list-style-type: none"> • Reliance on printed media/typefaces that are too small to be read by a person with low vision (i.e. municipal bills, forms) <p>Communicational:</p> <ul style="list-style-type: none"> • Lack of TTY access at municipal offices/libraries <p>Attitudinal:</p> <ul style="list-style-type: none"> • A receptionist who ignores a customer in a wheelchair or addresses the companion/interpreter <p>Technological:</p> <ul style="list-style-type: none"> • Unavailability of properly designed computer/internet workstation at libraries and lack of aids (finger-guard) • Website accessibility <p>Policy/Practice:</p> <p>Lack of accessibility requirements when issuing permits for special events, festivals and concerts</p>
Citizen	Includes people who live and/or work in Peel, direct recipients of our services, our clients, ratepayers and businesses
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
Clients or Customers	Includes people who receive products and services that the Region delivers
Community	Reflects the physical area within Peel and the groups who live and/or work within it

Term	Definition
Development	Includes both existing and new construction of buildings, property and infrastructure
Disability	<p>The ODA adopts the broad definition for disability that is set out in the <i>Ontario Human Rights Code</i>. Disability is:</p> <p>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;</p> <ul style="list-style-type: none"> ▪ 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 <i>Workplace Safety and Insurance Act, 1997</i>.
Dignity	Service is provided in a respectful manner consistent with the needs of the individual
Diversity	Refers to a broad range of attributes including, but not limited to social, economic, racial, cultural, disability, geographic and religious
Equality of Outcome	Outcome or end result of a service is the same for persons with disabilities as for persons without disabilities.
Independence	Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.
Integrated	Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.

Term	Definition
Liveable Region	Refers to a community that is safe, environmentally healthy, inclusive and provides choice and access for all people
ODA	Ontarians with a Disability Act, 2001
Partners	Individuals or groups associated with one another in carrying on a business or providing services with shared risks or benefits
Peel Region	Refers to the Corporation of the Regional Municipality of Peel
Region	A reference to the Region is a reference to its geographical area or to the municipal corporation, as the context requires
Regional Values	The Region's essential and enduring characteristics for workplace behavior
Responsive	Services are delivered in a timely manner, considering the nature of the service and the accommodation required. For example, if needed, alternate formats must be provided by a specific deadline.
Sensitive	Service is provided in a manner that is respectful to an individual's needs.
Service Animals	An animal trained specially to assist an individual with a disability. Any animal where it is readily apparent that the animal is used by the person for reasons relating to his or her disability and if the person provides a letter from a physician or nurse or other government issued certification confirming that the person requires the animal for reasons relating to the disability.
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
Strategic Actions	The ways the Region will contribute to making the goals happen (the how)
Strategic Planning Process	The Region's corporate Planning Process that guides Council and staff in addressing the changing needs of people who live and work in Peel

Term	Definition
Support Persons	Those who accompany a person with a disability to help them with communication, mobility, personal care, medical needs or with access to goods or services
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
Success Indicators	Measures identified to demonstrate achievements
Sustainable	Using resources today in a way that ensures they will be there tomorrow
TransHelp	A transportation service for persons residing in the Regional Municipality of Peel who regularly use a wheelchair due to functional mobility problems, or are physically unable to board public transit vehicles



COMMENT FORM

Regional Municipality of Peel 2009 Accessibility Plan

Please complete this form and provide your comments about the Accessibility Plan (AP) document and Region of Peel services.

1. Does AP convey the information that you would like to know?

Yes

Somewhat

No

If no, please provide comments for improvement:

2. Which sections of the AP were of interest to you? (Check as many boxes as you want)

Introduction

Accessibility Program Overview

Appendix I – Corporate Projects

Appendix II – Accessibility Accomplishments

Appendix III – Highlights of Selected Initiatives

Appendix IV – Illustration of Emerging Trends

Appendix V – AODA and Accessibility Standards

Appendix VI – Glossary of Terms

3. Is the format of the AP easy to read?

Yes

Somewhat

No

If no, please provide comments for improvement:

4. Is the language used in the AP easy to understand?

Yes

Somewhat

No



If no, please provide comments for future improvements:

5. From your perspective, please prioritize the key issues that affect people with disabilities in Peel. (1 = highest priority and 5 = lowest priority)

	1	2	3	4	5
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitudes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of Awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: _____

6. Have you noticed any change in the accessibility of Regional services and programs?

Improved Unchanged Not Improved

If no, please provide comments for improvement:

If you would like more information about the Region of Peel Accessibility Plan, the Accessibility Program, or the Accessibility Advisory Committee, or would like a presentation at your event, please send a request to zzg-aac@peelregion.ca.

Thank you for taking the time to complete this form.

Please return your completed Comment Form in either of the following ways:

- Mail: Region of Peel
 Accessibility Planning Program
 10 Peel Centre Drive, 5th Floor
 Brampton, Ontario
 L6T 4B9
- Fax: (905) 791-3990
- Online: www.peelregion.ca/corpserv/makingway/