DATE: April 8, 2019
REPORT TITLE: ANNUAL ACCESSIBILITY STATUS REPORT 2018
FROM: Catherine Matheson, Commissioner of Corporate Services

OBJECTIVE

To provide an update on the progress made and actions taken by the Region of Peel to improve accessibility, remove barriers and implement the requirements set out in the Accessibility for Ontarians with Disabilities Act, 2005 as well as the strategies set out in the Region’s 2018-2025 Multi-Year Accessibility Plan for the 2018 calendar year.

REPORT HIGHLIGHTS

- In 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) which aims to make Ontario accessible for people with disabilities by 2025.
- As part of the AODA, the Integrated Accessibility Standards Regulation (IASR) sets out rules that organizations must follow.
- One of the requirements of the IASR is to implement and maintain a Multi-Year Accessibility Plan.
- The Region’s new 2018-2025 Multi-Year Accessibility Plan (the Plan) was approved by Regional Council on December 14, 2017.
- The Plan was developed to align with the Region’s 20 Year Strategic Plan.
- The IASR also requires an annual status report on the progress and measures taken to implement the requirements under the AODA and the strategies set out in the Plan.
- The status report outlines the actions taken to comply with the requirements for the period of January 1, 2018 to December 31, 2018, the first year of the Region’s 2018-2025 Multi-Year Accessibility Plan.
- The status report also includes future actions and goals which reinforce the Region’s ongoing commitment to accessibility.

DISCUSSION

1. Background

   In 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), with the objective of improving accessibility for Ontarians by identifying, removing and preventing barriers faced by persons with disabilities by 2025.

   A requirement under the IASR is the annual reporting of the measures taken in the Region of Peel to remove barriers and improve accessibility for persons with disabilities, as required
under the AODA as well as provide an update on the actions taken to implement the 2018-2025 Region of Peel Multi-Year Accessibility Plan (the Plan).

On December 14, 2017, the Region of Peel’s second Multi-Year Accessibility Plan was passed in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR). As most of the IASR requirements are in force, with only the web content requirement remaining, a different approach was taken in the creation of the new multi-year accessibility plan. The Plan goes beyond legislated requirement and aligns with the Region’s 20 Year Strategic Plan. Accessibility is embedded into all facets of the Region’s Strategic Plan which is built around three areas of focus: Living, Thriving and Leading.

The “Accessibility Status Update for 2018” attached as Appendix I outlines the actions the Region of Peel has taken in 2018 to meet the requirements of Ontario’s accessibility legislation. In addition, “Future Goals and Actions” attached as Appendix II describes future undertakings to implement the strategies contained within the Plan. The report will be posted on the Region of Peel website and made available in an accessible format, upon request.

2. Preparing the Annual Accessibility Status Report

In preparation for the report, each department and program area was consulted on their achievements and accomplishments undertaken during 2018 to improve accessibility and remove barriers for persons with disabilities as it relates to Regional programs, services or facilities. These include accomplishments as per AODA requirements as well as any actions that went above and beyond legislated requirements. The information received outlines accessibility strategies and initiatives as it pertains to each area of focus of the Strategic Plan: Living, Thriving and Leading, while continuing to meet the requirements under of AODA.

Living – is about improving people’s lives in their time of need.

Thriving - is about building communities that are integrated, safe and complete.

Leading – is about becoming a government that is future-oriented and accountable.

Departments were also asked to provide future initiatives toward the Region’s 2018-2025 Multi-Year Accessibility Plan.

3. Report Findings

The report demonstrates the Region’s accomplishments in 2018 and indicates the Region is exceeding the requirements of the AODA in many areas. For example, incorporating audio and visual options at PAMA exhibits or using a person-centred approach to dementia care or ensuring that standards are in place. These are just some examples of innovative approaches to accessibility. The Region of Peel has proven to be accountable and forward thinking. The Create a Modernized Workplace initiative, the formation of the Office of Culture and Inclusion and the creation of policies and procedures that guide accessibility are just some examples of how the Region of Peel demonstrates care and support for its employees. The Region of Peel also ensures that employees are equipped with the resources to do their job well.
Looking ahead, the Region will continue to take a proactive approach and explore opportunities to set minimum standards for accessibility, including incorporating an accessible by design approach where programs and services are inclusive and designed for all consumers with accessibility incorporated from the onset.

CONCLUSION

As required under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Region of Peel Annual Status Report 2018 outlines the actions taken to implement the requirements set out in the AODA legislation and the actions taken to comply with the requirements from January 1, 2018 to December 31, 2018. It outlines accessibility strategies and initiatives as it pertains to the three areas of focus of the Region’s Strategic Plan and includes other initiatives not mandated under the AODA. It reinforces the Region of Peel’s commitment to accessibility and ensures that the Region of Peel is on track in removing barriers for persons with disabilities by creating a community that is accessible and inclusive for persons of all abilities and bringing to life the vision of Community for Life.

Catherine Matheson, Commissioner of Corporate Services

Approved for Submission:

J. Sheehy, Acting Chief Administrative Officer

APPENDICES

Appendix I – Accessibility Status Update for 2018
Appendix II – Future Accessibility Goals and Actions

For further information regarding this report, please contact Juliet Jackson, Director, Office of Culture and Inclusion, ext. 6741. juliet.jackson@peelregion.ca.

Authored By: Veronica Montesdeoca, Accessibility Planning Specialist
Accessibility Status Update for 2018

This annual report describes the progress and measures taken by the Regional Municipality of Peel to improve accessibility and implement the requirements set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The report provides an update on the first year (2018) of implementation of the Region’s 2018-2025 Multi-Year Accessibility Plan (Multi-Year Plan). The Region’s Multi-Year Plan was developed to align with the Region’s Strategic Plan, to achieve the vision of Community for Life and mission of Working with You. Accessibility is embedded into all facets of the Region’s Strategic Plan which is built around three areas of focus: Living, Thriving and Leading.

The Multi-Year Plan highlights actions to comply with the AODA requirements during the first year of the Region of Peel 2018-2025 Multi-Year Accessibility Plan (January 1 to December 31, 2018). It includes initiatives that the Region has undertaken outside of the AODA requirements to make the Region of Peel more accessible and inclusive for persons of all abilities.

The following table outlines the progress in 2018 to implement the Region of Peel’s 2018-2025 Multi-Year Accessibility Plan as it relates to the three areas of focus and the work undertaken to continue to comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005.

2018 Actions and Accomplishments:

Living – Living is about improving people’s lives in their time of need. This includes ensuring that the right tools, resources and supports are in place to assist when most needed. Some of the accomplishments in this area of focus that assist in improving accessibility during 2018 are as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>2018 Accomplishments</th>
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</thead>
<tbody>
<tr>
<td>Adult Day Services</td>
<td>Adult Day Services (ADS) support the needs of seniors who still live in the community. The aim is to maintain or improve the well-being of participants, as well as delay or prevent admission to hospital and long-term care. Making these services more accessible will allow seniors to live more independently longer. Enhancements to this service area included:</td>
</tr>
</tbody>
</table>

- Monthly education for clients and caregivers on managing different disabilities, raising awareness and working together to meet the clients’ goals.
- More accessible outings were planned in 2018 such as a Salt Cave Spa experience for those with respiratory and inflammatory conditions (wheelchair accessible), summer games, Blue Jays games, external dinner or lunch provided in accessible environments. Boating outings were also introduced at certain ADS sites specifically planned for persons with a physical disability. Additional personal care support staff was added to outings to support therapeutic recreational programs for those with personal care needs.
- Variety of programs were made available for individuals with varying physical and cognitive abilities.
- Education and support was provided on-site and off-site to
| caregivers through Social Worker and Registered Nurses, including transportation as well as a respite care for loved ones. | The launching of Menu Stream which provides access to the menu and dietary information and includes the option of font adjustments on kiosks to the user’s preference. |
| Trained staff to ensure assistive devices and emergency call bells are accessible to clients. | Addressing Communication requirements in care plans and provisions put in place to address individual and group needs. |
| Client Voice program which provides an opportunity for clients to learn about programs and services as well as contribute to the development of new programs and services. | Accessible Feedback and Satisfaction process put in place including: menu cards, satisfaction surveys, open door policy. |
| Offering assistive devices to encourage independence and restorative care. | Walkers and wheelchairs made available for use by client/caregiver. |
| Continued to provide a subsidized fee to allow more people to access the services. | Participated in community fairs to provide information to people on programs and services. This is an important method of communication with the community members who do not have access to internet searches/technology. |
| Assistance and accommodation provided to clients who take a narcotic (proper storage and administration of medication while at ADS) and those who use take insulin (partnering with LTC Registered Nurse to administer insulin). |  |

**DementiAbility Implementation Planning**

The vision for DementiAbility is to create an environment where people living with dementia can achieve success and have the opportunity to live each day with meaning and purpose. DementiAbility strives to remove the focus that is too often placed on disability by replacing it with a focus on ability.

This includes utilizing different techniques including Montessori Approaches to enable independence, a sense of community, improve self-esteem and have meaningful contributions in their community.

Purchased wall murals in collaboration with LTC (shared cost). This encourages socialization removing barriers to meaningful activities, creates dimension in an environment that can look institutional, creates an opportunity for individuals with dementia to orient to the time of year with changing visual stimulus (murals change over the course of a year with – trees with flowers, leaves, birds, snow etc.).

DementiAbility annual review was completed and staff attend committee meetings monthly. This is an ongoing commitment to improvement initiatives that take into account the changing needs of the community including ideas generated from clients, residents, families and
professional observation. The environment is therefore organic and ever changing to the needs of community e.g. partnership with Toronto Region Conservation Authority to create sensory gardens and additional raised garden beds spring 2019.

<table>
<thead>
<tr>
<th>Paramedics Services</th>
<th>A Culture and Engagement Team with a focus on a psychologically safe workplace was Introduced. The Community Paramedic Program was introduced to bring healthcare to vulnerable clients who may have difficulty with access to healthcare professionals due to lack of appropriate accessible transportation. This group also connects these clients with accessible transportation options to attend appointments.</th>
</tr>
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<tbody>
<tr>
<td>Child Care</td>
<td>The Region of Peel focuses on child care access and affordability. Enhancement to improve accessibility in this service area included:</td>
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<tr>
<td></td>
<td>• Expanded the number of licensed child care spaces and EarlyON centres to increase access to these services for families in Peel, including persons with disabilities.</td>
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<td></td>
<td>• Encouraged the use of universal design in child care programs – building knowledge of child care program educators related to universal tools and aids that will support all children to be successful. Example: the use of a visual and/or visual and auditory timer to help children see and hear when time is up or the use of hand washing visuals or pictoral program schedule to help all children to see the steps of the routine.</td>
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<td></td>
<td>• Used different methods to reach out to the community for engagement purposes – through surveys, focus groups, interviews etc. – to ensure we reached a wide variety of communities, including persons with disabilities in various locations throughout Peel.</td>
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</tbody>
</table>
| Long Term Care      | **Butterfly Project**  

Breaking down barriers at the Region of Peel goes beyond ensuring that facilities are accessible and barrier-free. It is ensuring that programs and services respond to the evolving needs of the community to promote a sensitive, caring and inclusive environment.

Dementia Butterfly Care Approach is currently being implemented into two of LTC centres (MV and SV) and will eventually roll out in all LTC centres. The Dementia Butterfly Care Approach is person-centered care where the heart of the care is focused on emotional needs. Combined with enhancements to clinical care processes, piloting this approach will support Peel Long Term Care to better meet the clinical, mental, emotional and social needs of residents living with challenging and complex behaviours associated with dementia. It promotes an environment of inclusivity and compassion.
## TransHelp

TransHelp is provided to residents of Peel so they can travel without barriers. Local public transit is leveraged when appropriate to provide the most suitable options for passengers. Some of the enhancements carried out in 2018 include:

- Improved ability of residents to take spontaneous trips by guaranteeing same day bookings.
- Instituted a Quality Campaign program to ensure consistent levels of service for our passengers.
- Continued with our Passenger Survey and maintained an 88% satisfaction rate.
- Improved the Taxi Scrip program to make it easier for residents to access.
- Continue the Accessible Transportation Master Plan, TransHelp 10 year strategic plan.

## Housing Support

The Region leads service planning and management of housing with a focus on policy and service integration in order to achieve affordable, sustainable and accessible housing stock. The aim is that individuals and households demonstrate a positive improvement as a result of housing options. Some of the enhancements made to this service area included:

- Acquired two group home properties which offered an opportunity for the Region to leverage existing private stock to create housing options for vulnerable target client groups and increase access to services for persons with disabilities. This supports objectives within the Region’s Supportive Housing Action Plan.
- Housing providers were assisted with implementing accessibility standards for customer service through the Operational Review process.
- Improvement of accessibility features were made at Grace Retirement and Community Enterprise Inc. (Grace Court) residence in common areas and inside the units through a Capital Infrastructure Subsidy (CIS) loan.
- Upgraded/modernized elevator cab interiors to meet accessibility features through SHIP funding and CIS loans at various social housing locations.
- The Region partnered with Main and Market Holdings to convert underutilized commercial space and amenities into six affordable housing units, one of which is barrier-free. Construction was completed in summer of 2018 and all units including the barrier-free unit are currently occupied.
- The Region partnered with Services in Housing in the Province to convert underutilized commercial space and amenities at the Hansen Development into twenty-seven affordable housing units, four of which are barrier-free. Construction was completed in fall of 2018 and all units including the barrier-free units are currently occupied.
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**Thriving** - Thriving is about building communities that are integrated, safe and complete. Some of the actions taken in this area of focus to assist in improving accessibility during 2018 included:

<table>
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<tr>
<th>Service</th>
<th>2018 Accomplishments</th>
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</table>
| **Heritage, Arts and Culture**       | Peel Art Gallery Museum and Archives (PAMA) supports residents of all abilities being engaged in an understanding of Peel history and culture, and to live in cohesive communities. The PAMA exhibition design advanced with consistency of application of accessible design principles across all exhibitions, including large format print content. Digital and Print marketing: specific accessible formats were established, including testing tool applications. Three staff members attended the Inclusive Museum Leadership Symposium (Ontario Museum Association). With the AODA as a pillar in the foundation of inclusivity, the Inclusive Museum Leadership Symposium gathered leaders and influencers from institutions across Ontario to explore inclusivity and what that means in institutions and communities, and what opportunities need to be explored to be relevant to all residents. Physical design, inclusive design, and community engagement were the unifying themes. Areas explored included working with diverse audiences and persons with special needs. Speakers represented various communities, including the deaf and persons with special needs. PAMA Programs and exhibitions were developed and delivered in creative formats to address varying abilities and learning styles. Public awareness was increased about inclusivity through the following exhibitions:  
  - **Creative Expressions Art Exhibition** (May-July), introduced visitors to the creativity and personal expression of children and adults with developmental and physical challenges;  
  - **Beyond Sit-Stay: Dogs in Service** (Feb-June) featuring service and support dogs.  
  - **Remember, Resist, Redraw: A Radical History Poster Project** (August – October) featuring histories of Indigenous peoples, women, workers and the oppressed that are often marginalized in mainstream historical accounts. |
| **Infectious Disease Prevention**    | Needle Exchange Program (NEP)  
This program distributes Naloxone (Narcan®) kits and provides overdose prevention and response training through 2 mobile vans. Accessibility is improved as the vans go to where the client is within the community. In 2018, access to this service was improved as the hours of operation were increased and are now: 4 p.m. – 11 p.m. Monday to Saturday. Tuberculosis (TB) clinic screening program is conducted on site in the |
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<tr>
<th>Waste</th>
<th>Community. Health Outreach Workers visit clients with TB in their homes for education and support.</th>
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<tbody>
<tr>
<td><strong>Continued to ensure that the Waste Collection program is accessible by all Peel residents:</strong></td>
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<tr>
<td>- Organics cart locking mechanism can remain in the unlocked position to assist residents that have difficulty with fine motor skills.</td>
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<tr>
<td>- Waste Calendars have updated icons to assist the visually impaired, so they can differentiate between their collection weeks (garbage vs. recycling).</td>
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<tr>
<td>- All carts are designed with accessible fonts and contrasting colours for wording.</td>
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<tr>
<td>- Lids on all carts require less than five pounds of force to operate/move.</td>
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<tr>
<td><strong>Walk up collection service, a specialized service for residents unable to leave their carts at the end of their driveway, continues to grow.</strong></td>
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<tr>
<th>Chronic Disease Prevention</th>
<th>Community Clinics</th>
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<tbody>
<tr>
<td><strong>Portable dental equipment and dental bus is utilized to enable oral health screening and preventive services in the community to children 0–17 years of age. By directly visiting schools and local community partners, it reduces barriers to transportation and access. In 2018, we provided 4027 clients with oral health services in 2018 with the bus and portable dental equipment.</strong></td>
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<tr>
<td><strong>Dental Bus:</strong></td>
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<tr>
<td>- Implemented in April 2018</td>
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<tr>
<td>- From inception to Dec 2018, the dental bus partnered with 3 community agencies and 7 schools</td>
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<tr>
<td>- The dental bus has 2 dental operatories and is equipped with a wheelchair lift</td>
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<tr>
<td>- Fully winterized and able to provide services 12 months of the year</td>
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<tr>
<td><strong>Employment Resource Center (ERC) Clinics:</strong></td>
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<tr>
<td>- In Partnership with Ontario Works (OW) and Ontario Disability Support Program (ODSP) to support utilization of the Healthy Smiles Ontario (HSO) program</td>
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<tr>
<td><strong>To improve access to information for OW and ODSP families, on site clinics are hosted at 10 Peel Centre Drive and 7120 Hurontario ERC’s.</strong></td>
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<tr>
<td><strong>Extended Clinic Service Hours:</strong></td>
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<tr>
<td>- Walk-in clinics for Malton and Meadowvale clinics were designed to meet needs of the vulnerable communities. Children have the opportunity to have a dental screening and support to enroll into the HSO program without an appointment. Walk-in clinics are</td>
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</table>
scheduled on Peel District School Board and Dufferin Peel Catholic School Board Professional Activity days to optimize accessibility.

- A new service delivery model, Total Dental Services (TDS) provides a “no wrong door policy” by providing services to every eligible client who visits the Brampton and Fairview Region of Peel dental clinics.
- Brampton and Fairview clinics have extended operational hours to 8 pm on Tuesdays and Wednesdays respectively.
- Dental clinic service expanded to one Saturday per month to increase accessibility on a weekend for parents who are unable to bring their child during the week day.

Chronic Disease and Injury Prevention (CDIP)—Community Survey

Community Development Workers completed client feedback surveys for the Region of Peel Strategic Plan. Surveys for 60 people were completed at Healthy Sexuality and Oral Health clinics to identify ways to improve public accessibility.

Healthy Eating

As part of a workplace pilot, the Aerocentre Food Environment Assessment Tool, asks if whether the workplaces’ eating areas are “for all body types/abilities”.

Grown in Peel, an initiative that promotes local agriculture and connects producers with consumers in an effort to increase residents' access to safe, healthy and affordable food, ensure that the application form captures information on the accessibility of farms/retailers.

Active Living

Walking Audit Program - The program is designed to evaluate how walkability and accessibility could be improved in community neighbourhoods.

Early Growth and Development

Breastfeeding pilot in Brampton included in home visits by Public Health Nurses (PHN) to ensure this service is accessible to all those that need it. Nurses also provided in-home visits for the Healthy Babies Healthy Children Program. In addition, Breastfeeding Companions Peer Support Program provided telephone support during the first 3 months postpartum.

Land Use Planning

In partnership with the local municipalities, the implementation of Regional Official Plan Amendment (ROPA) 27 began. It includes policies on age-friendly planning, and health and built environment. Accessibility considerations are inherent in age-friendly planning, and in planning for communities that are health-promoting.

Roads and Transportation

In 2018, a project to develop a guideline for the design and spacing of rest areas along exterior paths of travel as per the Design of Public Spaces component of the Integrated Accessibility Standards Regulation, was initiated. These guidelines will help ensure that there are consistent standards in place when incorporating such features along exterior.
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paths of travel.

Updates of the Long Range Transportation Plan was initiated. The Long Range Transportation Plan is intended to serve as the basis for transportation infrastructure programs and capital budgeting as well as the Development Charge By-law Update. The LRTP directs the implementation of programs and strategies focused on improving Peel’s transportation network for all Peel residents.

**Transportation Services for Long Term Care (LTC) Centres**

Ensuring a safe, reliable and efficient movement throughout the Region for those most vulnerable in the community, including the elderly and persons with disabilities is essential to ensuring that they have access to the services they require while maintaining a sense of independence and dignity. To this end LTC contracts are in place with transportation providers such as:

- Spectrum - Dialysis Patient transfer
- Wheelchair Accessible Transit - Social Transportation - ADS/Activation

Centre owned transportation buses:

- Peel Manor and Davis Centre - ADS/Activation Outings (wheelchair accessible)

Resources and assistance provided:

- Transhelp - staff at centres assist with application and payment arrangements as needed.
- Staff also provide resources or information on other accessible transportation as requested.

**Leading** - Leading is about becoming a government that is future-oriented and accountable. It means setting the pace to address changes in an evolving community. Some of the accomplishments in this area of focus that improved accessibility and removed barriers included:

| LEADING |
|-----------------|-----------------|
| **Service**     | **2018 Accomplishments** |
| Asset Management| **Built Environment** |
|                 | The Region of Peel continues to ensure that Peel infrastructure is accessible and that all members of the public can access programs and services without encountering barriers, including ensuring that locations such as the breast feeding clinics and prenatal classes are held in accessible locations. |
|                 | Upgrades to infrastructure included: |
|                 | • Office entrances on the ground floor of 7120 Hurontario St. were upgrade with accessibility buttons. |
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- Additional accessible office equipment was purchased to support staff with limited mobility and office space was reconfigured to ensure staff with limited mobility have easier access to the elevators and washroom.
- Two extra wide chairs available at every pre-natal site.
- Improved signage, including enhancements to the signage at Ontario Works. New brail signage was installed in common areas at 150 Central Park Drive dental clinic.
- Light test completed at both locations and lighting enhancements were made at 7120.
- Cheque pick up window at 10 Peel Centre Dr. was relocated to the first floor to allow easier access by clients and included appropriate height adjustment counters to make it more accessible for residents with mobility devices.
- Gathered direct feedback from both staff and clients on the accessibility, comfort and usability of the new workstation design. Also gathered light and noise level baseline readings to understand the impact that future designs might have.
- Installation of ergonomically adjustable dining room tables in Adult Day Service Centres.
- Montessori wall signs in Long Term Care Centres to make the space easier to navigate.
- Partnered with Long Term Care centres to borrow lift equipment to accommodate residents with varying needs.
- A bariatric transfer wheelchair and slings in four sizes were purchased to accommodate a range of needs in Adult Day Service centres. Assistive dining room chairs were purchased for greater access to dining for varying and promote a more inclusive environment.
- Collaborated with licensed child care and EarlyON service providers to reconfigure and renovate spaces using an accessibility lens – accessible parking, first floor access for ease of families with strollers/small children, technology upgrades, etc.

**The Streetsville Paramedic Reporting Station was designed to incorporate:**

- Gender neutral washrooms for staff and visitors
- A gender-neutral locker room and shower facilities for staff
- Adult change station area in washrooms
- Wheelchair accessible sinks in all washrooms
- Wheelchair accessible alcoves in all desks, counters and millwork
- Outside a barrier free path of travel from parking to main building complete with:
  - Painted lines identifying path
  - Depressed curbs at paved walkways
  - Tactile surface indicators at curbs
- Automatic sliding doors at entrance with motion sensors

The Seniors Health and Wellness Village (SHW) at Peel Manor Project
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<table>
<thead>
<tr>
<th>Information and Technology</th>
<th>Communication Formats</th>
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<tr>
<td></td>
<td>The Region continued its efforts in ensuring that information and documents were accessible and available in alternative formats. Some of the enhancements included:</td>
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<tr>
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<td>• Accessibility considerations for documentation &amp; Agenda Management system, including addressing accessibility gaps such as the addition of alternative text in images.</td>
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<tr>
<td></td>
<td>• New Report Writing Guidelines to include information on accessible formats for presentations.</td>
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<tr>
<td></td>
<td>• eLearning and educational topics have printed resources available for visually impaired staff and modules are narrated.</td>
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<td>• Increased font size on printed materials, including accessibility standards.</td>
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**Design (in progress):**

- Accessibility friendly design – Incorporated the Accessibility for Ontarians with Disability Act (AODA) requirements based on the current and future needs of persons with disability.
- Accessibility Advisory Committee (AAC) has been consulted on the new design. Presented twice and the design is being endorsed by AAC.
- Urban Design Brief review completed.
- Hub space, staff areas, residents’ sinks (with sloping offset drains, lifts (ceiling lifts will be installed) will be based on accessibility standards.
- MOHLTC design guideline– review and approval of design.

**Current Design Accomplishments for LTC Centres:**

- Front entrances and courtyards are fully accessible and include sliding doors and widened doorways.
- Hallways are wide and free of clutter for easy manoeuvring of wheelchairs and mobility devices.
- Raised flower or vegetable planters for easier access.
- Low and high key pads at the entrances
- Large menu streaming screen with adjustable height.
- Gate access – exterior, not padlocked; electronic access control complete with life safety interface.
- Adjustable tables for dining rooms for residents.
- Biometrics key pads, finger print to open medical rooms for safety of residents.

**Peel Art Gallery Museum and Archives (PAMA):**

- Improvements to crosswalks and curbs were made at the Peel Art Gallery Museum and Archives (PAMA) accessible parking lot to address visual barriers.
- Visual barriers at the pillars in PAMA Studio 1 were addressed by colourful decal applications.
<table>
<thead>
<tr>
<th>newsletter increased font to minimum 14pt</th>
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<tbody>
<tr>
<td>• Information is made available in various formats to meet staff or client needs.</td>
</tr>
<tr>
<td>• Trained staff to communicate, interact and provide information as it relates to persons with disabilities.</td>
</tr>
<tr>
<td>• Daily Adult Day Service Program boards includes pictures</td>
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<tr>
<td>• Rebranding of all Family Health print materials to ensure that they are AODA compliant.</td>
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<tr>
<td>• ASL translation available for any client who requires it at any location through any communication medium.</td>
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<tr>
<td>• On-line instructional videos for in-home breast feeding support have an option for closed captioning and e-learning pre-natal education videos’ content can be completed at own pace, with no time limit.</td>
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<tr>
<td>• Text messaging was used for communicating with hearing impaired clients.</td>
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<tr>
<td>• Tip sheets were made available for staff who work with ASL interpreters and CNIB resources are used to increase accessibility.</td>
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<tr>
<td>• Hearing impaired clients have the option of communicating through text message.</td>
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<tr>
<td>• Facebook posts with no jargon.</td>
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<tr>
<td>• Different format for meetings are offered – in person, teleconference, video conference, etc. with sit/stand and adjustable desk.</td>
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### Accessible Website and Web Content

The Region of Peel continued its work on updating the website and ensuring that the site meets Web Content Accessibility Guidelines (WCAG) Level AA standard by the January 21, 2021 timeline. Over 40% of the pages on the website are compliant as well as all new content placed on the site. As part of the content review and migration process, pages are being evaluated to ensure that information is relevant and easily consumed by members of the public.

Web based education was provided for caregivers in the adult day service program which can be easily accessed from any location.

### Technology Enhancements

Technology was also used to improve accessibility at the Region of Peel. Some examples include:

- MCT Call out tool implemented in Adult Day Service centres to provide information in alternative formats.
- The use of iPads in Adult Day Services for easier communication and quick language translation.
- The Built Environment and Health Unit developed an online tool that maps healthy development across the Region, accessibility was taken into consideration and changes were made to the tool.
following an accessibility review

- Alternative service models and methods to conduct appointments were explored. This included equipping staff with the tools required to attend and complete appointments where it is more convenient for the residents. Loner-Duo for home visits was implemented which assists in the scanning of Ontario Works client files so they are available for Caseworkers electronically.
- Long Term Care Centres incorporated a Point Click Care/Point of Care/electronic Medication Administration Record and other technology; available in accessible format based on individual needs.
- The Council Chamber technology upgrade improved internal and external stakeholder experience with respect to service access and service outcomes. It correlated with the Create a Modernized Workplace Term of Council Priority that seeks to implement tools and technology to improve productivity and accessibility. Upgrades consisted of enhancements to the projector display, audio and visual components, including new cameras, speakers and microphones, enhanced video streaming and system operations. Features included a fully accessible and mobile lectern, accessible microphone and voting panels, and phone/video conference capabilities.

## Workforce

### Deployment of Remote Agents

There are currently 26 remote agents (home-based) at the Community Contact Centres. These agents provided continued access to services for residents where external factors, such as severe weather, etc. impacted the ability of the in-office staff to get into work (business continuity). Agents were able to provide immediate coverage during the afterhours period where unexpected events created significant wait times for residents.

New phone system replaced varied phone announcements with one consistent, clear voice. Estimated wait time and position in queue was added to all CCC phone lines.

### Modernized Workplace

The Region has begun upgrades to Create a Modernized Workplace Term of Council Priority.

Workspace Design Standards were created in consultation with the Region’s Accessibility Advisory Committee to ensure that the needs of persons with disabilities were considered. Upgrades include sit-stand workstations to support employees in improving physical, metabolic and even mental health, flexible work options and technology upgrades.

### Training

In addition to the training requirement under the AODA, staff received the Accessibility Ontario: Accessibility Compliance 101 (Webinar Series)
Webinar #1 - AODA Overview, the Customer Service Standard, and new legislative developments.

Webinar #2 - General requirements and the Information and Communications Standard.

Webinar #3 - Employment Standard and Design of Public Spaces Standard.

Meetings are held throughout the year on the focus on how each department can become more forward thinking, accessible and efficient.

New process and procedures were implemented for the release of records under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) which included the use of tempo box to make documents more easily accessible for recipients.

Staff in Adult Day Services attended multi-sensory training at Mohawk College to implement a multi-sensory approach for clients with dementia or dual diagnosis providing a therapeutic and supportive environment for this population.

Palliative Care training was also provided which assisted in implementing access to services in the Adult Day Services in collaboration with Home and Community Care (HCC) utilizing Coordinated Care Plans.

**Culture and Inclusion**

The Office of Culture and Inclusion provides dedicated leadership for the Region of Peel Culture Strategy and oversees the Accessibility Planning Program to ensure that Regional programs, services and facilities are accessible, barrier-free and inclusive for persons of all abilities. The Office also ensures that all requirements under the AODA continue to be met.

To further promote awareness on topics relating to diversity, inclusion and accessibility, the Office introduced various speaker series. All events included the use of sign language interpreters, were live streamed and held at different Regional locations to provide access to participation by all staff. A video of the events, which include closed captioning, are also made available.
Future Accessibility Goals and Actions

The following is a list of future goals and actions that the Region of Peel plans to undertake as it pertains to each area of focus to ensure that programs, services and facilities continue to meet the needs of our community.

**Living**

Living is about improving people’s lives in their time of need. This includes ensuring that the right tools, resources and supports are in place to assist when most needed. Some of the future initiatives in this area of focus include:

- **Adult Day Services (ADS):**
  - Manage centralized waitlist to improve accessibility to services within the Region of Peel
  - Incorporate accessibility and barrier identification in care planning.
  - Implementing health equity to reduce barriers due to Social Determinants of Health, culture, ethnicity, race etc.
  - Provide referrals to education activities for caregivers and volunteers (i.e. online Dementia training through Alzheimer’s Society) – in progress.
  - Develop more programs for clients who are visually impaired.
  - DementiAbility Planning: Annual plan approved and will be implemented in 2019.
  - Enhance programs to provide opportunities to access sporting events utilizing wheelchair designated spaces.
  - Meet with the Client Voice (client based advocacy committee for clients) and Resident Council representatives to develop programs that meet the needs of all clients and residents onsite and offsite, including those with disabilities.

- **Davis Centre** to partner with Toronto and Region Conservation Authority (TRCA) to develop a plan for programs and services with ADS and LTC for sustainable gardening, accessible gardening, landscape planning and program planning onsite and offsite.

- **The new Seniors Health and Wellness Village** will encapsulate features that were presented to the Accessibility Advisory Committee when it opens in 2021.

- **Long Term Care (LTC):**
  - Integration of Service and Guide dogs as required for Residents into current LTC practices. Policy will be updated accordingly.
  - Continue to consult with Residents’ and Family Councils for opportunities and identify other barriers relating to accessibility.
  - Identify future demographics of stakeholders/community when building or improving LTC services or programs.
  - Continue to identify accessible diagnostic and other medical equipment (glucometers, blood pressure cuffs) with large font, easy to use and read, etc.
  - Enhance the Getting to Know Me assessment for new Residents in LTC to identify individual needs for accessibility services/resources and community programs – religious, social, education and one to one volunteer.
  - Continue integration of CARF (Commission on Accreditation of Rehabilitation Facilities) accessibility standards to promote accessibility and the removal of barriers for residents and stakeholders. Specific areas include Finance and Community Integration.

- **TransHelp:**
  - Develop On-line booking options for residents
  - Develop a Travel Training Program to assist residents to use conventional transit
  - Invest in cameras systems on TransHelp buses to improve safety and security
  - Partner with Brampton Transit and MiWay to implement a Magnusmode instructional travel card system.
  - Develop the ability for passengers to track their rides from a mobile device.
APPENDIX II
ANNUAL ACCESSIBILITY STATUS REPORT 2018

Thriving

Thriving is about building communities that are integrated, safe and complete. Some of the future goals in this area of focus include:

- Draft the 2020 – 2025 Peel Art Gallery, Museum and Archives (PAMA) Accessibility plan with key priorities and multi-year action plans integrated within the PAMA 5 year program plan.
- Establish regular, ongoing consultation with accessibility leaders and partner organizations and development of implementation plans to increase tactile and sensory interactive experiences in exhibitions and programs.
- Full implementation of Regional Official Plan Amendment (ROPA) 27, including conformity of the local Official Plans and alignment of other related Regional and municipal guidelines, tools and policies. ROPA 27 includes policies on age-friendly planning, and health and built environment. Accessibility considerations are inherent in age-friendly planning, and in planning for communities that are health-promoting.
- Community Oral Health Clinics: The dental bus and portable clinics are projected to visit 35 schools in the 2018–19 school year, reducing barriers to transportation and easier access.
- Ensure that wherever possible clients have access to all family health services. Continue to bring family health services to parents in their home with the support they require to achieve their goals.
- Transportation:
  - Develop a guideline for the design and spacing of rest areas along exterior paths of travel in consultation with the public, persons with disabilities and the Peel Accessibility Advisory Committee as per the IASR. This guideline is intended to become a part of Peel’s AODA Compliance Checklist for Regional Road Right-of-Ways which was endorsed by Peel’s Accessibility Advisory Committee in June 2018.
  - Complete the development of the Long Range Transportation Plan (LRTP), in consultation with Regional staff, local municipalities, and external stakeholders. The Long Range Transportation Plan is intended to serve as the basis for transportation infrastructure programs and capital budgeting as well as the Development Charge By-law Update. The LRTP directs the implementation of programs and strategies focused on improving Peel’s transportation network.
- Long Term Care program will continue to maintain contracts with transportation providers to meet identified stakeholders’ needs. Contracts will be revised to include new provisions when or if needs change. Information on available transportation will be provided as needed (and in different languages as requested).

Leading

Leading is about becoming a government that is future-oriented and accountable. It means setting the pace to address changes in an evolving community. Some of the future goals in this area of focus include:

Information:

- Work towards finding continued efficiencies to make council documents more accessible and in compliance with AODA Legislation.
- PAMA: Consistently implement marketing accessible formats, testing, and other applications for continual improvement.
- Ensure accessible mediums that are AODA compliant to provide information to individuals with disabilities to easier access to Family Health services as well as Communicable Disease services.
Use pictograms to assist clients who have trouble word finding/aphasia or cannot speak English as well as ensuring staff are available for translation to clients who do not speak English.

The Senior’s Health and Wellness Village Project team will work with Communications to ensure all public facing materials relating to the project during construction meet accessibility standards as set out by the Region of Peel.

Long Term Care:
- Program will implement strategies to improve communication between stakeholders to identify accessibility needs. Information will be provided in a variety of methods to ensure information is easy to access by all stakeholders. Recommendations for design to include visual, auditory, physical, speak, cognitive and neurological disabilities assessed needs.
- Regular evaluation of stakeholders’ feedback and concerns relating to accessibility and making changes to improve communication practices as identified.
- Emergency procedures will be posted and provided in printed documents (Resident and Family Guide, Admission package, etc.).
- Building partnership with CNIB and utilizing services and resources (e.g. Braille information).

Community Access communication lead will continue to research improved communication methods and will help identify preferred methods of communication.

Technology:
- In collaboration with IT, develop and implement PAMA’s Collections Management System and other technologies, which can increase digital access to archival, art and history content.
- Work towards implementing a new agenda management system that will address accessibility gaps and provide options for mobile access.
- Web chat on peelregion.ca will be implemented in 2019, allowing real-time text-based messaging with Community Contact Centre (CCC) agents.
- Oral health to continue to be part of a working group to consult on an Electronic Medical Records (EMR) system. The goal is to consolidate staff and client needs and build efficiencies in staff scheduling, client self-scheduling, paperless records and reporting capacity. The program will also be exploring the possibility of client electronic communications (texting, email), making it easier to communicate with clients of all abilities.
- Continue to build on technology to ensure that meetings are accessible to all.
- Work on updating the website to ensure that all school principals and teachers have access to the health information needed to work with their public health nurse on school health initiatives.
- Ensure any goods purchased and services provided will use accessible design to support individuals with disabilities.
- Application of AODA requirements to the Health Data Website using the Power BI platform.
- Adult Day Service clinics to provide communication boards, iPads or touchscreen computers to person with impaired speech.
- Review and update of the Region’s Healthy Development Assessment tool, which will include a review related to accessibility.
- Community Access will work with the Ministry to increase self-serve options for residents to perform tasks themselves through the use technology. A new scheduling software that will improve residents’ accessibility to appointments, workshops etc. will be implemented. Accessibility improvements will be made to the primary staff technology in Ontario Works (SAMS) - May 2019, introduce a high contrast colour scheme, larger fonts and more space between items. Explore increasing direct client services out of a Caledon community hub.
Asset Management:

- The Mayfield Seniors Project started construction in 2018. This project incorporates the Region’s accessibility design guidelines with a mix of fully barrier free units with the remaining units incorporating universal design principles including grab bars in all washrooms and bathing areas. This project will also have a fully accessible exterior courtyard that provides private and secure space for the residents. The building is expected to be ready for occupancy in 2019.
- During 2018, design work was finalized on the Daniels project including the incorporation of several new accessibility features: Four units will showcase a Daniels branded Accessibility Design Program; a fully accessible outdoor amenity space on the fifth floor that will also provide accessible garden plots for vegetables and plants. The adjacent indoor children’s space and fitness area are also fully accessible. The building’s main entry lobby will incorporate built-in seating that will also accommodate various accessibility and mobility needs. The Region’s Accessibility Advisory Committee provided comments and advice on design elements in the spring of 2018. The project is scheduled for completion in the spring/summer of 2020.
- In 2019 PAMA will conduct a facility audit in collaboration with ROP Accessibility Advisory Committee (AAC).
- Continued incorporation of accessibility improvements in PAMA Capital project planning.
- As part of Supportive Environments for Healthy Living, explore potential opportunity with the City of Mississauga to develop an Age Friendly Pop-Up Coffee Shop at the Frank McKechnie Community Centre.
- Communicable Diseases new multi-service clinic will be accessible and comply with AODA and Integrated Accessibility Standards Regulations, similar to other previously designed multi-service clinics.

Adult Day Services:

- Create a multi-sensory environment, repurpose the multi-sensory cart and purchase new equipment
- Redesign current and future ADS space to be more accessible to people who are visually impaired and for people living with dementia. Use contrasting wall colours for definition and use Butterfly Care model ideas.
- Assess current spaces to explore renovating and redesign space at Adult Day Service clinics to remove barriers to care for bariatric clients e.g. Tall Pines and Malton Village bathroom renovations for additional toilets and/or bathing areas.
- Installation of call bells in quiet rooms of Adult Day Service clinics.
- Purchase meal service cart to reduce the footprint in the program area and create greater accessibility to all clients and residents.
- Purchase space saving tables to facilitate greater use of spaces for clients and residents.
- Installation of an accessibility button at the patio door for easier access at Tall Pines Adult Day Service.
- Automated wheelchair accessible door to be implemented early 2019 at the Davis Centre.

- Ongoing evaluations of the five LTC Centres - structure and services. For example ramps and slopes – improvements ongoing. Curb depressions to be completed on entrances and exits in LTC Centres which is included in the 2019 ten-year capital plans.
- The Early Years and Child Care Services (EYCCS) section will ensure that locations serving families with young children are offered in spaces which are fully accessible to enable inclusion of all families who wish to participate.
Workforce:

- Continued research to identify best practices and incorporate into PAMA training, staff development plans, and program outcomes.
- Access Peel will continue to train and support staff to be aware of accessibility issues.
- Continuous improvement to identify and implement various customer facing accessibility options to promote full service access for residents.
- Offer language classes to staff in Adult Day Service program and continue to train staff in dementia care.
- Paramedics to review workplace accommodation process and policies related to ill and injured employees.
- Strategic Policy and Performance will continue to apply accessibility lens as work processes evolve. Ensure application of accessibility lens in the development and implementation of key projects and in hiring practices. Ensuring an accessibility lens is being applied, e.g. LTC Business Centralization Project; Peel Paramedic 10-year Capital Planning Project and Service Planning exercise.
- Community Access will partner with RPAM to ensure modernization of physical design and desk-side space meets the accessibility requirements. Future design considerations to include feedback and improvements identified during User Experience Testing.